



USER GUIDE

Practitioner Portal

The complete guide for licensed
funeral practitioners



Who this guide is for

Embalmers, funeral directors and other licensed practitioners

Where to sign in

practitioner.sankorra.com

Edition

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CHAPTER 1

Getting started

The Practitioner Portal is your own place in Sankorra, separate from any funeral home. It is where you see the licence MoFFA holds for you and how long it has left to run, upload the certificates and exam results your category requires, see which facilities you are attached to, and pay the fees MoFFA has invoiced you for.

It is not a facility system. Nothing you do here books a funeral, opens a case or touches a facility's work. If you also work on a facility dashboard, that is a separate place you sign in to, and a separate permission the facility's administrator gives you.

Where to go. Open a web browser — on a phone, a tablet or a computer — and type:

practitioner.sankorra.com

Everything in this guide is on that one address. A phone is perfectly adequate; the screens rearrange themselves to fit a small screen.

How you get an account. You do not sign yourself up, and there is no form to fill in. MoFFA already holds your details, including an email address. The portal recognises you by that email address and nothing else. The first time you sign in with it, your account and your MoFFA registration are joined together automatically, and you see a green message confirming which registration number you have been joined to.

MoFFA may send you an invitation email headed "Your practitioner portal is ready." It carries no password and no special link that expires — it simply tells you which email address to use and quotes your registration number. You do not have to wait for it. If the email address MoFFA holds for you is one you can open, you can sign in today.

If MoFFA holds no email address for you, or holds an old one, only MoFFA can put that right. Ask them to update it before you try again.

1.1 Signing in

WHAT THIS SCREEN IS FOR

to let you in. There is no password anywhere in this portal. Instead you are emailed a short numbered code each time, and you type it in.

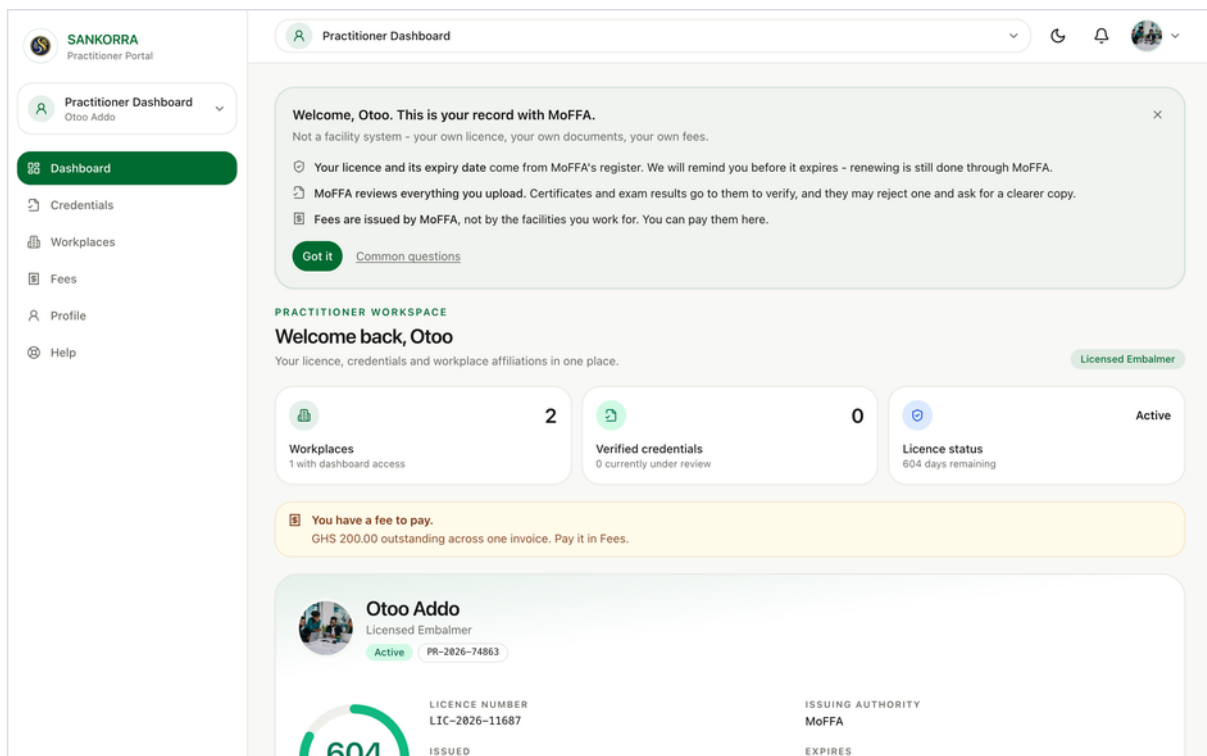
HOW TO GET HERE

type practitioner.sankorra.com into your browser. If you are not signed in, this is the first thing you see.

WHAT YOU SEE ON THE SCREEN

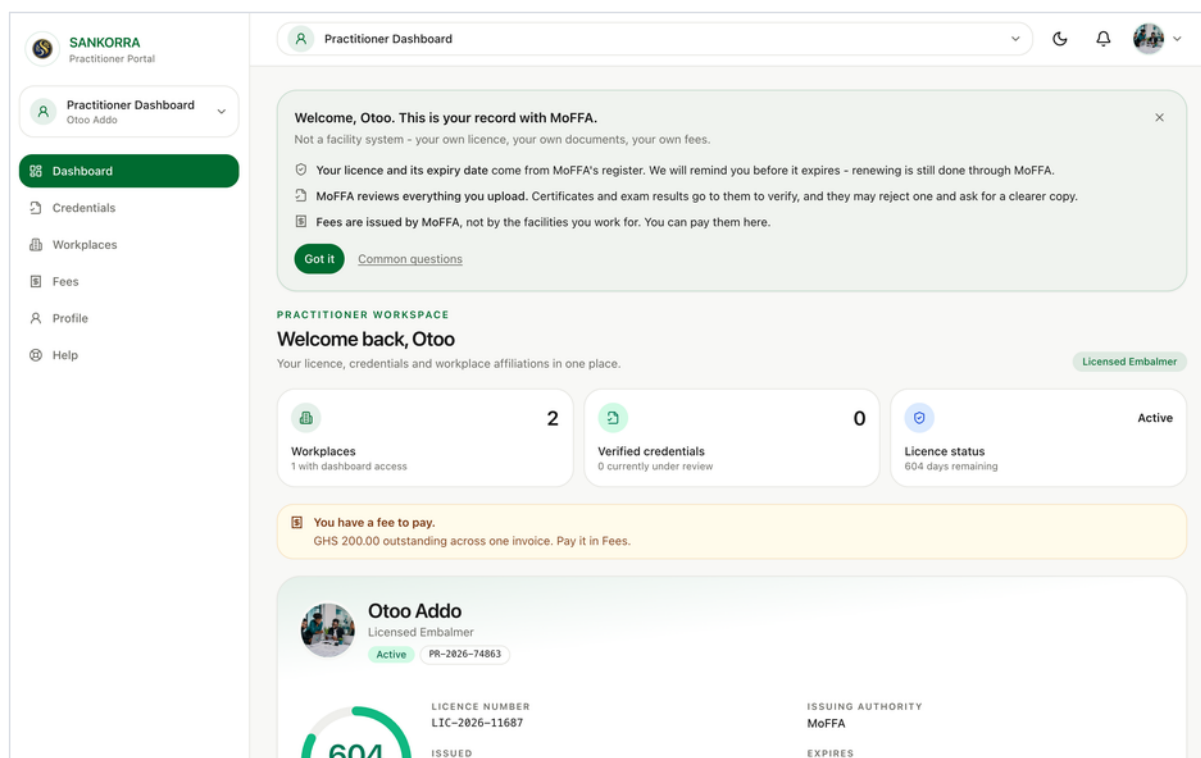
a single white card in the middle of the screen. At the top, the Sankorra badge and the heading "SANKORRA Practitioner Portal", with one line underneath explaining that the portal is for MoFFA-registered practitioners: your licence, its expiry, and your certificates and exam results.

Below that is a box labelled **Email address**, with a note reminding you to use the email address on your practitioner registration, "it is how we know the record is yours", and a green **Send sign-in code** button.



The sign-in card asking for an email address, with the Send sign-in code button

Once a code has been sent, the card changes. It now says **Enter the code sent to** followed by your email address, with an empty box for the code, a **Verify & sign in** button, a small **Use a different email** link, and a line at the bottom: "There is no password. Or click the sign-in link in the same email."



The second step of signing in, with the box for the emailed code and the Verify and sign in button

WHAT YOU CAN DO HERE

To sign in:

- 1 Type the email address MoFFA holds for you into **Email address**.
- 2 Press **Send sign-in code**. A message appears at the top of the screen: "We emailed you a sign-in code".
- 3 Open your email inbox and find the message from Sankorra.
- 4 Read the code from the email. It is a short row of numbers.
- 5 Type the code into the box on the portal.
- 6 Press **Verify & sign in**. Your dashboard opens.

To sign in from the email instead:

- 1 Open the same email.
- 2 Press the sign-in link inside it. It opens the portal and signs you in without your having to type anything.

