

ZANZIBAR BUREAU OF STANDARDS



ISO 9001: 2015 CERTIFIED

VIWANGO ISQMT APPLICANT USER MANUAL

VERSION 1.0 2024

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1. ACCESSING THE SYSTEM

To access the VIWANGO ISQMT system, here are a series of steps to follow.

- a) A user will open a web browser (recommended is Google Chrome, Mozilla Firefox, or Microsoft edge)
- b) Type in the provided system address i.e., <http://viwango.zbs.go.tz/>
- c) Proceed to open; If you face any difficulties, contact your system administrator to get the correct system address.



Figure 1.0: System homepage

Upon successfully opening the address user will be landed on the homepage which contains different options. (See the figure above)

- a) To open the account, click **Register** button.
- b) For the users with account click **login** button.

User will be prompted to enter username and password as shown on the figure below.

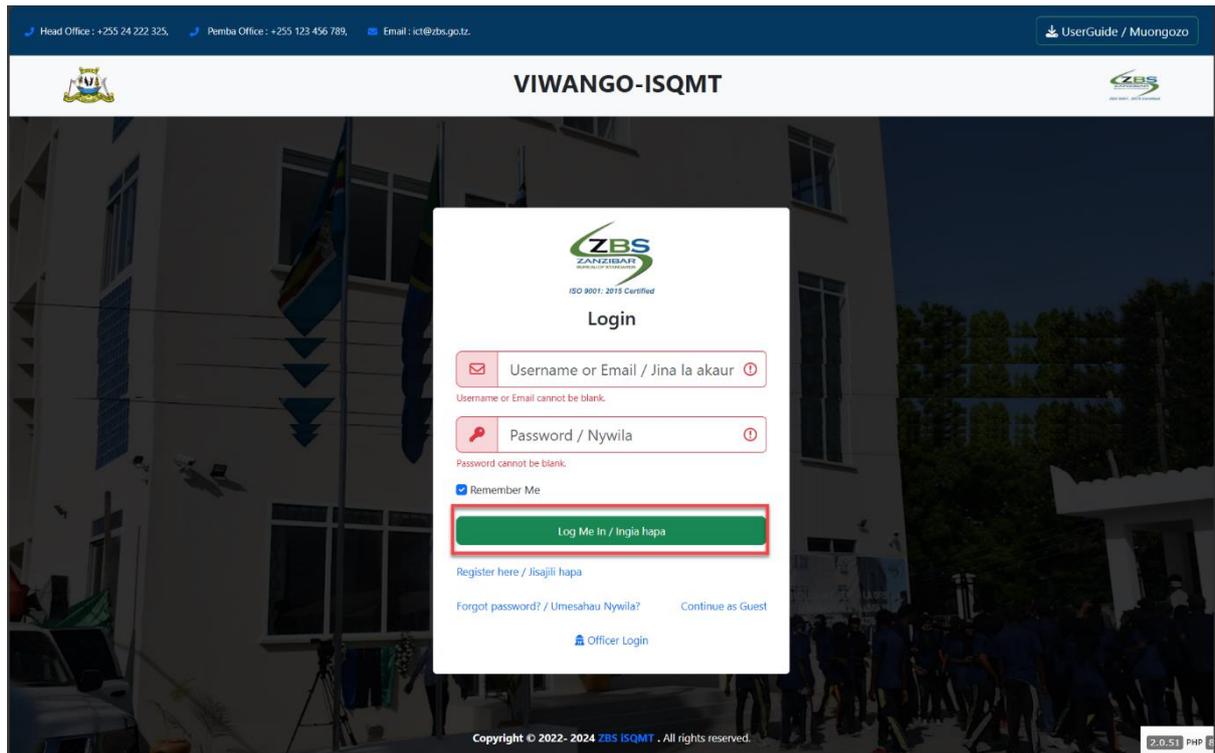


Figure 1.1: User log in page

- c) To continue without account, click **Continue as a guest** button. User will be able to access minimal services in the system.

2. ACCOUNT MANAGEMENT

2.1 CREATING ACCOUNT

A user must create an account that will help him/her log into the system, and the following are the steps to follow.

- a) Fill in the fields required in the sign-up form including your password as shown in the screenshot below,

Figure 2.1.A: Registering for new account

- b) Thereafter clicking the **Create Account** button user will receive the notification to verify their email as shown on the figure below. User will be supposed to open their email and verify as directed.

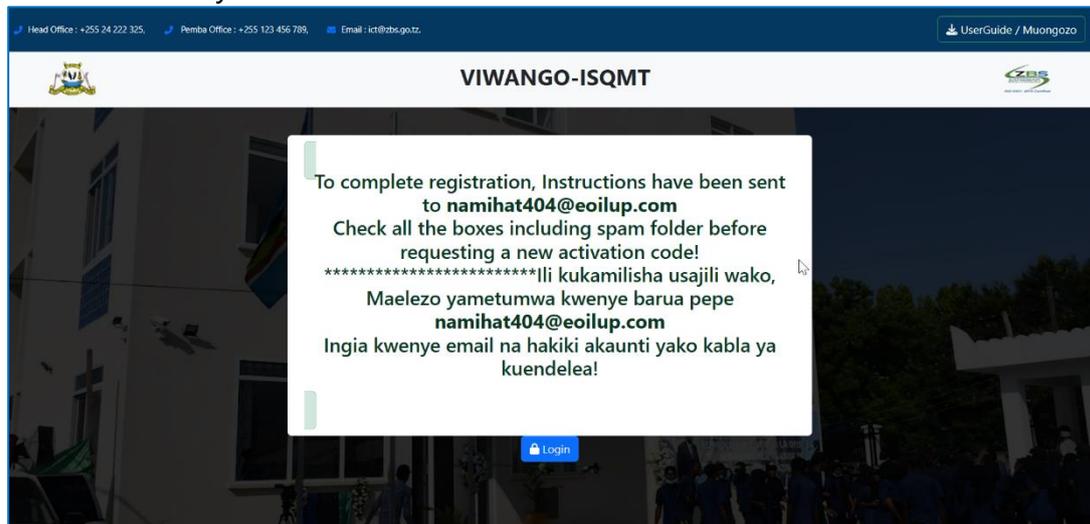


Figure 2.1.B: Email verification note

- c) User will login and will be direct to the next stage where will be required to select the type of account, do as required for each tab as shown by numbers below. After finishing click **Save and Continue**.

New Application!  Sample Stakeholder

01 Account Type: / Aina ya akaunti:

Normal Applicant / Mda
 Agent / Wakala wa wadau

02 This account is for: / Hii akaunti kwa ajili ya:

03 Place of domicile: / Mahali pa Makazi:

Tanzania
 Other Countries (Outside Tanzania)

Entity Name *

It must match the name that appears in attachments / Weka jina kama vile litokeavyo kwenye viambatisho

Save & Continue

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Figure 2.1.C: Account type details

The next step will require a user to provide all the required details about the operations business as well as attaching related documents and thereafter click the **Save** button to save those details. If the user has selected wrong type of account can rectify by changing upon clicking **Change type** as shown on the figure 2.1.D below.

Details about Entity

Registered Company / Kampuni Iliyosajiliwa

[Change type](#)

Update Basic Information

Entity Name *

It must match the name that appears in attachments

Contact Address *
 [Select](#)

Provide Active Business License Number
 Document Number

Business license number Certificate *

[choose file ...](#)
Only: pdf,jpg,jpeg,png MaxSize: 100 MiB

Provide Certificate Of Registration
 Number of Certificate Of Registration

BPRA/BRELA Certificate of Registration *

[choose file ...](#)
Only: pdf,jpg,jpeg,png MaxSize: 100 MiB

Provide TIN Certificate
 TAX Number(TIN)

TAX Certificate(TIN) *

[choose file ...](#)
Only: pdf,jpg,jpeg,png MaxSize: 100 MiB
 Must not exceed 10MB

[Update](#)

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Figure 2.1.D: Entity details

2.2 UPDATING PROFILE

A user's profile will be created, and all the details entered will be displayed so that the applicant can review and edit if needed. Refer to the screenshot below

image

2.3 MANAGE ASSOCIATED USERS

I. MANAGE EMPLOYEES/USERS

For the companies' profile, they can contain number of users under the entity. The account owner can add users by following the steps below.

