

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF HOME AFFAIRS
TANZANIA POLICE FORCE



TPF RECRUITMENT PORTAL (AJIRA)
USER MANUAL

FOR SUPPORT, CALL: 0739 535 352 OR EMAIL: ajira.polisi@tpf.go.tz

Version 2.1.0

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1. Introduction

1.1 Purpose of this manual

This manual explains how to access, navigate and use the **TPF Recruitment Portal (AJIRA)**, the official online system through which the Tanzania Police Force receives and processes applications for police employment. It gives applicants clear, step-by-step instructions and help applicants to apply easy.

1.2 Scope

- Account registration, sign-in and password recovery.
- Create a complete application profile: qualifications, work experience, languages, professional qualifications, referees and CV.
- Searching and applying for vacancies, and tracking applications.

1.3 Intended audience

Audience	Sections to read first
Applicants	2 – 12, 15, Appendices A and C

1.4 Conventions used

Convention	Meaning
Bold text	Names of buttons, menu items and fields as they appear on screen
NOTE / TIP	Extra information that makes the task easier
IMPORTANT	A warning. Ignoring it may cause rejection, data loss or a failed application

1.5 System overview

The portal is a web application used from a computer, tablet or smartphone. An applicant registers once using a National Identification Number (NIN), completes a profile, and then applies for jobs that match their education level and area of specialization. Academic records are verified directly from the issuing bodies, which reduces errors.

Verification source	Used for
NIDA (National Identification Authority)	Identity details retrieved from the NIN during registration

Verification source	Used for
NaPA (National Physical Addressing)	Verified address reference number (mandatory)
NECTA	Form Four and Form Six results retrieved by index number
NACTVET	Certificate and Diploma records retrieved by registration number or AVN

2. Before You Start

2.1 Application requirements

Have the following ready before you register. The home page lists them under **Application Requirements**.

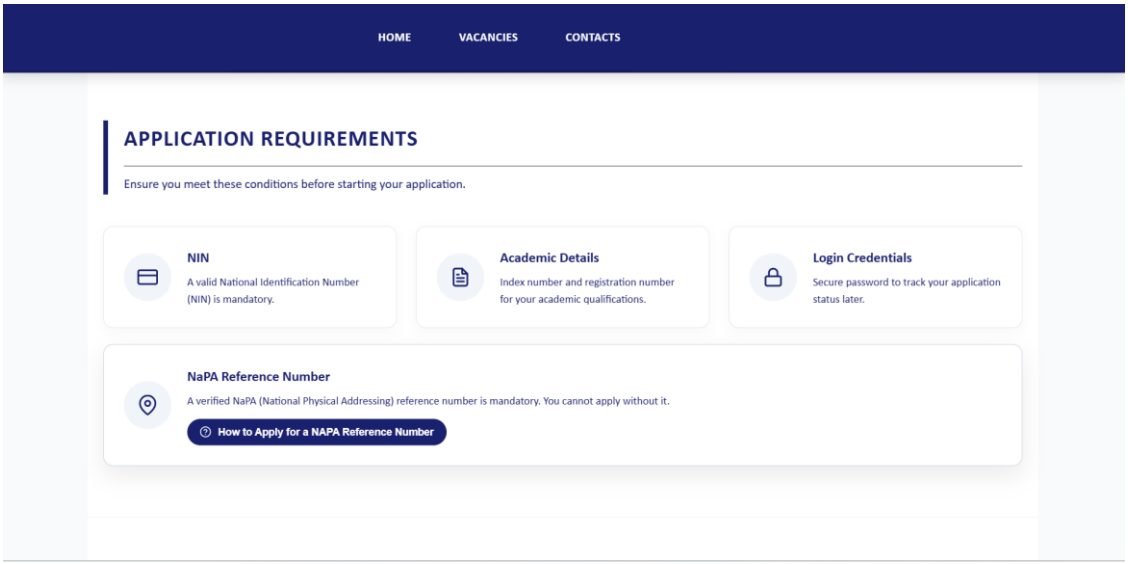


Figure 1: Application Requirements section on the home page

Requirement	Details
National Identification Number (NIN)	A valid NIN is mandatory. Registration is not possible without it
NaPA reference number	A verified NaPA reference number is mandatory. You cannot apply without it. Use the **How to Apply for a NaPA Reference Number** button on the home page if you do not have one..... **Important: when asked for the institutions, you must select "JESHI LA POLISI (POLICE FORCE)".**
Academic details	Index number and registration number for each academic qualification.
Login credentials	Keep your username and password safe; you need them to track your application
Certificates (PDF)	Scanned copies of certificates and transcripts where manual upload is required. PDF only, maximum 2 MB per file
Application letter (PDF)	Signed and dated, PDF only, maximum 2 MB

> **IMPORTANT:** Providing false information leads to disqualification and may result in legal action. You have to confirm the accuracy of your information when you submit an application.

2.2 What you need to use the portal

- A device with internet access and an up-to-date browser (Chrome, Edge, Firefox or Safari).
- A PDF scanner or phone scanning app, and the ability to reduce PDF files below 2 MB.
- Enough time to complete the profile in one sitting; each section is saved when you submit it.

2.3 The home page

The home page has a top menu (**Home**, **Vacancies**, **Contacts**) and two main buttons: **Register** for new applicants and **Login** for existing users.

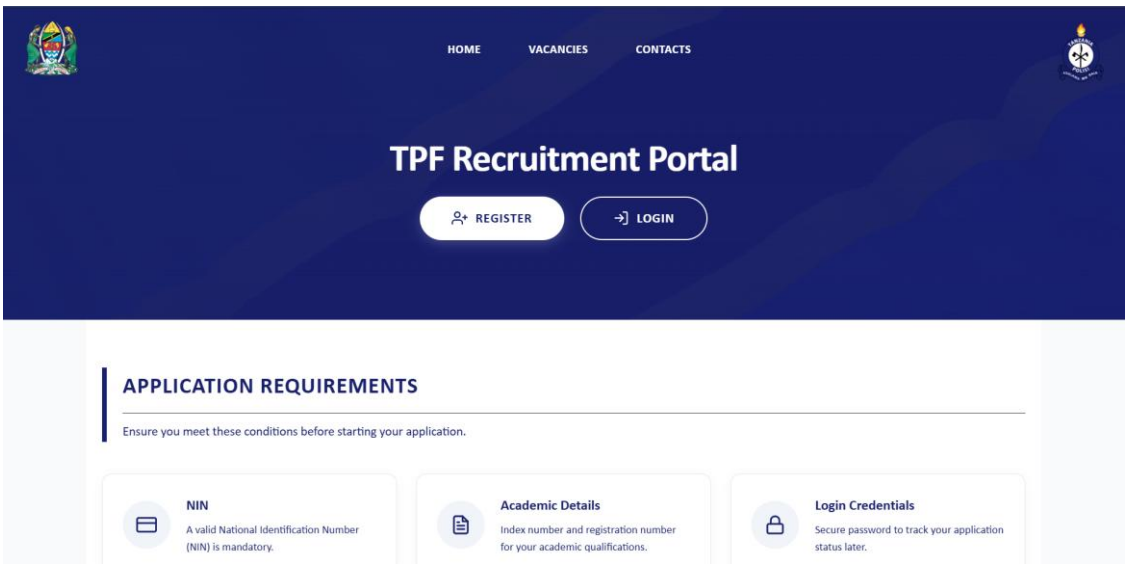
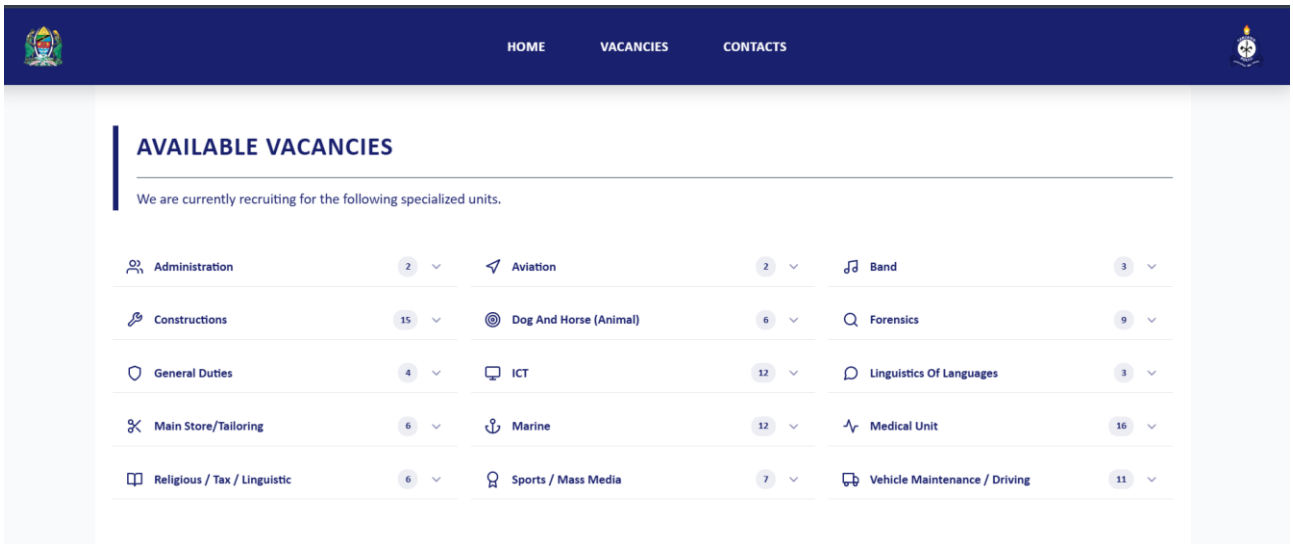


Figure 2: Home page with Register and Login buttons



3. Registering a New Account

Each applicant may create **only one account**, linked to their NIN.

3.1 Step-by-step

1. Open the portal and click **Register** on the home page.
2. On the **Verify NIDA** screen, type your NIN in the **NIDA Number** box and click **Verify**. The portal fetches your identity details from NIDA.
3. Check that the details shown are yours. Complete the remaining registration fields: phone number, next-of-kin name and phone number, working region, district and ward, education institution location and **Education Level** (Bachelor Degree, Diploma, Certificate, Form Six or Form Four).
4. Read the caution on the form: information entered at registration **cannot be modified after submission**. Review everything carefully.
5. Click **Submit Application**. A confirmation shows your account details.
6. Write down your username and password, then click **Go to Login**.

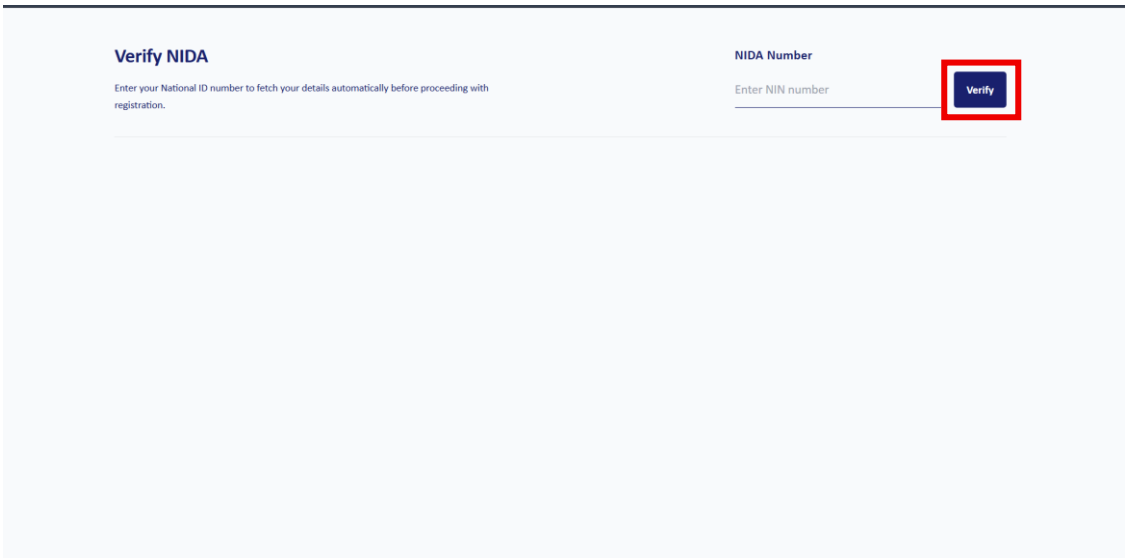


Figure 3: Verify NIDA screen

> **IMPORTANT:** Your personal details fetched from NIDA cannot be edited after registration. The only supported change is the education-level upgrade described in Section 6.8.

3.2 Your username and password

Your username normally takes the form **firstname.lastname** (a number may be added if the name already exists, for example *hamphrey.stephen1*). A temporary password is issued at registration or account recovery, and you will be forced to change it at first login (Section 4.4).

> **TIP:** Take a screenshot or write down your credentials immediately. Do not share them with anyone, including people offering to “help” with your application.

4. Signing In and Recovering Access

4.1 Signing in

1. Click **Login** on the home page.
2. Enter your **Username** and **Password**. Use the eye icon to show or hide the password.
3. Click **Log in**. You are taken to your **Dashboard**.