Use whichever is easier. If you asked for the code on a computer but opened the email on your phone, typing the code on the computer is usually simpler than starting again on the phone.

To start again with a different email address:

- 1 Press **Use a different email** under the code box.
- 2 Type the other address and press **Send sign-in code** again.

Good to know

- The email address must be the one MoFFA holds for you. Any other address will get you a code and let you in, but the portal will then have nothing to show you, and you will see the message described in 1.2.
- A code is good for a short while only. If the portal says the code is invalid or expired, go back and ask for a new one rather than retyping the old one.
- Check your spam or junk folder before concluding that nothing arrived. Sign-in emails often land there the first time.
- Nothing is remembered between the two steps if you close the page. If you close the browser after asking for the code, open the portal again, enter your email, and ask for a fresh code.
- Because there is no password, there is nothing to forget and nothing to change. Whoever can open your email inbox can sign in as you, so keep that inbox secure. See 6.3.

1.2 If the portal cannot match you

WHAT THIS SCREEN IS FOR

to explain, in plain words, why the portal has nothing to show you after a successful sign-in, and what to do next. You only ever see one of these, and only when something about your registration needs fixing.

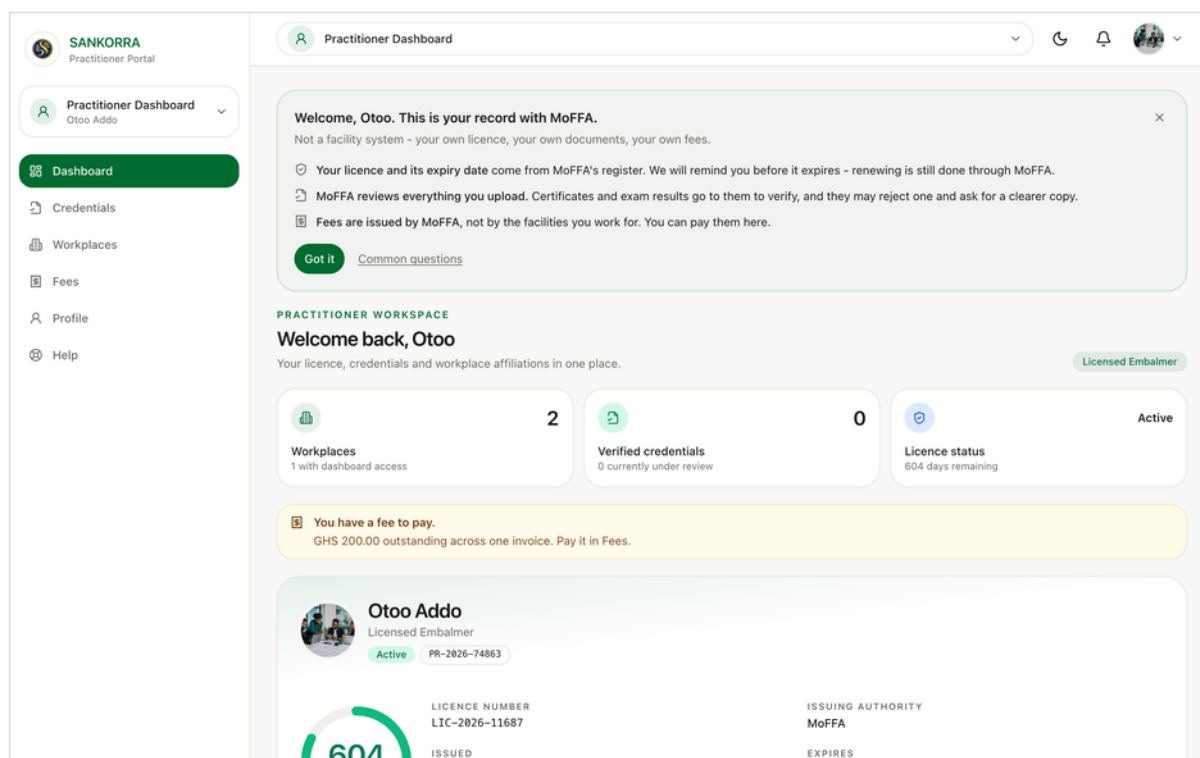
HOW TO GET HERE

you do not choose it. It appears instead of your dashboard, straight after you sign in.

WHAT YOU SEE ON THE SCREEN

a single message in the middle of the screen, with a round grey symbol above it and a **Sign out** button below. There are four possible messages.

Heading	What it means
We couldn't find your record	No practitioner registration carries the email address you signed in with.
More than one record uses this email	Your email address appears on more than one practitioner registration.
This record is linked to another account	The registration for that email address has already been claimed by someone.
We couldn't load your portal	Something went wrong on the way — often the connection.



The "We couldn't find your record" message with the email address shown and a Sign out button

WHAT YOU CAN DO HERE

If it says "We couldn't find your record":

- 1 Read the email address shown in the message and check it is the one you expected.
- 2 If you registered with MoFFA using a different address, press **Sign out** and sign in again with that address.
- 3 If the address is right, contact MoFFA. Only they can add or correct the email address on your registration.

If it says "More than one record uses this email":

- 1 Contact MoFFA and tell them your email address appears on more than one practitioner registration.
- 2 They correct or merge them at their end. Then sign in again.

If it says "This record is linked to another account":

- 1 Contact MoFFA. They can unlink the account that claimed it.
- 2 Sign in again once they confirm.

If it says "We couldn't load your portal":

- 1 Press **Try again**.
- 2 If it fails a second time, check your internet connection and try once more a few minutes later.
- 3 If it keeps failing, contact MoFFA.

Good to know

- These messages are not a judgement on your licence. They are only about the email address and which registration it belongs to.
- "We couldn't load your portal" is the only one of the four that is worth simply trying again. The other three need someone at MoFFA to change something.
- None of these can be fixed from inside the portal, and asking for another code will not change the outcome.

1.3 What is always on the screen

WHAT THIS SCREEN IS FOR

the frame around every page: how you move between sections, where your alerts appear, and where your account menu lives.

HOW TO GET HERE

it is on every page once you are signed in.

WHAT YOU SEE ON THE SCREEN

On a computer or a tablet held sideways, a **menu runs down the left-hand side**. At the top of it is the Sankorra badge and the words "Practitioner Portal". Under that is a wide button reading **Practitioner Dashboard** with your name beneath it. Then the menu itself, six entries:

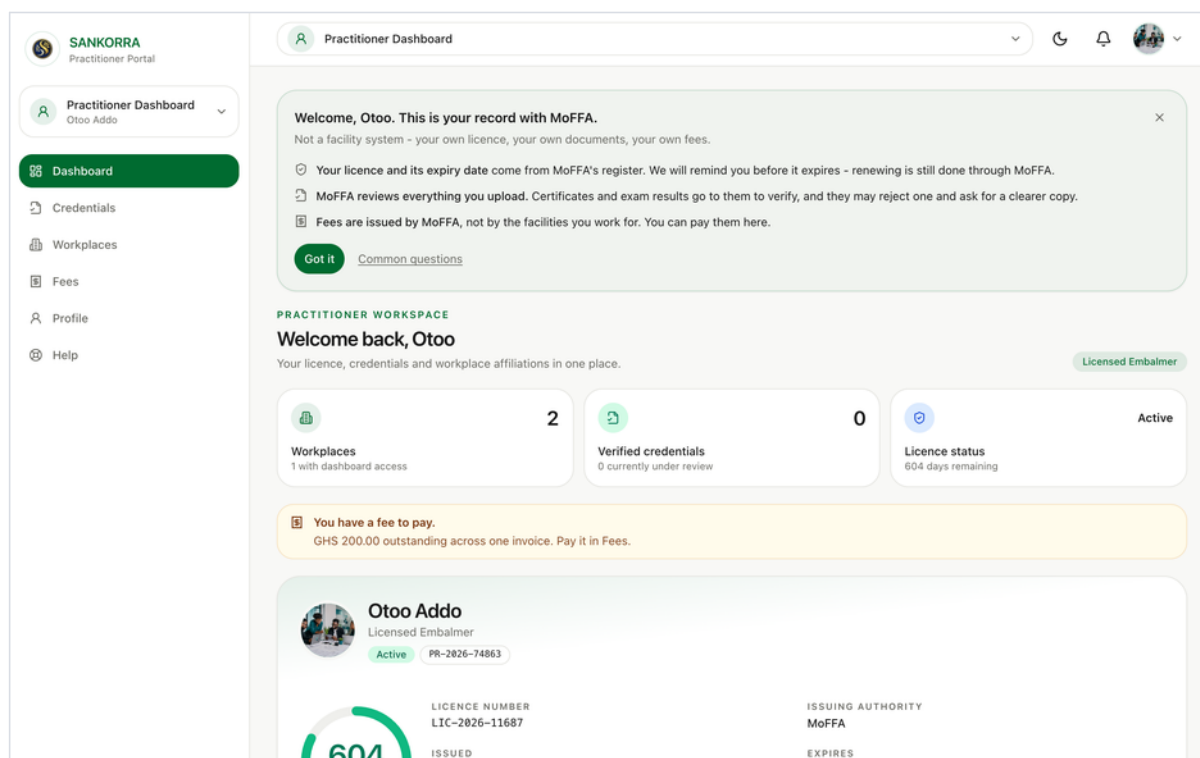
- **Dashboard** — your licence, your warnings and your summary
- **Credentials** — your certificates, qualifications and exam results
- **Workplaces** — the facilities you are attached to
- **Fees** — what MoFFA has invoiced you for
- **Profile** — your contact details and your registration details
- **Help** — common questions

The entry you are on is filled in green.