- a) From the list of menus click **my entity**
- b) On the tabs click **Users** as shown on the figure below.

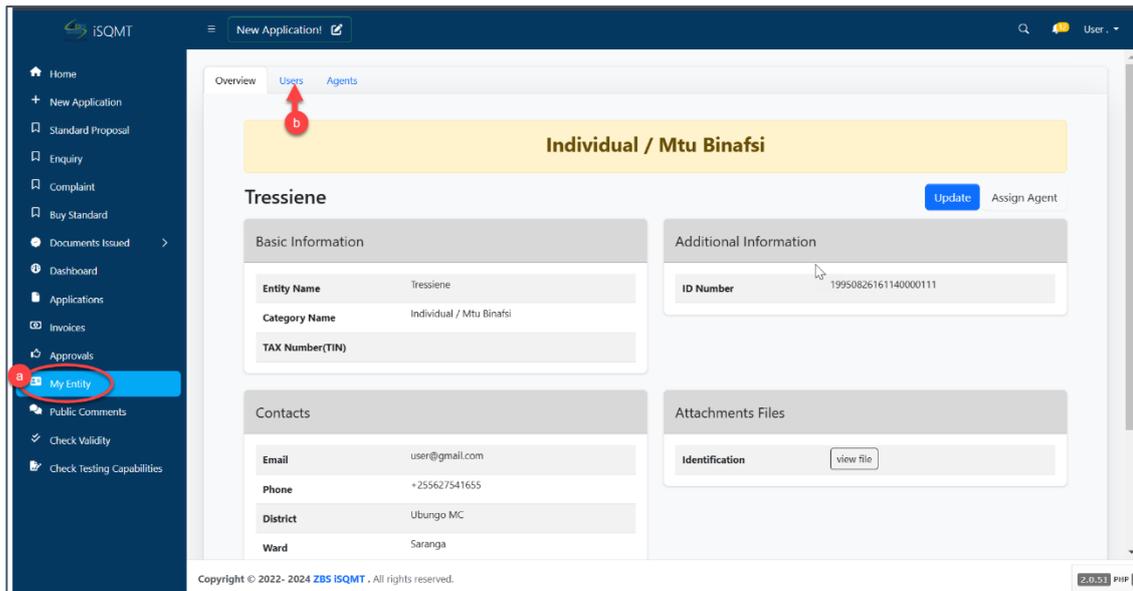


Figure 2.3.A: Accessing users

- c) User will be landed on the page where they can add and remove users. To add user, click on **Add User** as shown on the figure below. Fill in the required details and click **Link Account** to save.

Add New User

E-mail *

 ⓘ
E-mail cannot be blank.

Firstname * **Middlename** **Lastname ***

 ⓘ ⓘ
Firstname cannot be blank. Lastname cannot be blank.

Password *

 ⓘ
Password cannot be blank.

Confirm Password *

 ⓘ
Confirm Password cannot be blank.

[Link Account](#)

Figure 2.3.A: Adding users

II. MANAGE AGENTS

For importation applications, a regular user is expected to apply through an agency. User can add agency to work on their behalf by assigning them in the system. To assign an agency user will follow the steps below.

- a) From the list of menus click **My entity**
- b) On the tabs click **Agents** as shown on the figure below.

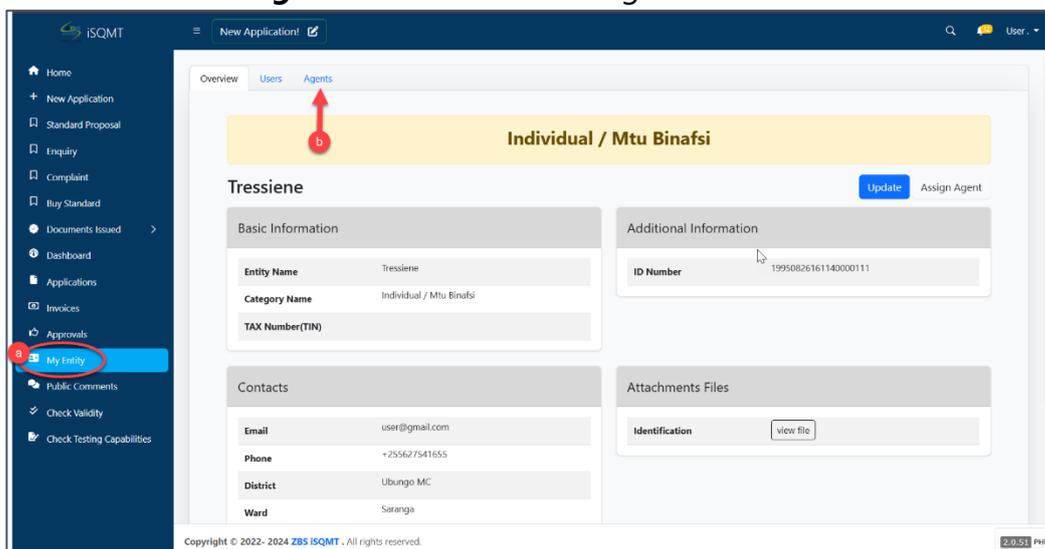


Figure 2.3.B: Accessing agent

- d) User will be landed on the page where they can add and remove agency. To add, click on **Assign Agent** as shown on the figure below.

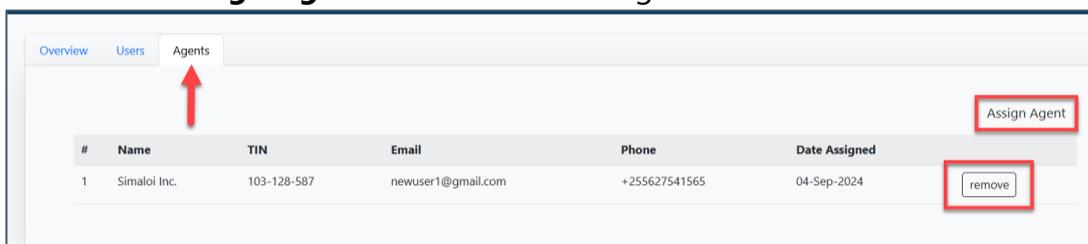


Figure 2.3.B: List of agents

Enter the agency's name and click **Search Agent**. From the suggested results, select **Assign Agent** to complete the assignment to the agency. (See the figure below)

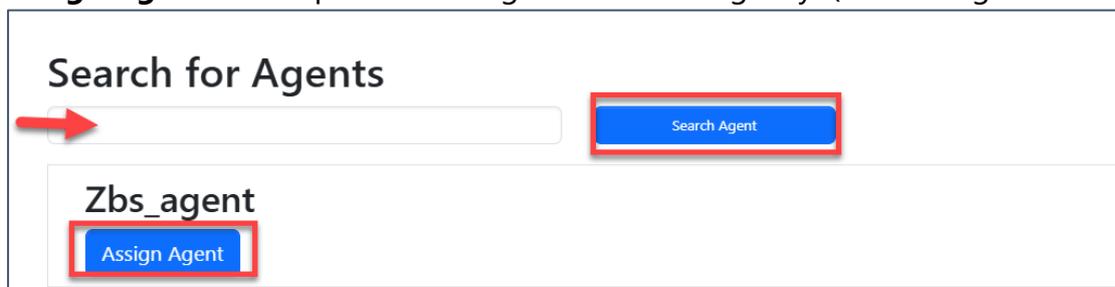


Figure 2.3.B: Searching and assigning agent

3. NEW APPLICATIONS

3.1 MAKING APPLICATION

Using the navigation menu located on the left an applicant can navigate to the **Dashboard**. To start a new application, click the **New Application** button, see the figure below.