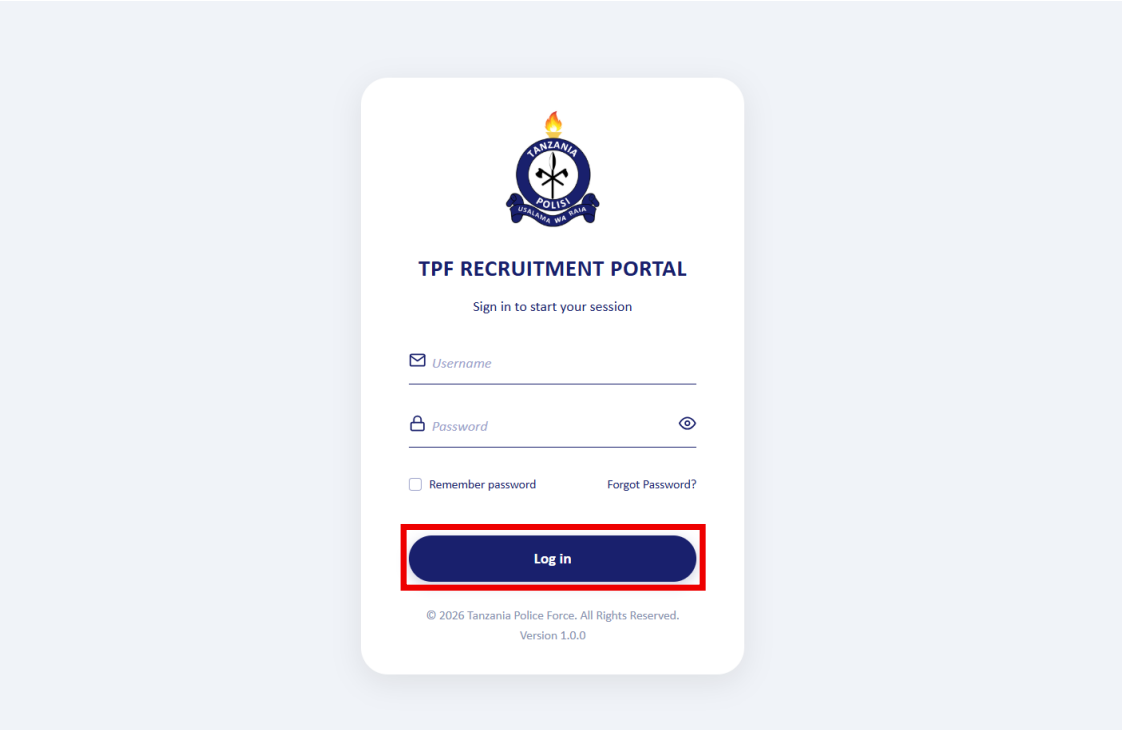


Figure 4: Login screen

> **NOTE:** The **Remember password** option stores your password on the device. Never use it on a shared or public computer.

4.2 Forgot your password?

Click **Forgot Password?** on the login screen. You can recover your account in either of two ways.

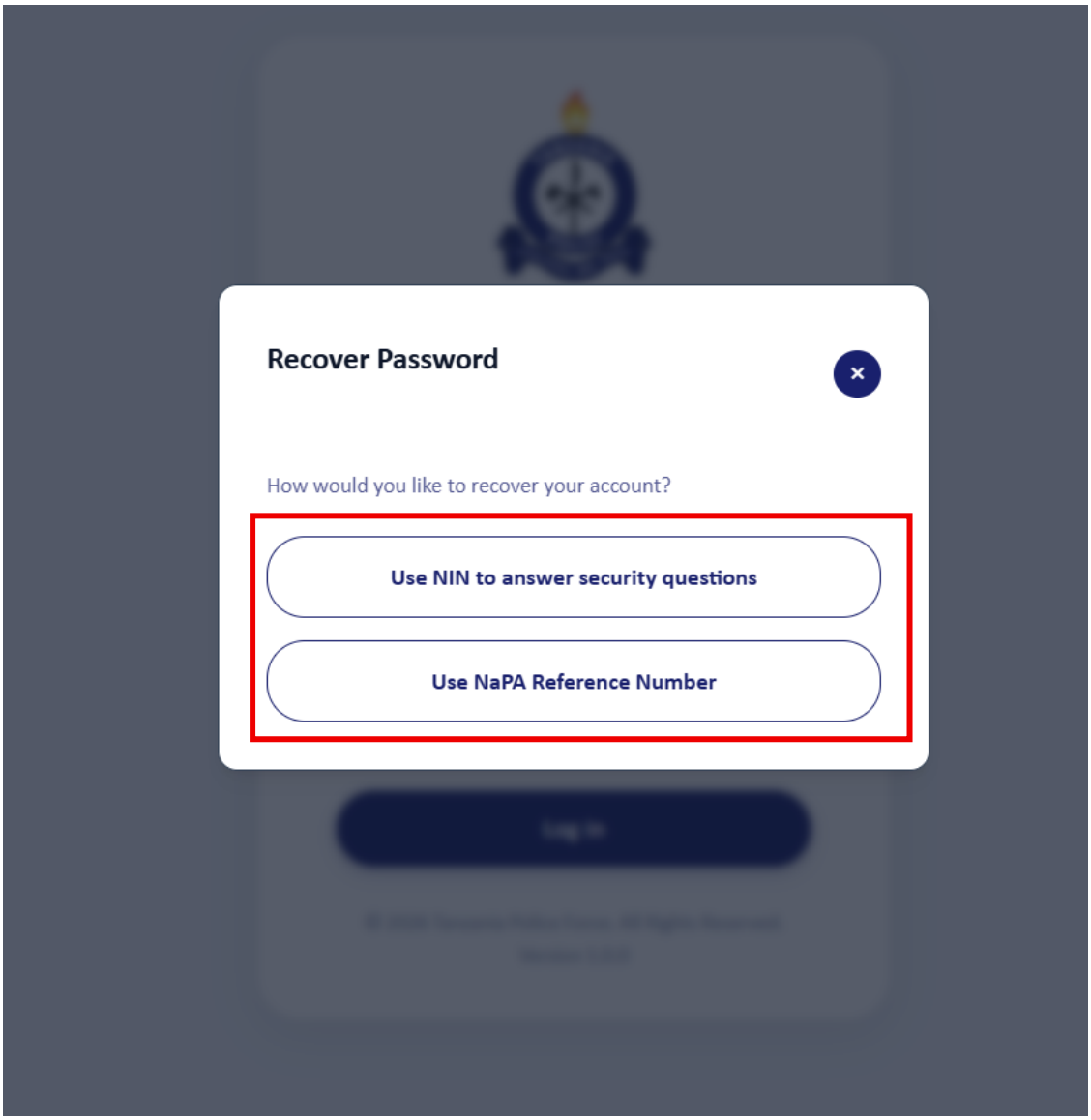


Figure 5: Recovery options

Option A – Use NIN to answer security questions

1. Select **Use NIN to answer security questions**.
2. Enter your NIN and click **Continue**.
3. Answer the security questions shown.

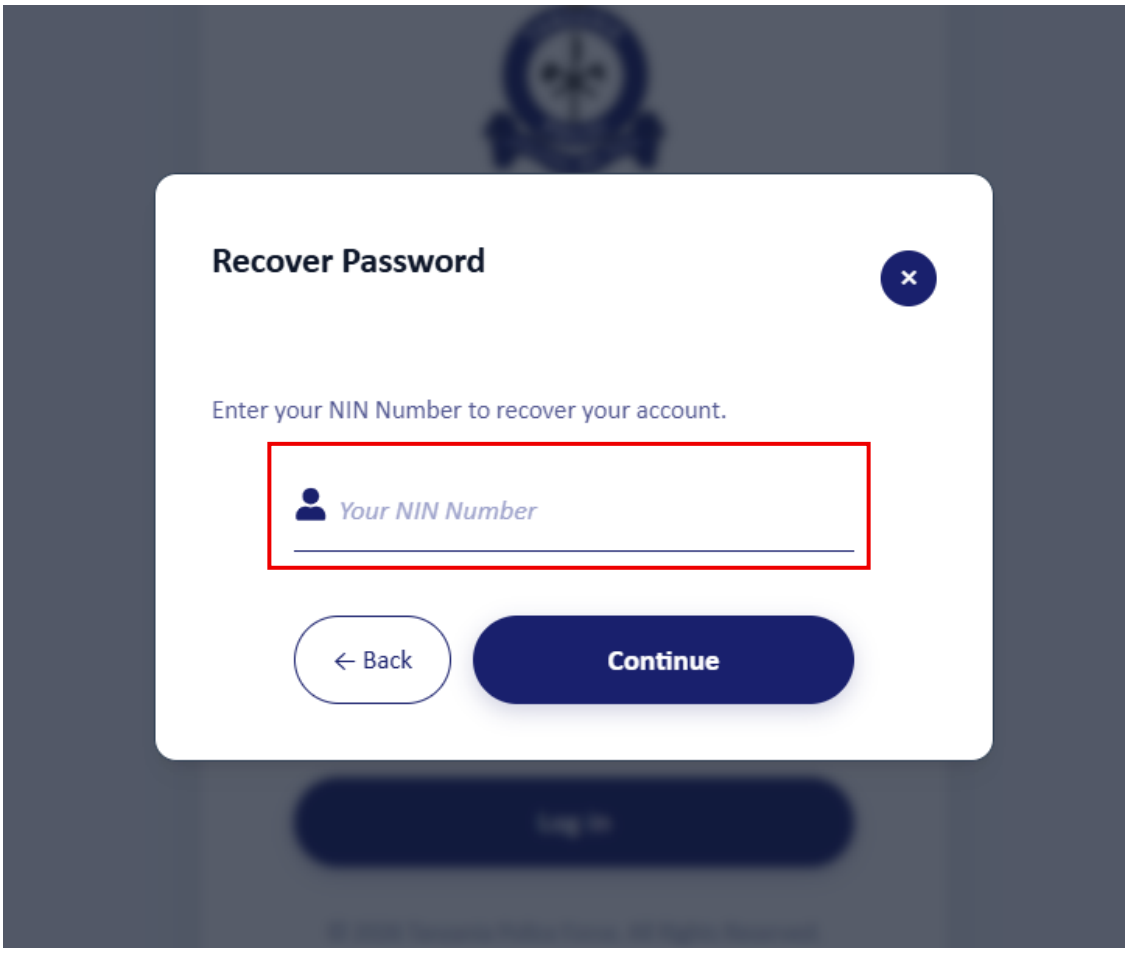


Figure 6: Entering NIN to recover the account

Option B – Use NaPA reference number

1. Select **Use NaPA Reference Number**.
2. Enter your NIN first and click **Continue**.
3. Enter your NaPA reference number and click **Recover Password**. The portal checks that the NIN linked to the NaPA number matches the one you entered.

