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USER GUIDE FOR
eTIMS CLIENT UPDATE

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Version 1.0

Tulipe Ushuru, Tujitegemee!

Tulipe Ushuru, Tujitegemee!

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## eTIMS Client Update Step-by-Step Guide

Introduction

A new version of eTIMS Client has been released to improve the taxpayer's experience in generating and transmitting invoices to KRA. Taxpayers are required to update the version of eTIMS Client they have installed on their Windows devices.

This step-by-step user guide will assist taxpayers navigate through the update process.

PLEASE NOTE: DO NOT DELETE THE PREVIOUS APPLICATION OF eTIMS CLIENT FROM YOUR DEVICE.

In case one encounters the error illustrated below, it means they are using an older version of eTIMS Client and need to update to the latest version


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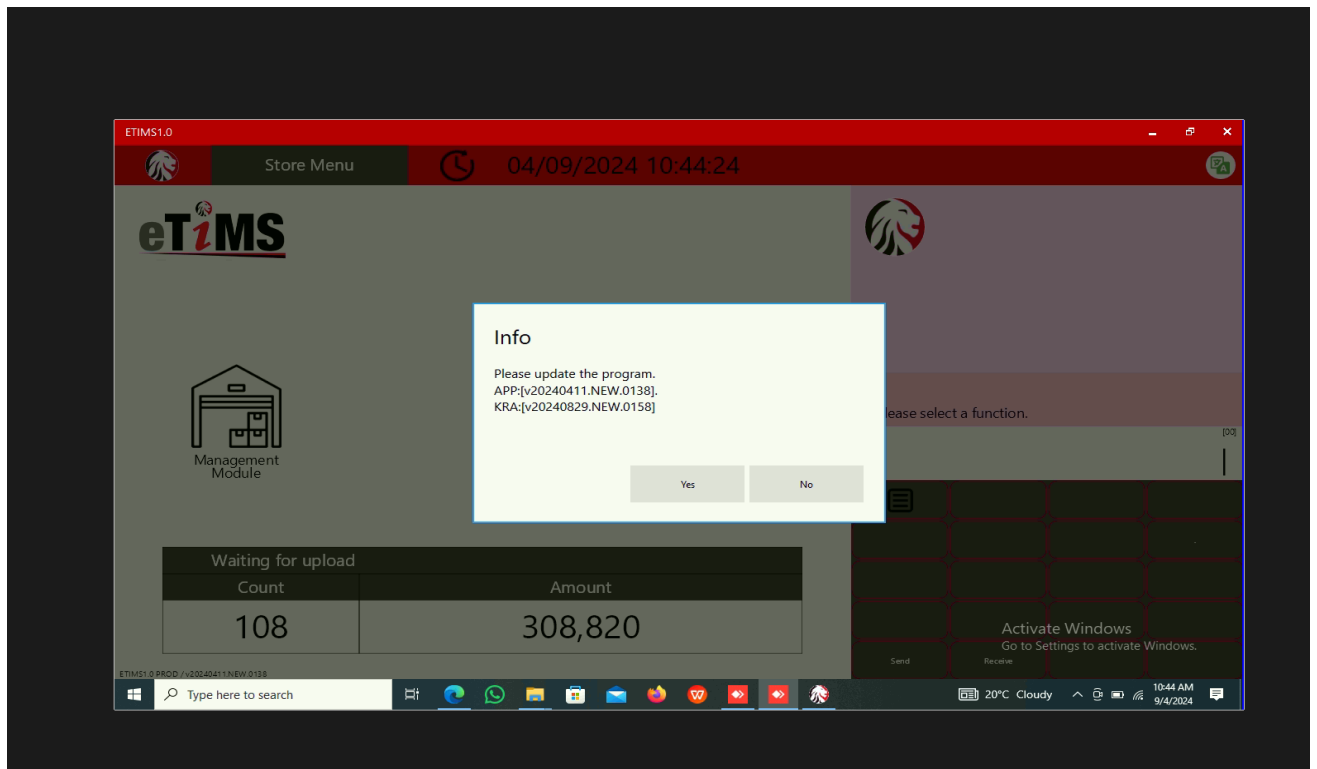
A. Preparation for update installation