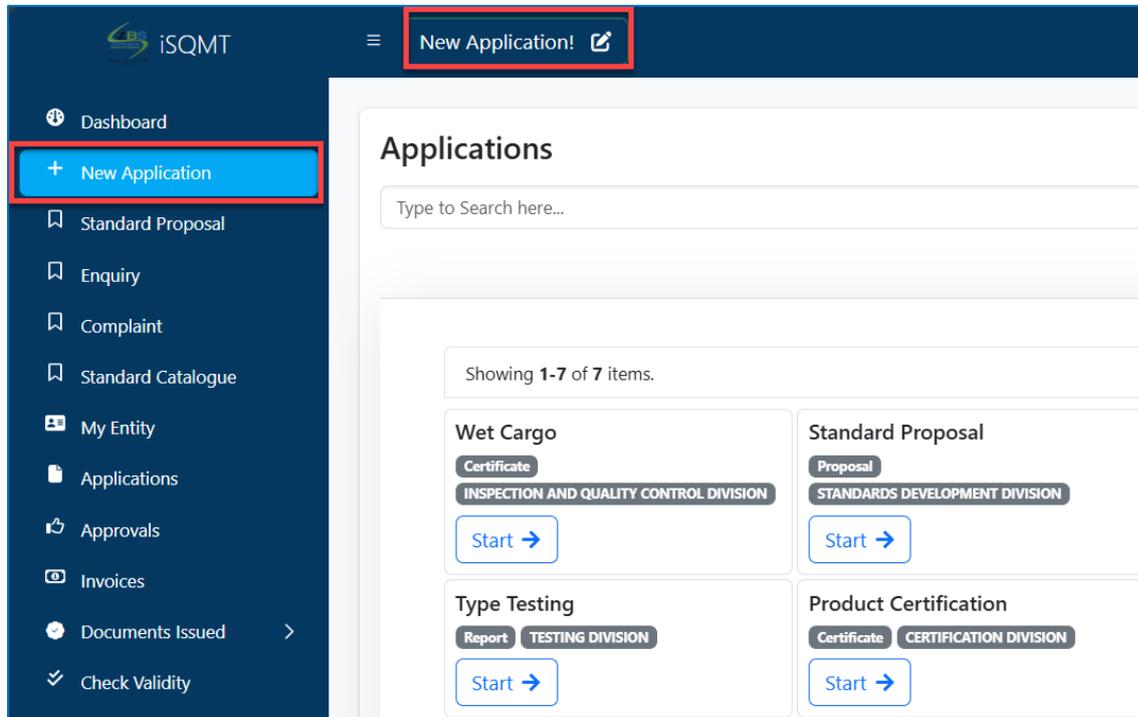


Figure 3.1.A: Accessing New applications

After clicking the new application button, a user will be presented with a page where he/she can filter and search for the specific application to apply for as shown in the screenshot below.

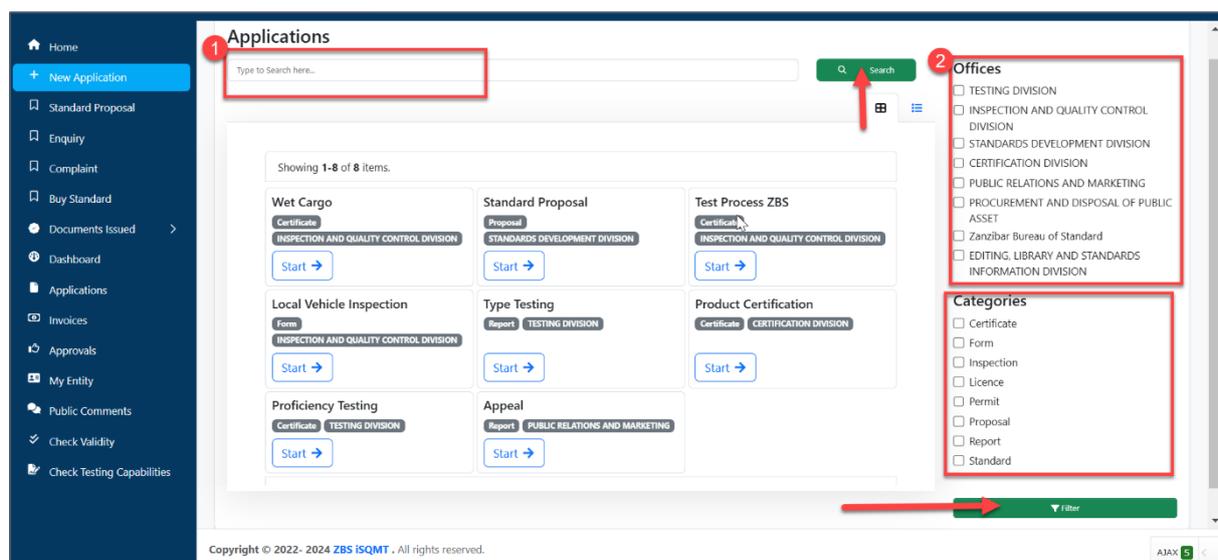


Figure 3.1.A: Applications page

1. An applicant can use the general search to search for any keyword associated with the certificate, license, or permit.
2. Applicant can also use the filters by the office, categories, or tags to allocate the desired application.

Once an applicant has found the application, he/she wants to apply for, will be required to click the button "Start" to proceed with the application. Refer to the screenshot below.

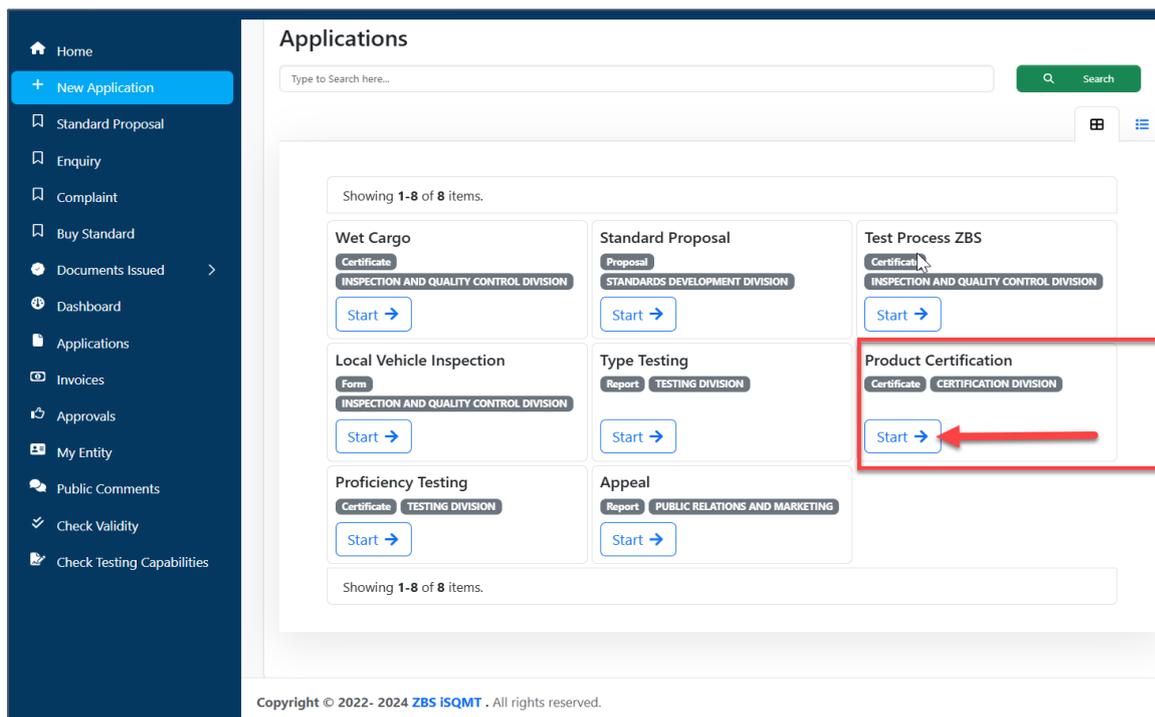


Figure 3.1.B: Starting application

A. Starting New application

After clicking the **Start** button, the applicant will be presented with the confirmation page, where will read the application details and after verifying will click on **Start New Application** to proceed.

