

USER GUIDE











Foreword

At Tourism Fund we have a commitment to offer excellent service to all our clients and the different stakeholders in the industry. This commitment brings the need for continuous improvement in our systems and business operations. One of our primary stake

the Levy agents who collect the 2 % Tourism Levy on behalf of Tourism Fund. In the spirit of growth, development, making work easier and improving the levy payment system, we have introduced an online 2% levy payment system named eLevy.

The eLevy system will not only benefit the levy agents but also the tourism industry, as it provides a platform for both the National and County Government to refine national objectives and plans for the sector. This is because of its ability to capture and avail updated accurate data, which includes critical details such as the country's bed capacity and tourism activities offered in each county among others.

This user manual has been developed with the intention of providing guidance for all levy agents as they embrace this new innovative way of business operations. We ask you to continue interacting with us, challenging us in order to become better for the benefit of the industry and our beloved country.

Thank you. Joseph Cherutoi C.E.O. Tourism Fund

Our Vision

To be the ultimate source of funding for sustainable development of the tourism industry in Kenya.

Our Mission

To diversify the resource base for financing development of a sustainable tourism industry through innovation, service excellence and stakeholder engagement.

Mandate

To mobilize resources to finance the development of a sustainable tourism industry in Kenya.

Benefits of eLevy to Levy Agents

It is convenient - Levy remittance can now be done from anywhere and at any time via the eLevy portal allowing tourism levy agents more ease and flexibility.

Better record keeping - For the tourism levy agent, eLevy offers access to all payment records which can be reviewed online.

It is automated - The eLevy portal allows tourism levy agents to accurately remit their 2% tourism levy online with an automated levy calculation system that offers better accountability.

Benefits of eLevy to the Tourism Industry

National Tourism Strategy – The use of eLevy shall provide an opportunity to refine national objectives and plans for the sector since critical data for planning will always be available as and when it may be required inclusive of the country's bed capacity and tourism activities among others

Tourism Sector Performance Reporting – The platform can be utilised to accurately assess the performance of the tourism industry.

Governance and Accountability – eLevy provides all stakeholders registered on the platform access to utilise accurate and accountable methods of operation and service delivery for the mutual benefit of The Levy Payers, the Levy Agents and Tourism Fund.

Increased Levels of industry compliance - The use of eLevy allows for ease of access to a more convenient registration and levy payment, leading to increased funds for the development and growth of the tourism industry

The eLevy portal is secure as it is protected by a firewall and all data forwarded by Tourism Levy Agents is encrypted

USER GUIDE

Table of Contents

1.0 Registering for an Account		2
2.0 Login- Existing Establishment		10
3.0 Filling Returns- Simple Returns		11
Step 1- Levy Details		11
Step 2- Service Charge Details		11
Step 3- Return Details		12
Step 4- Verify Details		.13
Step 5- Eslip Generation		14
Step 6- Payment Options	14	4
Step 7- Mpesa Payments		
Step 8- RTGS/EFT Payments		
4.0 View Eslips Details	16	
5.0 File nil returns	16	
6.0 Profile	17	
6.1 Update Profile	17	
6.2 Change Password	17	

1.0 Registering an Account

Visit the URL https://levy.tourismfund.co.ke on the browser to access the levy system.



If you do not have an existing eLevy account, click 'sign up' to begin the registration process. You will b required provide the following information.

- Phone Number
- Customer Name
- Email Address
- Password
- Confirm Password

Once you have filled in all the necessary information, click 'register'.



How to register your establishment.

Before you begin the registration process, you will be notified on the necessary requirements to successfully complete your registration as shown below.



For new clients, click on management at the top of the screen, click establishments, and then select new. Proceed to fill in additional establishment details as shown below:

- Trading Name
- Official Name
- Business Type
- Establishment Email
- Establishment Phone Number
- Date Started

ew Establishment			Management / Establishment / New	Import Existing Establishme
	VIEW REQ	UIREMENTS		
STEP 1				
Details				
Trading name	Name on Business Permit		Registered Name	
Trading Name	Name on Business Permit		Registered name	
Business type		Establishment email		
Choose business type	*	Email		
		if more than 1 use comma(,) to sep	parate	
Establishment phone numbers		Date started		
Phone Numbers		01/01/1900		
if more than 1 use comma(,) to separate		default 01/01/1900		
	ST	ART		

