



OBSERVER MANAGEMENT SYSTEM (OMS)

USER MANUAL

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1. Introduction

The Election Observer Management System is designed to streamline the process of registering, assigning, and managing election observers.

This module is applicable for all national and international observers. There will be a public portal that will be accessed via the ZEC Website.

Observers will create an account and upload all the required documents, after approval observers will input their team for final approval and badge printing by ZEC Officers

After the election Observers will upload their Reports into their respective accounts, which will be viewed in the Internal Portal by authorized ZEC Officers

This guide provides step-by-step instructions on how to use the system effectively.

2. System Requirements

For user to effectively use the system, the following should be available:

- A modern web browser (Google Chrome, Mozilla Firefox, Microsoft Edge)
- Stable internet connection

3. Logging In and Accessing the System

- a) Open a web browser and navigate to the system URL (oms.zec.go.tz)

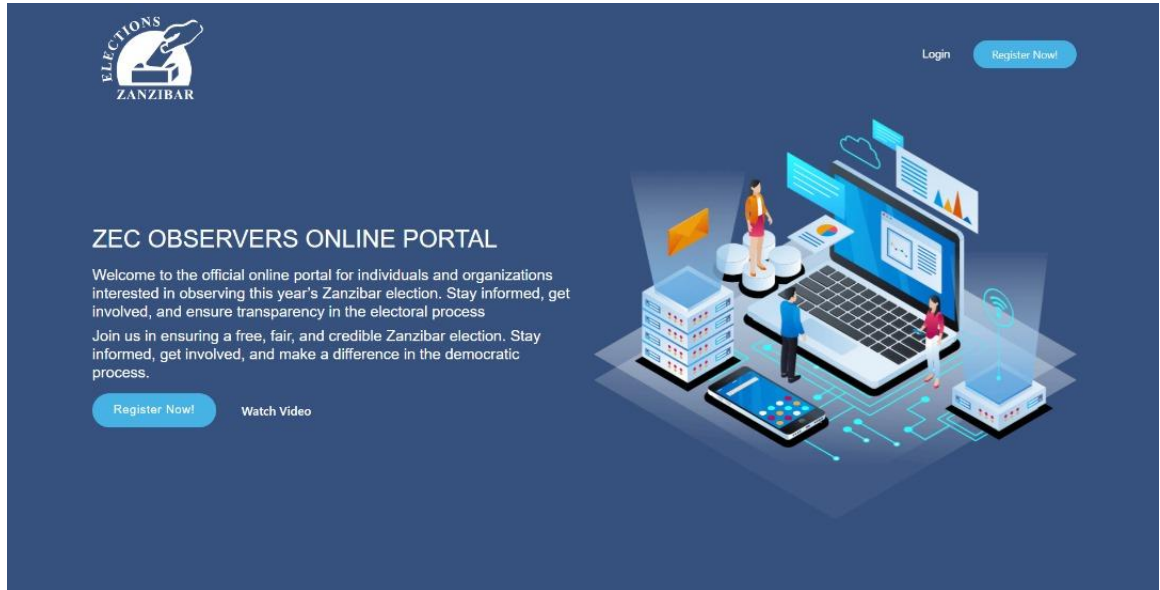
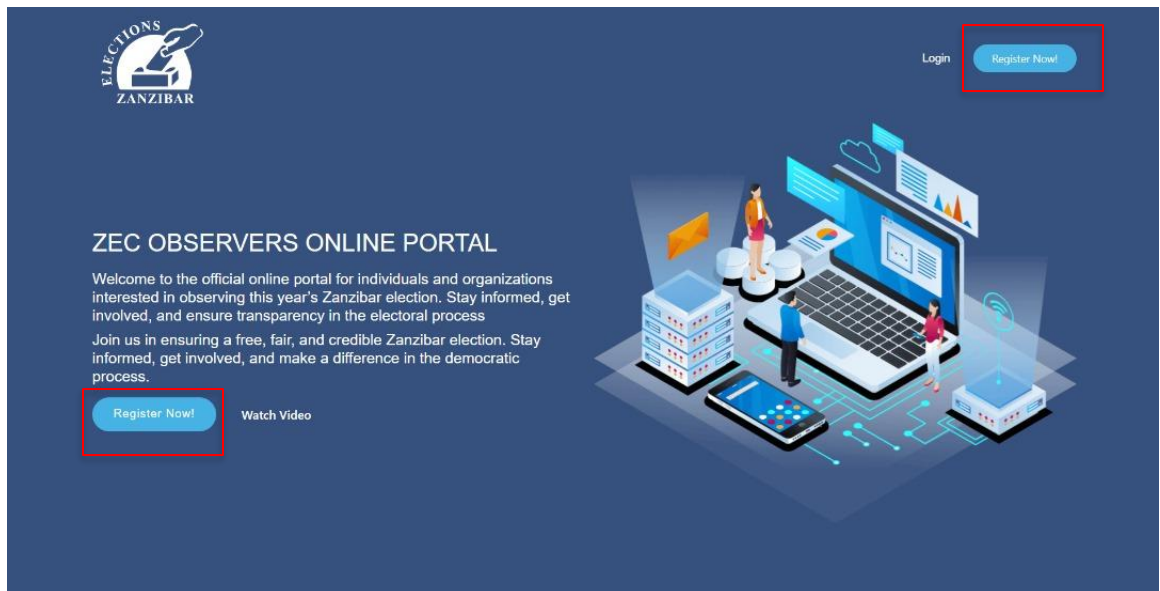
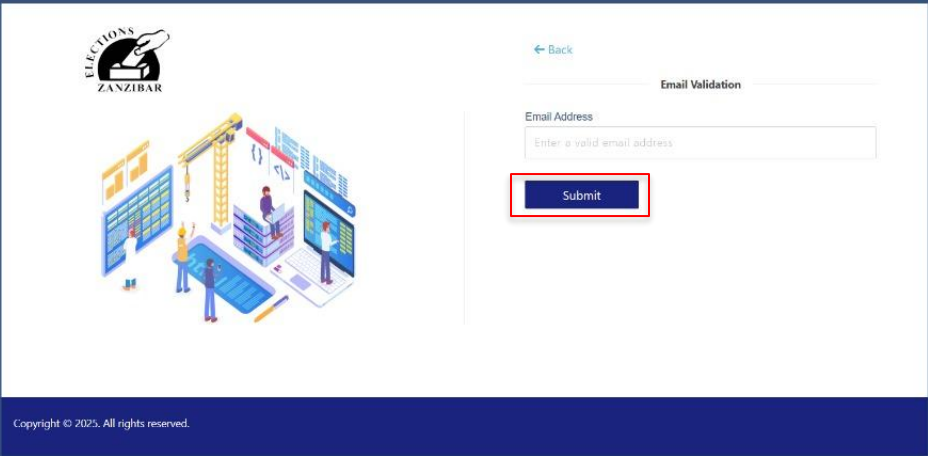