1. Ensure the previous version of eTIMS Client software is completely closed and not running in the background.
2. Ensure that the machine meets the minimum specifications that is: Windows version 10, 4GB RAM and .Net Framework ver 4.8 for windows
3. Delete any shortcuts of the eTIMS Client software application that may be pinned on the Task bar, Start menu or Desktop.
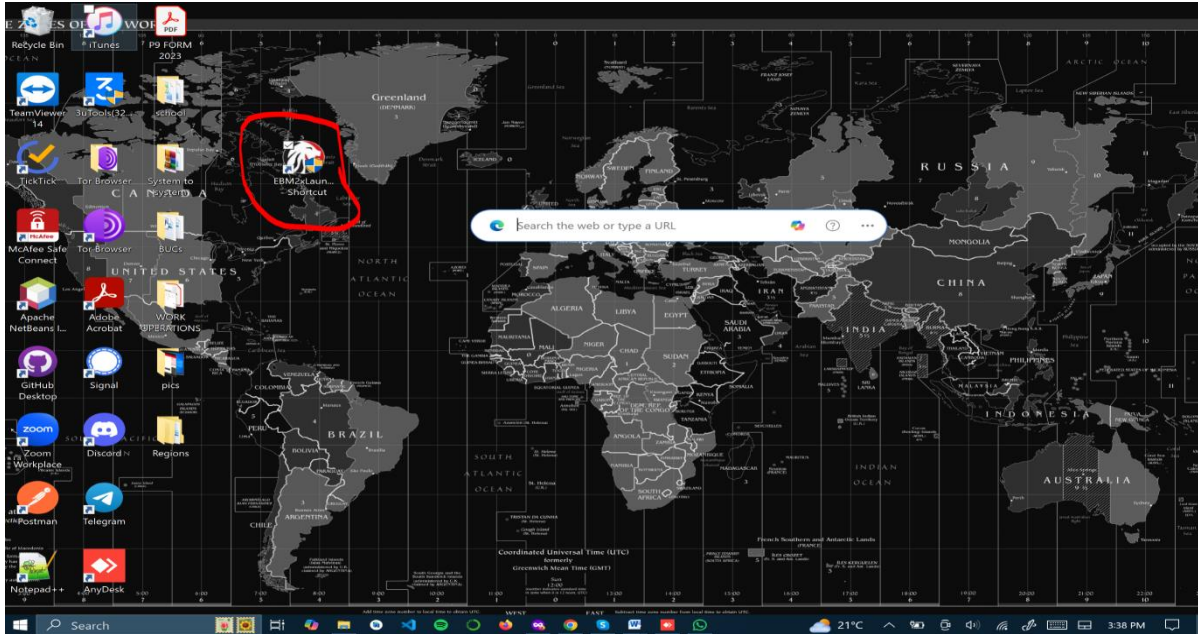
