URSB

UGANDA REGISTRATION SERVICES BUREAU

A GUIDE TO

FREQUENTLY ASKED QUESTIONS

ON THE

ONLINE BUSINESS REGISTRATION SYSTEM

How to create an account

FAQs

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How to create an Account

An account is a gateway to the Online Business Registration System (OBRS). Therefore, for any transaction on OBRS, there is need to have an account. This can be either an Individual Account or a Business Account.

- Type **https://obrs.ursb.go.ug** on your browser.
- Click the "Create Account" .
- Enter your Email and Phone number.
- Check box to agree to "**Terms and Conditions**" then click 'register'.
- Check email, Click the link to verify your email address.
- Enter OTP code sent through SMS to your phone to verify the phone number.
- Set password for the account.
- Log in to your account.
- Enter your phone number and associated password.
- Click "**Sign in**".
- Complete your profile.
- If "**Ugandan**"; Enter your National Identification Number (NIN).
- Enter your contact details (email and phone number).

If not "Ugandan",

- Select ID Type (**Passport or Alien ID**)
- Enter your "**Passport No or "Alien ID No.**
- Enter your "Name, Gender and contact details.
- Attach a scanned copy of your "**Identity Document**".
- Check box to agree to "**Terms and Conditions**".
- Click the "**Register**" button.

How to log into my individual account

FAQs

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How to log into my Individual Account

This is one an individual uses to interact with the registrar. Mainly used for initial registrations. For example Reservation of name, Business name registration, company incorporation etc.

- Type **https://obrs.ursb.go.ug** on your browser.
- Click the "**Login**" button.
- Enter phone number associated to your account (Start with code 256......).
- Enter password set for the account.
- Click "**Sign in**".

How to set up a business account

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How to setup a Business Account

As a result of any Initial Registration of any entity such as Business name, Company or Building Society, a business account is created and subsequent filings of the entity must use business account to transact on OBRS.

- Upon incorporation or data update of a company/ Business Name, a 'Create Account' email is shared on the corresponding email address.
- Check email, Click the link to verify your email address.
- Enter OTP code sent through Sms to your phone to verify the phone number.
- Set password for the account.
- Log in to your account.

How to log into a business account

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How to log into a Business Account

- Type **https://obrs.ursb.go.ug** on your browser
- Click the "**Login**" button.
- Choose Business, Enter the Business Registration Number/BRN (Starts with 800.........).
- Enter password set for the account.
- Click "**Sign in**".

How to reset a password

FAQs

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How to Reset a Password

This is necessary when one forgets the password or in an event, they suspect unauthorized access to either the Individual Account or Business Account

- For an individual account,
- Type **https://obrs.ursb.go.ug** on your browser.
- Enter Phone number associated with the account.
- Click forgot password.
- Enter Phone number associated with the account again.
- A link is sent to the email attached to the account for a password rest.
- Click the link and set a new password.
- Login using the new password.

- For the business account, use the Business Registration Number following the same procedure as explained above.

How to perform a name check

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How to perform a Name Check

Name check is performed to ensure that your preferred name is not already used by another entity or does not conflict with an already existing name.

- Type **https://obrs.ursb.go.ug** on your browser.
- Type the Name you would like to check in the "**Name to Check**" field.
- Click "**Check**" button.
- Check the box in the recapture to confirm you are human.
- View list of returned names .
- Confirm availability of the name.

How to reserve a name

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How to Reserve a Name

Reserving a name means booking the name for Registration. A reserved name is Valid for 30 days with an option of extending for another 30 days.

- Log into your account.
- Click "**Start**" then "**Reserve Name**".
- Select "**Entity Type**" (Business Name, Company or Building Society).
- Select the "**Entity Category**" if applicable for the selected entity type above.
- Enter Proposed Entity Names for registration.
- Select "**Nature of Business**".
- Click "**Save and Continue**".
- Preview captured "**Entity Type**", "**Sub Type**" and proposed Names.
- Click "**Generate PRN**' to generate PRN.
- Make payment using your Choose your preferred method and submit.