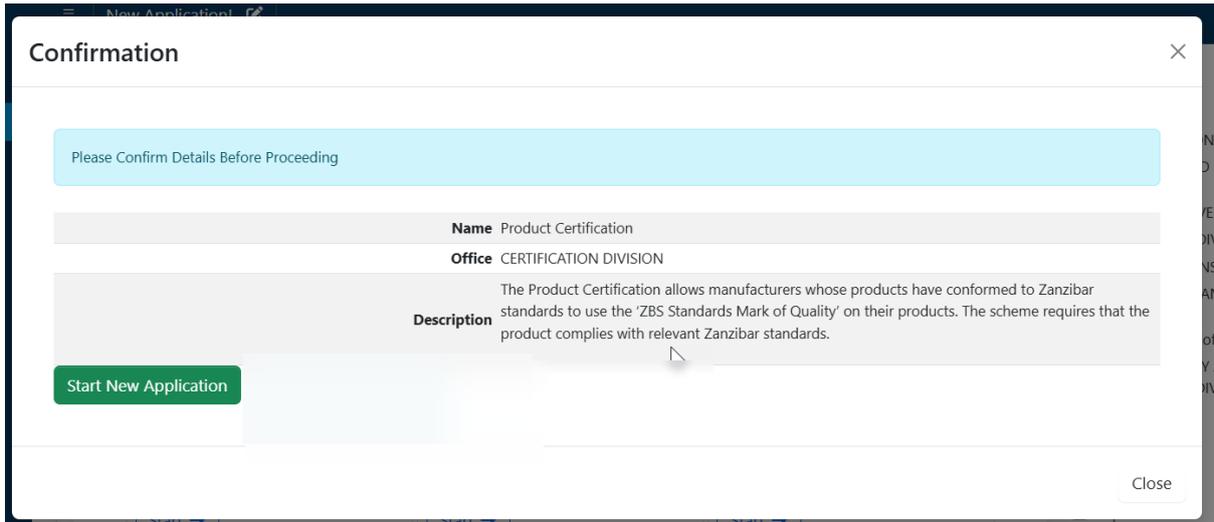


Figure 3.1.C: Confirming application to apply

Applicant will be presented with the form for the application he or she is applying for, fill in the details as required; then click **Save** to continue later or continue to proceed, see the figure below.

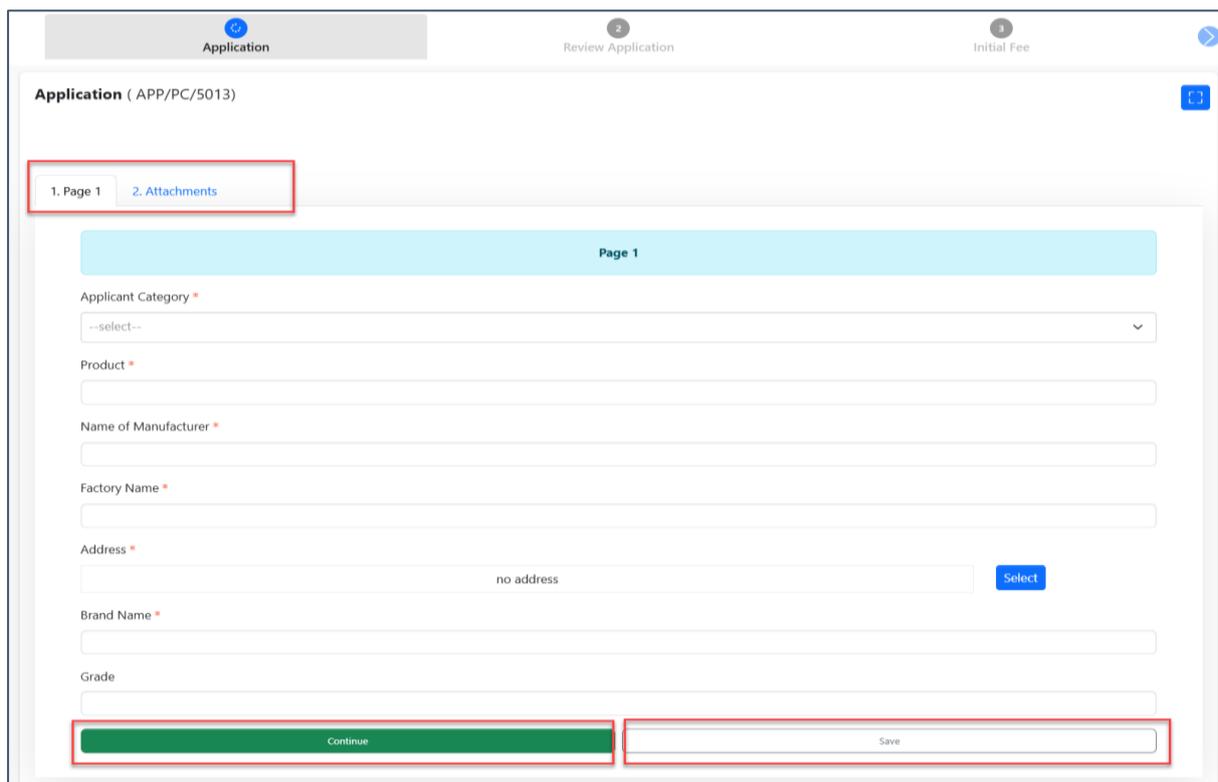


Figure 3.1.D: Application form

B. Linking old Certification (For Product Certification)

After clicking the **Start** button, the applicant will be presented with the confirmation page, where will read the application details and after verifying will click on **Link Old Certificate** to proceed as shown on the figure 3.1.E: below.

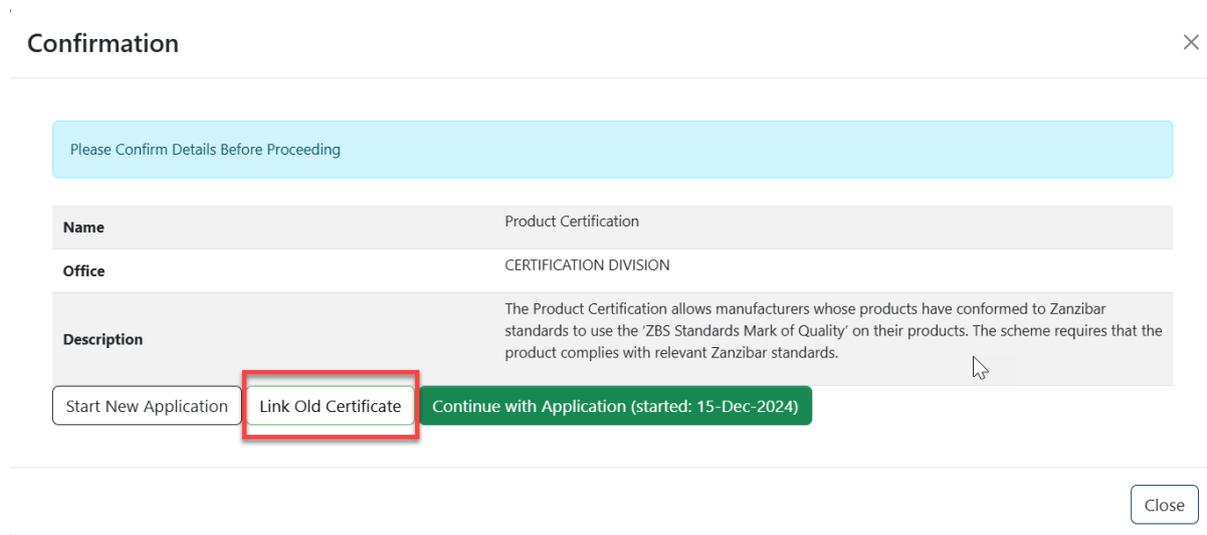


Figure 3.1.E: Linking old certification

3.2 APPLICATION GENERAL FEATURES

1. ATTACHMENTS

If an applicant wants to attach a document or image to his or her application, the following are the steps to follow,