Figure 1 : Home Page

- b) Click Register Now Button to Register Details



- c) Enter email to validate if email exists or not and click the submit button

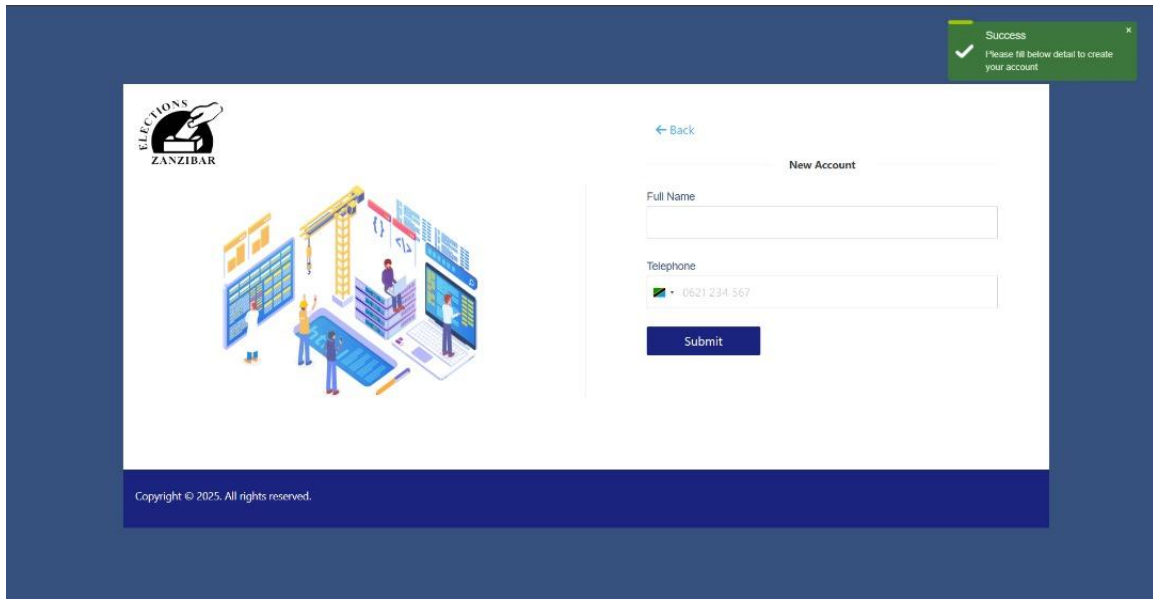


The screenshot shows a web page titled "Email Validation" for "Elections Zanzibar". On the left, there is a logo with a hand putting a ballot into a box, and an illustration of a polling station with people and a large screen. On the right, there is a "Back" link, a title "Email Validation", an "Email Address" label, a text input field with the placeholder "Enter a valid email address", and a blue "Submit" button highlighted with a red rectangle. At the bottom left, there is a copyright notice: "Copyright © 2025. All rights reserved."