Provide your establishment details as requested

		VIEW REQUIREMENTS		
TEP 1				
etails				
rading name	Name on Busine	ess Permit	Registered Name	
Active Establishment	Active Establish	ment	Registered name	
usiness type		Establishment em	ail	
Choose business type Off B	omet/narok Rd	 Email 		
		if more than 1 use comm	na(,) to separate	
stablishment phone numbers		Date started		
Phone Numbers		01/01/1900		
more than 1 use comma(,) to separate		default 01/01/1900		

Provide your establishment location details as requested

êLevy					🔤 💄 Tourism Fund Cust	ome
🚹 Dashboard	🏛 Management	🖥 File Returns 🛛 🚍 Pay Arrea	ars 📕 Eslips 🏼 🍰 Profile	•	Logout	
New Estab	lishment				Management / Establishment / New Import Existing Establishment	
STEP 2						
Maleu Ltd	Location					
County					Sub County	
47 Nairob	bi		×	•	279 Roysambu × 💌	
Poastal Ad	dress				Plot Number/Land Registry Number	
Number	•	Code	Town		1963/1922	
111		111	Buoy			
Street					Town Of Establishment	
Kwampo	le				Pac	
Landmark	:					
Alight at T	<u>umaini</u> supermarket, t	ake 3 lefts				
using your n	earest surroundings how w	ould you direct somebody to your estat	BAC	К	NEXT	

Provide the tourism activities and services that your establishment offers as requested

êLevy							🖂 💄 Tourism Fund Customer
🔁 Dashboard	🏛 Management	🛱 File Returns	Pay Arrears	🛢 Eslips	🎝 Profile	🔂 Lo	gout
New Establ	ishment						Management / Establishment / New Import Existing Establishment
STEP 3 Maleu Ltd 1	ourism Activities						
Accommo	dation						Tourism class
No						۳	Hotel × 🔻
Services							Other Services
Food & D	rinks					۳	Swimming, Horse Riding, Diving, Conferencing
eg swimming -separate different services using a comma(). Leave blank if you have no other services BACK NEXT							

Provide your person details as requested.

ÊLevy			🔤 💄 Tourism Fund Custor
🚱 Dashboard 🏛 Management 🛱 File	: Returns 🚍 Pay Arrears 🗒 Eslips 🍰	Profile 🕒 Logout	
New Establishment		Mana	gement / Establishment / New Import Existing Establishment
STEP 4			
Maleu Ltd owner contact details and sca	in/photo of id document		
Add			
National Id/Passport	Full name	Phone number	Document
30506228	Mbithi Silver Kioko	254758090909	Choose File Screenshot_30.png
30300228			
30300228		UPLOAD	

Upload the personal documents as prompted

Levy								Maleu Ltd *
🖻 Dashboard 🛛 🏛 N	Management	🛱 File Returns	🚍 Pay Arrears	📕 Eslips	🎝 Profile	🖨 Logout		successfully
New Establishm	nent						Management / Establishment /	New Import Existing Establishment
STEP 4								
Maleu Ltd owner	contact details a	and scan/photo of	id document					
Uploaded								
Mbithi Silver Ki	ioko							
Id: 30506228 Phone: 254758	090909							
View Delete	3							
Add	port		Full name			Bhone number	Document	
ID/Passport	port		Full name			Phone Number	Choose	File Screenshot_30.png
UPLOAD								
					BA			

Verify the uploaded documents.

ÊLevy	Complete Step 4	×	Servision Fund Customer
🚯 Dashboard 🛛 🏛 Management 📑 File Returns	= Pay Arrear Have you uploaded all the owner	s and their documents?	
New Establishment	A document is uploaded after yo	ou have clicked the UPLOAD button	tablishment / New Import Existing Establishment
Maleu Ltd owner contact details and scan/photo of i Uploaded Mbithi Silver Kioko	d document		
Id: 30506228 Phone: 254758090909 View Delete			
Add			
National Id/Passport ID/Passport	Full name	Phone number Phone Number	Document Choose File Screenshot_30.png
		NEXT	

Click the upload button.