- i. Go to the field where you are required to attach a file
- ii. Click on the **Choose file** button
- iii. Click on the **Choose from Computer** button and choose the file you want to attach from your computer.
- iv. Click the **Upload** button to upload the file from your computer to the system. The steps are shown in the screenshots below.

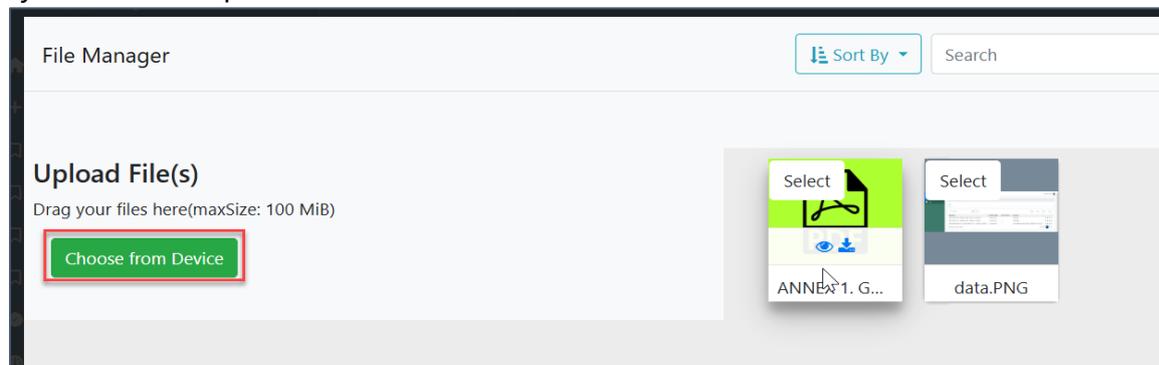


Figure 3.2.A: Choosing file from device

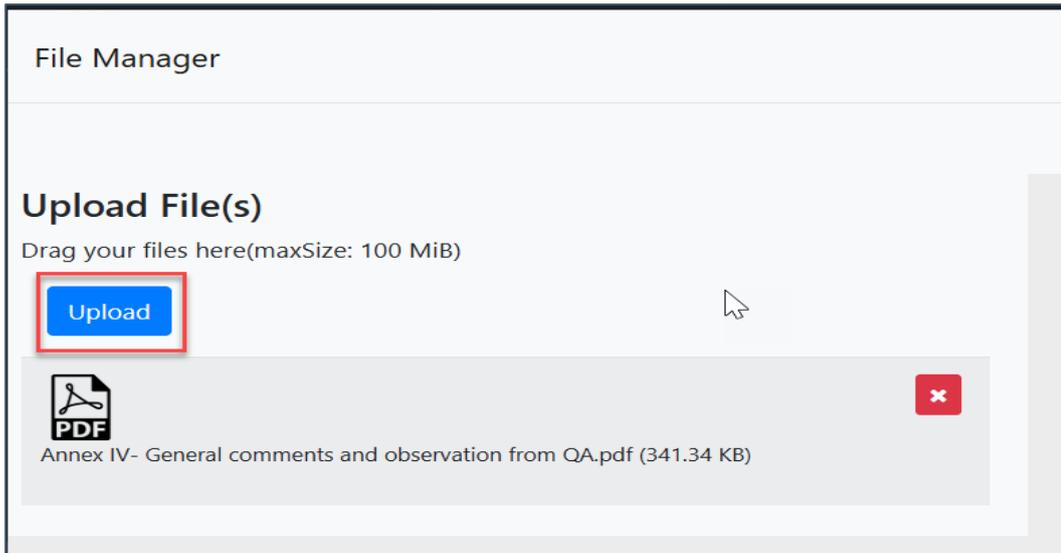


Figure 3.2.B: Uploading file

2. ADDING ITEMS

If applicant is supposing to add a number of items in the table, the following are the steps to follow;

- i. Click on the **Plus** like button with the table of the required item as shown on the figure below.



Figure 3.2.D: Adding an item

- ii. On the popup window fill in the required details and click save to continue.
- iii. On the table, the item will be already added, you can continue to add as more items as required.
- iv. User can remove added item by clicking on the **Minus** like symbol with the label of the item.

Figure 3.2.E: Filling the form

Distribution			
Oil Marketing Company (OMC)			
Importer	Fuel Quantity	Quantity Unit	
Abc	3000	Mt	- Remove Oil Marketing Company (OMC)

Figure 3.2.F: Removing item

4. NOTIFICATIONS

Applicants can access different notifications in the system, these notifications help applicants to track the status of their application. It will notify the user for action to be done (if required) as well as successful action like application or payments. These notifications are visible at the top bar on the right side as shown by the arrow.

Figure 4.1: Notifications

Upon opening the notification bar user can click on **See all Notification** to open list of the notification where they can be viewed as a whole as shown on the figure below.

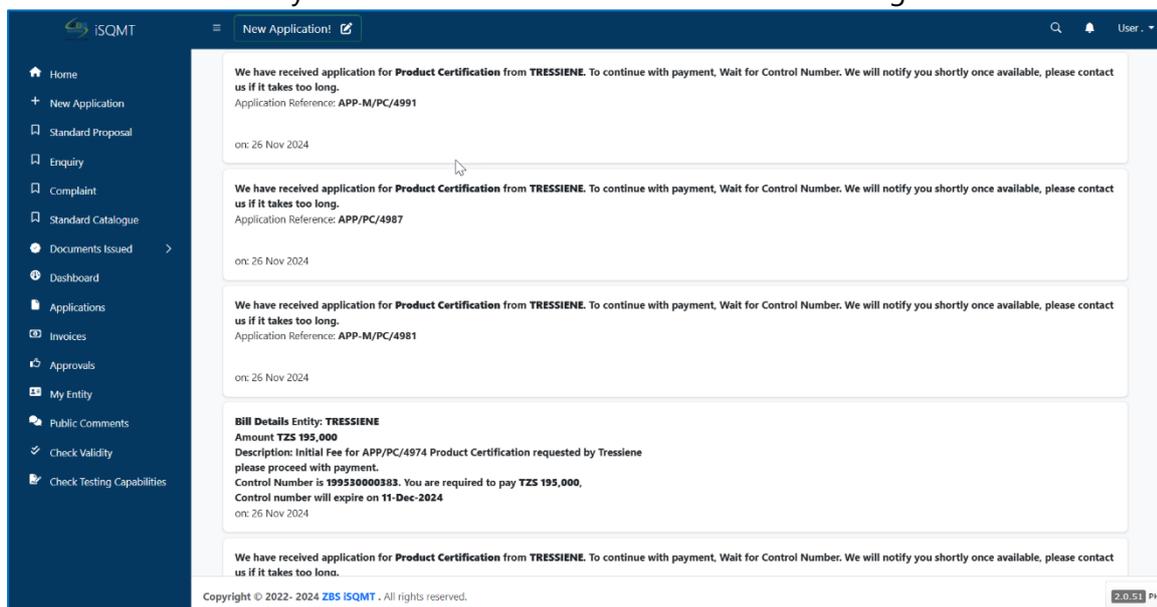


Figure4.2: List of notifications

5. NAVIGATION MENUS

The navigation menu, is located on the left side of every applicant's account, serves as a central hub for accessing various features and sections of the system. It is designed to provide access to the tools and information they need throughout the application process.

