



UNMC NEWSLETTER ISSUE 1

October – December 2023



REGISTER, ENROLL & RENEW YOUR LICENSE ONLINE

WWW.REGISTRATION.UNMC.UG



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Registration & Licensure System.

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EDITOR'S NOTE



Dear Reader

We recognize and appreciate the work you are doing to save lives. As the Council we have an obligation to ensure that all that you meet all professional standards as speculated in the code of conduct, scope of practice and other guidelines set by the Government.

We thank you for your compliance and continued support in meeting your practicing obligations like registering, enrolling and renewing your professional and practicing licenses.

On a special note, I want to welcome you to this very first edition of the UNMC quarterly

newsletter. In this edition, we bring you key highlights of the 2nd Quarter (October to December 2023). In this edition we bring you interesting stories on some of the activities that the Council has done in line with its mandate.

Our plan in the next edition is to open up the UNMC newsletter to all our stakeholders, we shall give you an opportunity to contribute with articles that will build the nursing and midwifery profession in Uganda.

We are excited to introduce to you the 1st edition of UNMC newsletter, enjoy the reading. We are available on our various digital channels and platforms for any feedback.

Jacob Ampeire

Public Relations and communications Officer

OVER 500 NURSES AND MIDWIVES REGISTERED DURING AN OUTREACH IN NORTHERN UGANDA



UNMC team training nurses and midwives in Kaabong during the outreach on 13th October 2023

Uganda Nurses and Midwives Council (UNMC) carried out an outreach in the districts of Soroti, Moroto and Kaabong from 7th to 10th October 2023, with an aim to assess the performance of regional centers and improve their functionality, train Regional satellite Centre Coordinators about Online registration and renewal, register newly trained Nurses and Midwives within the region and to renew practicing and operational licenses for Nurses and Midwives.

Aikiriza Wyclif, ER officer, who was part of the team said that the outreach was a good experience for both UNMC and clients in the region.

“It was a good feeling for students at Kaabong college of nursing and midwifery because it had never happened where a student can graduate, register or enroll and get his or her

license, there and then.” Aikiriza said

According to the activity report, 503 clients were attended to; 239 in Soroti, 91 in Moroto and 173 in Kaabong registered and enrolled successfully, while for renewal of license, a total of 108 clients were worked on; 68 in Soroti, 29 in Moroto and 11 in Kaabong District.

Opon Moris Conrad, the team lead of the outreach said that client expectations were met, in all the three districts. He added that the team has since seen improvements in submissions from the three districts.

“In Moroto and kaabong, we conducted a good training on the online registration system and successfully worked on all clients. In Soroti, being the first day, numbers were many, but we ensured that everyone is worked on” Opon said

UGANDA NURSES AND MIDWIVES COUNCIL GETS NEW STAFF



The Registrar (right) with new staff after induction on 25th October 2023

In October 2023, Uganda Nurses and Midwives Council (UNMC) received new staff to help the Council effectively deliver its mandate.

The new staff include; Manager Finance, Planning and Administration, Human Resource Officer, Public Relations and Communications Officer, Personal Secretary, Cleaner, Driver and Enrolment and training Officer.

And on 25 October 2023, the new staff were inducted and officially initiated into the

UNMC family, in an event that took place at Kampala Kolping Hotel.

During the induction, Nimwesiga Christine, the Registrar UNMC thanked the new staff for accepting to work with Uganda Nurses and Midwives Council and pledged to support in any way to help them settle in well.

“My office is open to all of you, in case you have something to share with me, come we talk about any idea that can help in the growth of the Council.” Nimwesiga said

Katungi Deus, the Human Resource office has appreciated the work rate and ethics of staff that he has found at UNMC and says it will ease his work as a human resource officer.

“I am happy to be here with a staff that is dedicated to work, self-driven and work far and beyond their official working hours” Katungi said.

Also during the induction, the new staff sworn in the oath of secrecy and oath of allegiance.

UNMC TAKES REGISTRATION AND LICENSURE SERVICES TO HOIMA AND FORT PORTAL CITY



Mr. Isaac Naturinda (IT officer) conducting a training on the UNMC-online and registration and licensure system in Hoima on 18th October 2023

From 17th to 20th October 2023, a team from Uganda Nurses and Midwives Council extended registration and licensure services to the districts of Hoima and Fort Portal in form of an outreach.