Figure 2 : Email Validation Page

- d) On successful validation, create new account by entering your full name, phone number and click the submit button





Success
Please fill below detail to create your account

← Back

New Account

Full Name

Telephone
0621 234 567

Submit

Copyright © 2025. All rights reserved.

Figure 3 : New Account

- e) An email will be sent after a successful account creation, click Activate My Account Password to proceed

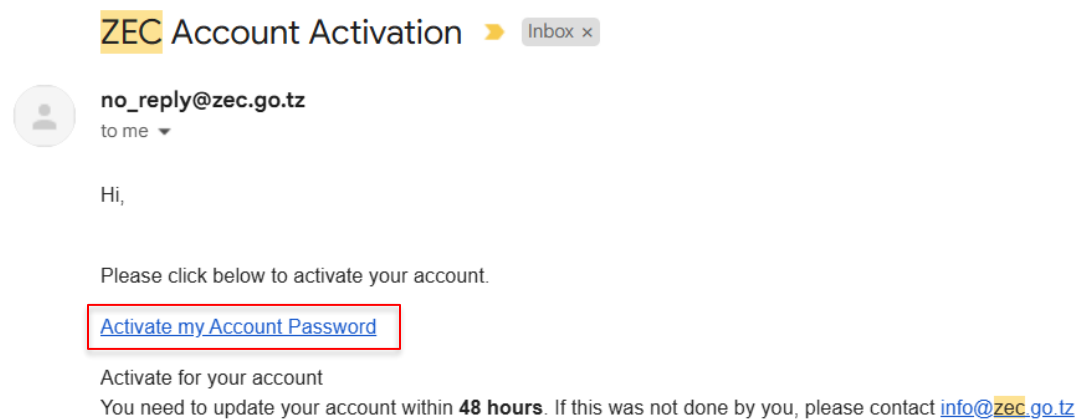
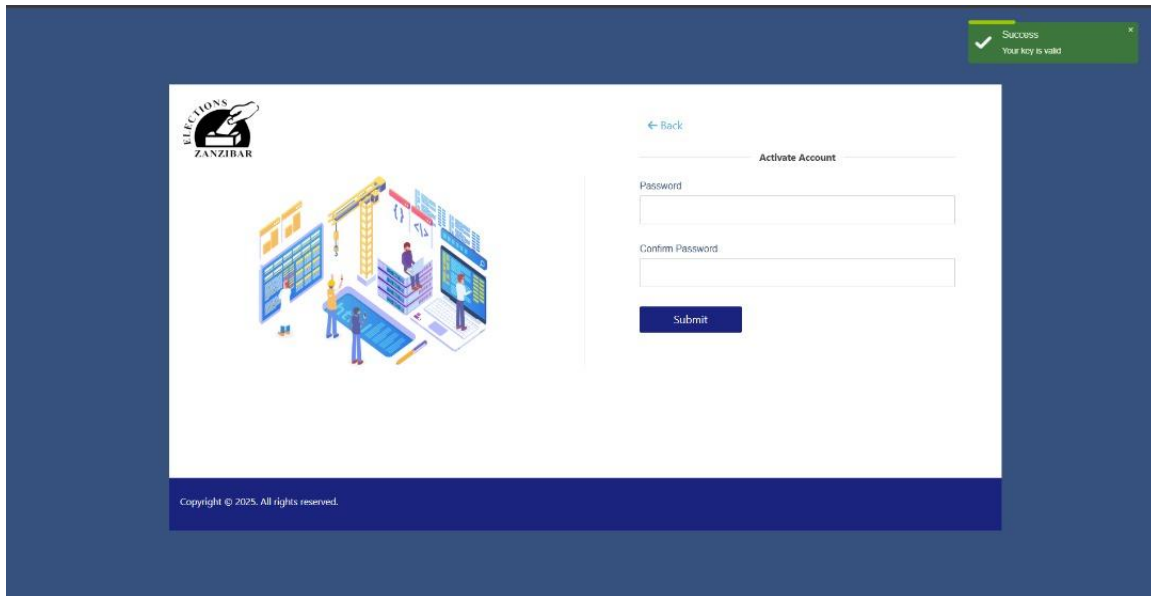