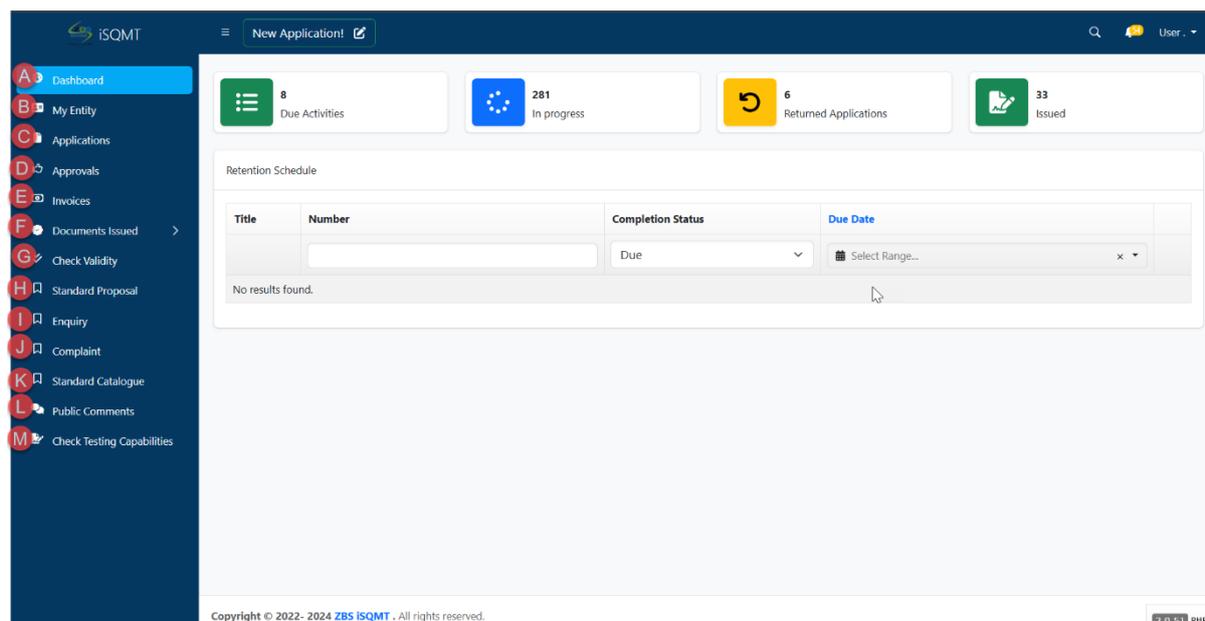


Figure 5.0: Navigation menus

A. DASHBOARD

The applicant's dashboard contains notifications, areas where the applicant can observe the statuses of different applications. Through the dashboard, an applicant can view, payments, Applications in progress, Active licenses, and Expired licenses. Refer to the screenshot below.

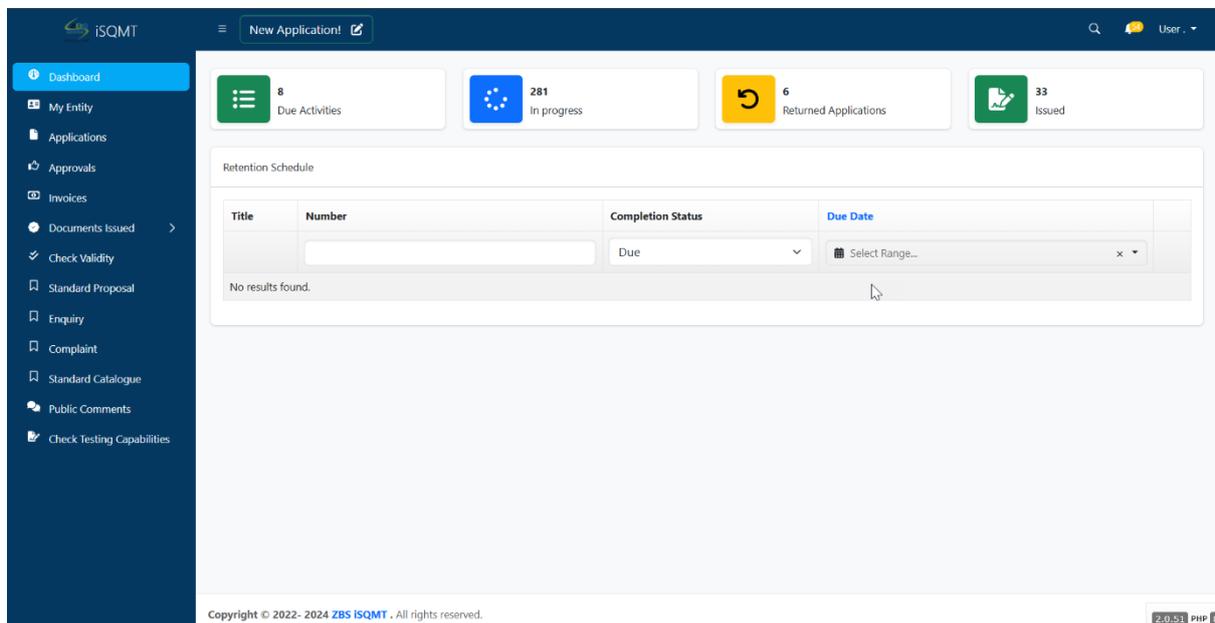


Figure 5.A: System dashboard

B. MY ENTITY

This menu redirects users to a page where they can view, and update account details as well as managing associated users like employees and agency, as shown on the [2.3](#) above.

C. APPLICATIONS

This menu directs a user to a page where he or she can access all applications he or she has applied before. A user can view status of these applications and act accordingly.

#	Reference	Document Type	Status	Date Started	
	<input type="text" value="Search Reference"/>	<input type="text" value="Search Document"/>	<input type="text" value=""/>		
1	APP-M/PC/5121	Product Certification	In Review Application	03-Dec-2024	Details
2	APP-M/PC/5116	Product Certification	In Signature	03-Dec-2024	Details
3	APP-M/PC/5103	Product Certification	In Signature	03-Dec-2024	Details
4	APP/PT/5105	Proficiency Testing	In Report	03-Dec-2024	Details
5	APP/SP1/5038	Standard Proposal	In Review Proposal	29-Nov-2024	Continue
6	APP-M/PC/5089	Product Certification	Issued	02-Dec-2024	View Certificate
7	APP/PC/5013	Product Certification	In Initial Fee	28-Nov-2024	Continue
8	APP/SP1/5080	Standard Proposal	In Review Proposal	02-Dec-2024	Continue
9	APP-M/PC/4991	Product Certification	Issued	26-Nov-2024	View Certificate
10	APP/PC/4987	Product Certification	In Initial Fee	26-Nov-2024	Continue

Figure 5.C: List of applications

D. APPROVALS

This menu direct user to the page where they can access all approvals required from the user. i.e. Payment approvals. User will be directed to the page with the list of processes waiting for approval. Click on the respective one to open then click **Accept** or **Reject** to finish.