êLevy		🔤 💄 Tourism Fund Cust	omer			
🚱 Dashboard 🏾 🏛 Management 🛛 쀁 File Returns	🚍 Pay Arrears 🛛 🗮 Eslips 🛛 🕹 P	Profile 🕒 Logout				
New Establishment		Management / Establishment / New Import Existing Establishment				
FINISH						
Maleu Ltd documets e.g Certificate, Permit, Licen	50					
Add						
Document ID/Serial number	Document type	Pick a file (pdf.jpg.jpeg.png)				
P568947621	KRA	Choose File Screenshot_43.png				
UPLOAD						
BACK						

Confirm that you have clicked the upload button.

Levy				ſ	Maleu Ltd X Document was uploaded
🖥 Dashboard 🏛 Management 🔮 F	File Returns 🛛 🚍 Pay Arrear	s 📕 Eslips 🛛 🏖 Profile	🗭 Logout		successfully
lew Establishment			Man	agement / Establishment / No	ew Import Existing Establishment
FINISH					
Maleu Ltd documets e.g Certificate, P	ermit, License				
Uploaded					
KRA					
ld: P568947621					
View Delete					
Add					
Document ID/Serial number	Choose doc	vment type	Pick a file (pdf,jpg,jpeg,png)	9	
		amene gipe	Choose Hie Screenshot_43.ph	9	
			UPLOAD		
		В	ACK COMPLETE		

Complete the document upload process.

	Complete Step 5	× 📓 💄 Tourism Fund Custome
🕽 Dashboard 🛛 🏛 Management 🛛 🖺 File Returns	Pay Arrear Have you uploaded all the documents belonging to your establishment?	
lew Establishment	A document is uploaded after you have clicked the UPLOAD butto	gement / Establishment / New Import Existing Establishment
FINISH Maleu Ltd documets e.g. Certificate, Permit, Licens Uploaded KRA Id: P568947621 View Delete	No	
Add		
Document ID/Serial number	Document type Pick a file (pdf,jpg,jpeg,png)	
	Choose document type Choose File Screenshot_43.	
	BACK COMPLETE	

Track Registration

Once you have completed the registration process for your establishment on the eLevy portal, you can track the progress of your registration to confirm if you have successfully been registered.

To track your registration, simply scroll to the Management Tab at the top of the screen. A drop down list will appear as shown below and all you need to do now is click 'Track Registration'.

êLevy					3 1
🙆 Dashboard	🏛 Management 🛛 🚦	File Returns 🛛 🚍 Pay Arrears	🗒 Eslips 🛛 🕹 Profile 🛛 🛱	♦ Logout	
Dashboard	Establishments Groups Track Registration				
	8 Total Establishments		0.00 Unpaid Levy (KES)	0.00 Unpaid Penalty (KES)	0.00 Arrears (KES)
YOUR ESTAI	BLISHMENTS				
Balance Sum of levy,	e penalty and arrears from	all your establishments			KES
# Code	Registered Name		Trading Name	Location	Status Balance Ac

You will then be redirected to the Track REF number page, as shown below, where you will be required to fill in your reference number.

êLevy							Service Establishment Profile
🚱 Dashboard	🏛 Management	🛱 File Returns	🚍 Pay Arrears	🛢 Eslips	🎝 Profile	€ Logout	
Track REF r	umber						Management / Establishment / Track REF
DETAILS							
Your REF n	umbers						
REFXXXXX	XXXX						× 🔺
No items f							
					SEARC	н	
						V V	
				٦	Tourism Fund	2019.3.6	

Once you have included your reference number details, click SEARCH. You will then be redirected to a page where you will be able to confirm the status of your establishment's registration on eLevy.

2.0 Once your account has been successfully verified by Tourism Fund you will be able to view your account details as shown below:

êLevy						Active Establishment Profile
🙆 Dashboard 🏾 🏛	Management 🛛 🖥 File Returns 👼	Pay Arrears 📋 Eslips 🔓 Profile 🕞 Logout				
Dashboard						
,] iotal Establishments	0.00 Unpaid Levy (KES)	O.OO Unpaid Penalty (K	ES)	O. Arrea	00 15 (KES)
	IHMENTS					
Sum of levy, per	alty and arrears from all your establishm	nents				KES 0.00
# Code	Registered Name	Trading Name	Location	Status	Balance	Action
CXXXXXX	Active Establishment	Active Establishment	Off Bornet/narok Rd	Active	KES 0.00	Vev
		Tourism Fi	und 2019.3.6			

For existing clients, click on managment at the top of the screen, click establishments, and then select existing. Enter existing establishment code(s), then click import.