Sample image 1: Application pinned on task bar shown by red arrow below:
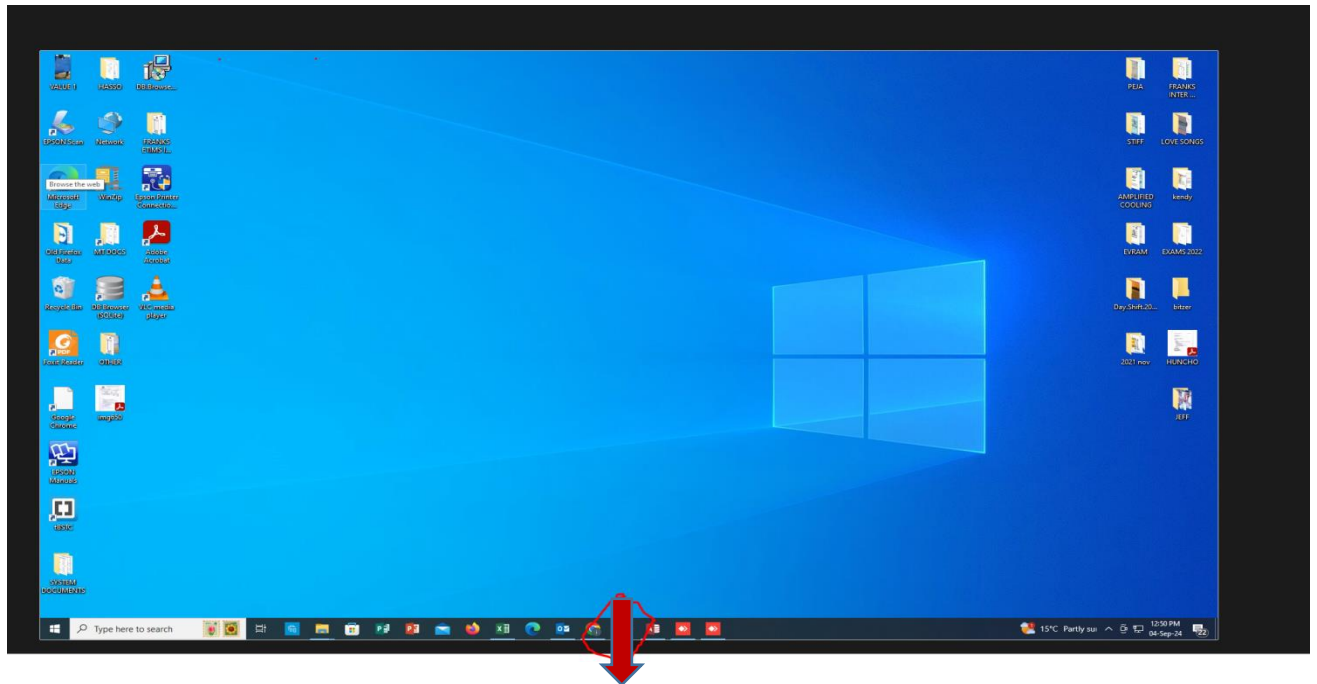
Sample image 2: Application pinned on Start Menu:
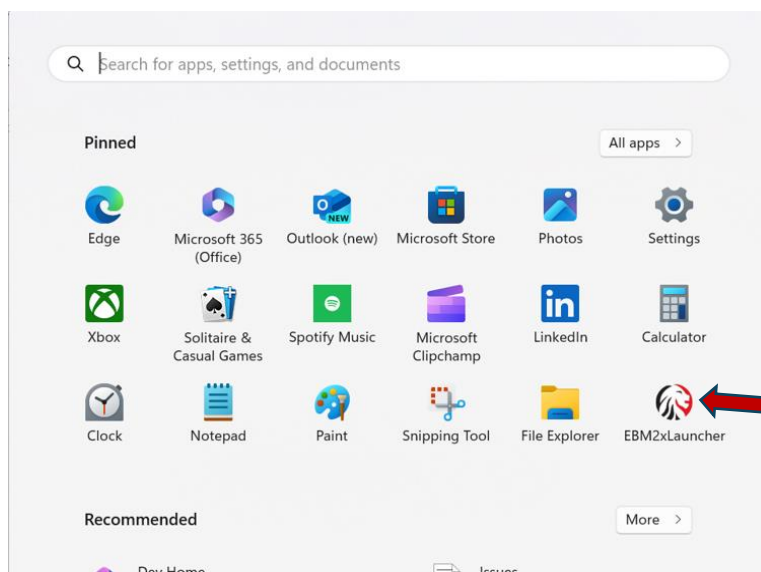
Sample image 3: Application pinned as a shortcut on the desktop
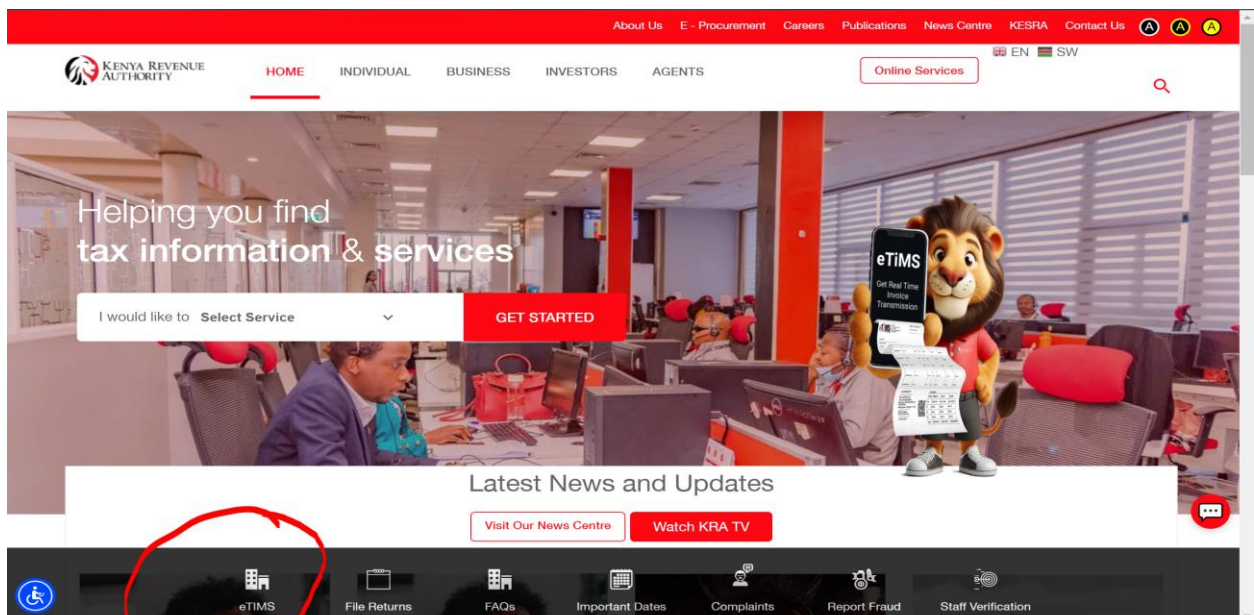
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4. Ensure that the machine has a steady power source or is fully charged and has a stable internet connection.