Approval Requested: Initial Fee for APP/PC/4974 Product Certification requested by Tressiene

Payer Tressiene	Control Number 199530000383
Description Initial Fee for APP/PC/4974 Product Certification requested by Tressiene	Is Paid No
Payment Type Fee	Paid At
Due Date	Is Waived No
Amount TZS 195,000.00	Last Notified

Items Products Fee

#	Description	GfsCode	Amount
1	Application and Inspection Fee	140101	60,000.00
2	Testing Fee	140101	135,000.00
Total			195,000.00

Figure 5.D: Accepting/reject

E. INVOICES

This menu directs a user to a page where they can access all the invoices that they have been issued including description, amount, control number, currency, and the status of payment.

Showing 1-20 of 47 items.

#	Reference	Description	Amount	Control Number	Status	Invoice Date
1	PYM/PT/5107	Payment for APP/PT/5105 Proficiency Testing requested by Tressiene	TZS 100,000	199475862545	Paid	03-Dec-2024
2	PCPYM/PC/4976	Initial Fee for APP/PC/4974 Product Certification requested by Tressiene	TZS 195,000	199530000383	Request Cancellation	26-Nov-2024
3	PCPYM/PC/4972	Initial Fee for APP/PC/4959 Product Certification requested by Tressiene	TZS 80,000	199530000382	Waiting Payment	26-Nov-2024
4	PCPYM/PC/4972	Initial Fee for APP/PC/4959 Product Certification requested by Tressiene	TZS 60,000	199530000381	Waiting Payment	26-Nov-2024
5	CUST/BS/4956	Purchasing Copy of Standard ZNS 573, ZNS 594, ZNS 594	TZS 35,000	199530000380	Waiting Payment	26-Nov-2024
6	PYM/TT1/4754	Payment for APP/TT1/4752 Type Testing requested by Tressiene	TZS 10,000,000	199104567893	Expired	21-Nov-2024
7	PYM/TT1/4685	Payment for APP/TT1/4683 Type Testing requested by Tressiene	TZS 100,000	199104567890	Paid	21-Nov-2024
8	PCAF/PC/4478	Annual Payment for APP/PC/4472 Product Certification requested by Tressiene	TZS 250,000	199530000269	Paid	07-Nov-2024
9	PCPYM/PC/4474	Initial Fee for APP/PC/4472 Product Certification requested by Tressiene	TZS 45,000	199530000269	Paid	07-Nov-2024
10	PCPYM/PC/4474	Initial Fee for APP/PC/4472 Product Certification requested by Tressiene	TZS 60,000	199530000269	Paid	07-Nov-2024

Figure 5.E: List of invoices

F. DOCUMENT ISSUED

This menu directs a user to a page that shows a list of all documents issued after the whole process to that specific applicant. A user can view every certificate individually and print them.

#	Number	Type	Category	Status	End Date	
1	7857895	Product Certification	Certificate	Active	30-Jun-2025	🔗
2	YU23419	Product Certification	Certificate	Active	01-Jul-2025	🔗
3	785TY	Product Certification	Certificate	Active	30-Jun-2025	🔗
4	YU2345	Product Certification	Certificate	Active	30-Jun-2025	🔗
5	ZBS/SP/2024/0089	Standard Proposal	Proposal	Active		🔗
6	ZBS/SP/2024/0088	Standard Proposal	Proposal	Active		🔗
7	202411/00009/	Complaint	Form	Active	18-Nov-2025	🔗
8	202411/00008/	Complaint	Form	Active	18-Nov-2025	🔗
9		Product Certification	Certificate	Active	07-Nov-2025	🔗
10	ZBS/SP/2024/0064	Standard Proposal	Proposal	Active		🔗
11	ZBS/SP/2024/0063	Standard Proposal	Proposal	Active		🔗
12	PC/2024/00014	Product Certification	Certificate	Active	17-Sep-2025	🔗
13	DU/2024/00023	Destination Inspection	Permit	Active	20-Dec-2024	🔗
14	DN/2024/00001	Denial Notice	Certificate	Active		🔗
15	DU/2024/00022	Destination Inspection	Permit	Active	17-Dec-2024	🔗
16	PC/2024/00013	Product Certification	Certificate	Active	06-Sep-2025	🔗
17	103/2024/00004	Enquiry	Form	Active		🔗

Figure 5.F: List of end documents

G. CHECK VALIDITY

This menu directs a user to a page where he or she can check the validity of the certificate, permit or license by entering the document number. User will be required to enter the number of the document (Certificate, Permit, Licence &etc.) and then click **Validate Now** to search. The window will pop up shown the name and the dates of the given document. See figure 5.G below.

Check Document validity

Please provide **Document Number** below to check validity of your Permit, Document or Certificate

Enter Document number

Figure 5.G: Validating document

H. STANDARD PROPOSAL

Here user may propose for the development of national standards or adoption of national Standards. User will confirm to start the application of standard proposal by clicking **Start a new process**. Then they will fill in all the required details and confirm to submit the application. See the figure below.

Figure 5.H.: Start a new application for Standard proposal

Figure 5.H: Proposal application form

I. ENQUIRY

This is a centralized feature within the navigation menu that allows applicants to submit their requests, concerns, need of assistance. Enquiry submitted through this menu are logged and directed to the appropriate team for review and resolution.

User will be redirected to the application form, fill as required and submit.

J. COMPLAINT

This is a dedicated section in the navigation menu designed specifically for submitting and managing complaints. This feature allows users to formally report issues or grievances related to their application process or the platform's functionality. Users can describe their concerns, attach relevant files or evidence if necessary, and track the status of their complaints.

User will be redirected to the application form, fill as required and submit.

K. STANDARD CATALOGUE

The **Standard Catalogue Menu** is a specialized feature within the navigation menu that provides users with access to a comprehensive list of standard services, products, or items available **within** the system. This menu is designed to serve as a reference point, offering detailed information about each standard, including specifications, descriptions, categories, and any associated guidelines or requirements.

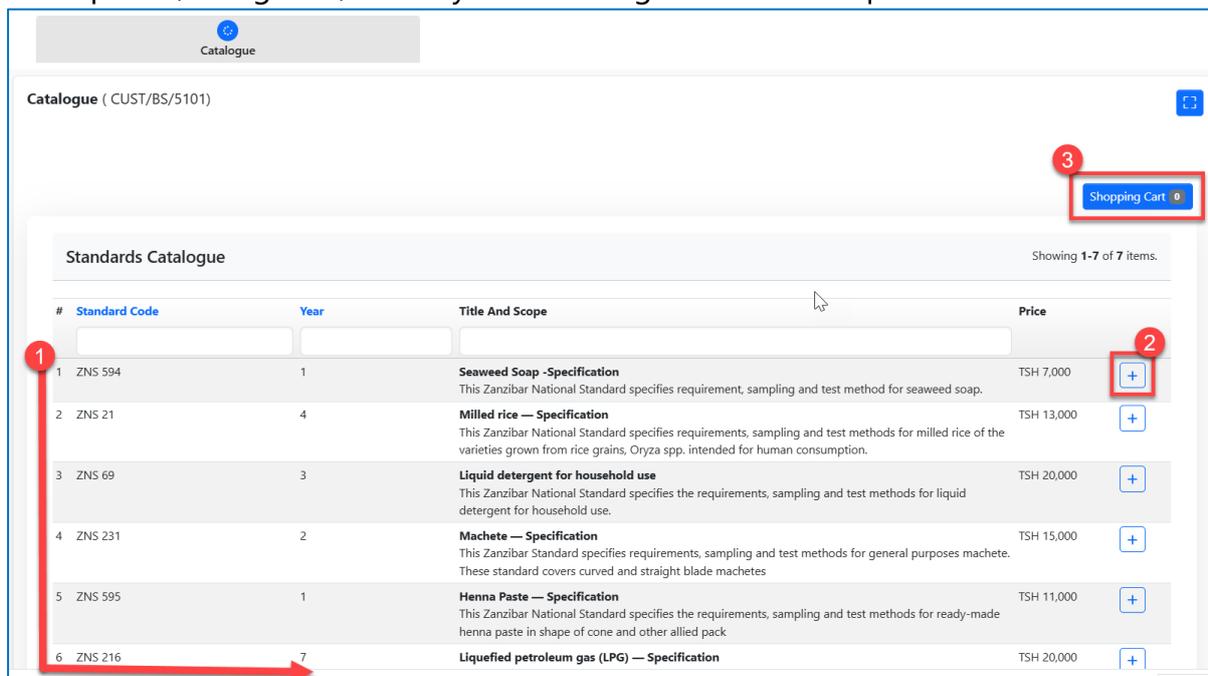


Figure 5.K: Standard catalogue

1. User can see list of standards with details as standard code, year, title and scope as well as its price.
2. To buy a standard user will add the standard in a shopping cart by clicking a **plus** like symbol as shown on the figure 5.K above.
3. Click **Shopping Cart** to see the selected standard and proceed with payments.