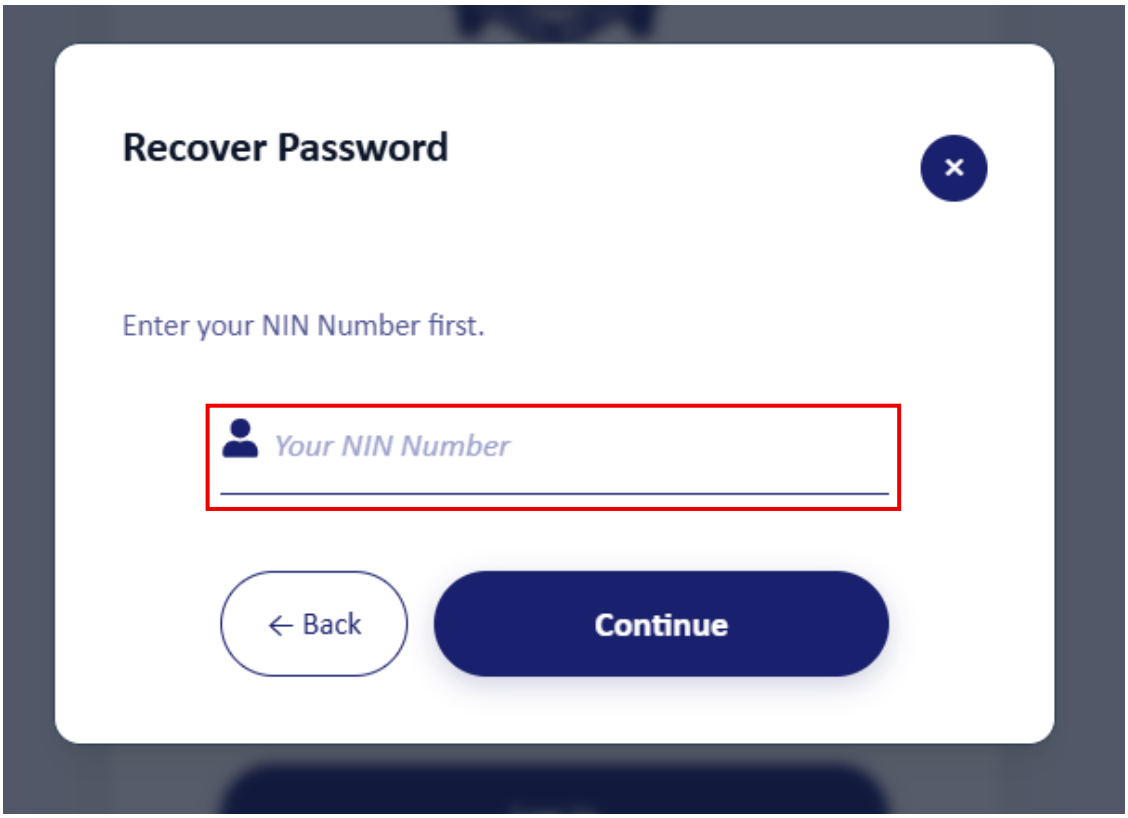


Figure 7: Step 1: NIN entry

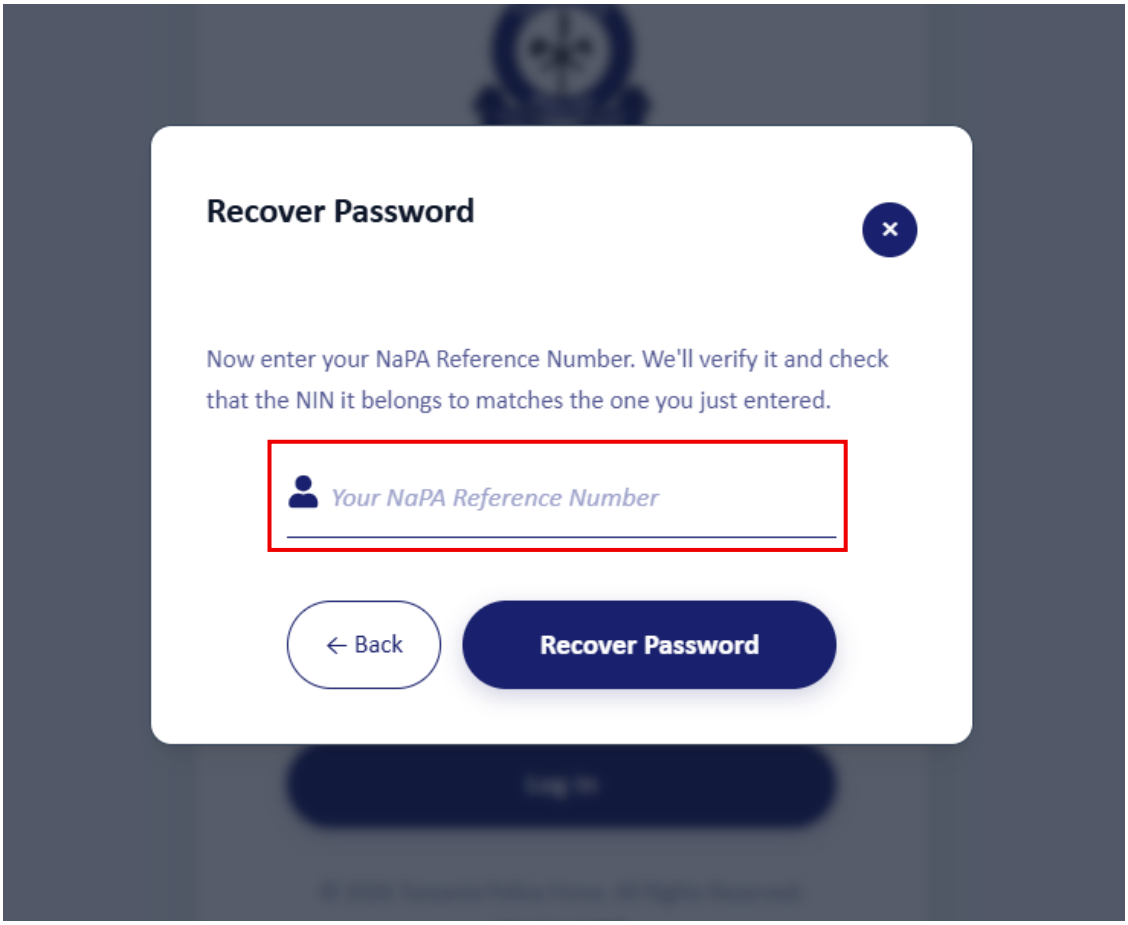


Figure 8: Step 2: NaPA reference number entry

4.3 Account recovered

When verification succeeds, the portal displays your username and a temporary password. Note them, then click **Return to Login**.

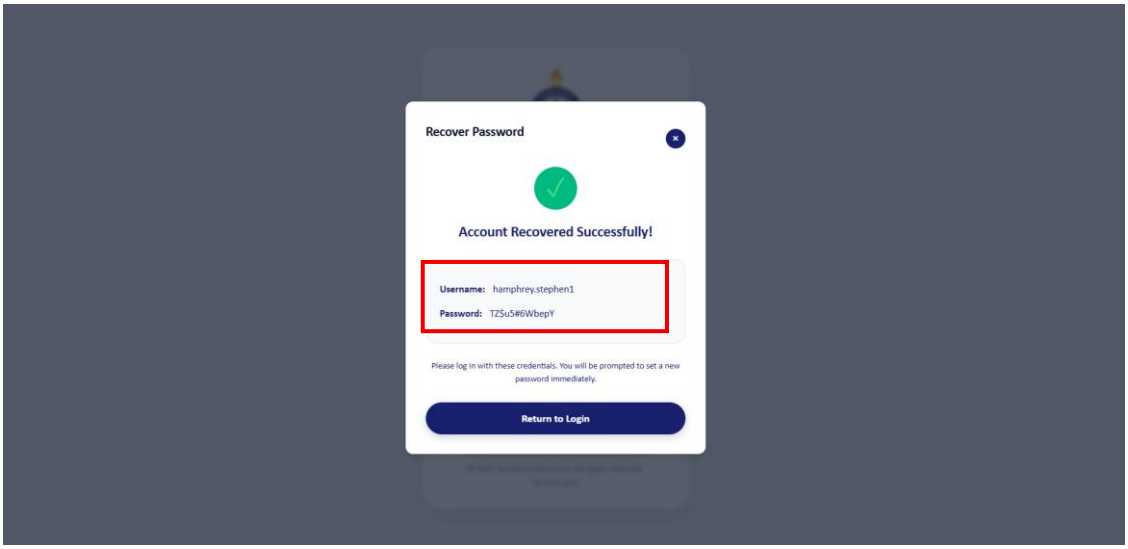


Figure 9: Account recovered successfully

4.4 Mandatory password change

After logging in with a temporary password, the **Password Change Required** window opens. You cannot continue until you set a new password that meets all of these rules:

- At least 10 characters
- One uppercase letter and one lowercase letter
- One number
- One special character (for example! @ # $ %)

Each rule turns from a red cross to a tick as you meet it. Enter the password twice and click **Set New Password**.

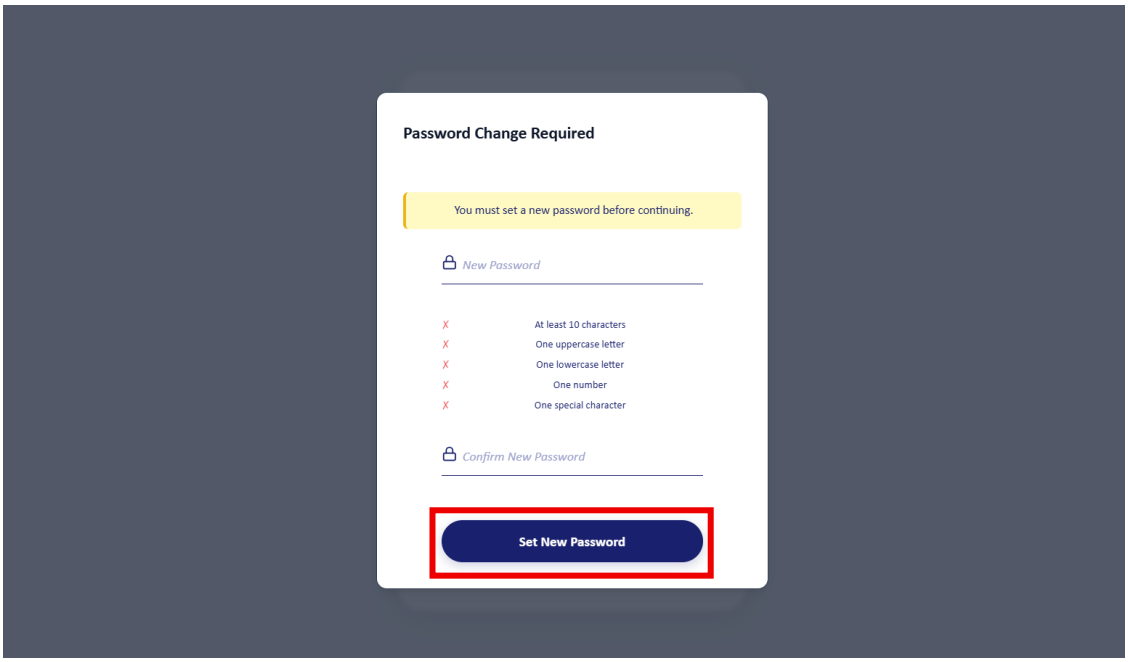


Figure 10: Password Change Required window

TIP: Choose a passphrase you can remember but others cannot guess. Do not use your name, NIN, phone number or date of birth.

5. The Dashboard

After login you land on the **Dashboard**. It shows a personal greeting, your photo and a summary of your application progress.

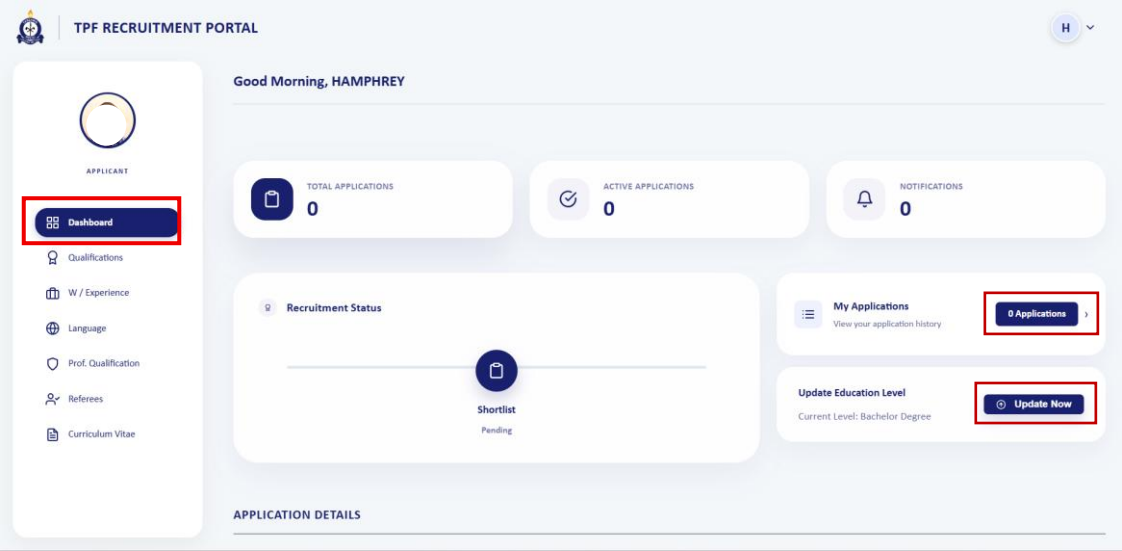


Figure 11: Applicant Dashboard

5.1 Left-hand menu

Menu item	Purpose	Section
Dashboard	Overview of progress and status	5
Qualifications	Add academic qualifications for your education level	6
W / Experience	Add work experience	7
Language	Add language proficiency	8
Prof. Qualification	Add professional certifications	9
Referees	Add referees	10
Curriculum Vitae	Preview and download your generated CV	11
Find Job / Apply Job	Search vacancies and apply	12
Applied Jobs	View submitted applications and status	13

5.2 Dashboard panels

- **Total Applications / Active Applications / Notifications** – counters at the top of the page.
- **Recruitment Status** – a progress tracker showing your current stage (for example, *Shortlist – Pending*).
- **My applications** – button to view your application history.
- **Update Education Level** – shows your current level and lets you move to a higher level (Section 6.8).

- **Application Details** – status tiles for CV, Application Letter, Education Verification, Job Application.

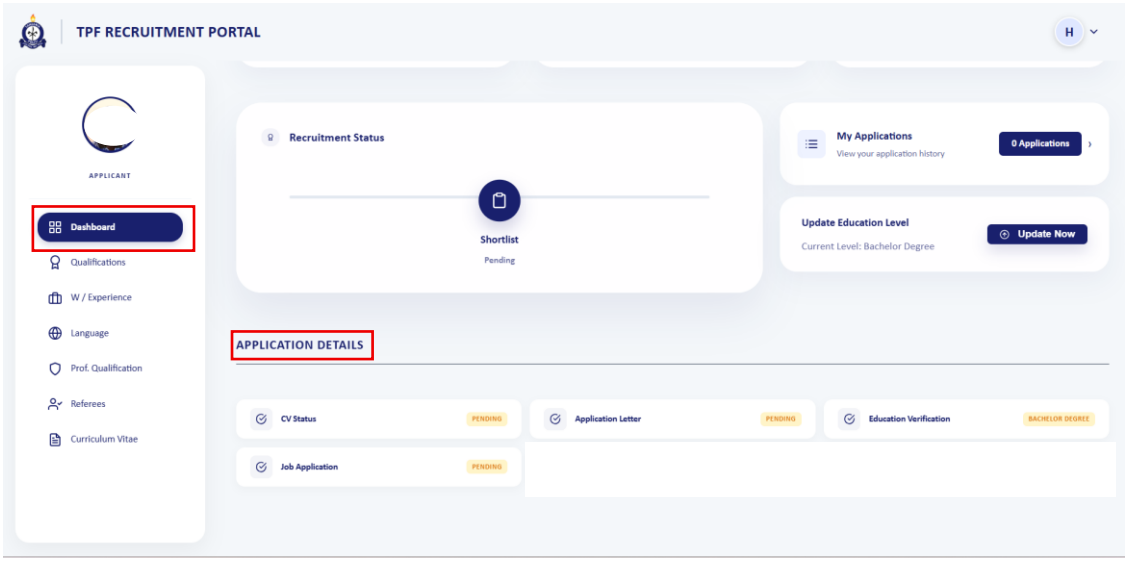


Figure 12: Recruitment Status and Application Details tiles

Each status title shows **PENDING** until the item is completed or processed. Use these tiles as your checklist: your application is ready only when the required items are complete.

6. Academic Qualifications

Click **Qualifications** to see the qualification types available to you. The portal shows only the levels at or below your registered education level.