B. Installing the updated Client version

For Users who have previous versions for eTIMS Client kindly start by downloading the current version of eTIMS Client from the KRA website by following these steps:
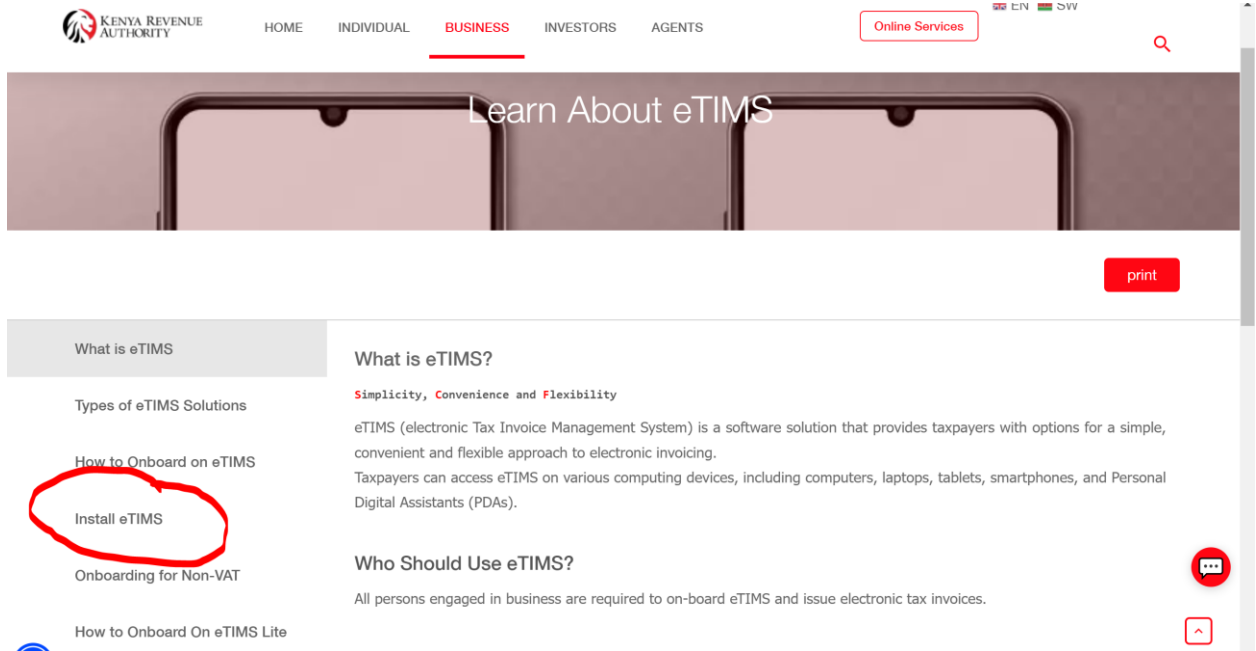
Step 1:

Access the KRA website via www.kra.go.ke and click the eTIMS tab at the bottom left of the page.