Across the top of the page is a **bar that stays in place as you scroll**. On the right of it sit two things: a **bell** for your alerts, with a red number on it when you have any, and a **round picture button** showing your photo, or your initials if you have not added one.

Pressing the round picture button opens a small menu with your name and your sign-in email at the top, then **My profile**, **My notifications**, **My security** and **Sign out**.

On a phone, the left-hand menu is hidden. Instead the top bar begins with a **menu button** of three stacked lines, on the far left; pressing it slides the menu in from the side. The bell and the round picture button stay where they are.



The portal with the left-hand menu, the top bar, the bell and the round picture button all visible

WHAT YOU CAN DO HERE

To move to another section:

- 1 Press the entry you want in the left-hand menu.
- 2 On a phone, press the menu button of three stacked lines first, then the entry. The menu closes by itself.

To read your alerts:

- 1 Press the **bell** in the top bar.
- 2 A panel opens listing anything that needs your attention. If there is nothing, it says "You're all caught up."
- 3 Press the **X** to close it, or press **Choose what MoFFA sends you** at the bottom of the panel to open your notification settings.

To reach your notifications or your security settings:

- 1 Press the **round picture button** at the top right.
- 2 Press **My notifications** or **My security**.

These two are not in the left-hand menu. This menu is the way to them.

To sign out:

- 1 Press the **round picture button**.
- 2 Press **Sign out**.

Good to know

- The wide **Practitioner Dashboard** button above the menu is a switcher. Press it and it lists this portal, which you are already in, plus any facility you work for. See 4.1.
- Signing out clears everything the portal had loaded on that browser, so the next person to use the same phone or computer cannot see your licence or your fees.
- If your phone or computer is set to dark colours, the portal appears in dark colours too. The screens and the words are the same.



CHAPTER 2

Your dashboard

2.1 Your dashboard

WHAT THIS SCREEN IS FOR

the one page that answers "am I in good standing?" It shows your licence and how many days it has left, how many of your credentials MoFFA has verified, where you work, and anything you owe.

HOW TO GET HERE

it is the page you land on after signing in. From anywhere else, press **Dashboard** in the left-hand menu.

WHAT YOU SEE ON THE SCREEN

, from the top down:

The welcome card. On your first visits only, a card headed "Welcome, [your first name]. This is your record with MoFFA." with three short points: your licence and its expiry come from MoFFA's register and renewing is still done through MoFFA; MoFFA reviews everything you upload and may reject one and ask for a clearer copy; fees are issued by MoFFA, not by the facilities you work for, and you can pay them here. It has a **Got it** button and a **Common questions** link. Press **Got it** and it does not come back.

Your name and category. "Welcome back, [your first name]", with one line underneath, and on the right a green tag naming your practitioner category.

Three small tiles, side by side:

Tile	What it shows
Workplaces	How many facilities you are attached to, and how many of them have given you dashboard access.
Verified credentials	How many of your uploads MoFFA has verified, and how many are still under review.
Licence status	The status word MoFFA holds for your licence, and either the days remaining, or "Renewal required", or "No expiry date recorded".

Any messages or warnings. These sit between the tiles and your licence card. They are covered in 2.2.

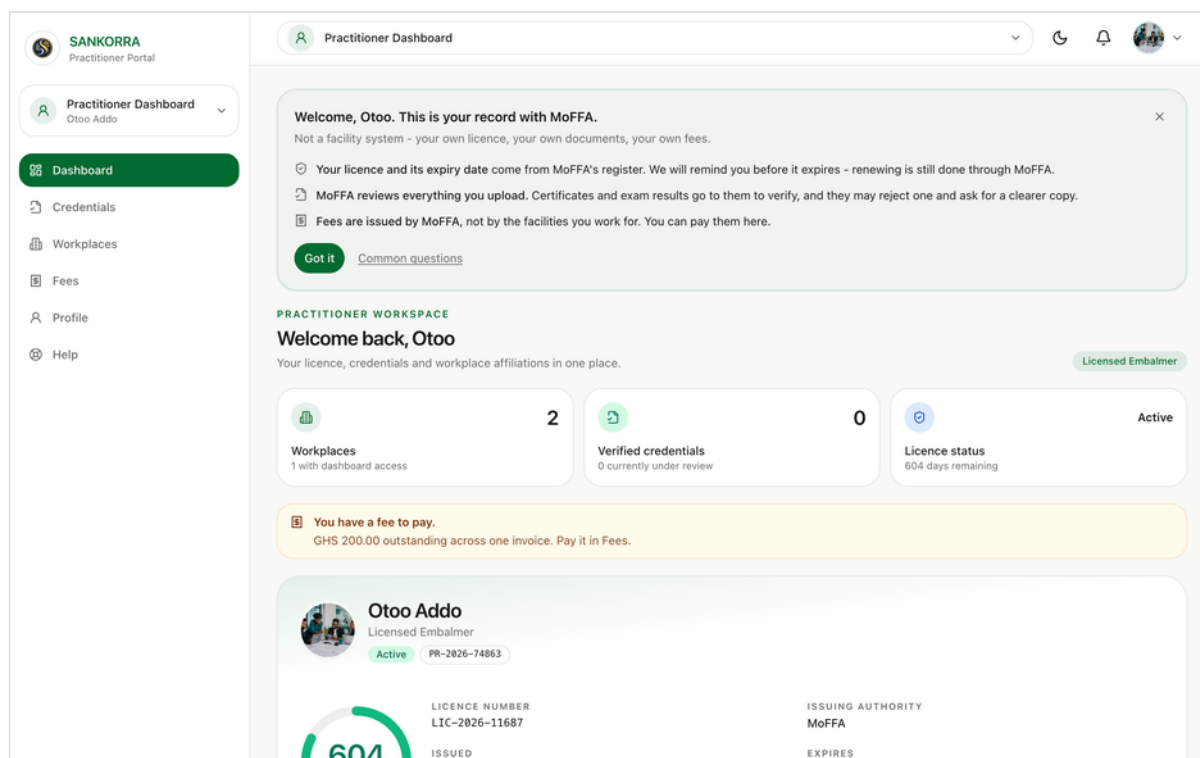
Your licence card. The largest thing on the page. At the top, your photo or initials, your full name, your category, a coloured badge with your licence status, and your registration number. Underneath, a **ring** showing the days left on your licence as a number in the middle, with the words "days left", "day left" or "days overdue" under it. The ring fills up as your licence period runs down, and turns amber, then red, as the expiry date approaches. Beside the ring is a short list of facts: **Licence number** (or "Not issued yet"), **Issuing authority**, **Issued**, **Expires**, and,

where MoFFA has recorded them, **Licence period** in months and your **Region**.

If MoFFA has not issued your licence yet, a line runs along the bottom of the card: "MoFFA has not issued your licence yet. Uploading your certificates and exam results helps them review your registration."

Credentials. A card with a **Manage** link to the Credentials page, three counts — **Verified, In review, Rejected** — a line saying how many documents your category requires and how many are still outstanding, and a button along the bottom reading either **Upload what's outstanding** or **Upload a certificate or exam result**.

Your workplaces. A card listing each facility you are attached to, with its town and region, the date you started where that is recorded, and a badge reading **In charge** or **Staff**. Under each one is either a link reading **Open facility dashboard**, or a line explaining that dashboard access is given by the facility's administrator, using this same email address. If no facility has you on file, the card says so and explains that a facility adds you by looking up your licence or registration number.



The dashboard showing the three tiles, the licence card with its ring of days remaining, and the credentials and workplaces cards

WHAT YOU CAN DO HERE

To act on what the dashboard tells you:

- 1 Press **Manage**, or the button along the bottom of the Credentials card, to go and upload something.
- 2 Press a warning message about a fee to go straight to Fees.
- 3 Press **Open facility dashboard** under a workplace to open that facility's dashboard in a new tab. You sign in there as you normally would.

Good to know

- The days remaining are worked out by MoFFA's system, not by your phone's clock, so they are the same number MoFFA sees.
- The licence status word is exactly the word MoFFA holds. Its meanings are in the table below. If it reads "Not yet set", MoFFA has created your registration but has not yet decided a status.

Status	What it means
Active	You hold a current licence.
Verified or Approved	MoFFA has accepted your registration; the licence itself is in hand.
Pending	MoFFA has not finished with your registration yet.
Expired	The licence has passed its expiry date.
Suspended or Revoked	MoFFA has stopped your licence. Contact them.
Inactive	Your registration is not currently in use.
Not yet set	No status has been recorded yet.