Figure 4 : Activation Email



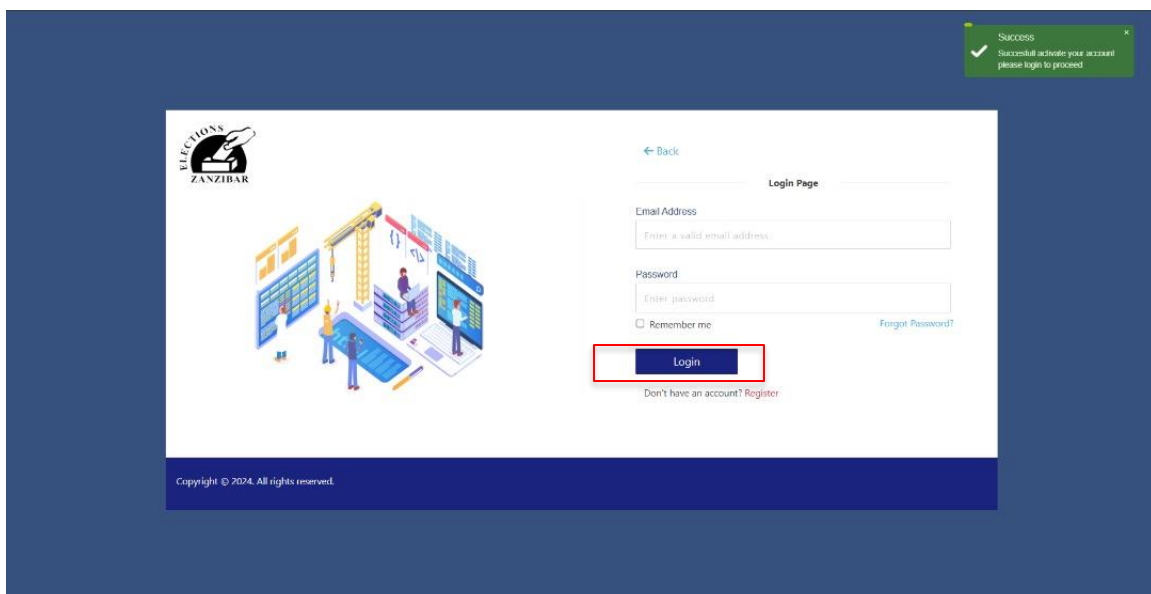
f) Enter password and click submit password.



The screenshot shows the 'Activate Account' page of the Elections Zanzibar system. A green success message at the top right states 'Success Your key is valid'. The page features the Elections Zanzibar logo and an illustration of a polling station. The 'Activate Account' section contains a 'Back' link, a 'Password' input field, a 'Confirm Password' input field, and a 'Submit' button. The footer indicates 'Copyright © 2025. All rights reserved.'

Figure 5 : Password Setup

g) Enter your credentials (username, password) and click login button



The screenshot shows the 'Login Page' of the Elections Zanzibar system. A green success message at the top right states 'Success Successful activate your account please login to proceed'. The page features the Elections Zanzibar logo and an illustration of a polling station. The 'Login Page' section contains a 'Back' link, an 'Email Address' input field with a placeholder 'Enter a valid email address', a 'Password' input field with a placeholder 'Enter password', a 'Remember me' checkbox, a 'Forgot Password?' link, a 'Login' button (highlighted with a red rectangle), and a 'Don't have an account? Register' link. The footer indicates 'Copyright © 2024. All rights reserved.'

Figure 6 : Login Page

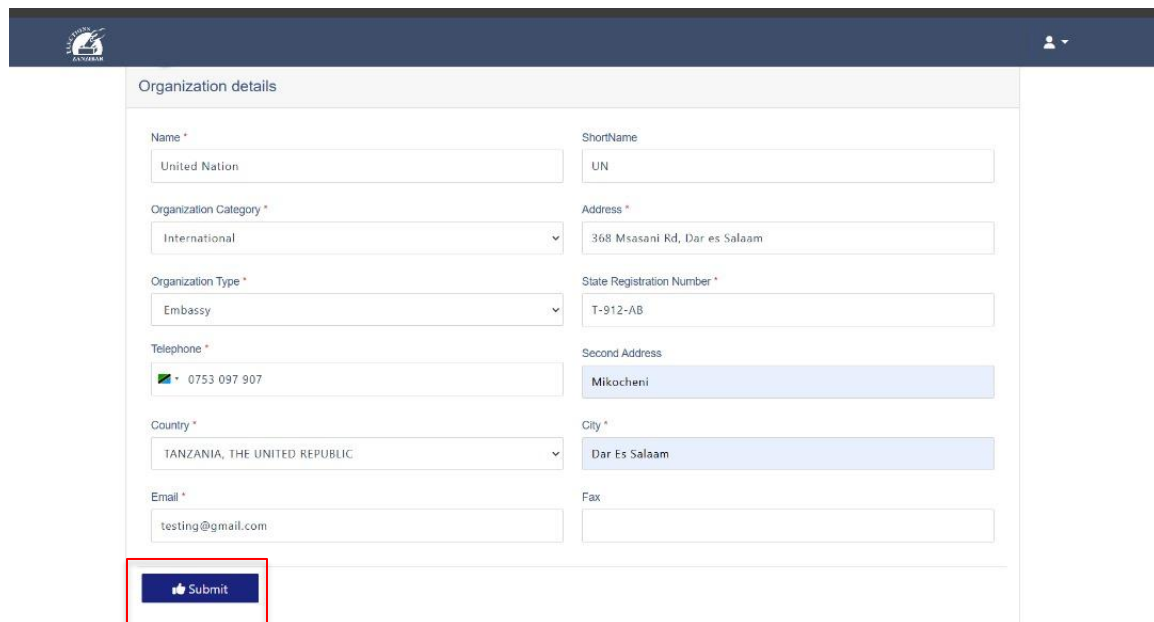


4. Observer Registration

Manage all the details including your organization, activities, users and attachments.