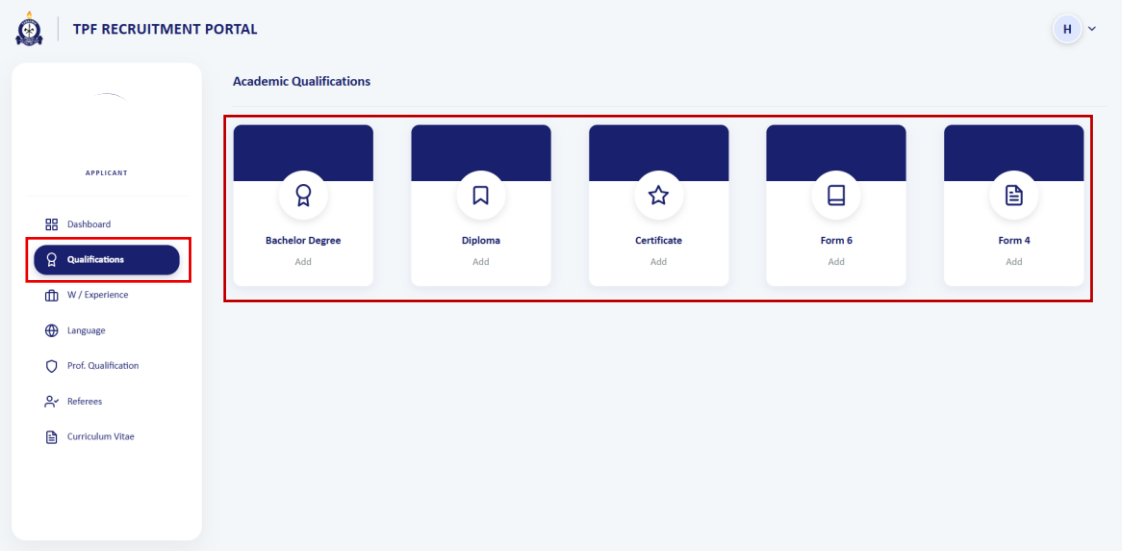


Figure 13: Academic Qualifications page

6.1 Which qualifications must I add?

Registered education level	Qualification tiles shown	Add at least
Bachelor Degree	Bachelor Degree, Diploma, Certificate, Form 6, Form 4	All levels you completed, from Form Four upward
Diploma	Diploma, Certificate, Form 6, Form 4	All levels you completed
Certificate	Certificate, Form 6, Form 4	Certificate and Form Four; Form Six only if you sat it
Form Six	Form 6, Form 4	Form Six and Form Four
Form Four	Form 4	Form Four

> **NOTE:** Add every qualification that applies to your level. The portal displays them together under **Your Academic Portfolio** (Section 6.7).

6.2 Bachelor Degree

1. Click **Bachelor Degree**. The form opens in **Search Mode**.
2. Select your **Institution** from the list (you can type to search).
3. Select your **Graduation Year**.
4. Enter your **Registration Number** (for example, *BIT/0041/2019*) and click **Search**.

5. Check that **Institution, Program Name, Registration Number, Start Date, End Date, Classification and GPA** are filled in.
6. Click **SUBMIT**. A green message confirms that the education was added.

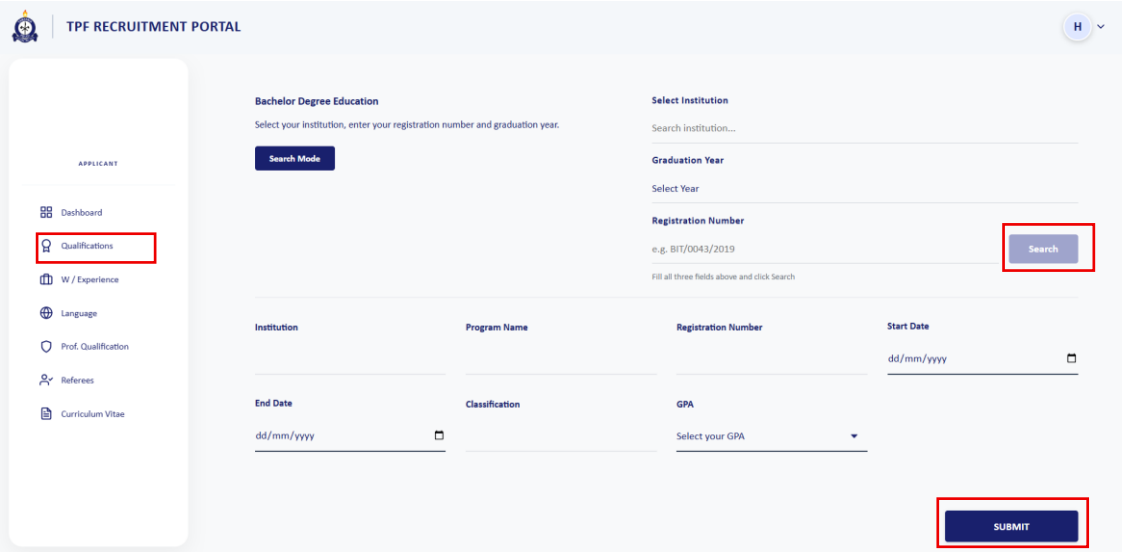


Figure 14: Bachelor Degree – Search Mode

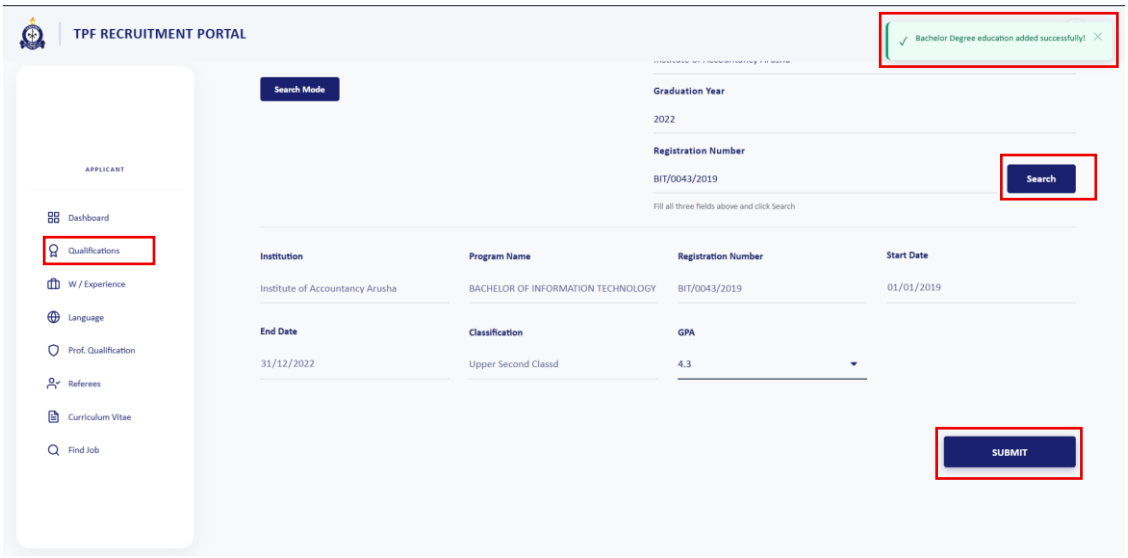


Figure 15: Bachelor Degree details retrieved and ready to submit

> **NOTE:** All three fields (institution, graduation year and registration number) must be filled before **Search** becomes active.

6.3 Diploma

Diploma records are retrieved from NACTVET. Two search methods are offered in **Search Mode**:

- Enter your **Registration Number** and **Grad Year**, then click **Search**; or
- Enter your **Academic Verification Number (AVN)** and click **Search**.

When the record appears, check it and click **SUBMIT**.

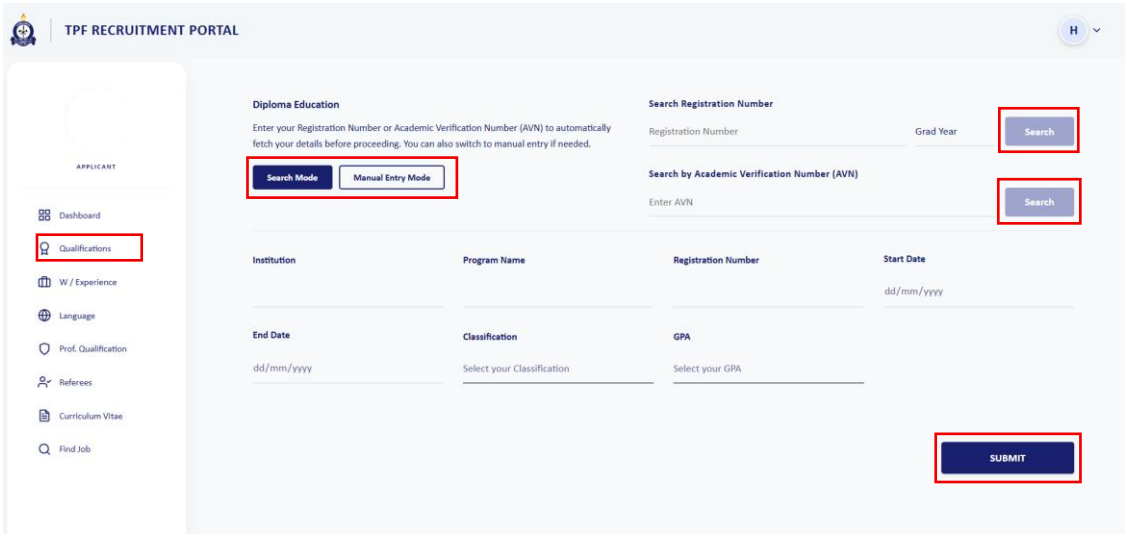


Figure 16: Diploma Education – Search Mode

Manual Entry Mode

If your record cannot be found, click **Manual Entry Mode**. Fill in Institution, Program Name, Registration Number, Start Date, End Date, Classification and GPA, then upload your **Certificate** and **Transcript** (PDF only, maximum 0.5 MB each) and click **SUBMIT**.

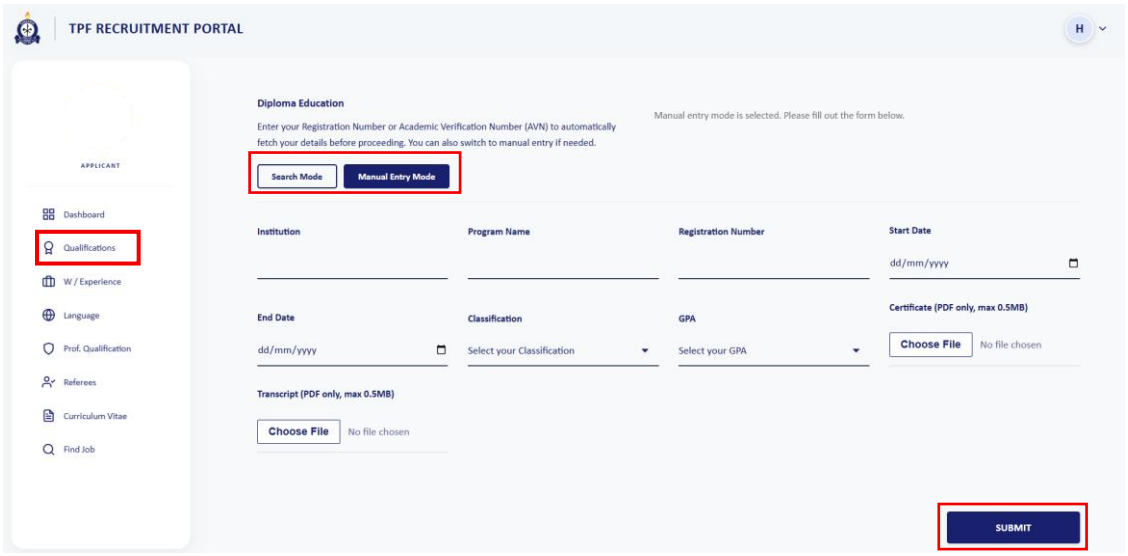


Figure 17: Diploma Education – Manual Entry Mode

6.4 Certificate

Click **Certificate**. In **Search Mode**, enter your **Registration Number** and **Grad Year**, then click **Search** to fetch your NACTVET record, and click **SUBMIT**. If the record is not found, use **Manual Entry Mode** and upload your certificate as a PDF.

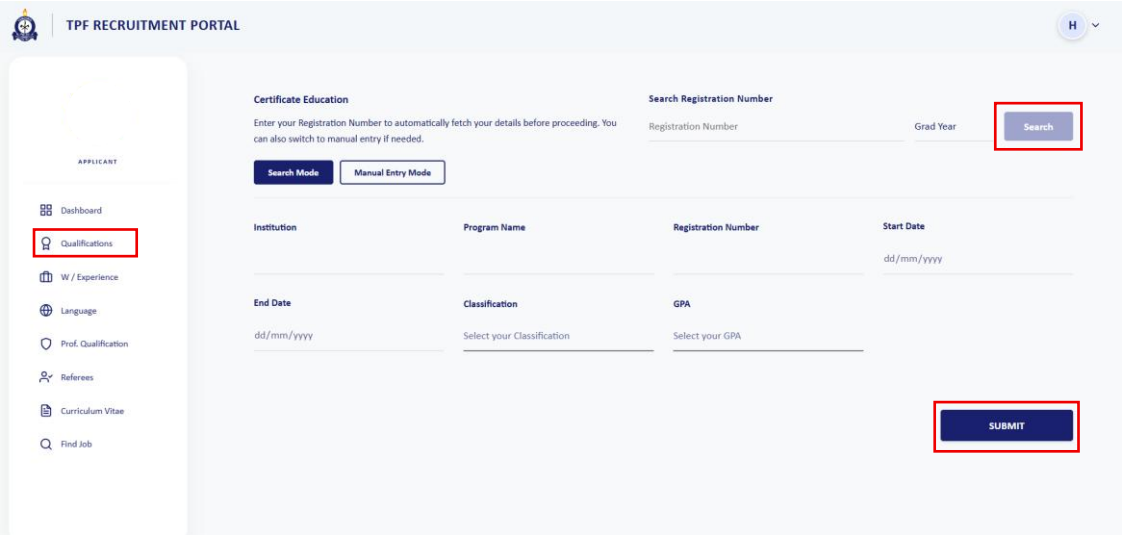


Figure 18: Certificate Education

6.5 Form Six (ACSEE)

1. Click **Form 6**.
2. Enter your Form Six **Index Number** in the format *SXXXX-XXXX/20XX* and click **Search**. Your records are fetched from NECTA.
3. Check **School Name, Index Number, System, Start Year and Passing Year**, then click **SUBMIT**.