Step 2:
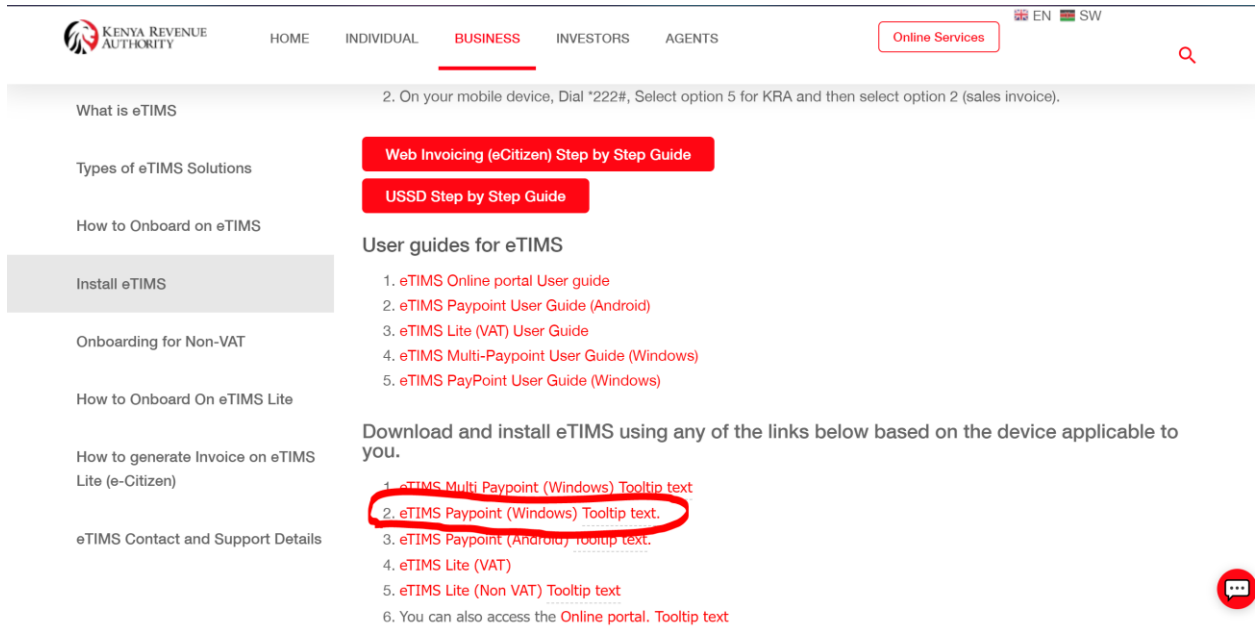
Click on: **Install eTIMs** as shown below:

Step 3:

Click on the **eTIMS Paypoint Windows** application as shown below:
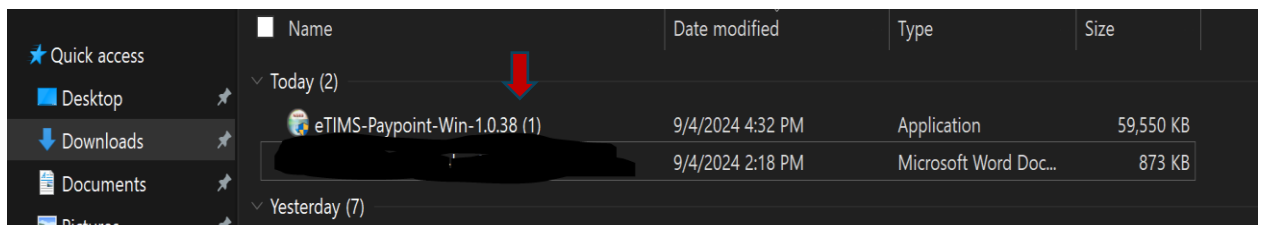

Step 4:

