

## **Instructions for Submitting Online Requests for Duplicate Documents to The Council for the Indian School Certificate Examinations by individual students/ex students**

First you have to create an account to request for a duplicate document. Users are advised to follow the step by step instructions provided below for submitting requests for duplicate documents.

1. Create an account.
  - a. Go to <http://cisce.org>, click on the Plus (+) symbol on the SERVICES tile, and then click on the “Login to CISCE Service Portal” link. This will open the Services login screen.
  - b. In the Services login screen, click on the link: Not yet registered? Register Now
  - c. In the screen that opens, enter a valid email address and password, and click on the Register button. This will send a confirmation message to the email address that you provided.
  - d. Access your mail box and click on the activation link that was sent to you, or copy and paste the link in the address bar of your browser.
  - e. In the screen that opens now, enter your password and click on the Submit button. This will open the User Profile screen.
  - f. In the User Profile screen, enter the relevant details. Select Individual from the dropdown against Organisation Type.
  - g. After entering all the details, click on the Update button. This will take you to a new page with two tiles: Document Duplicate, and Verification & Enquiry.
  - h. Click on the Document Duplicate tile. This will open the Duplicate Requests Landing page. This screen has four tiles: Requests Drafted, Requests Requiring More Clarification, Requests Being Processed, and Completed Requests. The Add New Request link at the top right corner of the screen will now be enabled.
2. Click on the Add New Request link. This opens the Terms & Conditions page.
3. Check the confirmation checkbox in the Terms & Conditions page and click on the Next button. This will open the Applicant Information and Examination Details page. The details of the individual making the request will be visible on the left part of the screen.
4. In the Applicant Information and Examination Details page, enter the Full Name used at the Time of the Examination, Date of Birth, Sex, Mother's Name, Father's Name, and Name of the School.
5. Select the Course from the dropdown.
6. Enter the Year of Examination in the field provided.
7. Enter the UID / Index Number in the field provided.
8. Select the document for which a duplicate is being requested by checking the checkbox against the document. Applicable charges are shown against each document type.
9. Two command buttons are provided to the bottom right of the screen: Save as Draft, and Save and Continue. Click on the Save as Draft button if you want to save the details entered, and revisit the page later to proceed further. Click on the Save and Continue button if you want to proceed to the next step. This will take you to the Upload Supporting Documents screen.
10. Upload supporting documents where required. Click on the Choose File button to locate and upload the supporting document from your system. (Applications for issue of Certifying Statement of Examination Results must be accompanied by a notarized affidavit stating that the applicant's Pass Certificate has been irretrievably lost, as well as a newspaper clipping stating the same, both in original. The newspaper clipping must clearly mention the name of the applicant, along with the Index Number, year of passing, and name of the school.)
11. There are two command buttons to the bottom right of the screen: Back and Submit. Click on the Back button to go back to the previous page. Click on the Submit button to submit your request to the Council.
12. Clicking the Submit button will take you to the Payment Summary screen.
13. Click on the Proceed button in the Payment Summary screen to connect to the payment gateway to make the payment.
14. Follow the normal procedure for making payments to the Council.