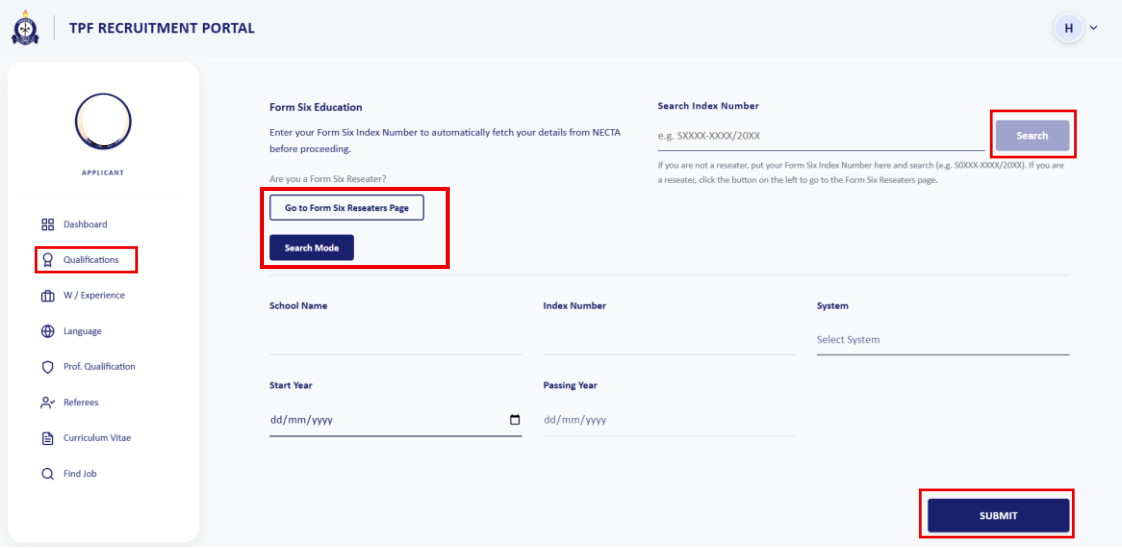


Figure 19: Form Six Education

Form Six resitters

If you repeated the examination, click **Go to Form Six Resseaters Page**. Enter your **first candidate index number** and click **Search** to bring in your subjects, then click **SUBMIT FORM SIX RESIT DETAILS**. If you sat more than twice, add the second, third and later index numbers until all attempts are included. Use **Back to Form Six Education** to return.

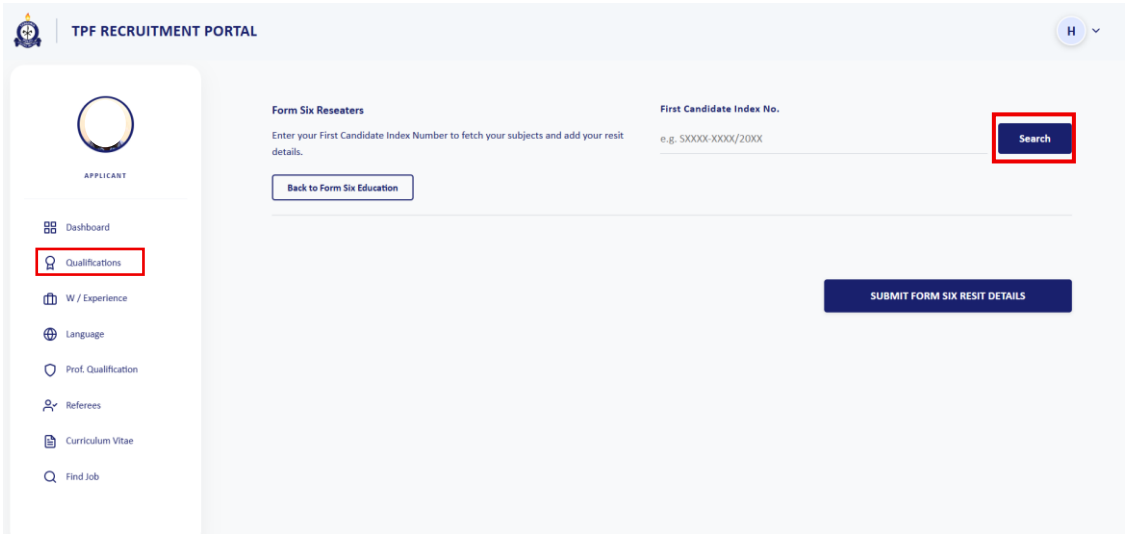


Figure 20: Form Six Resitters page

6.6 Form Four (CSEE)

Click **Form 4**, enter your Form Four **Index Number** (format *SXXXX-XXXX/20XX*), click **Search**, check the details and click **SUBMIT**. If you are a resitter, click **Go to Form Four Resseaters Page**, enter the first candidate index number, add later attempts if any, and click **SUBMIT FORM FOUR RESIT DETAILS**.

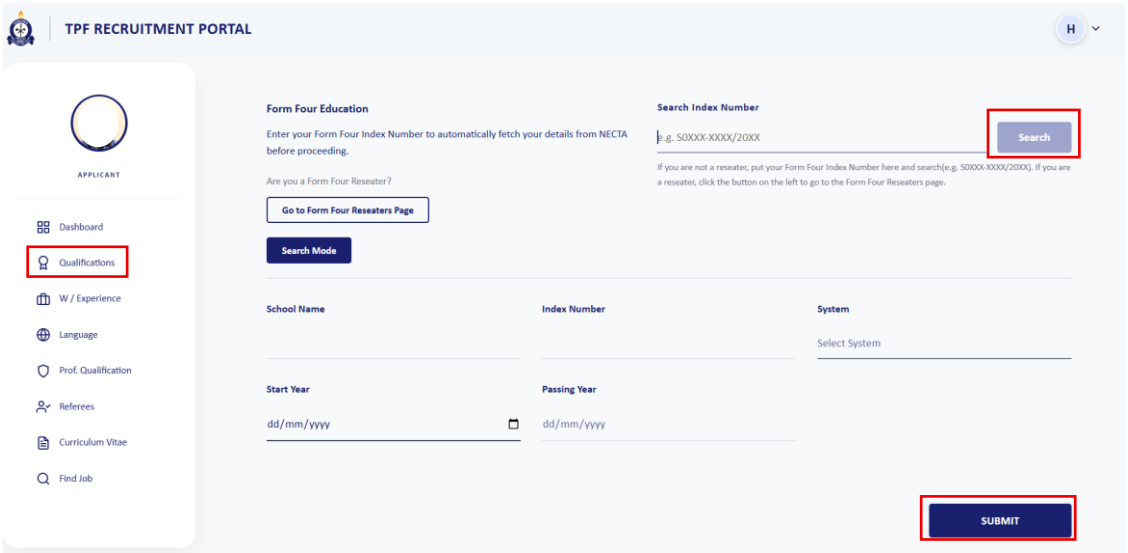


Figure 21: Form Four Education

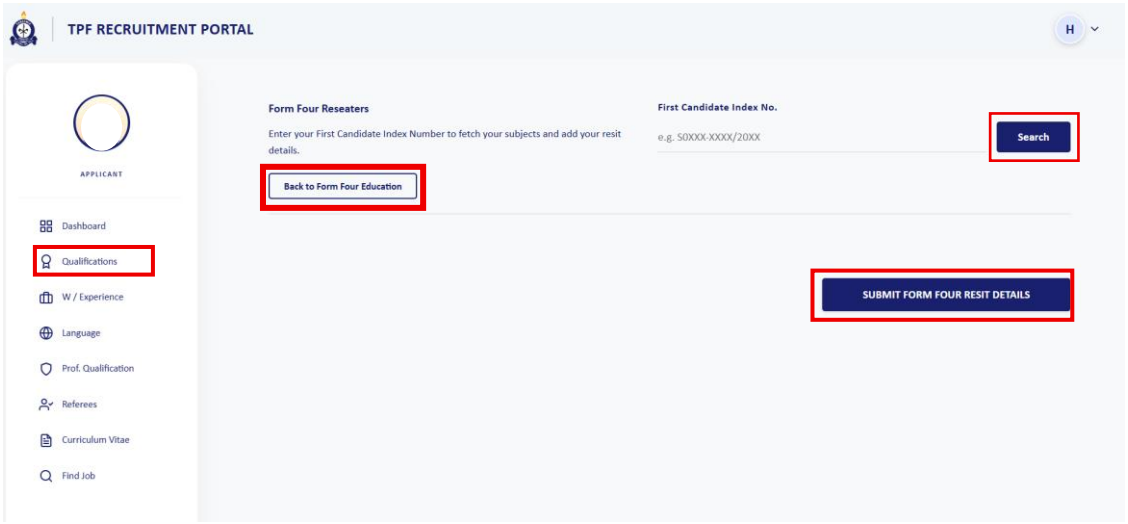


Figure 22: Form Four Resitters page

> **NOTE:** Applicants registered at Certificate level who did not sit Form Six can skip the Form Six step.

6.7 Viewing your academic portfolio

After you add qualifications, they appear as cards under **Your Academic Portfolio**, each showing the institution, year and grade or GPA. Use the filter tabs (**All Qualifications**, **Bachelor Degree**, **Form 6**, **Form 4**) and **View Details** to review any record. Records retrieved from NECTA or NACTVET are marked as verified.

6.8 Updating your education level

If you have obtained a higher qualification after registering, use **Update Education Level** on the Dashboard.

1. On the Dashboard, click **Update Now**.
2. Select the target level.
3. Read the warning **“This action cannot be undone”** and click **Yes, Update**.

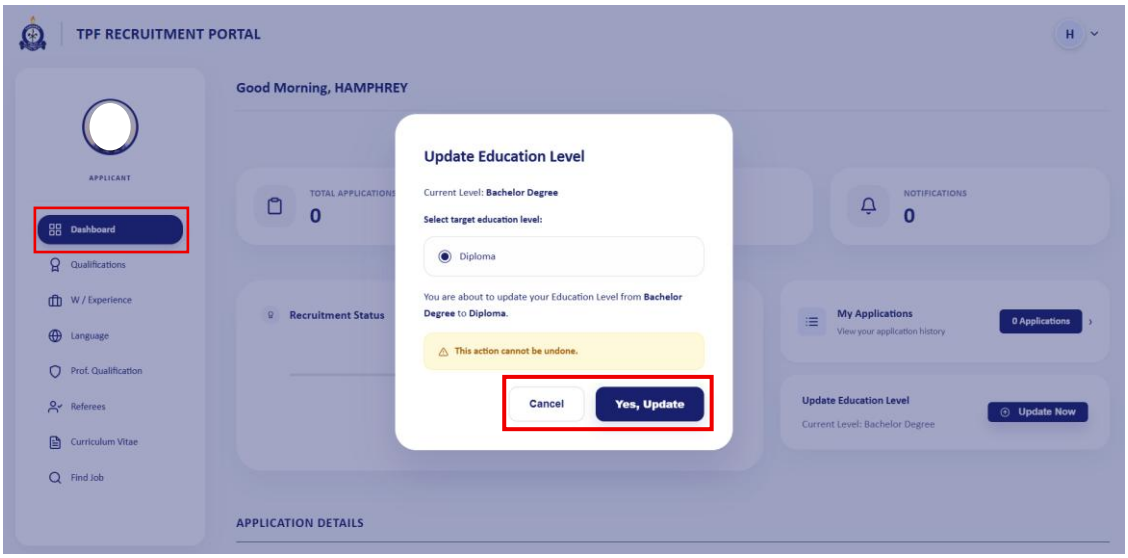


Figure 23: Update Education Level confirmation

IMPORTANT: This change is permanent. Make sure you have the documents for the new level before you proceed.

7. Work Experience

Click **W / Experience** to add each job, internship or training placement. Add one entry at a time.