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The application should begin downloading as shown on the image below:
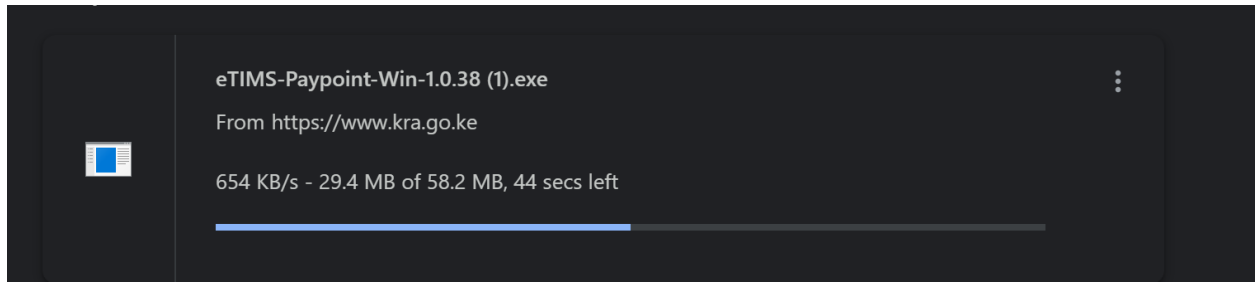
Step 5:

Access the downloaded application on the Download folder of your device and open the application as shown on the image below:
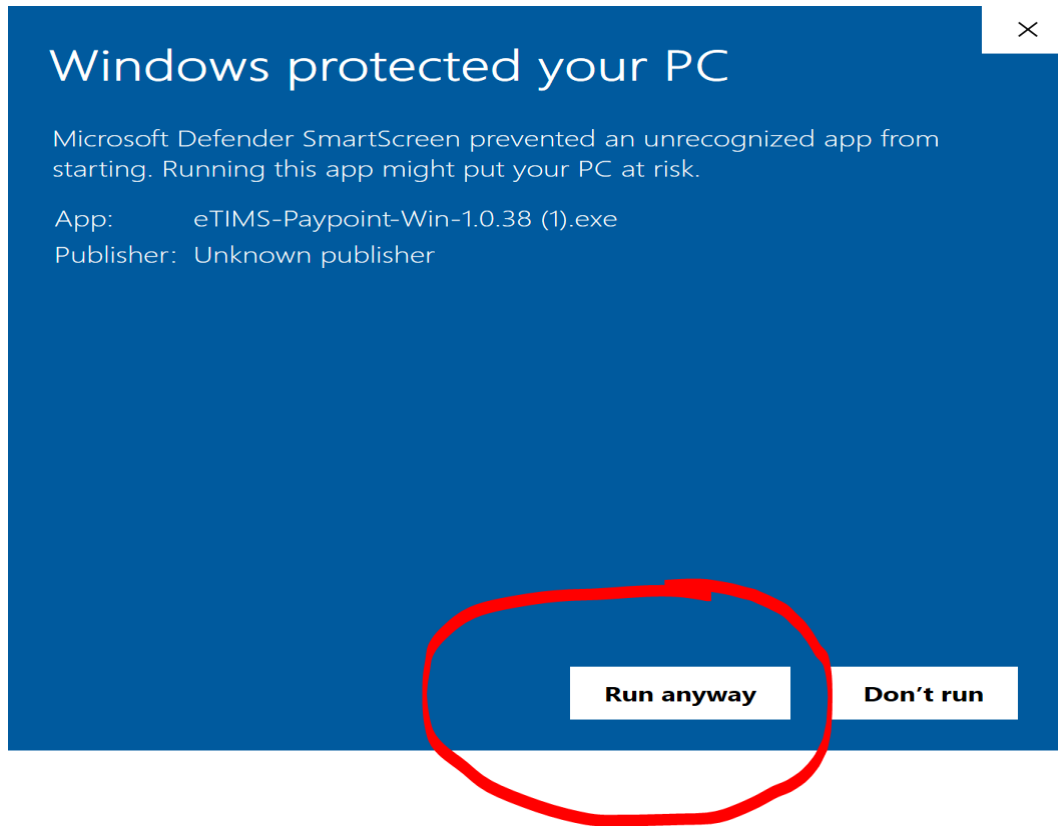