- Nothing on this card can be edited here. Your licence, its dates and its status come from MoFFA's register. If any of it is wrong, only MoFFA can correct it — quote your registration number when you contact them.
- The welcome card is remembered per browser. If you dismiss it on your phone and later sign in on a computer, you will see it once more there.

2.2 The messages at the top of your dashboard

WHAT THIS SCREEN IS FOR

this is the part of the dashboard that tells you something is wrong or nearly wrong. It is worth reading properly, because a lapsed licence and an unpaid fee are both things that are much easier to deal with early.

HOW TO GET HERE

Dashboard. The messages sit just above your licence card. They appear only when they apply, so on a good day you will see none of them.

WHAT YOU SEE ON THE SCREEN

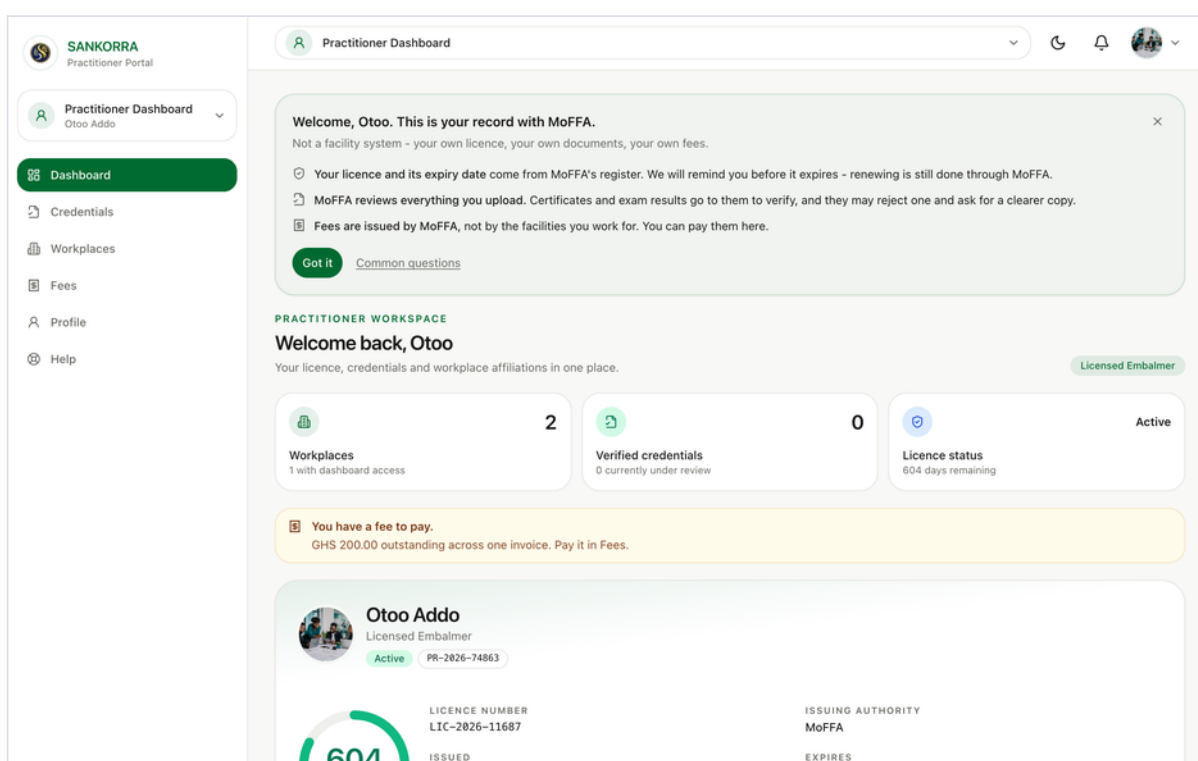
up to three coloured strips, in this order.

Green, with a small flag: you have just been joined up. "Welcome. This account is now linked to practitioner record [your registration number]. Sign in with the same email next time." You see this once, on the visit where your account was first joined to your MoFFA registration. The important part is the last sentence: use the same email address every time, or the portal will not know you.

Amber or red, with a receipt symbol: you have a fee to pay. Amber reads "You have a fee to pay." Red reads "You have a fee that is overdue." Under it, the amount outstanding in Ghana cedis and how many invoices it is spread across, then "Pay it in Fees." The whole strip is pressable and takes you to the Fees page. See chapter 5.

Amber or red, with a calendar symbol: your licence is running out. This appears once your licence has 30 days or fewer left, and stays while it is expired. It reads either "Your licence expires on [date] — [so many] days left." or, once the date has passed, "Your licence expired on [date]." The line underneath tells you to contact MoFFA to renew it, and, where MoFFA has recorded one, names the renewal fee for your category in Ghana cedis.

The colour tells you how urgent it is: **amber** from 30 days down to 8 days, **red** from 7 days down to the day itself, and a **deeper red** once the date has passed. The ring on your licence card changes colour with it, and shows "days overdue" instead of "days left".



The dashboard with a red licence expiry warning and an amber fee warning above the licence card

WHAT YOU CAN DO HERE

If your licence is expiring or has expired:

- 1 Read the exact expiry date in the message.
- 2 Note the renewal fee for your category if one is shown.
- 3 Contact MoFFA and ask to renew. Renewal is done by MoFFA, not in this portal — there is no renew button here, and there is nothing you can upload that renews it by itself.
- 4 Check **Credentials** while you wait. If your category requires documents that are missing or were rejected, MoFFA will need those before they can proceed. See chapter 3.
- 5 Check **Fees**. If MoFFA has invoiced you for a retention fee, settling it is something you can do yourself, today. See chapter 5.

- 6** Once MoFFA updates the register, the new dates appear here by themselves. There is nothing for you to type in.

If a document on your record is expiring:

- 1** Press **Credentials** in the left-hand menu.
- 2** Look for a certificate whose **Expires** date is close. Upload a current replacement as described in 3.2.

Good to know

- The bell in the top bar carries the same warnings, wherever you are in the portal: **Licence expired**, **Licence expiring soon** with the number of days, **Credential needs attention** when one of your uploads was rejected, and **Credentials under review** when MoFFA has not finished with one. The red number on the bell is how many of these there are.
- You will also be emailed about your licence — at 30, 14, 7 and 1 days before it expires, and on the day itself. That email cannot be switched off. See 6.1.
- If you are the practitioner in charge at a facility, that facility's owners, administrators and managers are told inside their own dashboard when your licence is 30 days out, 7 days out, and on the day. It is better that they hear it from you first.
- A licence with no expiry date recorded shows no warning at all, and the ring reads "No expiry date yet". That is not a clean bill of health; it means MoFFA has not recorded a date. Ask them.



CHAPTER 3

Your credentials

3.1 Credentials

WHAT THIS SCREEN IS FOR

everything MoFFA holds on file as proof of your training: certificates, degrees, diplomas, written and practical exam results, training records, attestations and identity documents. It also tells you what your category requires, and what is still missing.

HOW TO GET HERE

Left-hand menu → **Credentials**.

WHAT YOU SEE ON THE SCREEN

At the top, the heading **Credentials** with the reminder that MoFFA reviews each upload before it counts as verified, and, on the right, an **Add credential** button.

What your category requires. A card listing the documents MoFFA asks of every practitioner in your category, with "[so many] of [so many] verified" on the right. Each line has a symbol and a short note:

Symbol and note	What it means
Green tick — Verified	MoFFA has checked it and accepted it. Nothing to do.
Amber circle — Awaiting review	You have uploaded it; MoFFA has not finished looking.
Red cross — Rejected, upload a replacement	MoFFA looked and would not accept it.
Grey circle — Not on file	Nothing has been uploaded for this yet.

Anything not yet verified has an **Upload this** button beside it. Where the portal has matched one of your uploads to a requirement under a slightly different name, the line says so: matched to "[the title you used]".