Field	What to enter
Organization Type	Government, private, NGO, etc. (select from the list)
Organization Name	Name of employer
Working Position	Your job title
Duration	Number, then select Months or Years
Job Description	Your main duties
Reason for Departure	Select from the list (for example, Internship)
Key Achievements	Main accomplishments

1. Fill in **Organization Details**.
2. Fill in **Experience Details**.
3. Click **Save Experience**.

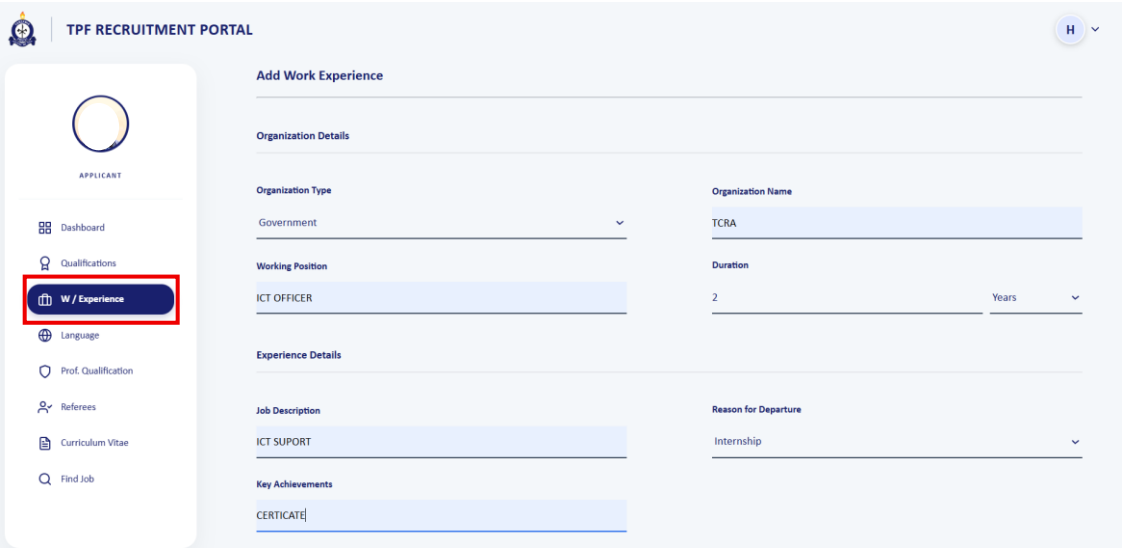


Figure 24: Add Work Experience – organization details

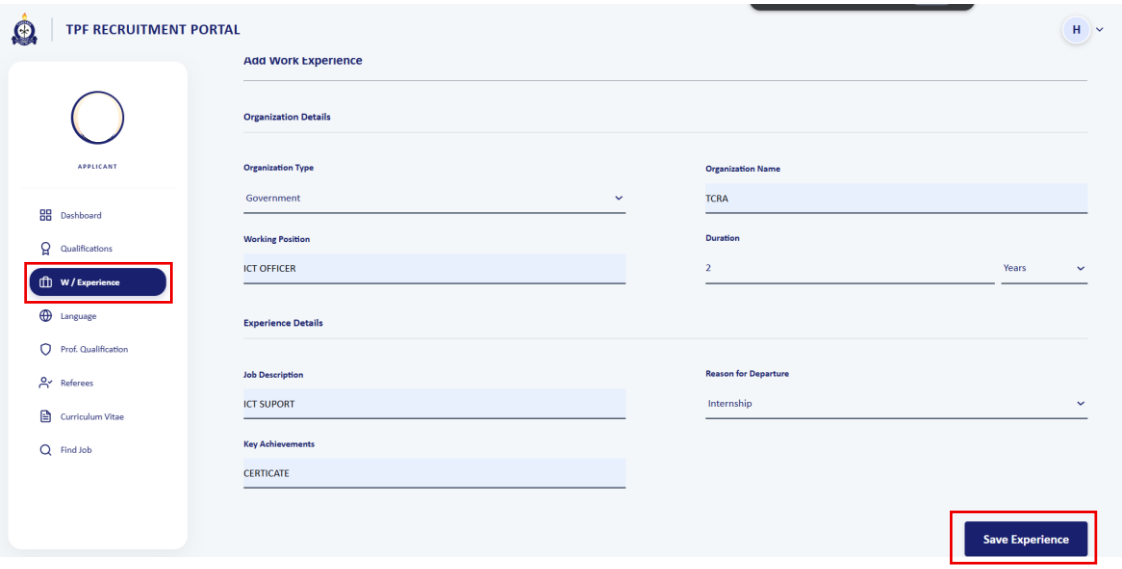


Figure 25: Add Work Experience – experience details

TIP: If you have no work experience, you may leave this section empty. Describe achievements in plain, factual language.

8. Language Proficiency

Click **Language**. For each language, choose its name and rate your **Reading**, **Writing** and **Speaking** ability (for example, *Very Good*). Click **Save Language**. Saved entries appear under **Your Saved Languages**.

If your language is not listed, select **Other** in **Language Name**, then pick from the **Other Language** list (for example Arabic, French, Mandarin, Spanish, German).

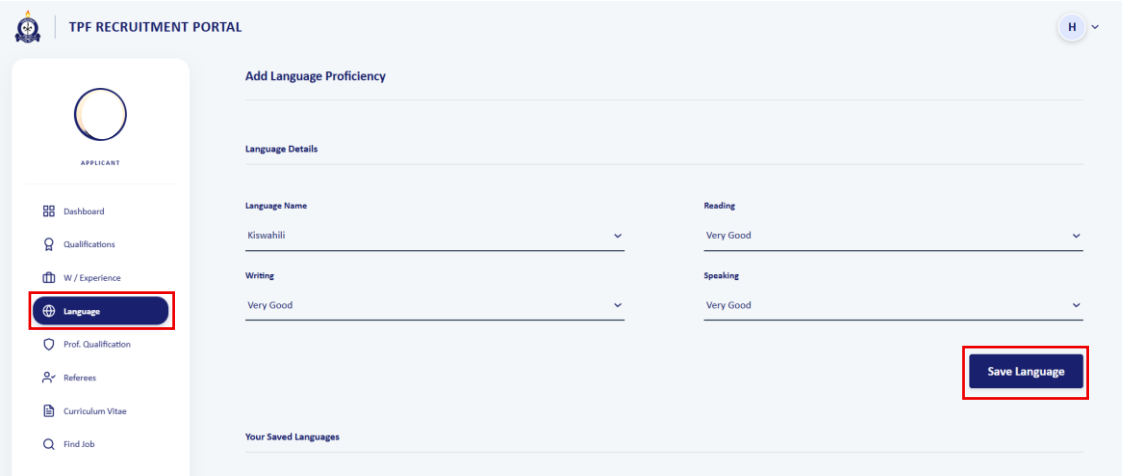


Figure 26: Add Language Proficiency

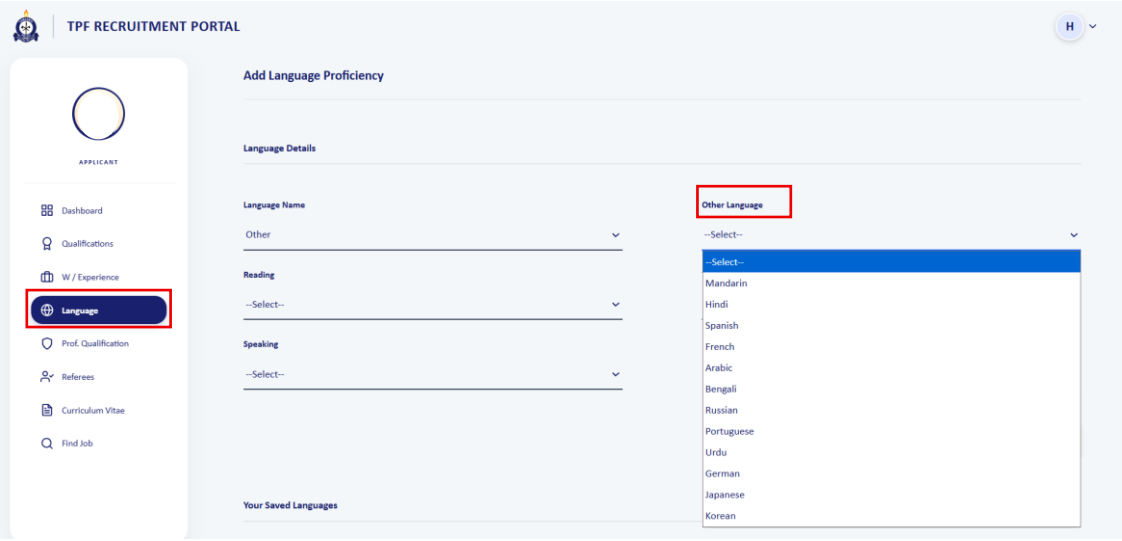


Figure 27: Choosing another language

9. Professional Qualifications

Use **Prof. Qualification** to record professional certifications, such as CPA, CISCO, CISA or Microsoft Developer.

1. Select **Country of Residence**.
2. Select the **Institution Name** (for example TNMC, MCT, ERB, VETA).
3. Select the **Programme Name** (type in the search box to filter).
4. Select the **Start Year** and **End Year**.
5. Click **Save Qualification**.

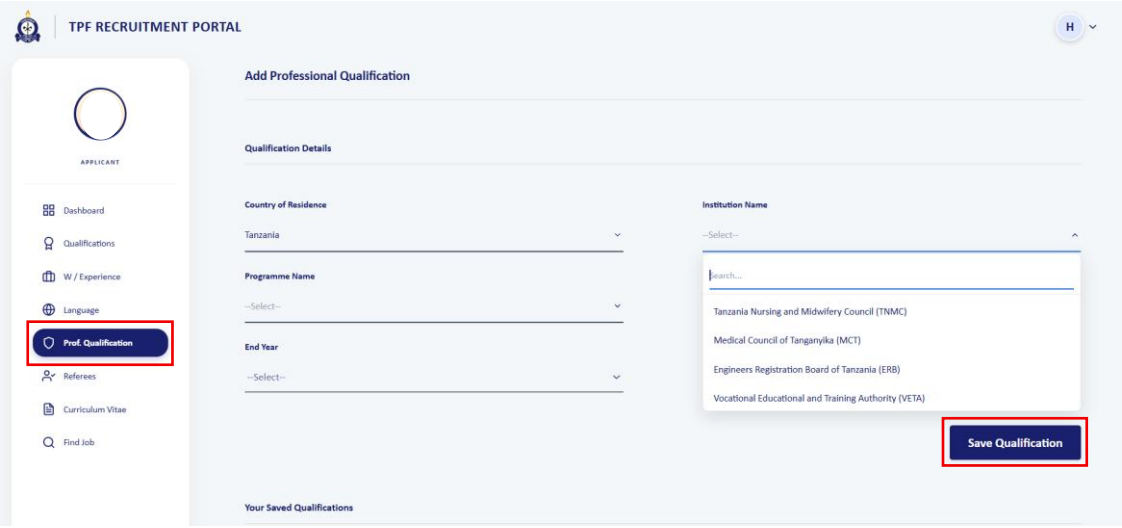


Figure 28: Selecting an institution

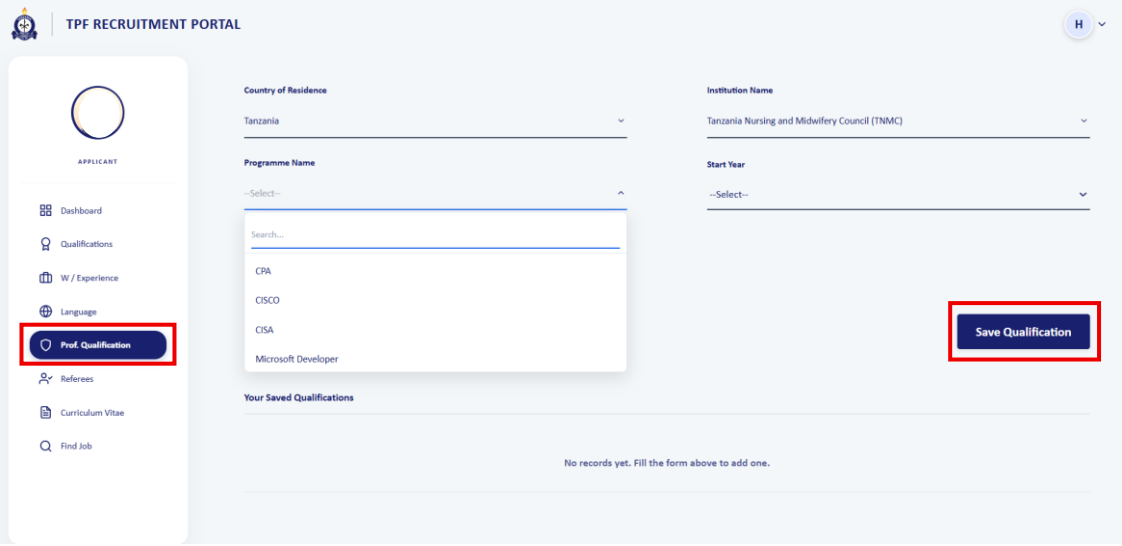


Figure 29: Selecting a programme

Saved entries appear under **Your Saved Qualifications**. If you have none, the page shows “No records yet”, and you can leave this section empty.

10. Referees

Referees are people who can vouch for your character and work. Choose people who know you well and agree to be contacted.

Field	What to enter
Referee Full Name	Full name
Institution/Organization	Where the referee works
Title	Job title or rank
Telephone Number	Nine digits after the +255 prefix
Email Address	A working email address
Address	Postal or physical address

Click **Save Referee** when finished. Referees appear on your CV.

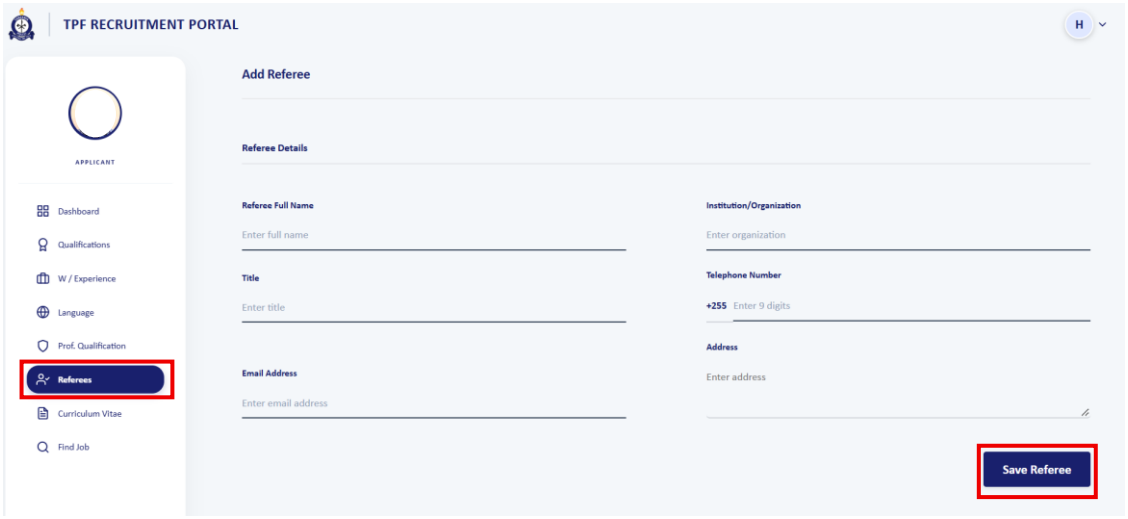


Figure 30: Add Referee details

> **TIP:** Tell your referees in advance that they may receive a call from the Police Force.