How to file a business name

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How to file a Business Name

- Log into your account.
- Click "**Start**" then Click "**Register/Apply Business Name**".
- Identify a reserved name to be registered from the pop-up window.
- Click the "**Register**" button alongside the identified reserved name.
- Enter the particulars of the business name (date of commencement, business address, official contacts, and partner details) .
- Check box to agree to the statutory declaration.
- Click the "**Save and continue**" button to proceed to the next step.
- For a Limited Liability Partnership, enter particulars of the Liability in form 6.
- Preview the details captured in the forms included in the application .
- Download, Sign and Upload forms included in the application.
- Add other required attachments..
- Click "**Save and Continue**" to submit the application for processing.

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How to conduct a search of company/business name documents

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How to conduct a search of company/business name documents

Search is mainly done for purposes of viewing and confirmation of information and for investigation purposes.

- Login to your individual account.
- Click Name Check and type the Company Name to get the Business Registration Number (BRN).
- Choose Search and Certification.
- Enter the Business Registration Number and Click Search.
- Make payment and Submit.
- Search results shall be displayed in the individual account for '**Viewing**'.

How to Incorporate a Local Company

FAQs

How to Incorporate a Local Company

- Log into your account.
- Click "**Start**" from the left side menu.
- Click "**Incorporate Company**"
- Identify a reserved name to be incorporated as a company from the pop-up window.
- Click the "**Register**" button alongside the identified reserved name.
- Check box against optional forms to be submitted together with the mandatory forms in the application.
- Click the "**Continue**" button to proceed to the next page.
- Enter particulars of Form S18 (company physical address, proposed share capital and subscribers of the company).
- Enter particulars of Form A1 (total number of shares, share classification and respective value).
- Enter particulars of the Memorandum and Articles of Association.
- Enter particulars of any other selected option form.
- Enter particulars of directors in Form 20.
- Enter "**Official Company Contact Details**".
- Preview the details captured then Download, Sign and Upload forms included in the application.
- Add other required attachments
- Make "**Payment**" and "**Submit**" application.

How to Incorporate a Foreign Company

FAQs

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How to incorporate a foreign Company

- Click "**Start**" from the left side menu .
- Click "**Register/Apply Foreign Company**".
- Enter particulars of Form 24 (Name of Company, Company Number, Date of Incorporation, Address in Country of Incorporation, Particulars of Directors and Particulars of Secretary).
- Enter particulars of Form 25 (Representatives).
- Enter particulars of Form 26 (Physical Address of the company and Country the company was incorporated in).
- Add particulars of Form 13 (charges of the company)
- Enter the "Official Company Contact Details" (email and phone number).
- Preview the details captured in the forms included in the application.
- Download, Sign and Upload forms included in the application.
- Add other required attachments.
- Make "**Payment**" and "**Submit**" the application.

How to change official Contact Information

FAQs

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How to Change Official Contact Information

- Type **https://obrs.ursb.go.ug** on your browser.
- Log into your individual account.
- Click on application to registrar.
- Fill in all the mandatory fields (specify what you need to change) and enter new account details then click continue.
- Attach a letter requesting change of contact information and click continue.
- Make payment and submit.
- Once processed, a link shall be shared on the new email to activate the account.

How to add payment on an application

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How to add a payment on an application

This happens when the payment was not successful.

- Depending on the current state of the application, click the "**Change payment mode**" button or "**Retry**" button.
- Click generate prn
- Click the "**choose payment method**" button
- If mobile money is selected, then enter the mobile money number and click pay.
- Please ensure not to begin with "**0**".
- If over the counter is selected, then download the assessment form, print and click the submit button.
- Then proceed and make the payment.
- Please note that the generated prn is available for payment for 14 days otherwise, it expires.

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How to file charges

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How to file Charges

- Login to Company Business Account.
- Click "**Start**" then "**Charges**" .
- Choose the appropriate charge; "**Form 13 for (Single Charge)**", Form 14 for "**(a series of charges)**" and Form 15 for "**(company property charges)**" then "**Continue**".
- Enter "**Resolution Information**" and "**Continue**".
- Select Name of Charge e.g. Debenture Mortgage.
- Enter details of the charge specified above .
- Add details of Entity entitled to the charge.
- Add "**Signatories**" to the filing of the charge.
- Preview the details captured
- Download, Sign and Upload signed copy of Company Form 13.
- Attach and upload signed copy of resolution to file charge.
- Attach and upload deed evidencing instrument of the charge.
- Make payments and submi.