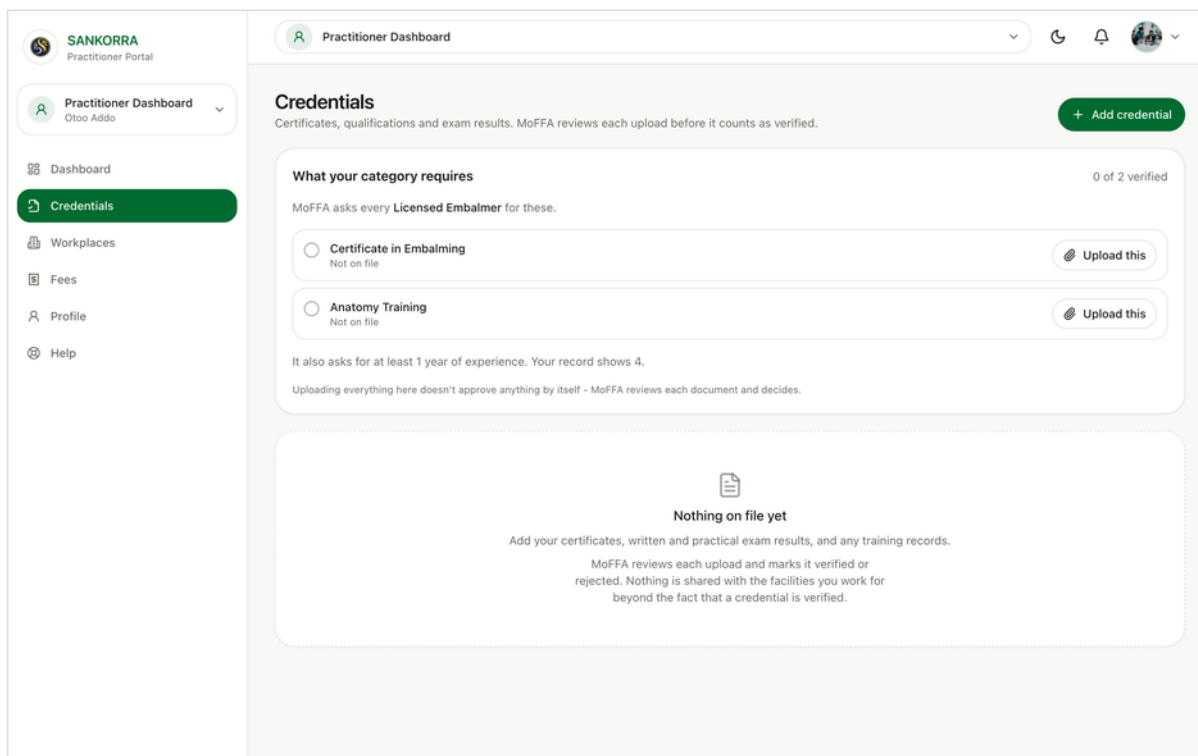
Below the list, where MoFFA sets one, is a line about experience: "It also asks for at least [so many] years of experience", followed by what your record shows, or a note that your record does not say how long you have been practising and MoFFA should add it. The card closes by reminding you that uploading everything does not approve anything by itself — MoFFA reviews each document and decides.

Your credentials. Below that, one card per credential, newest first. Each one shows a symbol — a graduation cap for an exam, a page for everything else — the title, a coloured badge, and then the type, the institution or examining body, and the country where that is not Ghana. A third line gives the dates: for an exam, the date you sat it and your score; for everything else, the issue date and the expiry date where there is one. If MoFFA or one of your facilities put the credential on file rather than you, the line ends with **Added by MoFFA** or **Added by your**

facility.

On the right of each card are the buttons: **Open document**, and **Remove** where you are allowed to remove it. Where no file is attached, the card says "No document attached" instead.

If you have nothing on file at all, a dashed box appears inviting you to add your certificates, exam results and training records.



The Credentials page showing the "What your category requires" card above a list of credentials with their status badges

WHAT YOU CAN DO HERE

To see what is still outstanding:

- 1 Read the **What your category requires** card from top to bottom.
- 2 Anything with a grey circle or a red cross still needs something from you.

To upload a document a requirement is asking for:

- 1 Press **Upload this** on that line.
- 2 The upload form opens with the title already filled in for you. Fill in the rest as described in 3.2.

Use **Upload this** rather than **Add credential** whenever the document answers one of the listed requirements. The title has to match the requirement for the portal to tick it off, and this button gets the wording exactly right.

To open a document you or MoFFA uploaded:

- 1 Press **Open document** on that credential.
- 2 It opens in a new tab.

To deal with a rejected credential:

- 1 Read the red box on the card. Where MoFFA gave a reason, it appears there after "MoFFA's reason:".
- 2 Fix what they asked for — usually a clearer photograph or scan, or the right certificate.
- 3 Upload the replacement as described in 3.2. You do not need to delete the rejected one first.
- 4 If the red box says MoFFA did not give a reason, contact MoFFA before uploading anything, so the replacement is not turned down for the same thing.

To remove an upload of your own:

- 1 Press **Remove** on that credential.
- 2 The card asks "Remove this upload?"
- 3 Press **Remove** again to confirm, or **Keep** to change your mind.

Good to know

- Every upload arrives as **Awaiting review**. You cannot mark your own document verified, and neither can the facility you work for. Only MoFFA can.
- There is no fixed turnaround for a review. While a document waits, it still counts as uploaded, so there is no need to send it again.
- **Remove** appears only on documents you uploaded yourself, and only while they are awaiting review or have been rejected. A verified document cannot be removed — contact MoFFA if one is wrong. Anything MoFFA or a facility put on file has no Remove button at all.
- The **What your category requires** card appears only if MoFFA has set requirements for your category. If your category has none recorded, the card is simply absent.
- Ticking off every requirement does not renew or issue a licence. It gives MoFFA what they need to consider it.
- MoFFA can see everything here, and so can the facility your registration is attached to. Do not upload anything you would not want either of them to open.
- The link behind **Open document** works for a few minutes only. If you leave the tab open and come back much later, press **Open document** again rather than reloading.

3.2 Adding a certificate, exam result or document

WHAT THIS SCREEN IS FOR

to put a new document on your record for MoFFA to check.

HOW TO GET HERE

Credentials → **Add credential**, or **Upload this** beside one of your outstanding requirements. The form opens on the same page, above your list.

WHAT YOU SEE ON THE SCREEN

a card headed **Add a credential**, or **Upload: [the requirement]** when you arrived from a requirement. It holds:

- **Type** — a list to choose from: Certificate, Degree, Diploma, Written exam, Practical exam, Training / CPD, Attestation, Licence copy, ID document, Other.
- **Title** — what the document is called. Required.
- **Institution** — where you obtained it. This becomes **Examining body** when the type is a written or practical exam.
- **Country** — already filled in as Ghana; change it if the document is from elsewhere.
- Then, **for an exam: Date sat** and **Score (%)**, which is optional.
- Or, **for everything else: Issue date** and **Expiry date (if any)**.
- **Document** — a dashed box with a **Choose file** button and a note: "PDF, Word, JPG, PNG or WEBP — up to 10 MB". Once a file is chosen, the box shows its name and size and the button reads **Change file**.
- At the bottom, **Cancel** and **Upload for review**.

The add credential form with Type, Title, Institution, Country, the date fields and the Choose file box

WHAT YOU CAN DO HERE

To add a credential:

- 1 Press **Add credential**, or **Upload this** beside a requirement.
- 2 Choose the **Type**.
- 3 Check or type the **Title**. If you arrived from a requirement, leave the title exactly as it is.
- 4 Type the **Institution**, or the **Examining body** for an exam.
- 5 Leave **Country** as Ghana, or change it.
- 6 Fill in the dates. For an exam, the date you sat it, and your score as a percentage if you have it. For anything else, the issue date, and the expiry date if the document has one.

- 7** Press **Choose file** and pick the document from your phone or computer. On a phone you can take a photograph of the certificate here.
- 8** Press **Upload for review**.
- 9** A message confirms "Uploaded. MoFFA will review it.", and the credential appears at the top of your list marked **Awaiting review**.

Good to know

- A document must be attached. Without a file the portal will not accept the form: "Attach the document so MoFFA can verify it."
- The file must be a PDF, a Word document, or a JPG, PNG or WEBP photograph, and no larger than 10 MB. Anything else is refused with a message saying so.
- A photograph taken with a phone is fine, as long as the whole document is in the frame and the writing can be read. A blurred or half-cut photograph is the usual reason a credential is rejected.
- A score has to be a percentage between 0 and 100.
- An expiry date cannot be earlier than the issue date.
- The score and the date sat are only asked for, and only kept, when the type is a written or practical exam.
- Do not press **Upload for review** twice. If it seems slow, wait — a large file over a phone connection takes a while, and the button shows that it is working.
- Nothing you type here changes your licence. Uploads are evidence for MoFFA to consider, not an application in themselves.



CHAPTER 4

Your workplaces

4.1 Workplaces

WHAT THIS SCREEN IS FOR

to show which funeral homes and mortuaries you are currently attached to, in what role, and whether each one has given you a login to its own dashboard.

HOW TO GET HERE

Left-hand menu → **Workplaces**.