You have to click next button to access the next step and to access the previous page, click the previous button.

a) Fill all required organization details and click submit



The screenshot shows a web application interface for "Organization details". At the top, there is a dark blue header bar with a logo on the left and a user profile icon on the right. Below the header, the form is titled "Organization details". The form contains several input fields and dropdown menus arranged in two columns. The fields are: Name (with "United Nation" entered), ShortName (with "UN" entered), Organization Category (dropdown menu with "International" selected), Address (with "368 Msasani Rd, Dar es Salaam" entered), Organization Type (dropdown menu with "Embassy" selected), State Registration Number (with "T-912-AB" entered), Telephone (with "0753 097 907" entered), Second Address (with "Mikocheni" entered), Country (dropdown menu with "TANZANIA, THE UNITED REPUBLIC" selected), City (with "Dar Es Salaam" entered), Email (with "testing@gmail.com" entered), and Fax (empty). A blue "Submit" button with a white arrow icon is located at the bottom left of the form, highlighted by a red rectangular box.

Field	Value
Name *	United Nation
ShortName	UN
Organization Category *	International
Address *	368 Msasani Rd, Dar es Salaam
Organization Type *	Embassy
State Registration Number *	T-912-AB
Telephone *	0753 097 907
Second Address	Mikocheni
Country *	TANZANIA, THE UNITED REPUBLIC
City *	Dar Es Salaam
Email *	testing@gmail.com
Fax	

Submit

Figure 7 : Organization Details

b) Write the activities that are to be conducted click save.

Dashboard

Home / Organization registration request

1 2 3 4 5

Organization Activity details

Activity *

Observing and record registration and election process

Save

#	Activity	Action
---	----------	--------

← Previous

Next →

Figure 8 : Activity Details

Click edit or delete to manage saved activity.

Success
successful saved

Home / Organization registration request

1 2 3 4 5

Organization Activity details

Activity *

please write your activity here...

Save

#	Activity	Action
1	observing and record registration and election process	

← Previous

Next →

Figure 9 : Manage Activity Details

- c) Click Add Management User Button to add users in the management level in the specific organization

Dashboard

Home / Organization registration request

1 2 3 4 5

Organization management details

Add Management User

#	Title	Given Names	Surname	Position	Email	Attachment	Action
---	-------	-------------	---------	----------	-------	------------	--------

← Previous

Next →

Fill all the required details and click the submit button.

Management form

Title *
Mr

Given Names *
Joe

Surname *
Doe

Position *
Chief executive officer

Mobile Number *
0756 696 902

Email *
sabinusimlambo@gmail.com

Nationality *
TANZANIAN

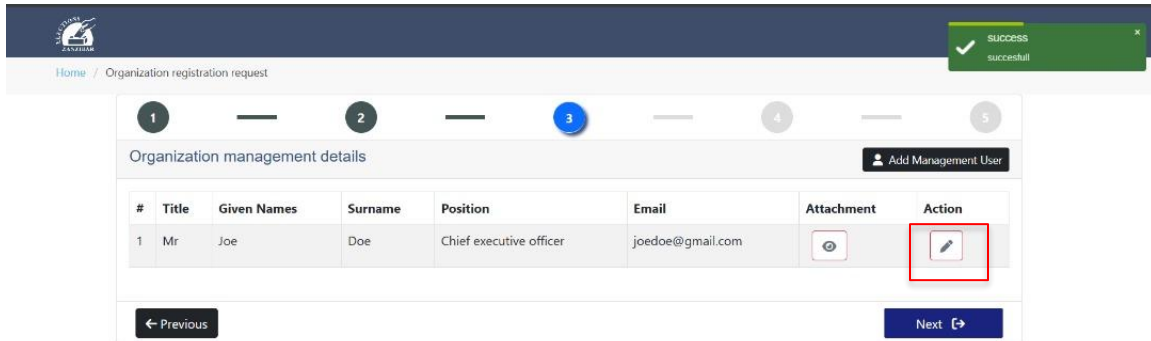
Country *
TANZANIA, THE UNITED REPUBLIC

Photo attachment
Choose File mypicture.jpg

Cancel Submit

Figure 10 : Management User Details



You can further edit details by clicking the edit button



Home / Organization registration request

Organization management details

Add Management User

#	Title	Given Names	Surname	Position	Email	Attachment	Action
1	Mr	Joe	Doe	Chief executive officer	joedoe@gmail.com		

Previous Next

Figure 11 : Edit User Details

- d) Add required attachments by selecting attachment type, uploading and clicking the submit button.