According to Jannipher Nambalirwa, the purpose of the outreach was to assess the performance of regional satellite centers, improve their functionality and to train Regional satellite Centre Coordinators on the online registration and licensure system.

“It is important to support satellite centers because they are satellites of the Council at the region level and they need to know what we do, to enable them support clients in the region” Nambalira said

The outreach also focused on registering newly trained Nurses

and Midwives within the region and also provide renewal services of practicing and operational licenses for Nurses and Midwives.

And according to the activity report, a total of 783 clients registered and enrolled during the outreach; 287 and 497 in Hoima and Fort portal respectively, while 291 clients renewed their registration, enrollment and private practices; 108 and 183 in Hoima and Fort Portal respectively.

Mutesi Hilder, who enrolled during the outreach said that she came all the way from Luwero for the services, after reading a post on UNMC twitter(X) account about the outreach in the region.

“The experience was good and everything has gone well, I have got my license and I appreciate the council for this outreach because it has done us so good” Mutesi said.

Atuhaire Monica, an enrolled nurse in Masindi District who came for renewal, encouraged nurses and midwives to get used to computers and Information Technology.

“...so I encourage nurses and midwives to learn computers so that the system becomes easy, so as even if you are home you can renewal” Atuhaire said

THE REGISTRAR UNMC CALLS UPON NURSES & MIDWIVES TO SERVE WITH PASSION



The Registrar, UNMC Christine Nimwesiga (left) attending a graduation ceremony at Hoima School of Nursing and midwifery on 18th October 2023

The Registrar of Uganda Nurses and Midwives Council, Christine Nimwesiga, called upon graduates at Hoima School of Nursing and Midwifery in Hoima City to serve the nursing and midwifery profession with passion.

Nimwesiga said this during a graduation ceremony at the school grounds on 18th October 2023, where 836 students graduated with certificates and diplomas in nursing and midwifery.

“I urge you to serve with passion and with a high level of commitment, such that you may leave a legacy in your line of duty” Nimwesiga said

The registrar, appealed to graduates to ensure that they embrace the online registration and licensure system of the

council so that they can obtain practicing licenses to enable them work.

“I congratulate you! However, you are not called a nurse or midwife, until you register with the Nurses and Midwives Council and these services are now available online” Nimwesiga added.

Ketty Lamero, the Permanent Secretary, Ministry of Public Service, who also attended the ceremony warned new nurses and midwives against corruption.

She said in her remarks that she is confident that the graduates have acquired the skills required to perform the responsibilities that await them ahead and challenged them to strive by all means and resist the temptations of money while in practice.

UNMC GOVERNING COUNCIL MEMBERS ORIENTED ON THE UNMC ONLINE REGISTRATION AND LICENSURE SYSTEM



UNMC Governing Council members attending an orientation on the UNMC online registration and licensure system on 28th November 2023

On 28th November 2023, Uganda Nurses and Midwives Council (UNMC) organized an orientation on the UNMC online registration system for UNMC governing Council members which took place at Kampala Kolping Hotel.

Christine Nimwesiga, the Registrar UNMC in her opening remarks, she assured members of the Governing Council that all topics prepared for the orientation are of interest and called upon members to actively participate.

“My task is to welcome you into this orientation, I request that you take note of the issues that you see and then in one way

or another we can make away forward and be able to plan for better services to our clients.” Nimwesiga said.

Elizabeth Namukombe Ekong, the Chairperson Governing Council asked Council members to be open and get informed, after all learning is a continuous process.

“As we know, no one knows it all and in my culture it is very said that, the one who knows, is one who has been informed, so we should always be ready to get informed” Namukombe said

The Chairperson affirmed that the orientation presents a good

opportunity for the members to learn more about the UNMC-online registration and licensure system for proper decision making.

“As governing members, there is no way we can make decisions on things that we are not well conversant with. And there is no way we can inform, if we are not informed” Namukombe said

“So to me, I feel that this is a very good opportunity and the areas that have been selected are areas that we are interested in and I believe that if you ask any Council member, they will confirm that they receive calls about these areas” Namukombe added.