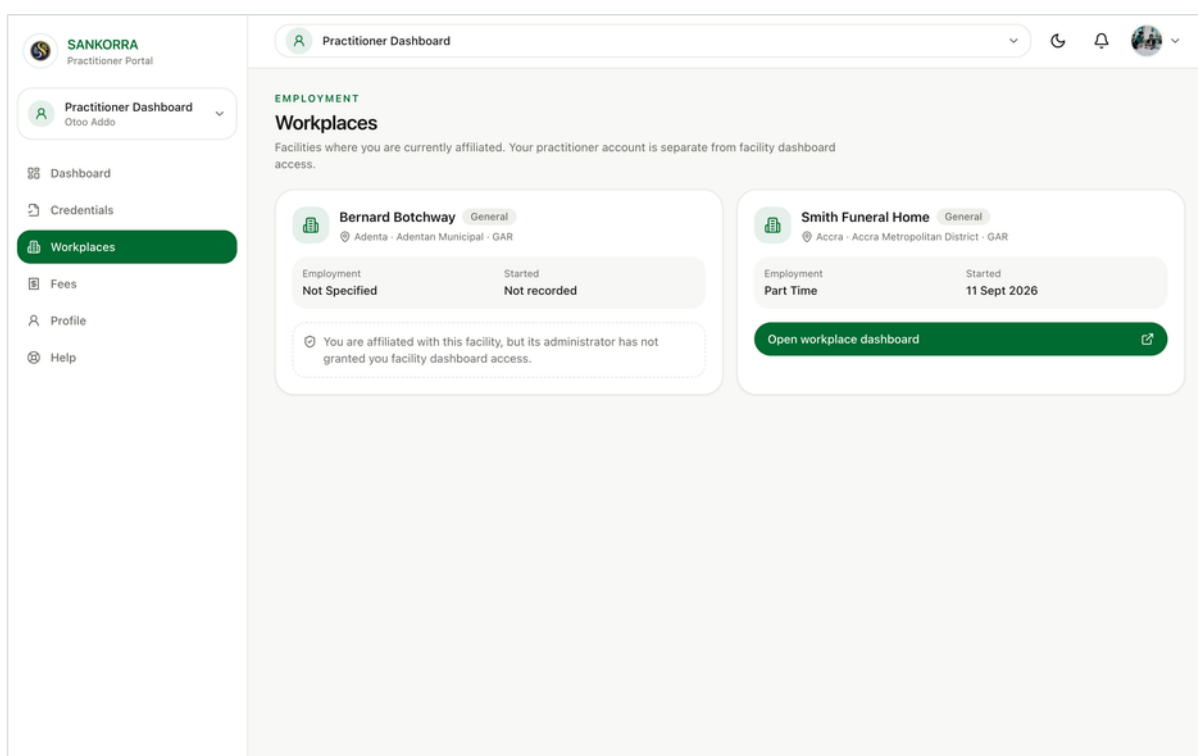
WHAT YOU SEE ON THE SCREEN

At the top, the small word **Employment**, the heading **Workplaces**, and a line reminding you that your practitioner account is separate from facility dashboard access.

Then one card per facility. Each card shows the facility's name, a badge reading **In charge / Lead** or **General**, and the town, district and region where those are recorded. Underneath, in a grey panel, two facts: **Employment** — the kind of employment the facility recorded, or "Not specified" — and **Started**, the date the attachment began, or "Not recorded".

At the bottom of the card is either a green **Open workplace dashboard** button, or a dashed box explaining that you are attached to the facility but its administrator has not granted you facility dashboard access.

If no facility has you on file, a dashed box says "No active workplace affiliations" and explains that a facility can add you using your practitioner licence or registration number.



Two workplace cards, one with the Open workplace dashboard button and one showing the no-dashboard-access note

WHAT YOU CAN DO HERE

To open a facility's dashboard:

- 1 Press **Open workplace dashboard** on that card.
- 2 The facility dashboard opens. You sign in there as you normally would.

To switch between this portal and a facility from anywhere:

- 1 Press the wide **Practitioner Dashboard** button above the left-hand menu. On a phone, open the menu first.
- 2 The list shows **Practitioner Dashboard**, ticked because you are in it, and each of your workplaces beneath.
- 3 Press a facility to go to it. A facility that has not given you dashboard access is greyed out and marked "No dashboard access", and cannot be pressed.

Good to know

- You do not add or remove your own workplaces here, and there is no button to do so. A facility adds you at its end, by looking up your licence or registration number, and ends the attachment at its end too.
- To leave a facility, ask that facility to end the attachment. If they will not, tell MoFFA — they can correct the register. Once it is ended, the card disappears from this page by itself.
- **In charge / Lead** means you are recorded as the practitioner in charge at that facility. That carries a consequence worth knowing: when your licence is 30 days from expiry, 7 days from expiry, and on the day it expires, that facility's owners, administrators and managers see a notice about it in their own dashboard.
- Being employed by a facility never gives you a login to its dashboard. That is a separate invitation the facility's administrator sends, to this same email address. If you need one, ask them, not MoFFA.
- The facility your registration is attached to can see the credentials on your record and can add documents to it — those appear in your list marked "Added by your facility". It cannot change your licence, your fees or your sign-in.

CHAPTER 5

Your fees

5.1 Fees

WHAT THIS SCREEN IS FOR

everything MoFFA has invoiced you for, what is still to pay, and what you have already settled. You can pay from this page.

HOW TO GET HERE

Left-hand menu → **Fees**. You can also press the fee warning on your dashboard.

WHAT YOU SEE ON THE SCREEN

At the top, the heading **Fees** and a line: "What MoFFA has invoiced you, and anything you've already paid."

To pay. If you owe anything, a card headed **To pay** with the total outstanding on the right, then one line per invoice. Below the lines, a reminder: fees are issued by MoFFA, not by the facilities you work for, and if one looks wrong you should contact MoFFA before paying, because only they can amend or cancel an invoice.

If you owe nothing, a dashed box says **Nothing to pay**, and then either "MoFFA hasn't invoiced you for anything yet" or "Everything MoFFA has invoiced you for has been settled."

Next due. A single line under the card naming the next fee falling due, its amount, its date, and how many days away it is.

History. A card listing everything that is settled, in the same shape as the lines above.

Each line shows a receipt symbol, the kind of fee and its year, a coloured badge, and underneath: the invoice number, the due date, how many days late it is where it is late, how much has been paid so far where it is part paid, and the date it was paid. On the right is the amount — what is left to pay on an unpaid invoice, or the full amount on a settled one — then a **Receipt** button where MoFFA has attached one, and a green **Pay now** button where the invoice can be paid.

The Fees page with a To pay card listing one overdue fee and one due fee, each with a Pay now button, and a History card below

What the badges mean

Badge	What it means
Due	Not yet paid, and not yet past its due date.
Overdue	Past its due date with money still owing.
Part paid	Some money has been received; a balance remains.
Paid	Settled in full.
Waived	MoFFA has excused it. Nothing to pay.
Cancelled	MoFFA has withdrawn it. Nothing to pay.

What the fees are

Fee	Why you have it
Annual retention fee	The yearly fee that keeps your registration with MoFFA active.
Annual fee	An older yearly fee, carried over from before retention fees were separated out.
Penalty	A charge MoFFA has raised against you. Ask them if you do not know why.

WHAT YOU CAN DO HERE

To pay a fee:

- 1** Find the invoice on the **To pay** card and check the amount on the right. It is what is left to pay, not the original amount.
- 2** Press **Pay now**.
- 3** Wait. The portal hands you to a secure payment page.
- 4** On that page choose how to pay. **Mobile Money** — MTN MoMo, Telecel Cash or AirtelTigo Money — or a bank card.
- 5** For Mobile Money, enter the phone number the wallet is registered to, then approve the payment on your phone when the prompt arrives. Some networks ask you to dial a short code and enter your wallet PIN instead. Follow what the page tells you.
- 6** When it is done you are returned to the Fees page, and a message appears: "Thank you. We're confirming your payment with the bank."
- 7** Wait a moment and reload the page. Your payment is credited when the bank confirms it, which is usually seconds but can be longer.

If the fee still shows as unpaid a few minutes later:

- 1** Check your Mobile Money or bank messages to see whether the money actually left your account.
- 2** If it did, contact MoFFA and quote the invoice number from the line, together with the reference from your Mobile Money message. Do not pay it a second time.
- 3** If it did not, the payment did not go through. Press **Pay now** and try again.

To open a receipt:

- 1** Press **Receipt** beside the fee.
- 2** It opens in a new tab.

Good to know

- The amount shown on an unpaid invoice is the balance, so a part-paid invoice shows only what is left. The line itself tells you how much has been paid so far.
- You cannot pay part of an invoice from here. **Pay now** always offers the whole remaining balance.
- **Pay now** appears only where MoFFA's system will accept a payment. If an invoice has no Pay now button, it is either settled, waived, cancelled, or has nothing left to pay.
- You need an email address on your record to pay online. If there is none, the portal says so instead of starting the payment. Ask MoFFA to add one.
- A **Receipt** button appears only where MoFFA has attached a receipt document to that invoice. Paying online does not produce one by itself, and its absence does not mean the payment was missed — the **Paid** badge and the paid date on the line are the portal's confirmation. Ask MoFFA if you need a receipt for your own records.
- Once an invoice is past its due date with money still owing, the portal marks it **Overdue** and counts the days late, and the warning on your dashboard turns red. That happens on the date itself.
- The portal will not remind you by email or text message about an unpaid fee. This page and the dashboard warning are the notice. Check them.
- Nothing here suspends your licence by itself, and paying a retention fee does not renew a licence by itself either. Renewal is a MoFFA decision. If your licence is close to expiry, settle what you owe and speak to MoFFA.
- If an invoice looks wrong — the wrong year, the wrong amount, a fee you do not recognise — do not pay it. Contact MoFFA. Only they can amend, cancel or waive it, and money paid against the wrong invoice has to be sorted out by them.



CHAPTER 6

Notifications, profile and security

6.1 My notifications

WHAT THIS SCREEN IS FOR

to decide what MoFFA sends you and where it goes.

HOW TO GET HERE

press the **round picture button** at the top right, then **My notifications**. You can also press **Choose what MoFFA sends you** at the bottom of the bell panel. It is not in the left-hand menu.