êLevy						Active Establishment Pro	file
🚯 Dashboard 🛛 🏛 Mana	gement 🛛 🖥 File Returns	🚍 Pay Arrears	🛢 Eslips 🛛 🛔 Pr	ofile 🕞 Logou	ut		
Existing Establishm	ent					Management / Establishment / Existing New	
ESTABLISHMENT COE 010000X 020000X 030000X 040000X 050000X	DES						
			Tourism	Fund 2019.3.6			

3.0 Filling Returns- Simple Returns

Once your account has been successfully verified and you have received an Establishment code you can proceed to fill returns:

Step 1- Levy Details

The first step is to select the month of payment, VAT, then enter amount that don't attract levy as shown below:

	Levy							≥ 4	Active Tourism Fund Establishment
đ	Dashboard 🏛 Management	🛱 File Returns	Pay Arrears	📕 Eslips	🎝 Profile	🔂 Lo	gout		
s	imple Returns								Returns / Simple
	LEVY OPTIONS								
	Month						V.A.T		
	Select month you are paying f	for				•	Do you pay VAT?		v
	current year only						Yes if you have VAT in your sales		
	Establishment filing returns						Service Charge		
	Pick one of your establishmen	nts				•	YES		τ
	only active establishments visible						Yes if you have charge service charge		
									NEXT
					Tour	rism Eur	nd 2019.3.6		

Step 2- Service Charge Details

The second step is to enter the service charge details for the below as shown below:

Accommodation Service charge Food service Charge Drinks Service Charge Other Service Charges

êLevy		🐸 💄 Tourism Fund Custome
🚯 Dashboard 🏛 Management 🖺 File Returns 🚍 Pay Arrears 🗒 Eslips	🍰 Profile 🛛 🔂 Logout	
Simple Returns		Returns / Simple
SERVICE CHARGES		
Accommodation service charge (%)	Food service charge (%)	
8	1	
between 0% and 10%, decimals accepted.	between 0% and 10%. decimals accepted.	
Drinks service charge (%)	Other service service charge (%)	
0	10	
between 0% and 10%. decimals accepted.	between 0% and 10%. decimals accepted.	NEXT

Tourism Fund 2019.2

Step 3- Return Details

Once you have filled the service charges next step is to fill the return details as shown below:

0052 Nile Rest				loto	I Levy: KES	1,538.0
omodation 5%, Food	1 8%, Drinks 2%, Other 10%					
Day	Accommodation 📀	Food 📀	Drinks 💿	Other Services 📀	Gross	Lev
1	5,000.00	0.00	0.00	0.00	5,000.00	93.46
2	0.00	20,000.00	0.00	0.00	20,000.00	363.64
3	0.00	0.00	56,210.00	0.00	56,210.00	1,080.9
4	0.00	0.00	0.00	0.00	0.00	0.0
5	0.00	0.00	0.00	0.00	0.00	0.0
6	0.00	0.00	0.00	0.00	0.00	0.00
7	0.00	0.00	0.00	0.00	0.00	0.0
8	0.00	0.00	0.00	0.00	0.00	0.00
9	0.00	0.00	0.00	0.00	0.00	0.0
10	0.00	0.00	0.00	0.00	0.00	0.0
10				0.00	0.00	0.00
10	0.00	0.00	0.00	0.00	0.00	0.01



Once done filling all the daily entries proceed to click on the submit button as shown below:

I Management E File Returns	🛢 Eslips	🚑 Profile 🚺 🕻	.ogout			
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
	0.00	0.00	0.00	0.00	0.00	0.00
ţ	5,000.00	20,000.00	56,210.00	0.00	81,210.00	1,538.00
SAVE			CLEAR RETURNS	sı Iz	JBMIT	
						• •
	Kanagement Pile Returns	Itel kanagement Frie keturns Esilps 0000 0000 <td>Monogement Prile Returns Esips Profile Out 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00</td> <td>Itt Kanagement Hie Returns Eisips A Profile Cogatt 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00<</td> <td>Immanagement His kedurins Lesips <thlesips< th=""></thlesips<></td> <td>Michardgement Telle Returns <tht r<="" td="" telle=""></tht></td>	Monogement Prile Returns Esips Profile Out 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00	Itt Kanagement Hie Returns Eisips A Profile Cogatt 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00 0.00<	Immanagement His kedurins Lesips Lesips <thlesips< th=""></thlesips<>	Michardgement Telle Returns Telle returns <tht r<="" td="" telle=""></tht>

Step 4- Submitting returns

You will get a notification message instructing you to confirm details of your returns. Click submit after confirming details.