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How to request for a transfer of an application

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How to Request for Transfer of an Application

A client can request for a transfer of an application in situations where they are unable to access or proceed with their application. For example hiring a third party to process an application on their behalf and fails to complete the work.

- Write a letter addressed to the Registrar General requesting transfer of an application.
- In the letter capture;
- Tracking number of the application, Account (number and email) to which the application should be transferred, and Reason for transfer.
- Have the letter signed by a company director/ secretary.
- Submit the letter to URSB office.

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How to do Data Correction

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How to do Data Correction

Data correction facilitates the correction of company information that was wrongly captured in any company filings E.g. Company Name Correction, Date of Incorporation Correction, Share Capital Correction, Personal Details Correction etc. It is not meant to change the original company data.

- Login to the business account.
- Click on the start menu.
- Click on data correction.
- Select the corrections to make and choose the representative and Click continue.
- Make the corrections and click continue.
- Upload a letter from the representative explaining the grounds for making the correction.
- Proceed and make payment.
- In cases where you request for generation of new forms,
- They shall be generated and sent back to the account.
- Download the forms, have them signed, scan and upload.
- Make payment for the forms
- The approved forms are shared on the associated email address once approved.

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How to file Form 18

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How to file Form 18

Form 18 is the notice of situation of the company. In other words, the form bears the physical location and postal address of the company. It is filed in the business account of the company or at incorporation of the said company in the individual account.

- Login to Company Business Account.
- Click "**Start**" then "**Company Structural Changes**" Click on "**Form 18 (Company Address)**" then continue.
- Enter the Physical and postal Address of the company
- Preview the details captured for Form 18 Download, Sign and Upload signed copy of Form 18.
- Make payments and submit.

How to get postal address on (Box Number) OBRS

FAQs

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How to get a postal Address (Box Number) on OBRS

- Login to Company Business Account.
- Click "**Start**" then "**Company Structural Changes**" Click on "**Form 18 (Company Address)**" then continue.
- Click the Red button of '**Get postal address here!**'
- Enter details of the postal address .
- Click Register with e-Posta Uganda.
- Enter mobile Number and click '**make payment**'
- Enter mobile PIN on the pop message to pay.
- A postal address is processed and returns on the system.
- Proceed with filling form 18.

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How to file for change of address

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How to file for change of address

- Login to Company Business Account.
- Click "**Start**" then "**Company Structural Changes**"
- Click select on the Change of Address then click continue.
- Enter "**Resolution Information**" and continue.
- Enter the Physical and postal Address of the company.
- Preview the details captured for Form 18. If correct,
- Download, Sign and Upload signed copy of Form 18.
- Make payments and submit.

How to file for change of address

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How to file for change of address

This is filed in cases when the company changes its directors or secretary.

- Login to Company Business Account.
- Click "**Start**" then "**Company Structural Changes**".
- Select according to what is changing, change of Directors or change of a Company Secretary or both and "**Continue**".
- Enter "**Resolution Information**".
- Add /Remove Directors and their details.
  - Add/Remove a Company Secretary and their details.
- Add "**Signatories**" to the filing of Form 20 .
- Preview the details captured for Form 20 .
- Download, Sign and Upload signed copy of Form 20.
- Attach the resolution, Form 20 and of Identification Documents of the New members.
- Make payments and submit.

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How to file Beneficial Owner Particulars

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How to update the Beneficial Owner Particulars (How to file Notice of Change of Particulars of Beneficial Owners)

This is filed when there is a change in the Beneficial Owner Particulars creating a need to update the record with the company registry.

- Log into the Business account.
- Click start then Click update Beneficial Owner Information.
- On the right hand corner, Click Update Beneficial Owner.
- Make the changes to the particulars of the Beneficial owner information then Save and Continue.
- Download the updated Beneficial Owners Form.
- Sign, Upload and Submit for Processing.
- A registered copy shall be sent to the official Business Email.