WHAT YOU SEE ON THE SCREEN

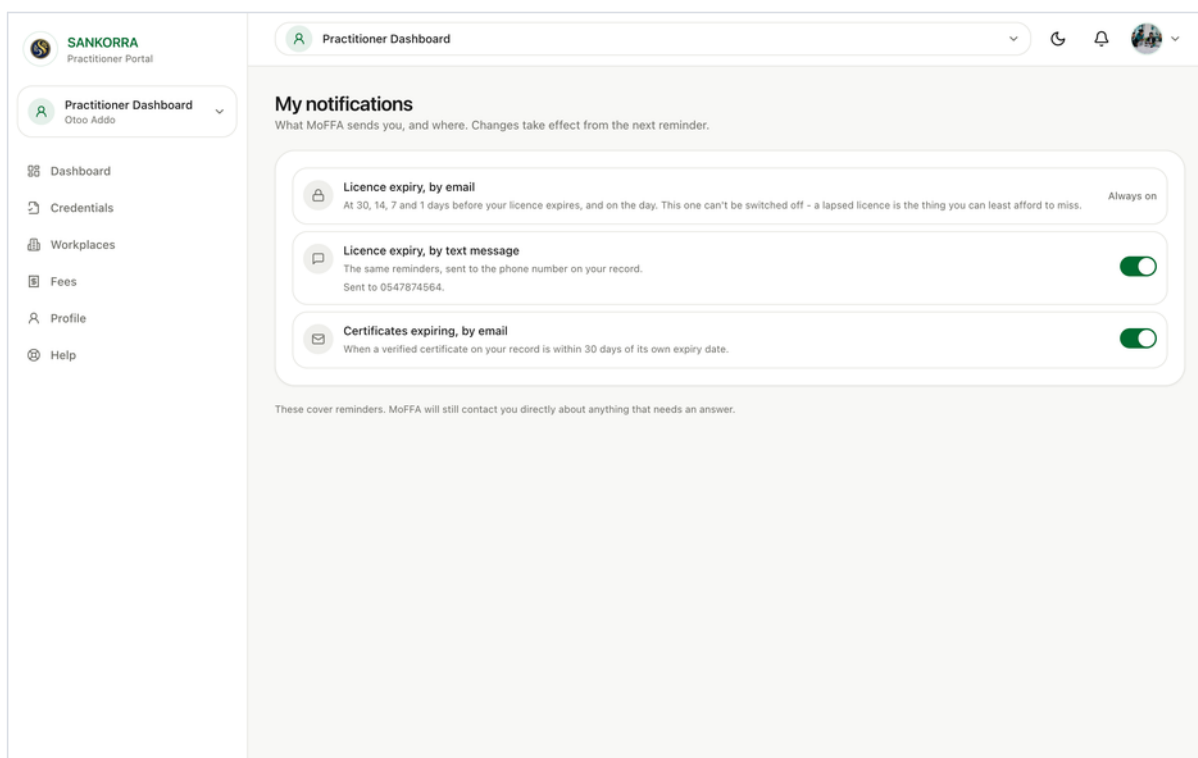
The heading **My notifications** and a line: "What MoFFA sends you, and where. Changes take effect from the next reminder."

Then one card with three rows. Each row has a symbol, the name of the reminder, a short description, and on the right either the words **Always on** or a switch.

Reminder	When it is sent	Can you switch it off?
Licence expiry, by email	30, 14, 7 and 1 days before your licence expires, and on the day.	No. It says Always on .
Licence expiry, by text message	The same reminders, to the phone number on your record.	Yes.
Certificates expiring, by email	When a verified certificate on your record is within 30 days of its own expiry date.	Yes.

Under the text message row, the portal tells you where it will go: "Sent to [your number]". If there is no phone number on your record it warns you instead: "There's no phone number on your record, so nothing can be sent. Add one under Profile."

A closing line says these cover reminders, and that MoFFA will still contact you directly about anything that needs an answer.



The three notification rows, with the licence email marked Always on and switches on the other two

WHAT YOU CAN DO HERE

To switch a reminder on or off:

- 1 Press the switch on the right of that row.
- 2 A message confirms it has been turned on or off. There is no save button.

Good to know

- The licence expiry email cannot be switched off. A lapsed licence is the one thing you cannot afford not to hear about.
- All three reminders go to the email address and phone number **on your MoFFA record**, not to anything you keep elsewhere. Keep the phone number right under Profile — see 6.2.
- Text messages are only ever about your licence, never about certificates.
- Only **verified** certificates produce an expiry reminder. One still awaiting review, or rejected, does not.
- New reminders are counted from the next time the reminders go out, so a change you make today does not undo a message already sent.
- These switches do not touch the alerts on the bell or the warnings on your dashboard. Those are always there.

6.2 Profile

WHAT THIS SCREEN IS FOR

the few things about yourself you can change, and a plain list of what MoFFA holds on your registration.

HOW TO GET HERE

Left-hand menu → **Profile**, or the **round picture button** at the top right, then **My profile**.

WHAT YOU SEE ON THE SCREEN

At the top, the heading **Profile** and a line: "Your contact details, and what MoFFA holds on your registration."

Your photo and contact details. Your photo, or your initials, with a button beside it reading **Add a photo** or **Change photo**, and a note: "JPG, PNG or WEBP, up to 5 MB. MoFFA sees this on your record." Below that, three boxes you can edit — **Phone**, **Town / city** and **Address** — and a **Save contact details** button, which stays greyed out until you change something.

Registration details. A second card, headed with a small padlock, holding what MoFFA keeps and you cannot edit: **Full name**, **Registration number**, **Sign-in email**, **Category**, **Origin** (Local or Foreign), **Region**, **Experience**, **Specialisations**, and **Joined the portal**. A line at the top says: if anything here is wrong, contact MoFFA or the facility that registered you.

SANKORRA
Practitioner Portal

Practitioner Dashboard
Otoo Addo

Profile
Your contact details, and what MoFFA holds on your registration.

Change photo
JPG, PNG or WEBP, up to 5 MB. MoFFA sees this on your record.

Phone
0547874564

Town / city
Accra

Address
Spintex, Accra, Greater Accra, Ghana

Save contact details

Registration details
Held by MoFFA. If anything here is wrong, contact MoFFA or the facility that registered you.

FULL NAME Otoo Addo	REGISTRATION NUMBER PR-2026-74863
SIGN-IN EMAIL ledzahli@classaddmin.com	CATEGORY Licensed Embalmer
ORIGIN Local	REGION GAR
EXPERIENCE 4 years	SPECIALISATIONS -
JOINED THE PORTAL 19 Sept 2026	

The Profile page with the photo button and the phone, town and address boxes above the locked registration details

WHAT YOU CAN DO HERE

To change your phone number, town or address:

- 1 Press in the box and type the new value.

2 Press **Save contact details**.

3 A message confirms "Contact details saved".

To add or change your photo:

1 Press **Add a photo** or **Change photo**.

2 Choose a picture from your phone or computer, or take one.

3 It uploads and appears straight away. A message confirms "Photo updated".

Good to know

- Your phone number, your town and your address are the only things on your registration you can change yourself. Everything in the second card belongs to MoFFA.
- Clearing a box and saving removes that detail. Emptying the phone number also stops any text message reminder, because there is nowhere to send it.
- The phone number is what licence reminders by text message go to. If you change your number, change it here the same day.
- The **Sign-in email** is the address that identifies you to the portal. You cannot change it here. If it needs to change, MoFFA must change it on their side first — and until they do, the new address will not let you in.
- A photo must be a JPG, PNG or WEBP picture and no larger than 5 MB. MoFFA sees it on your registration, so use a plain photograph of your face.
- **Joined the portal** is the date your account was first joined to your MoFFA registration.
- The **Save contact details** button stays greyed out while nothing has changed. That is not a fault.

6.3 My security

WHAT THIS SCREEN IS FOR

how you sign in, ending sessions on devices you no longer use, and a list of recent sign-ins so you can spot one that is not yours.

HOW TO GET HERE

press the **round picture button** at the top right, then **My security**. It is not in the left-hand menu.