11. Curriculum Vitae (CV)

The portal creates your CV automatically from the information you entered: personal details, qualifications, work experience, languages, professional qualifications and referees. Click **Curriculum Vitae** to preview it, then **Print / Download PDF** to save a copy.

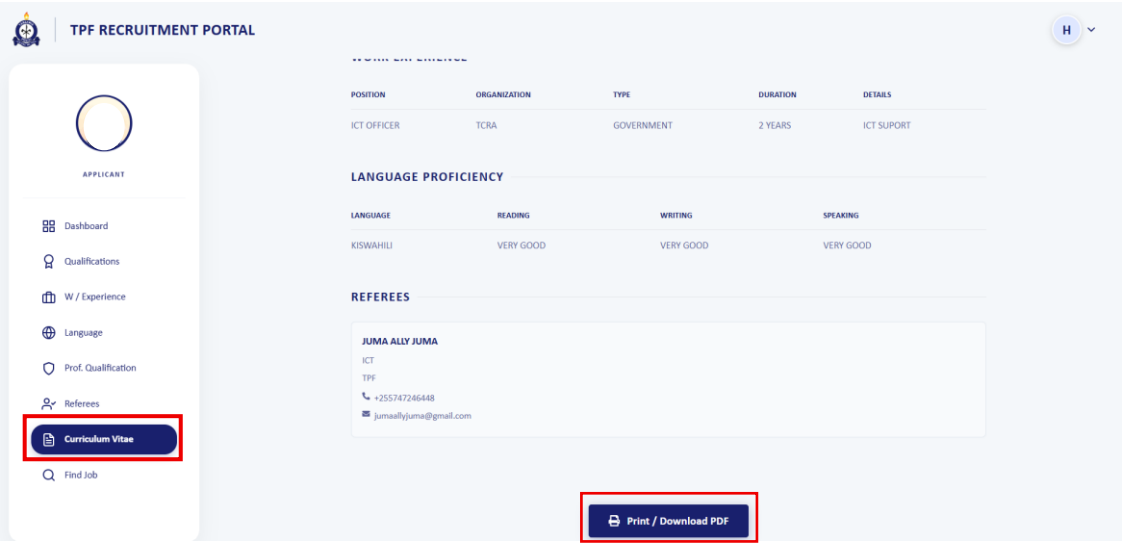


Figure 31: Automatically generated CV

> **NOTE:** To change anything on your CV, edit the relevant section (for example Work Experience). The CV updates automatically.

12. Applying for a Job

Click **Apply Job** (shown as **Apply Job** once selected) when your profile is complete. The portal lists only vacancies that match your registered education level.

> **IMPORTANT:** Before applying, check that your qualifications, CV and referees are complete. The Application Details tiles on your Dashboard help you check this.

12.1 Step 1 – Choose your area of specialization

Select an area from the list. Examples include Medical Unit, Band, Marine, Main Store/Tailoring, Dog and Horse (Animal), ICT, Vehicle Maintenance/Driving, Forensics, Aviation, Administration, Religious/Tax/Linguistic, Constructions, Sports/Mass Media and Linguistics of Languages.

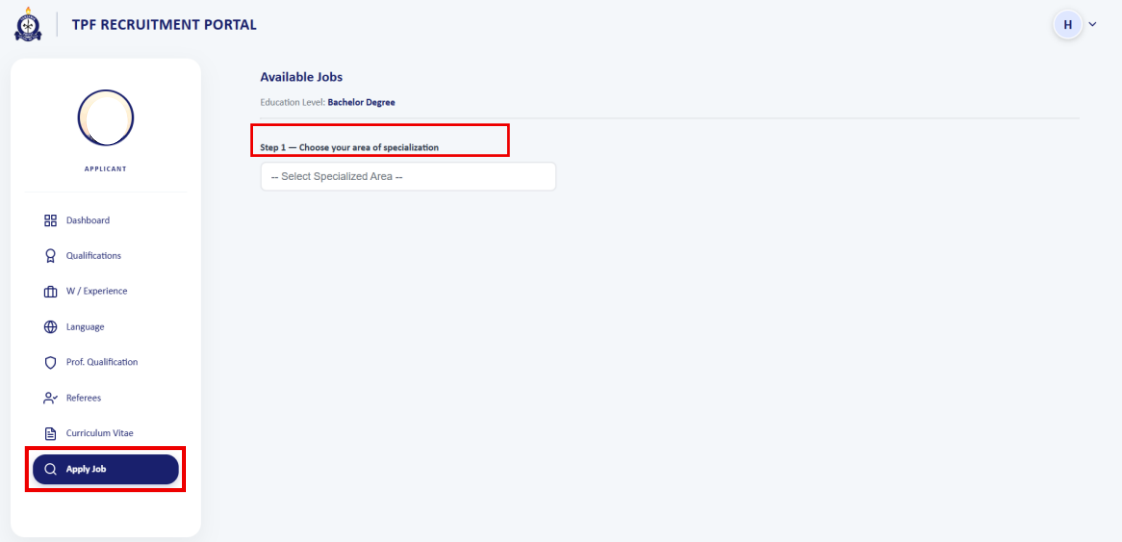


Figure 32: Choose area of specialization

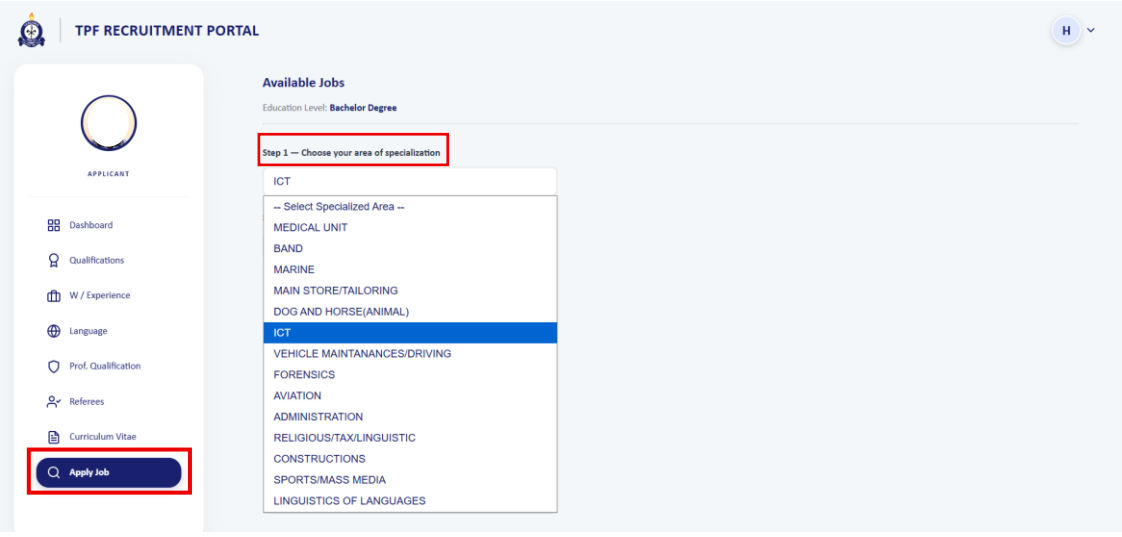


Figure 33: Specialization list

12.2 Step 2 – Select Headquarters

Choose where you will attend the interview: **Police Head Quarters Dodoma** or **Police Head Quarters Zanzibar**.

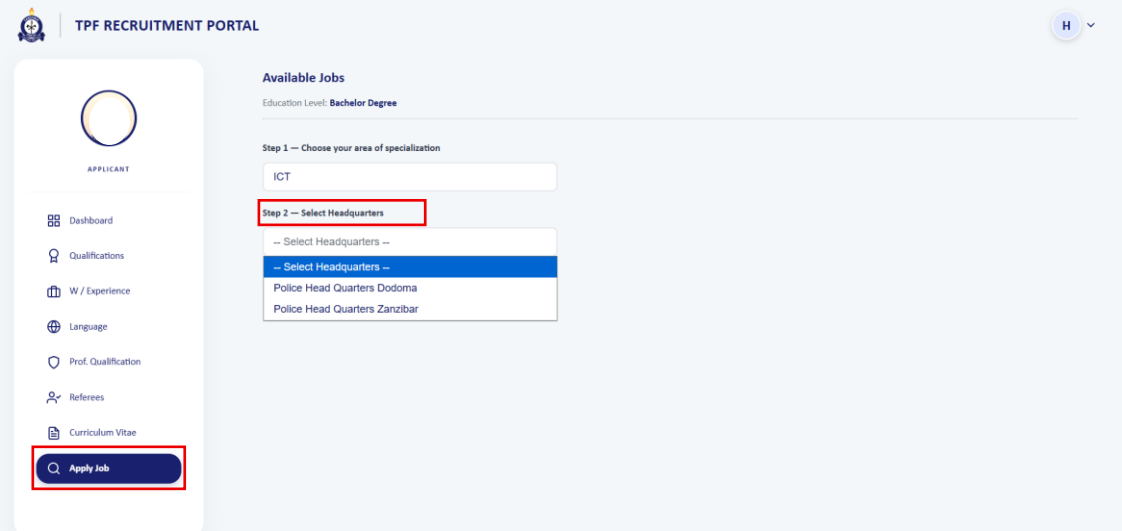


Figure 34: Select Headquarters

12.3 Step 3 – Choose a vacancy

Matching vacancies appear as cards showing the title, education level, requirements and description. Read the requirements carefully, then click **Apply Now** on the vacancy you qualify for.

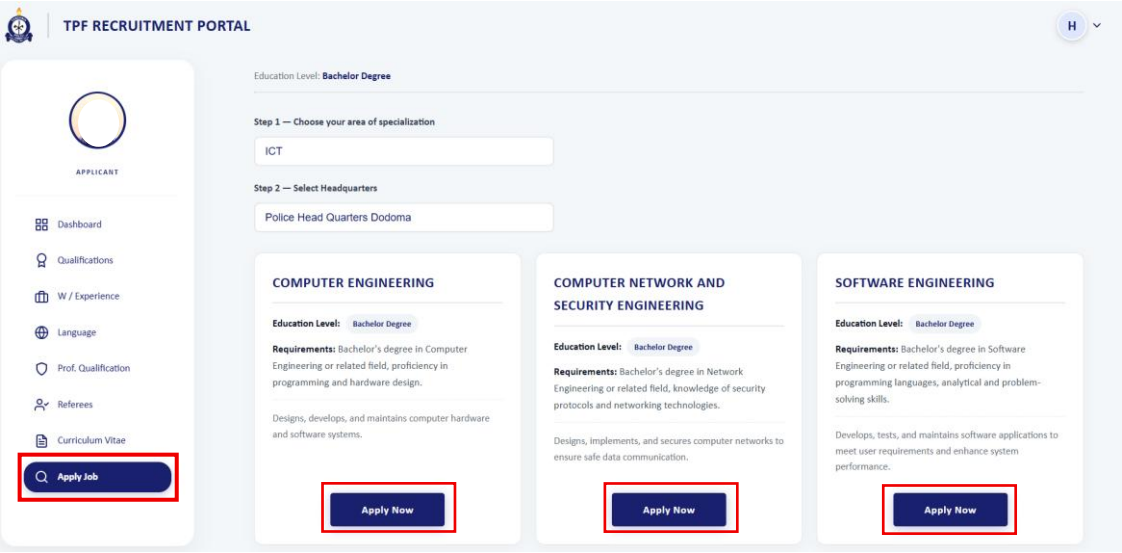


Figure 35: Available vacancies

12.4 Step 4 – Complete the application

1. Check that the vacancy title and education level at the top are correct.
2. Check **Location Details**: Headquarters/Commands and Area of Specialization.
3. Under **Training**, select your **JKT / JKU Training Status** (for example, *Not Attended*).
4. Upload your **Application Letter**: click the upload area or drag the file in. Only a signed and dated **PDF** up to **2 MB** is accepted. Use **View** to check the file or **Remove** to replace it.