During the orientation, the IT team made presentation on the Online registration and licensure system to Council members and the department of Inspectorate and Quality Assurance presented on the UNMC scope of practice and Continuous Practice Development (DPD)

The Registrar, in her concluding remarks, appreciated Council members for their time and their contributions during the one-day orientation. She assured Council members that the Council is moving in the right direction and that very soon, it shall be a benching making body.



UNMC staff conducting sensitization at Butabika School of Psychiatrist Nursing on 23rd November 2023

FINALIST AT BUTABIKA SCHOOL OF PSYCHIATRIST NURSING ORIENTED ON UNMC'S ONLINE REGISTRATION AND LICENSURE SYSTEM



UNMC staff together with the staff and students of Butabika School of Psychiatrist Nursing after training on 23rd November 2023

On 23rd November 2023, a team from Uganda Nurses and Midwives Council (UNMC), on invitation of the school administration of Butabika School of Psychiatrist Nursing school, conducted a one-day training on the UNMC-online registration and provided updates about UNMC.

The team from UNMC which included the Senior IT officer, the DR Officer, Public Relations and Communications Officer was led by the Inspectorate and Quality Assurance Manager, Ms. Mercy Muwema Mwanja who spearheaded the training

Nambozo Alice, the Academic

Registrar of Batabika School of Psychiatrist Nursing School welcomed the team from UNMC and appreciated the effort and considering to train and orient staff and finalists on several develops at the Nurses and Midwives Council.

The training started with a presentation on UNMC mandate and what is expected of every nurse and midwife during training and practice by Ms. Mercy Muwema

Ms. Mercy Muwema, the manager Inspectorate and Quality Assurance UNMC in her presentation, she urged staff and students at Butabika School of Psychiatrist to

embrace Continuing Professional Development (CPD).

Martin Opolot, Senior IT officer trained participants on the UNMC online registration and licensure system and urged them to always take their time and read while using the system.

“we always receive clients who have applied for private practice instead of professional practice or renewal, this is because most of them don’t take time to read what is clearly written on the system” Opolot said.

Aikiriza Wyclif, ER officer, cautioned participants to always take care and submit clear documents to avoid rejections.

“We have time to time received submissions from our clients which are not scanned well and these are rejected. And to avoid this, kindly scan and take proper passport photos.” Aikiriza said

During the training, over 200 students and staff were trained and appreciated UNMC for the knowledge given



Ms. Mercy Muwema Mwanja speaking to staff and finalist of Butabika school of psychiatrist nursing about UNMC mandate on 23rd November 2023

UNMC INTRODUCES WHATSAPP LINE



Uganda Nurses and Midwives Council introduces a WhatsApp line and a twitter account to support the existing call lines which were overwhelmed. The WhatsApp line is **+256 783 683 491** and the Twitter (X) account is **@unmc_ug**

According to the Public Relations and Communications office, the introduction of these digital platforms is to provide various avenues through which clients can reach the Council for inquires and assistance especially with the UNMC online registration and licensure system.

As you are aware, registration and licensure is now done online, and the Council realized that clients out there might be facing challenges with the system since it is new to them. The Council also noticed that call lines were overwhelmed and some clients were not attended to on time

The Council found it prudent to introduce WhatsApp and twitter to mitigate communication gaps with its clients.

According to Ampeire Jacob, the Public Relations and Communications officer, clients have embraced and are using the WhatsApp line to share their inquiries and timely assistance is given to clients.

“The WhatsApp line has been widely shared and clients are now using the platform to send in their inquiries. Since inception, major inquiries have been about the online registration system and my office records the complaints and shares them with responsible officers and timely feedback is given to clients” Ampeire said.

 [@unmc_ug](https://twitter.com/unmc_ug)  [+256 783 683 491](https://wa.me/256783683491)

#FAQSABOUT UNMC-ONLINE REGISTRATION & LICENSURE SYSTEM.

A) APPLYING FOR LICENSE.

1. How do I access the online registration and licensure system?

You can access the system by entering www.registration.unmc.ug in your web browser like Mozilla Firefox, opera, google chrome, etc.

2. I forgot my password, what do I do?

- Go to the homepage of the system
- Click on forgot password
- Enter either the email address or the phone number you provided while creating the account, then click on submit.
- Enter the verification token sent via email or SMS then click on verify account.
- Enter the new password and click on change password.