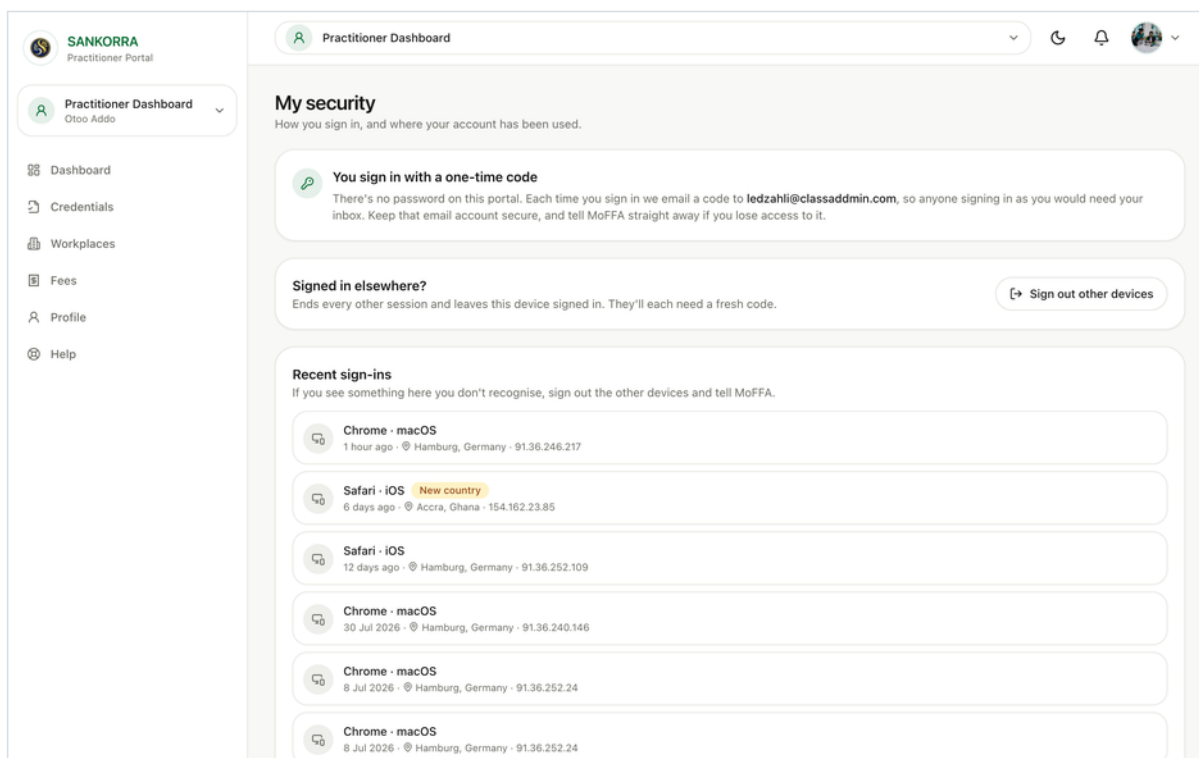
WHAT YOU SEE ON THE SCREEN

Three cards, one under the other.

You sign in with a one-time code. An explanation that there is no password on this portal: each time you sign in, a code is emailed to your address, so anyone signing in as you would need your inbox. It asks you to keep that email account secure, and to tell MoFFA straight away if you lose access to it.

Signed in elsewhere? A card with a **Sign out other devices** button, and a line explaining that it ends every other session and leaves this device signed in, and that each of the others will need a fresh code.

Recent sign-ins. Your last 20 sign-ins, most recent first. Each line shows the device, how long ago it was, the city and country where they are known, and the internet address. A red **Failed** badge marks an attempt that did not succeed, and an amber **New country** badge marks one from a country your account has not been used from before. Under the heading it says: if you see something here you do not recognise, sign out the other devices and tell MoFFA. If nothing has been recorded yet, the card says so and that sign-ins from now on will be listed.



The security page with the one-time code explanation, the Sign out other devices button and the list of recent sign-ins

WHAT YOU CAN DO HERE

To sign out everywhere else:

- 1 Press **Sign out other devices**.
- 2 A message confirms "Signed out everywhere else. This device is still signed in."

Do this if you have signed in on a shared or borrowed phone or computer, or if you see a sign-in here you do not recognise.

If you see a sign-in you do not recognise:

- 1 Press **Sign out other devices**.
- 2 Change the password on your **email account**, because that is what a code is sent to.
- 3 Tell MoFFA.

Good to know

- There is no password to change on this portal, and no separate two-factor setting to switch on. The emailed code is the security: it changes every time and it only reaches your inbox. That is why the strength of your email account matters more here than anything on this page.
- If you lose access to the email address MoFFA holds for you, you cannot get in, and no one can send you in another way. Tell MoFFA at once so they can change the address on your registration.
- **Sign out other devices** never signs you out of the device you press it on.
- The list shows sign-ins to this portal, recorded from the point your account was first used here. A brand-new account will have little or nothing in it.
- The city and country are worked out from the internet connection and are sometimes a town or two out. A **New country** badge is worth a look, but it is not by itself proof that something is wrong.



CHAPTER 7

Help

7.1 Help

WHAT THIS SCREEN IS FOR

short answers to the questions practitioners ask most, and a reminder of who to contact when the answer is not here.

HOW TO GET HERE

Left-hand menu → **Help**. It is also reachable as **Common questions** on the welcome card on your dashboard.

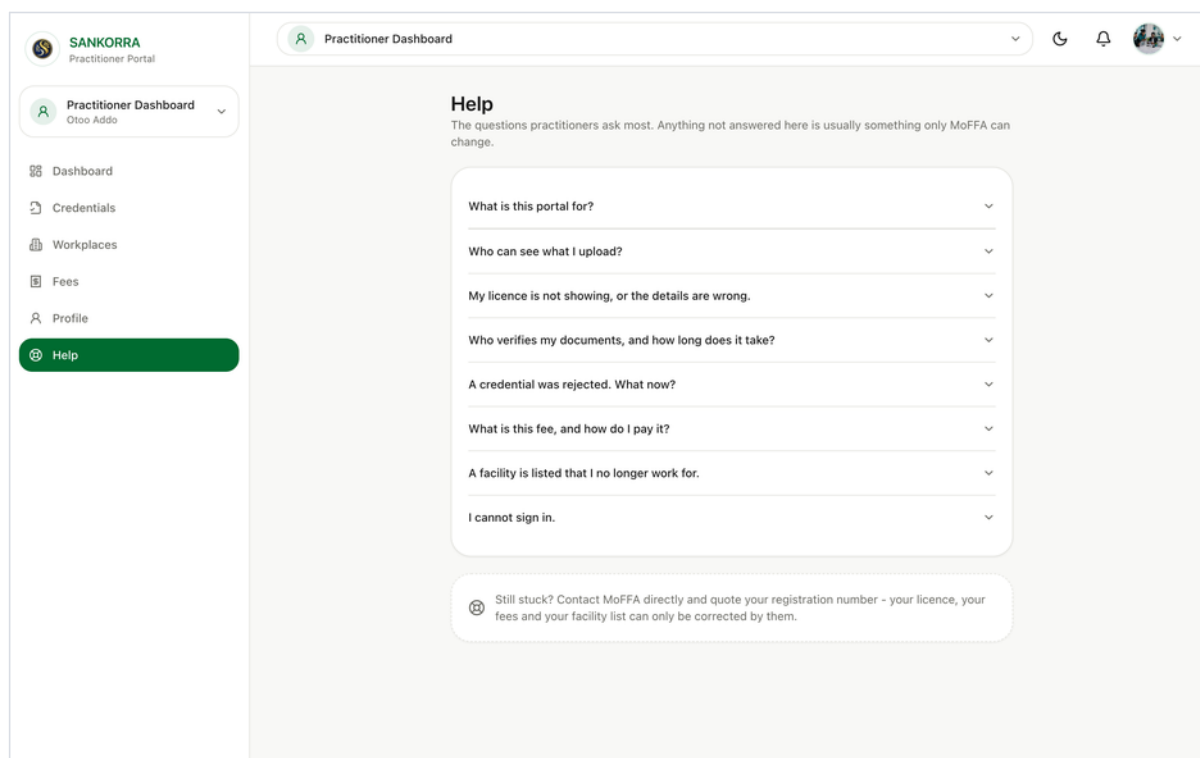
WHAT YOU SEE ON THE SCREEN

The heading **Help** and a line: "The questions practitioners ask most. Anything not answered here is usually something only MoFFA can change."

Then a card with eight questions, each one closed until you press it:

- What is this portal for?
- Who can see what I upload?
- My licence is not showing, or the details are wrong.
- Who verifies my documents, and how long does it take?
- A credential was rejected. What now?
- What is this fee, and how do I pay it?
- A facility is listed that I no longer work for.
- I cannot sign in.

Below the card, a dashed box with a lifebuoy symbol: "Still stuck? Contact MoFFA directly and quote your registration number — your licence, your fees and your facility list can only be corrected by them."



The Help page with the list of eight questions, one of them opened to show its answer

WHAT YOU CAN DO HERE

To read an answer:

- 1 Press the question.
- 2 The answer opens underneath. Press the question again to close it.

How to reach someone

There is no message box, no chat and no telephone number on this page, and nothing you write here reaches anyone. To get help you contact MoFFA yourself, by whatever means you normally use to deal with them.

Before you contact them, have this ready:

- 1 Your **registration number**. It is on your dashboard under your name, and in Profile under **Registration details**.
- 2 The **email address** you sign in with, from the same place.
- 3 For a fee, the **invoice number** from the line on the Fees page.
- 4 For a rejected credential, its **title** and the reason MoFFA gave.

Good to know

- Almost everything that can look wrong in this portal is something only MoFFA can put right: your licence and its dates, your category, your name, your sign-in email address, a fee, and whether a document is verified.
- Two things are not MoFFA's: a facility that should not be on your Workplaces list, and a login to a facility dashboard. Both of those are the facility's to sort out first. If the facility will not act, then tell MoFFA.
- Your contact details, your photo and your uploads are yours, and you can change them yourself. See 6.2 and 3.2.