How to file Beneficial Owner Particulars (Form 1)

FAQs

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How to Update a Company / How to file Beneficial Owner Particulars (Form1)

All companies are required to do data update to ensure compliance with the law and also ensure the companies record is accurate and up to date to facilitate business efficiency.

- Type **https://obrs.ursb.go.ug** on your browser.
- Log into your individual account
- Choose data update component.
- Enter registration number and click '**submit request**'.
- Confirm the information provided for entity name, date of registration/ incorporation, type of entity, entity category then click continue.
- Enter information regarding shareholding, Share classification, memorandum & articles, directorship, beneficial owners, charges, and official contact details.
- Preview the Beneficial owners form and the official contact information form.
- Download the forms and sign them accordingly.
- Scan, Upload the forms and submit.

How to Certify Company Documents

FAQs

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How to Certify Company Documents

Certification of documents means requesting of copies of the original documents. This is important when the original documents are lost. Therefore, certified copies serve as original documents.

- Login to your individual account.
- Search company record (A list of documents is returned).
- Identify a document you would want to certify.
- Click the "**View**" button alongside the document of interest to view document details.
- Select document(s) you would want to certify by checking box against the document(s).
- Click "**Certify**", Make payment and Submit.
- Certified copies shall be shared email.

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How to Certify Company Documents in a Company Account

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How to Certify Company Documents in a Company Account

- log into a company account.
- Click '**Business file**' then '**Documents**'.
- A list of company documents on file shall display.
- Select document(s) you would want to certify by checking box.
- Click "**Certify**" Make payment and Submit.
- Certified copies shall be shared on the company email.

How to file Form 20

FAQs

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How to file Form 20

Form 20 is a notification of appointment of director and secretary of company. It is filed in the business account of the company or at incorporation of the said company in the individual account.

- Login to Company Business Account.
- Click “**Start**” then “**Company Structural Changes**”.
- Click on “**Form 20 (Directors and Secretary)**” and “**Continue**”.
- Enter “**Resolution Information**”.
- Add Directors and their details.
- Add Secretary and their details.
- Add “**Signatories**” to the filing of Form 20.
- Preview the details captured for Form 20.
- Download, Sign and Upload signed copy of Form 20.
- Attach the resolution, Form 20 and of Identification Documents of Directors and Secretary.
- Make payments and submit.

How to increase in Share Capital

FAQs

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How to increase in Share Capital

This is the process of a company raising additional funds by issuing new shares to existing or new shareholders. This is mainly done to enhance investor confidence, expansion and growth of the company, fund acquisitions among other.

- Login to Company Business Account.
- Click "**Start**" then "Company Structural Changes" .
- Click on "**increase Share Capital**" then the "**Continue**" button
- Enter "**Resolution Information**".
- Enter new share capital
- Add "**Signatories**" to the resolution to change share capital.
- Preview the details captured in company Form 12 Download, Sign and Upload signed copy of company Form 12.
- Attach signed copy of resolution to change share capital.
- Make payments and submit.

How to track an application

FAQs

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How to track an application

This enables you to establish the status of your application.

- Login to your OBRS account. This could be your Individual account or Business account.
- Click on Tracking.
- Enter the tracking number i.e. G240201-0321.
- Click the search button.
- The details about the application are then returned.

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How to respond to a queried application

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How to respond to a queried application

Queried application is one where the Registrar is seeking clarification or raises issues regarding the application.

- Depending on the account where the application was submitted,
- Login to the account.
- Go to "**Our applications**" for business account or "**My applications**" for an individual account.
- Click on the Respective tab where the application lies i.e. Reservations, Companies, and Resolution etc.
- Look for the application
- Click the respond button right next to the label that says "**Issues Raised**".
- Read the Registrars comments, and Make the required changes.
- Type a message in the chat box to the Registrar.
- Click the submit button.

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How to abandon a reservation application

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How to abandon a reservation application

A reservation is abandoned when there an error in the details of the business reversed. E.g. Business activity, Misspelling of the name, Business Entity, Entity Type or when the client is no longer interested in the reserved name.

- Log into the individual account.
- Click my applications, then reservation.
- All you reservation applications will display.
- Check for one you wish to abandon.
- On the extreme right of that application, choose abandon.
- The application is removed.

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