3. What network lines can I use while signing up?

Preferably, use MTN or Airtel because these are the only network lines that we have an arrangement with to send notification messages.

4. I'm unable to upload my documents.

All documents should be scanned separately in PDF format except the Passport Photo which should be in JPG or PNG format and the size for each file should not exceed 2MB. So, if your document file meets these criteria and it doesn't upload, then check your Internet connectivity.

5. The system is not accepting my password while creating an account?

For us to secure your account, the system requires you to use a strong password that has at least 8 characters. Your password should be a combination of capital letters, small letters, numbers and special characters, for example, PassWord@1.

The above example of password contains a combination of capital letters, small letters, numbers, and special characters.

NB: **Don't use the above example as your password**

6. Where do I find an OTP code?

OTP, stands for One Time Password, which means that, you receive a new OTP whenever you are accessing (Logging in or Signing in into) the system or changing the password. OTP code is sent via SMS as a message which is sent to the telephone number you used when you were creating an account and via Email which is sent to the email address you provided when you were creating an account.

#FAQSABOUTUNMC-ONLINE REGISTRATION & LICENSURE SYSTEM.

B) SUBMISSION & APPROVAL

1. How do I know that my application has been submitted?

After pressing submit;

- For renewal, the system will take you back to the dashboard and the professional registration card will display 7 of 2
- Registration for directs, the system will take you back to the dashboard and the card should not display any number.
- Registration for those upgrading, the system will take you back to the dashboard and the professional registration card will display 9 of 8

2. How do I know that my submission has been approved?

- Once you have been approved, an email or SMS message will be sent to you, Or when you login your account using a computer, you will be able to see a notification (right corner) showing approved or rejected with a reason for rejection. (sometimes notifications delay to display, be patient)
- When you log in your account using a phone, for Renewal and Bachelors', a payment card will display on your dashboard, while for registration (Diploma & certificate) a book for assessment card will display.

3. How long does it take for my submission to get approved?

It takes 2 to 3 weeks for one to get verified and approved, in case you are not approved in that period, contact UNMC on 0393290327 or 0704483556 or WhatsApp 0783683491 or Twitter @unmc_ug for guidance.

4. Do I need to come at the Council's office to be approved?

No! verification and approval of submissions is done on the system and we approve based on 'first submit, first approve'. We encourage you to be patient and wait for your turn.

5. I have been approved, what next?

After receiving a notification; for Renewal and Bachelors, a payment card will appear on your dashboard (carry on and make payments), while for registration (diploma & certificate) you will be required to book for assessment.

6. What do I do if my submission is rejected?

A reason for rejection will be shared with you in your notification. For instance, if the reason for rejection is poor photo, get the right photo and upload again. These applies to other documents that might be rejected.

7. If there is delay in my approval, should I submit again?

No! you are supposed to submit once and wait for feedback on your account. Multiple submissions are likely to affect your first submission. Only resubmit if told so.

8. I have submitted my documents but I'm unable to see the notification?

The approval process of the documents and any related information is carried out by the verification team at the Council, who scrutinize every detail of the submitted documents of the candidate. Therefore, after submitting, we request you to patiently wait for at least two to three weeks to receive the notification(s). If you are unable to get the approval or rejection message within the stated period, then you can contact the Council via its helplines.

NB: Do not try to reapply before contacting the Council.

9. I have been approved, but which day can I book for assessment?

Depending on your preparedness, you can book for assessment any working day (Monday to Friday).

#FAQSABOUTUNMC-ONLINE REGISTRATION & LICENSURE SYSTEM.

C) LICENSE

1. What do I do if my license is not downloading?

Contact UNMC on 0393290327 or 0704483556 or WhatsApp 0783683491 or Twitter @unmc_ug for assistance

2. My license doesn't have a photo, what do I do?

Contact UNMC on 0393290327 or 0704483556 or WhatsApp 0783683491 or Twitter @unmc_ug for guidance. This should be done as soon as possible.

3. How long does it take for my original license to be ready?

It takes about a week for your original license and a month for certificate to be ready, and a call for collection of license and certificate communication is made by the council on its communication channels, or a display of information on the website.

4. My provisional license has come out but with an error, what do I do?

Contact UNMC on 0393290327 or 0704483556 or WhatsApp 0783683491 or Twitter @unmc_ug for guidance. This should be done as soon as possible.