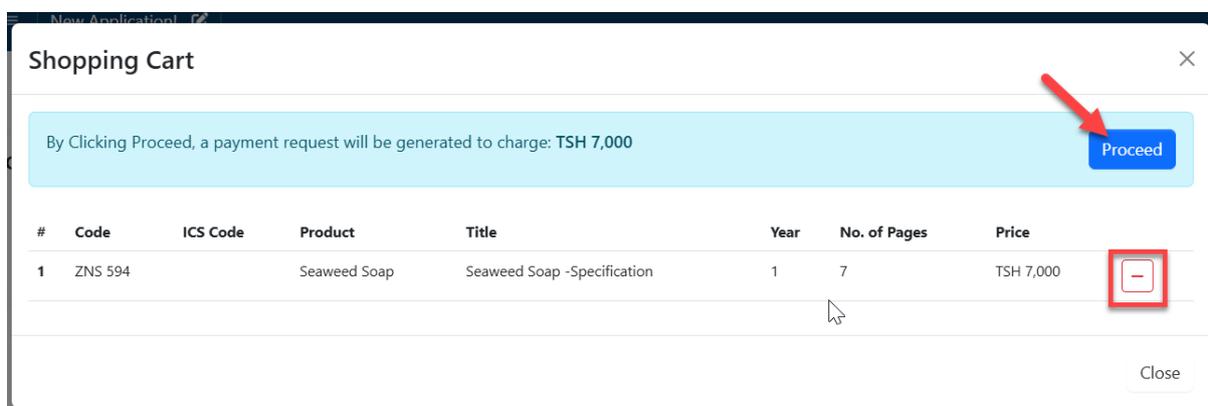


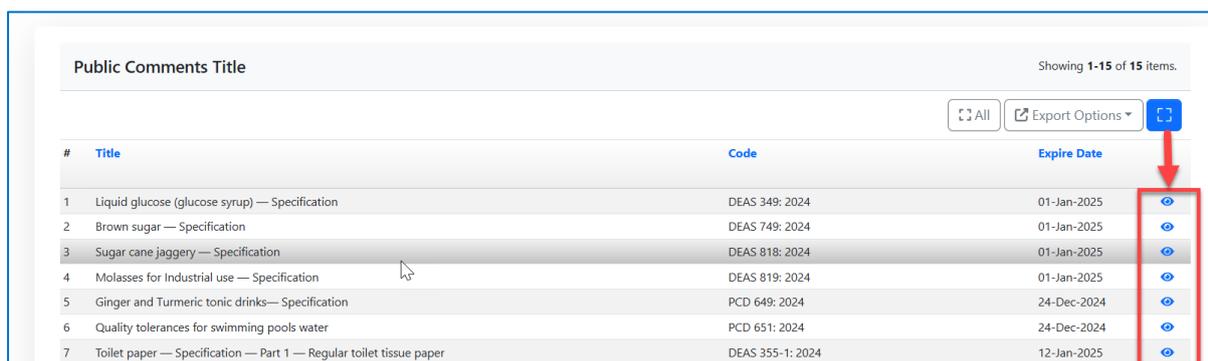
Figure 5.K: Check out

User will click **Proceed** to check out the purchasing. User will be redirected to the page where will be able to download the standard.

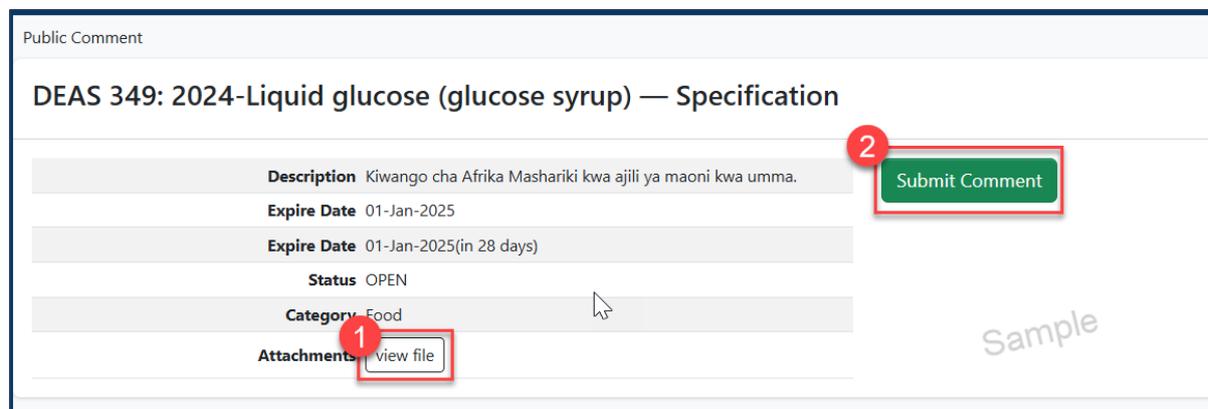
L. PUBLIC COMMENT

This is an essential feature in the standardization process, enabling stakeholders to actively participate by providing feedback on proposed standards. This menu serves as a platform for transparent collaboration, allowing the public, industry experts, and other stakeholders to review draft standards and submit their comments or suggestions for improvement.

User will be redirected to the page as shown on the figure 5.L below where they can select the respective standard draft to comment on.



#	Title	Code	Expire Date	
1	Liquid glucose (glucose syrup) — Specification	DEAS 349: 2024	01-Jan-2025	
2	Brown sugar — Specification	DEAS 749: 2024	01-Jan-2025	
3	Sugar cane jaggery — Specification	DEAS 818: 2024	01-Jan-2025	
4	Molasses for Industrial use — Specification	DEAS 819: 2024	01-Jan-2025	
5	Ginger and Turmeric tonic drinks— Specification	PCD 649: 2024	24-Dec-2024	
6	Quality tolerances for swimming pools water	PCD 651: 2024	24-Dec-2024	
7	Toilet paper — Specification — Part 1 — Regular toilet tissue paper	DEAS 355-1: 2024	12-Jan-2025	



Public Comment

DEAS 349: 2024-Liquid glucose (glucose syrup) — Specification

Description Kiwango cha Afrika Mashariki kwa ajili ya maoni kwa umma.

Expire Date 01-Jan-2025

Expire Date 01-Jan-2025(in 28 days)

Status OPEN

Category Food

Attachments [view file](#)

[Submit Comment](#)

Sample

Figure 5.L: Public comment

1. Click **View file** to view the standard draft.
2. Click **Submit Comment** to write a comment.

User will be redirected to the form, fill in the comment as required and click **Continue** to submit.

Figure 5.L: Posting a comment

M. CHECK TESTING CAPABILITY

This feature is designed to help users evaluate the availability and suitability of testing services within the laboratories. It provides detailed information about the testing facilities, methods, and parameters available for specific products and equipment.

Figure 5.M: Checking test capability

1. User will enter the parameter name
2. Click **Search** to see results.
3. System will return the results if it is **Testable** or **Not Testable** in a specific laboratory. (See figure 5.M above)