Dashboard	🏛 Management	🖺 File Returns 🛛 🗒					
18			berore you submit			0.00	
19		E	Ensure that you hav	/e		0.00	
20		1.	Provided the correct se	rvice charges (on accon	modation, food,	0.00	
21		c	drinks and other services)		0.00	
22		2	2. Filled the sheet with you	ur gross income and not	your net income	0.00	
23		3	3. Indicated correctly on 1	the question Do you pay	VAT?	0.00	
24		4	4. Verified that your daily	entries are correct	<i>.</i>	0.00	
25		r	b. Selected the correct m month	ionth and your figures ar	for the same	0.00	
26		F	Please note that ret	turns cannot be am	ended once	0.00	
27		1	submitted. Amendr Tourism Fund.	nents will require ve	rification from	0.00	
28						0.00	
29					Submit	0.00	
		0.0	0.00	0.00		0.00	
						0.00	
TOTALS		5,000.0	20,000.00	56,210.00			

SAVE CLEAR RETURNS SUBMIT

Tourism Fund 2019.2

Step 5- Eslip You will receive an Eslip for your levy submission.

Dashboard	🏛 Manage	ment	🛢 File Returns	🚍 Pay Arrears	🛱 Eslips	Profile 🕞 Logout		
lips							Dashl	ooard / Esli
ESLIP DET	AILS							
Eslip Number	Date	Code	Name		Amount	Narrative	Status	Action
01152118	01/09/2019	C1175	Sap Test Limi	ted	1,578.00	C1175 Sap Test Limited returns for August 2019. Total levy payable KES 78.00	Saved	View
01152119	01/09/2019	C1175	Sap Test Limi	ted	5,000.00	C1175 Sap Test Limited returns for July 2019. Total levy payable KES 0.00, penalty payable 5,000.00	Saved	View
02152120	02/09/2019	C1179	Edf		120.00	C1179 Edf returns for August 2019. Total levy payable KES 120.00	Paid	View
04152121	04/09/2019	C4237	Zenith Milk C	afe	5,010.00	0105086 Zenith Milk Cafe returns for September 2019. Total levy payable KES 5,010.00	Paid	View
04152122	04/09/2019	C4861	The Landmar	k Suites	474,549.00	0106481 The Landmark Suites returns for September 2019. Total levy payable KES 474,549.00	Paid	View
04152123	04/09/2019	C9508	Mukutan Ret	reat	35,396.00	0500805 Mukutan Retreat returns for September 2019. Total levy payable KES 35,396.00	Paid	View
04152124	04/09/2019	C9320	Elgon Valley P	Resort	50,000.00	0302298 Elgon Valley Resort returns for September 2019. Total levy payable KES 50,000.00	Paid	View
04152125	04/09/2019	C4285	Ack St. Julian	s Centre	43,610.00	0105190 Ack St. Julians Centre returns for September 2019. Total levy payable KES 43,610.00	Paid	View

Step 6- Payment Options

Once you have generated the Eslip you can proceed to make payments via any of the payment options as shown below.

- 1. Bank
- 2. Mobile Money
- 3. RTGS/EFT



Step 7- Mpesa Payments

Once you have selected payments via Mobile Money proceed to enter the below details as shown below to pay using your phone.



Step 8 - Bank Payments

To make bank payments Over the Counter or via EFT/RTGS follow the below instructions:



4.0 View Eslips Details

To view eslip details navigate to Eslip at the Top Bar on the main menu and you will be able to view eslip details as shown below:

TOUR	ISM LEVY							La Tourism Fund Custom
60 [Dashboard	🏛 Management	🛱 File Returns	🛢 Eslips 🛛 🖁	ø Profile	Segout		
	Eslips							Dashboard / Eslips
	ESLIP DET	AILS						
	Eslip Nu	mber Date	Code	Name	Amount	Narrative	Status	Action
	2714686	4 27/05/2	019 0300052	Nile Rest	6,723.00	January 2019 levy payment 5,185.00 penalty payment	Saved	View