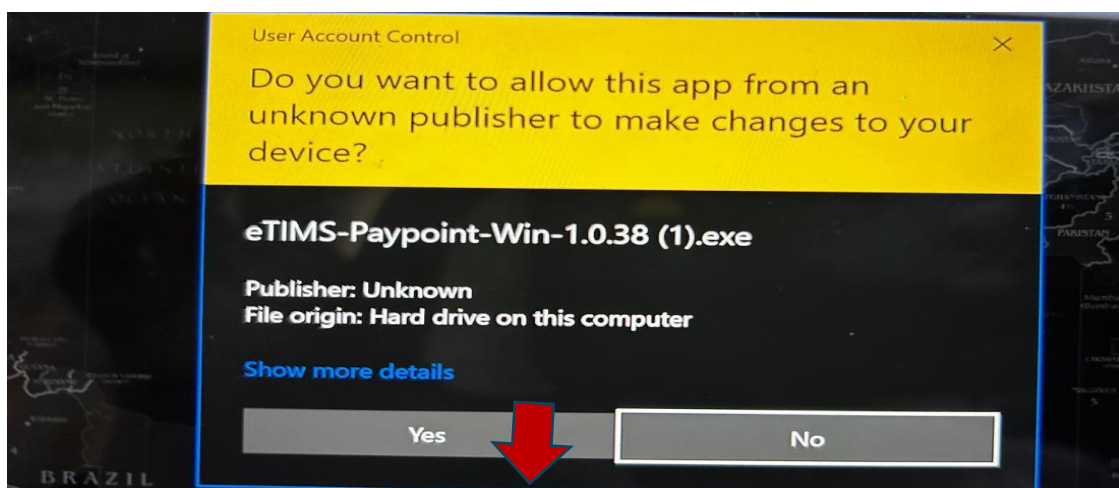## Step 6:

Click on **More Info**: *See image below*

Step 7:

Then click on: **Run anyway**

Step 8:

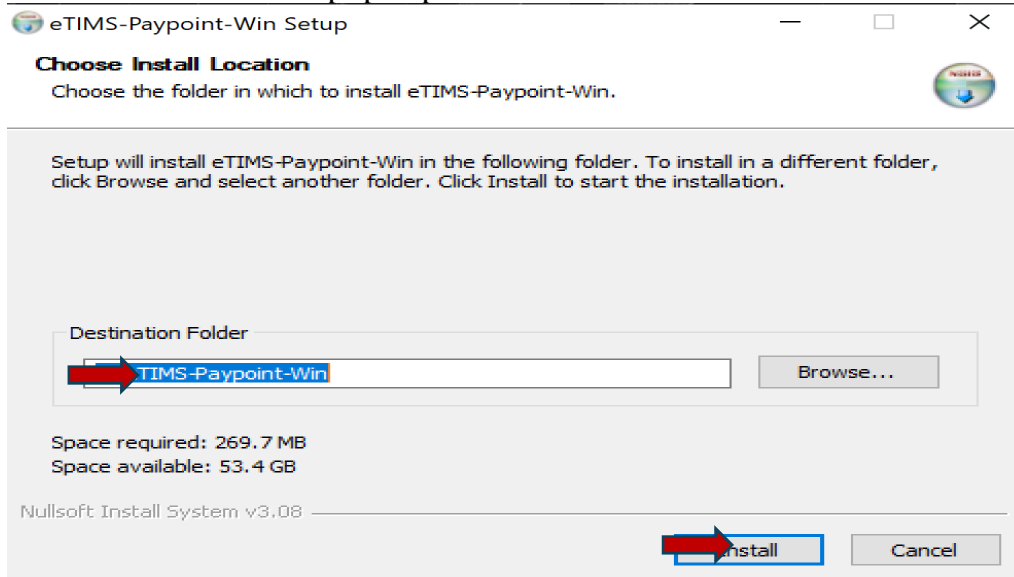Once completed the following pop up should appear on your screen, Click **YES** to proceed

Step 9:

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The below window pops up:

