FREQUENTLY ASKED QUESTIONS (FAQS) FOR E-CITIZEN SUPPORT – EGERTON UNIVERSITY

Q1: When I make payments through E-citizen platform how long does it take update to my student's fee account?

Answer: Any payments done through E-citizen platform update the students fee account instantly.

Q2: Can another person apart from the student make payment through MPESA on behalf of the student?

Answer: Any other person can make payment on the behalf of the student. The only requirement is to pay through E-citizen platform and ensure on the account indicate the same invoice reference number generated by the student whose fees is being paid for