Home / Organization registration request

1 2 3 4 5

Organization Attachment details

Attachment Type *

Please select attachment type

Attachment *

Choose File No file chosen

Submit

#	Attachment Type	Attachment	Action
1	Approval Letter of Foreign Affairs		

Next

Previous

Figure 12 : Attachment Details

You can further edit details by clicking the edit button

Home / Organization registration request

1 2 3 4 5

Organization Attachment details

Attachment Type *

Please select attachment type

Attachment *

Choose File No file chosen

Submit

#	Attachment Type	Attachment	Action
1	Approval Letter of Foreign Affairs		

Next

Previous

Success successful

e) For final submission, click the submit button and wait for approval

Dashboard

Home / Organization registration request

1 2 3 4 5

Submit details for approval

Congratulation you have reach the final stage

By clicking the "Submit" button, your request will be forwarded to the ZEC team for analysis. You will receive a notification email once the review process is initiated.

Please note that the standard review and approval period typically takes up to one week. We appreciate your patience during this time.

If you have any questions or require further assistance, feel free to contact us.

Submit

4. Observer Requests

If Observer Registration is rejected, the reasons will be shared and the steps to be done.

For approved Registrations, once observer logs in they will be able to add requests to observe the election in the specific year.

a) Click Manage Applications to add an application request

Success
Successful login

Home / Dashboard

Organization Status → Organization Approved

Request Status

Pending 0

Approved 0

Rejected 0

Manage My Applications

Figure 13 : Observer Dashboard

b) Click the Create New Request button to add a new request

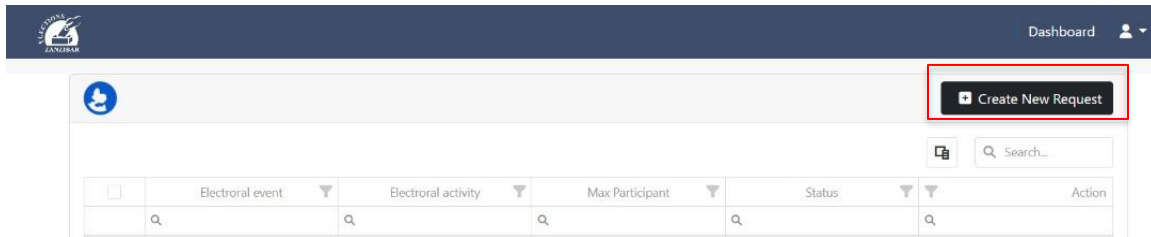
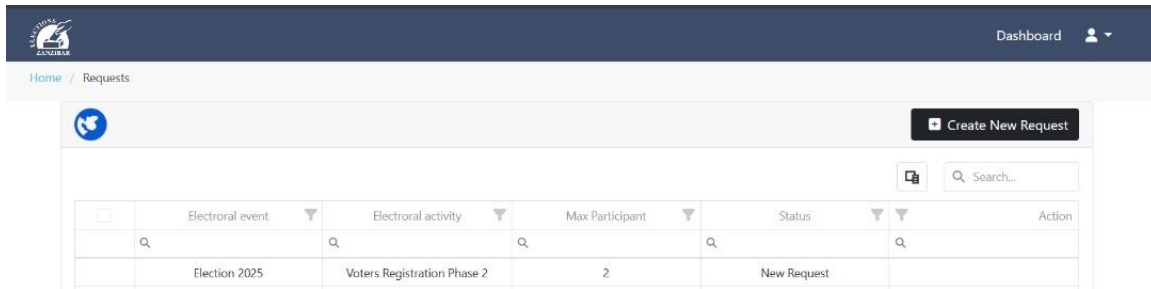


Figure 14 : Create New Request

c) Fill in all the required details and click the submit button

A screenshot of a 'New Request form' modal window. The form has a title bar with the text 'New Request form' and a close button (X). The form contains several input fields: 'Electoral Event *' with a dropdown menu showing 'Please select electoral event'; 'Electoral Activity *' with a dropdown menu showing 'Please select electoral activity'; 'Maximum Participant *' with a text input field; 'Preffered Start Date *' with a date picker showing 'dd/mm/yyyy'; and 'Preffered End Date *' with a date picker showing 'dd/mm/yyyy'. Below these fields is a 'Regions *' section with a note '(Hold down Ctrl to select multiple regions at once.)' and a list of regions: 'Kaskazini Unguja', 'Kusini Unguja', 'Mjini Magharibi', 'Kaskazini Pemba', and 'Kusini Pemba'. At the bottom of the form, there are two buttons: 'Cancel' and 'Submit'. The 'Submit' button is highlighted with a red rectangular box.