5. After receiving my license, do I have to keep the account?

Yes! You are advised to keep your account because it the same account you will use for the rest of your professional life.

6. What do I need to come with to collect my original license?

- Payment receipts
- Identification (examination card, training school ID and national ID)
- Evidence of URA stamp duty clearance
- Clinical /practical skills logbook
- Original academic / professional documents

#FAQSABOUT UNMC-ONLINE REGISTRATION & LICENSURE SYSTEM.

D) PAYMENTS

1. What do I do if I am unable to make payments?

Contact UNMC on 0393290327 or 0704483556 or WhatsApp 0783683491 or Twitter @unmc_ug for assistance

2. How do I make payments?

- Payment is done through the system, using mobile money or Airtel money. only URA stamp duty is paid in the bank.
- Top on make payments button
- Input your number to make payment

- Once you input your number to make a payment, a prompt to input a PIN code will be sent to your phone
- When the code is input, you will receive as SMS to confirm your payment.

NB: All payment for online service is made on the system through Mobile money or Airtel money, not in the Bank

3. How much am I supposed to pay for renewal/registration?

At the payment stage, the system will calculate the amount to be paid. You will then follow the payment procedures and make payments.

4. I have made payment, where can I get my receipt?

Go to the payment SMS which is sent on your phone after making payments from School pay, then follow the link contained in the message to view, download and print your receipt.

5. I have passed, I have made payment but the payment status is still showing pending.

Contact UNMC on 0393290327 or 0704483556 or WhatsApp 0783683491 or Twitter @unmc_ug, for assistance

6. I have passed, but when I click on make payment, it displays the amount to be paid but when I enter my telephone number to make payment, it shows that the payment has failed.

- Check if you have enough Money on your mobile money account as its displayed on the payment
- If it's not enough, top-up to make the right amount and try repaying again.
- If it's enough, and you are unable to pay especially if the money is on Airtel Money, deposit the money on MTN mobile money and try paying using Mobile Money.

7. I have passed, but when I click on make payment, it displays "you have not requested any payment recently".

Contact UNMC on 0393290327 or 0704483556 or WhatsApp 0783683491 or Twitter @unmc_ug, for assistance.

#FAQSABOUT UNMC-ONLINE REGISTRATION & LICENSURE SYSTEM.

E) ASSESSMENTS

1. I booked an interview today, where can I go to access the questions?

- Go to the dashboard (Where all services are listed)
- Select Take assessment
- Read instructions and then confirm that you have read by ticking the confirmation box
- Click on submit
- Choose real assessment.
- You will be able to see your first question, read the question and select the right answer then click on submit within 1 minute and do the same to the next questions

2. I have been approved, but which day of the week can I book for assessment?

Depending on your preparedness, you can book for assessment any working day (Monday to Friday).

3. I have clicked on take assessment but I'm seeing two options "Demo" and "real" which one can I select?

Demo is not assessed, it's to show you how the questions are set and to get you familiar with the system. So for you to be assessed you should choose REAL assessment

4. What is the pass mark for the interview?

The pass mark is 60%. Pass 18/30 questions

5. I have failed the interview, so what can I do?

- After failing the interview, the next step is to book for another interview.
- Scroll down to the button of the page displaying your marks and click on the button named “Go to Dashboard”.
- On the dash board scroll down and select the icon named “Book for assessment”, and select another day for the interview.

Note: you can't book the same date that you have failed the interview.

6. My assessment got cancelled, what do I do?

Usually, this happens when you do your assessment using a phone and someone calls you, or when you are in a place with poor internet connectivity. However, if this happens on the first attempt, you can book again for assessment.

7. My assessment questions are not loading!

Contact UNMC on 0393290327 or 0704483556 or WhatsApp 0783683491 or Twitter @unmc_ug, for assistance.



PICTORIAL



A student at Butabika School of Psychiatrist Nursing reading through UNMC brochure during UNMC visit at the school on 23rd November 2023



Mr. Joseph Wambuzi, ER officer (left) attending to a client during UNMC outreach in Hoima city on 18th October 2023



Ms. Jannipher Mateega, ETR officer (right) attending to a client during a UNMC outreach in Hoima City on 18th October 2023