5. Click **Apply**.

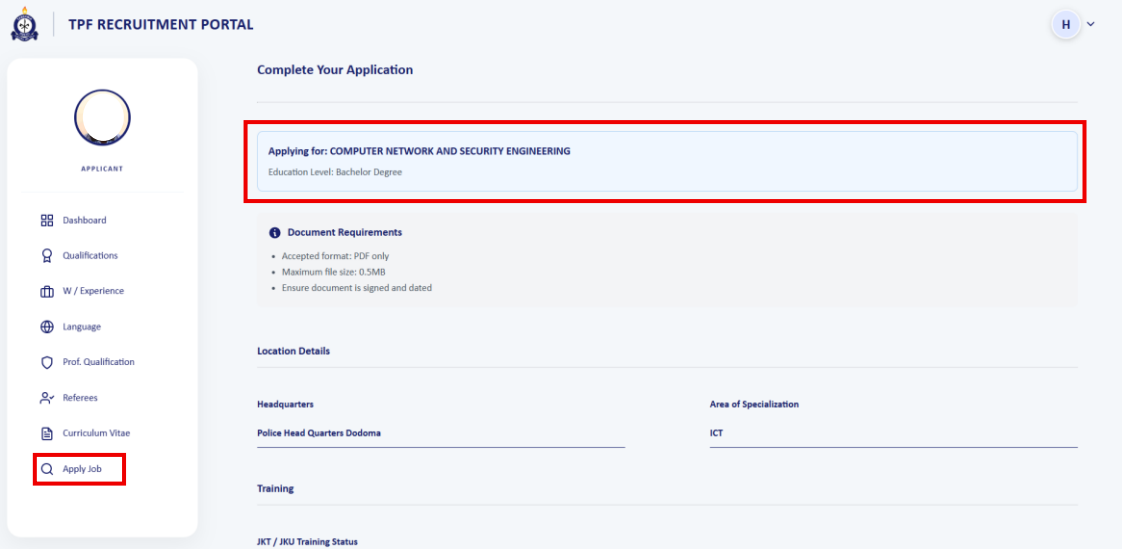


Figure 36: Complete Your Application

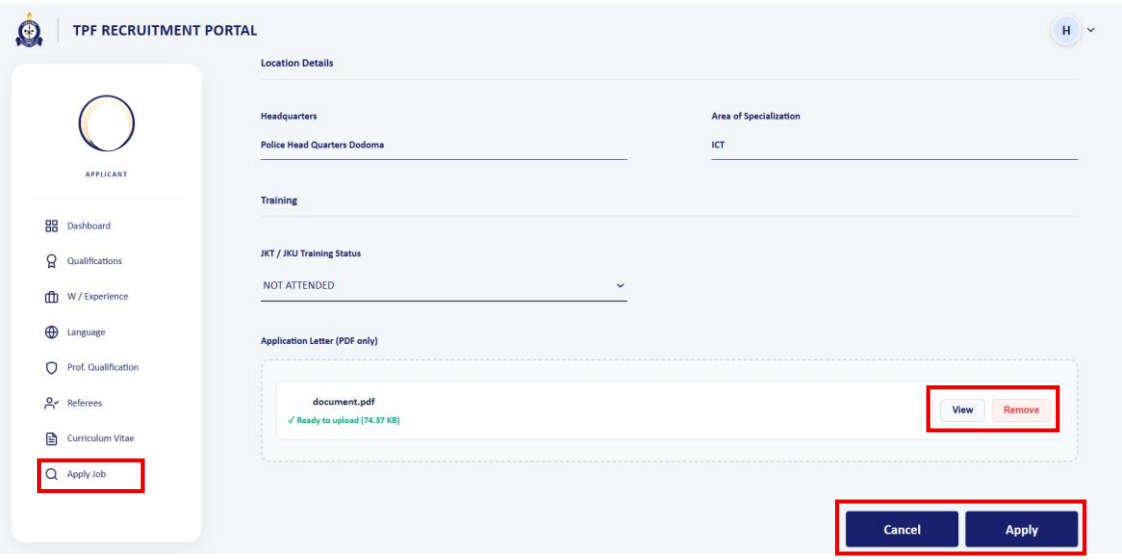


Figure 37: Location, training and letter upload

Writing a good application letter

- Address it to the Inspector General of Police and state the post you are applying for.
- Keep it smart: who you are, your qualifications, why you want to serve.
- Sign and date it before scanning. Unsigned letters may be rejected.

12.5 Step 5 – Review and confirm

A **Review Your Application** window shows the title, education level and interview region. Tick the declaration confirming that your information is true and correct, then click **Confirm & Apply**. The button is disabled until you tick the box.

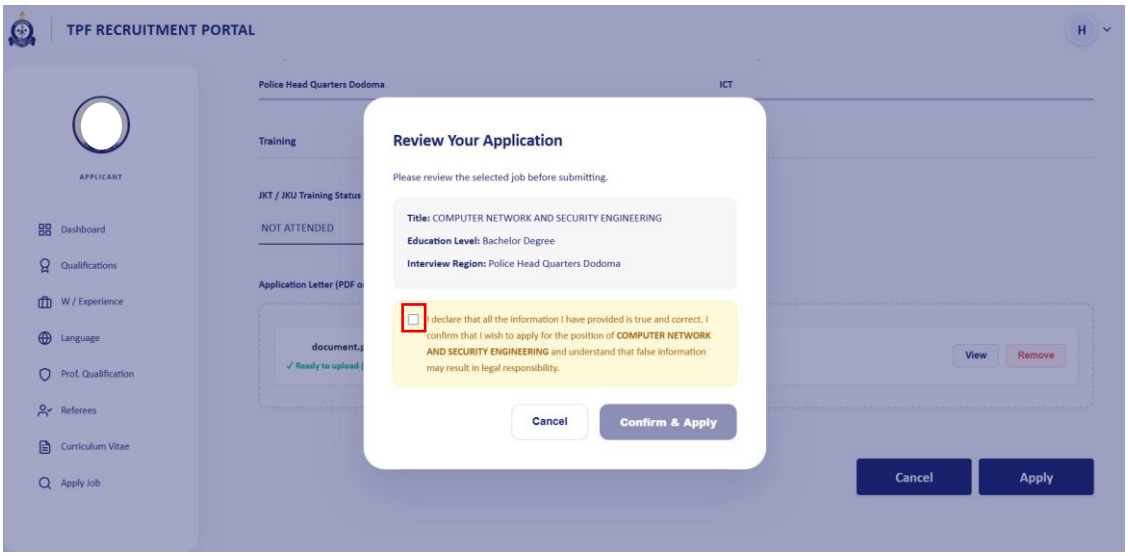


Figure 38: Review Your Application – declaration not yet ticked

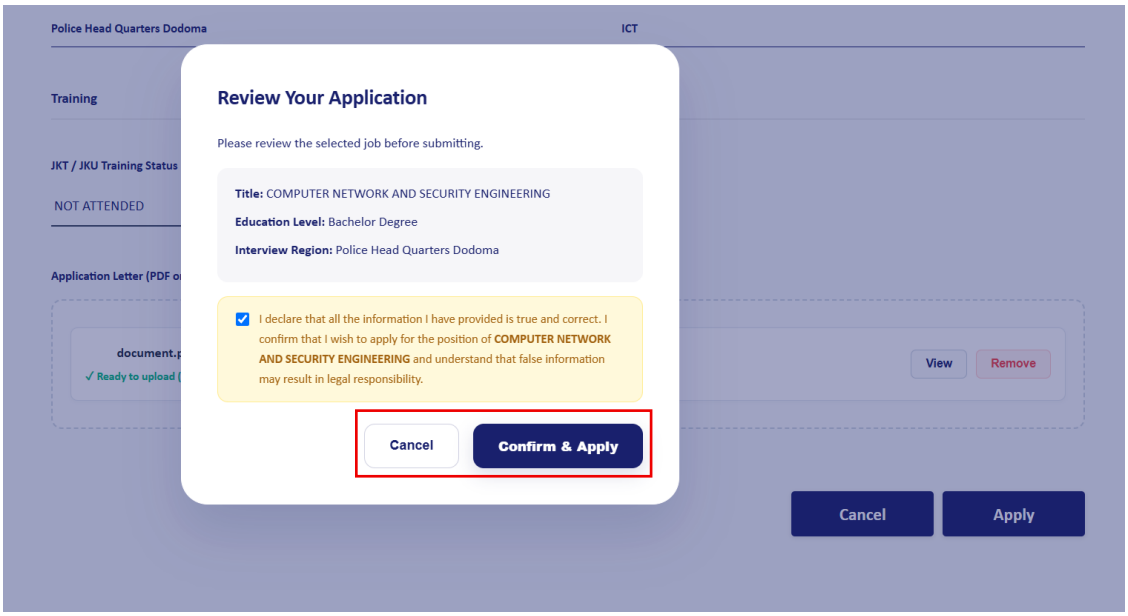


Figure 39: Declaration ticked – Confirm & Apply enabled

IMPORTANT: By ticking the declaration, you accept legal responsibility for the accuracy of your information. False information may lead to disqualification and prosecution.

13. Tracking Your Applications

After submission, a green message confirms **Application submitted successfully**. Open **Applied Jobs** to see your applications. Each card shows the title, education level, date applied, **Status** (for example, *Applied*), requirements and a short description.

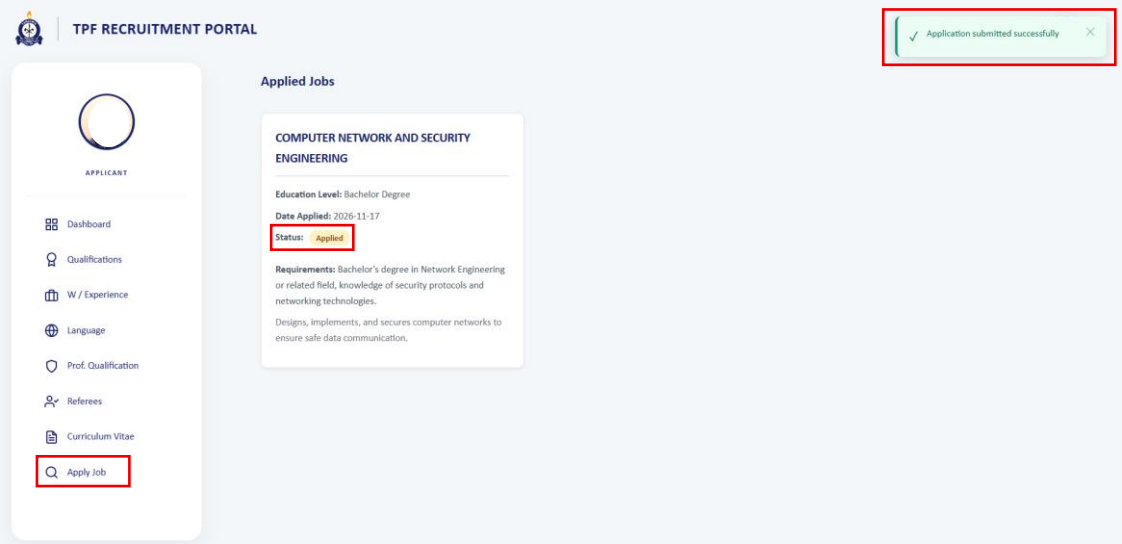


Figure 40: Applied Jobs page

13.1 Recruitment stages

The Dashboard tracker and status tiles follow your progress. The stages visible in the portal are:

Stage / tile	What it means
Registration	Account created and identity verified
CV Status	CV information completed
Application Letter	Application letter uploaded
Education Verification	Academic records verified from NECTA / NACTVET or reviewed manually
Job Application	Vacancy application submitted
Shortlist	Applications screened by the recruitment team

> **NOTE:** Dates, venues and results are communicated through the portal and official TPF channels. Check **Notifications** on your Dashboard regularly.

14. Troubleshooting and FAQ

Problem	Likely cause	What to do
NIN not found at **Verify**	NIN typed incorrectly or not yet in NIDA	Re-enter carefully (digits only). If it still fails, contact NIDA or the help desk
"Already registered" message	You already have an account	Use **Login**, or **Forgot Password?**
Cannot log in	Wrong username or password; caps lock on	Retype using the eye icon. Otherwise use **Forgot Password?**
New password rejected	Rules not met	Use at least 10 characters with upper and lower case, a number and a special character
Index or registration number not found	Wrong format or year, or	Check format *SXXXX-XXXX/20XX*. Use Manual Entry Mode where available
Search button is greyed out	A required field is empty	Fill all fields (institution, year and registration number for degree)
PDF will not upload	Not a PDF, or larger than 2 MB	Scan at lower resolution or compress the PDF
No jobs displayed	No vacancy for your level or area of specialization	Check your education level and choose another area, or return later
Apply button disabled	Declaration not ticked or letter not uploaded	Upload the PDF letter and tick the declaration
Wrong education level	Selected incorrectly at registration	Use **Update Education Level** if upgrading; otherwise contact the help desk
"Failed to load regions" message	Temporary connection or system problem	Refresh the page, then try again later

14.1 Frequently asked questions

Q: Can I apply more than once?

An applicant may apply only once per recruitment, not repeatedly.

Q: Is there a fee for applying?

No fee is described in the portal. Report anyone asking for payment to TPF.

Q: I do not have a NaPA number. What should I do?

Click **How to Apply for a NaPA Reference Number** on the home page and follow the instructions. You cannot apply without it.

Q: I wrote the wrong details at registration.

Details entered at registration cannot be edited. Contact the help desk.

Q: Can I use a different device?

Yes. Log in with the same username and password.

Q: Which languages is the portal available in?

The portal screens are in English. A Swahili guide is available for applicants.

14.2 Contact for support

Call for help line: **0739 535 352**. Email: **ajira.polisi@tpf.go.tz** See also the **Contacts** page on the portal.

Appendix A – Applicant Checklist

✓	Task	Section
☐	NIN and NaPA reference number ready	2
☐	Registered and credentials saved	3
☐	Password changed to a strong password	4
☐	All qualifications for my level added and submitted	6
☐	Work experience added (if any)	7
☐	Languages added	8
☐	Professional qualifications added (if any)	9
☐	At least one referee added	10
☐	CV previewed and downloaded	11
☐	Application letter prepared: signed, dated, PDF, under 0.5 MB	12
☐	Area of specialization and headquarters chosen	12
☐	Declaration ticked and application confirmed	12
☐	Status checked in **Applied Jobs** and notifications read regularly	13

Appendix B – Glossary

Term	Meaning
AJIRA	Swahili for “employment”; the name of the recruitment portal
AVN	Academic Verification Number issued by NACTVET
CSEE / Form Four	Certificate of Secondary Education Examination
ACSEE / Form Six	Advanced Certificate of Secondary Education Examination
Dashboard	Home screen after login
GPA	Grade Point Average
JKT / JKU	National Service training (Jeshi la Kujenga Taifa / Jeshi la Kujenga Uchumi)
NACTVET	National Council for Technical and Vocational Education and Training
NaPA	National Physical Addressing system
NECTA	National Examinations Council of Tanzania
NIDA / NIN	National Identification Authority / National Identification Number
Resitter	A candidate who repeated an examination
TPF	Tanzania Police Force

Appendix C – Document Specifications

Document	Format	Maximum size	Notes
Application letter	PDF	2.0 MB	Signed and dated
Certificate (manual entry)	PDF	2.0 MB	Clear, readable scan
Transcript (manual entry)	PDF	2.0 MB	All pages in one file
CV	Generated by portal	–	Download as PDF

TIP: Remember your username and password.