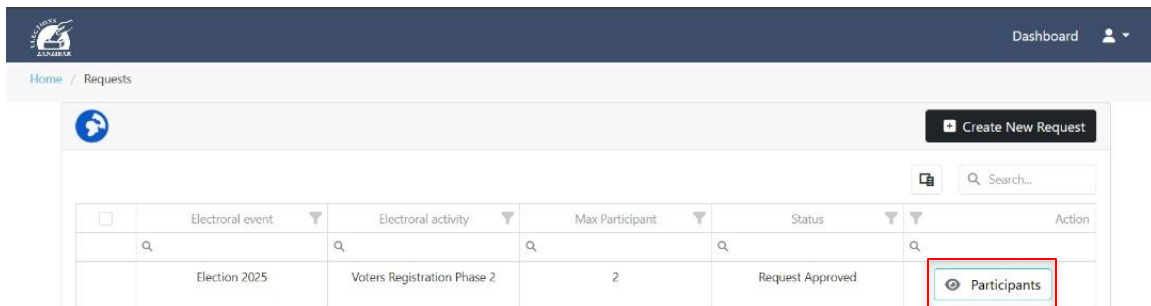
Once request is submitted, wait for approval from ZEC.



The screenshot shows the 'Requests' page in the ZEC Zanzibar system. The header includes the ZEC Zanzibar logo, a 'Dashboard' link, and a user profile icon. The breadcrumb trail is 'Home / Requests'. A 'Create New Request' button is visible. Below the header is a table with columns: 'Electoral event', 'Electoral activity', 'Max Participant', 'Status', and 'Action'. The table contains one row for 'Election 2025' with 'Voters Registration Phase 2' as the activity and '2' as the maximum participants. The status is 'New Request'.

	Electoral event	Electoral activity	Max Participant	Status	Action
	Election 2025	Voters Registration Phase 2	2	New Request	

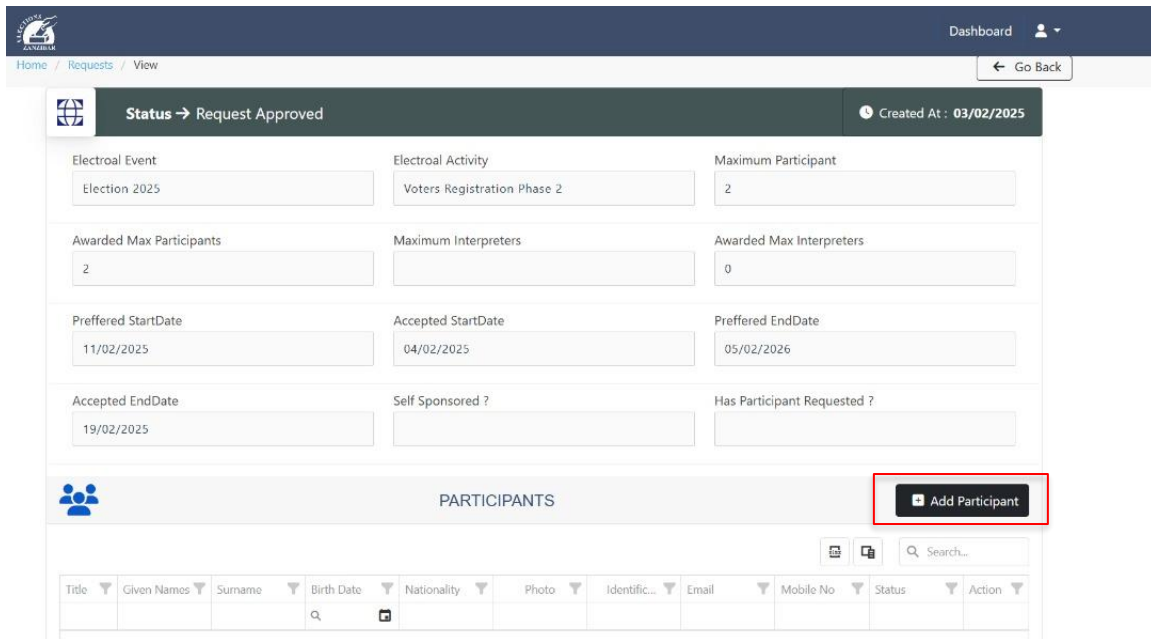
- d) Once application is approved, view the approved quantity of participants and add participants by clicking the participants' button



The screenshot shows the 'Requests' page after the request has been approved. The status in the table is now 'Request Approved'. The 'Action' column now includes a 'Participants' button, which is highlighted with a red box.