5.0 How to file nil returns

êLevy								Active Tourism Establishmen
🚹 Dashboard	🏛 Management	🛱 File Returns	🚍 Pay Arrears	🛢 Eslips	🎝 Profile	🔂 Lo	gout	
Nil Return								Returns / Nil
LEVY OPTIC Month Novembe	INS Ir					Ŧ	Reason Your reasons for filing a nil return	
current year o	nly ent filing returns						No sales, closed for renovation etc	<i>A</i>
								× *
CXXXXXX Ac	tive Tourism Establis	shment						SUBMIT

Tourism Fund 2019.3.6

6.0 Profile

6.1 Update Profile

To update your profile navigate to the profile link at the top bar and you will be able to update profile as shown below:

🕰 Dashboard	🏛 Management	🛱 File Returns	🚍 Pay Arrears	📕 Eslips	🎝 Profile	🕒 Logout			
Profile								Dashboard / Pro	ofile / Security
ACCOUNT Current P Old pass	CREDENTIALS assword		New P	assword password			Confirm Password		
					CHANC	DE N			

6.2 Change Password

To change your password proceed to enter the old password then enter a new password and reconfirm the new password as shown below

孢 Dashboard	🏛 Management	🗄 File Returns	🚍 Pay Arrears	🗒 Eslips	🎝 Prof	le 🕞 Logout	
Profile					Dashboard / Profile / Details		
PERSONAL	DETAILS						
First Name					Middle Name		
Tourism	Tourism					Fund	
Last Name					ID number/ passport		
Customer					ID number or passport		
Phone Number					Email		
254758080802					customer@tourismfund.co.ke		
notifications	notifications will be sent to this number					updates your login email address! Notifications will be sent to this email	
UPDATE							

How to recover a lost/forgotten password

If you happen to forget your password while logging in to the eLevy portal, kindly click on 'Forgot Password' as shown below.



You will then be directed to a password recovery page as shown below:



All you need to do now is enter the email address you used to register on the portal and click 'RESET'. A new password will be sent to your email address.

You can now log in to your eLevy account by clicking on the 'Login' icon as shown below. You will then be redirected to the log in page where you can proceed to fill in your email address and the new password.





CONTACT INFO

HEAD QUARTERS

Tourism Fund, Valley Road, 5th Floor, Access from Bishop Road, P.O Box 46987-00100, Nairobi, Kenya Tel: +254 0202714900/1 Mobile: +254 717363411, +254 728337499, Fax +254 020 2714911, Toll Free: 08002210915/08007722109 eLevy Hotline Number:0202978010 Email: info@tourismfund.co.ke Website: www.tourismfund.co.ke

NAIROBI REGIONAL OFFICE

Nairobi South and Nairobi North Regional Office Tourism Fund, Valley Road, 3rd Floor, Access from Bishop Road, P.O Box 46987-00100, Nairobi, Kenya Tel: +254 020 2714900/1/2/6/7/9, Mobile: +254 728 337499, +254 780 400113

SOUTH RIFT REGIONAL OFFICE

AFC Building, Mezzanine Floor, Kijabe off Kenyatta Avenue P.O Box 2812 -20100 Nakuru, Kenya Tel: 051 – 2215660 Mobile: 0717359988, 0780400117

CENTRAL KENYA REGIONAL OFFICE

Sohan Plaza, 4th Floor Nyayo Road P.O Box 348-10100 Nyeri, Kenya Tel: 061-2030778 Mobile: 0705395118, 0780400118

WESTERN REGIONAL OFFICE

Reinsurance Plaza 7th Floor Oginga Odinga Road P.O Box 1406-40100 Kisumu, Kenya Tel: 057 – 2022247 Mobile: 0703288464, 0753058836

NORTH RIFT REGIONAL OFFICE

KVDA Plaza , 4th Floor, Oloo Street P.O. Box 8560 – 30100 Eldoret, Kenya Tel: 053-2063433 / 2030139 Mobile: 0753058744, 0703289367

COAST REGION

Machakos Rd (Off Moi Avenue) Pereira Building Next To Jubilee Building 3rd Flr, P.O Box 99832-80100 Mombasa, Kenya Telephone: 0412249829, Mobile: 0703287808





AN INITIATIVE OF TOURISM FUND