	Electoral event	Electoral activity	Max Participant	Status	Action
	Election 2025	Voters Registration Phase 2	2	Request Approved	Participants

Click the add participant button to add participants



The screenshot shows a web application interface for managing participants. At the top, there's a navigation bar with 'Home / Requests / View' and a 'Go Back' button. Below this, a header indicates the status is 'Request Approved' and it was created on '03/02/2025'. The main form contains several input fields for participant details:

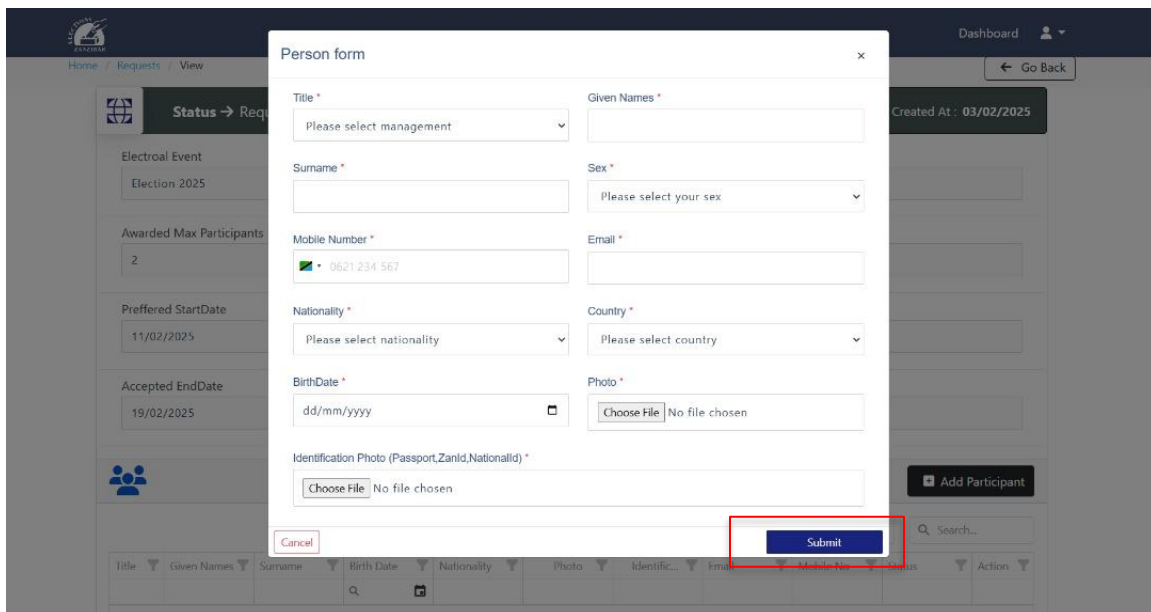
- Electoral Event: Election 2025
- Electoral Activity: Voters Registration Phase 2
- Maximum Participant: 2
- Awarded Max Participants: 2
- Maximum Interpreters: (empty)
- Awarded Max Interpreters: 0
- Preferred StartDate: 11/02/2025
- Accepted StartDate: 04/02/2025
- Preferred EndDate: 05/02/2025
- Accepted EndDate: 19/02/2025
- Self Sponsored?: (empty)
- Has Participant Requested?: (empty)

Below the form is a section titled 'PARTICIPANTS' with a table. To the right of the table is a red-bordered button labeled 'Add Participant'.

Title	Given Names	Surname	Birth Date	Nationality	Photo	Identific...	Email	Mobile No	Status	Action

Figure 15 : Add Participant

Fill in all the required details and click the submit button




The screenshot shows a 'Person form' modal window. It contains the following fields:

- Title *: Please select management (dropdown)
- Given Names *: (text input)
- Surname *: (text input)
- Sex *: Please select your sex (dropdown)
- Mobile Number *: 0621 234 567 (text input)
- Email *: (text input)
- Nationality *: Please select nationality (dropdown)
- Country *: Please select country (dropdown)
- BirthDate *: dd/mm/yyyy (text input)
- Photo *: Choose File No file chosen (file upload)
- Identification Photo (Passport,ZanId,NationalId) *: Choose File No file chosen (file upload)


At the bottom of the modal, there are 'Cancel' and 'Submit' buttons. The 'Submit' button is highlighted with a red border.

Click the submit Interpreters button to complete the process.






SUCCESS
successful

Election 2025	Voters Registration Phase 2	2
Awarded Max Participants 2	Maximum Interpreters	Awarded Max Interpreters 0
Preferred StartDate 11/02/2025	Accepted StartDate 04/02/2025	Preferred EndDate 05/02/2026
Accepted EndDate 19/02/2025	Self Sponsored ?	Has Participant Requested ?



PARTICIPANTS

Add Participant

Title	Given Names	Surname	Birth Date	Nationality	Photo	Identific...	Email	Mobile No	Status	Action
Mr	sabinusi	mlambo	2/4/1990	ARUBAN, DUT...			sabinusilam...	0753 696 907	Awaiting Appr...	

10 20 All
Page 1 of 1 [Total 1 items]

Submit Participant and Interpreters

All approved participants will receive emails on the way-forward