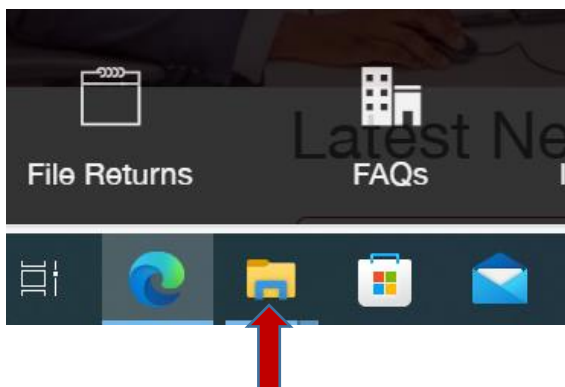(*Ensure that the destination folder for the install is "C:\eTIMS-Paypoint-Win" and click on Install*)

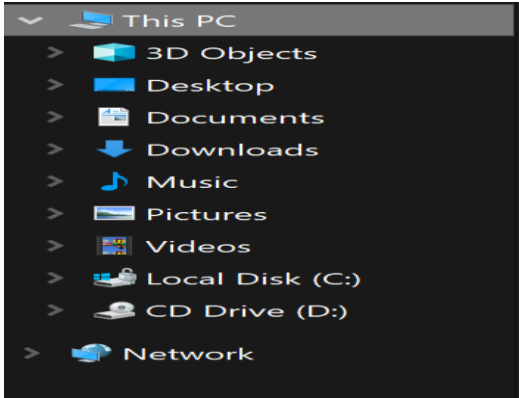The application will be installed on the local disk C folder.

Step 10:

Access the recently downloaded application
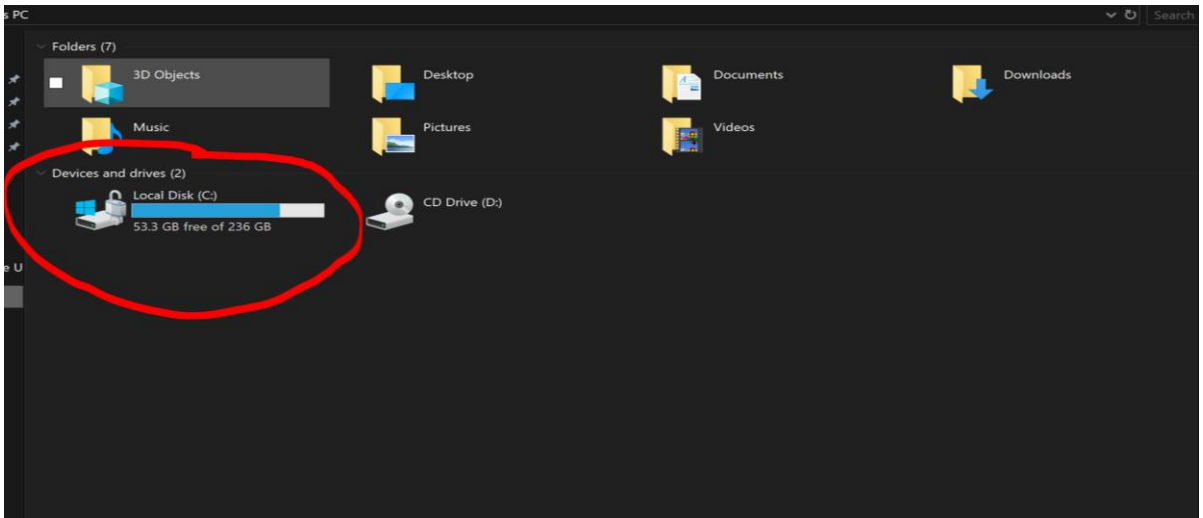   i) Access the Folders Application by clicking on this icon usually located at the bottom of the screen.

ii. Click on "This PC"
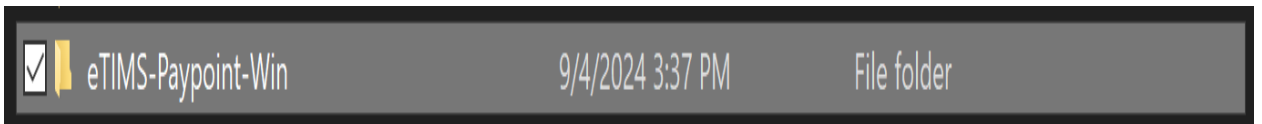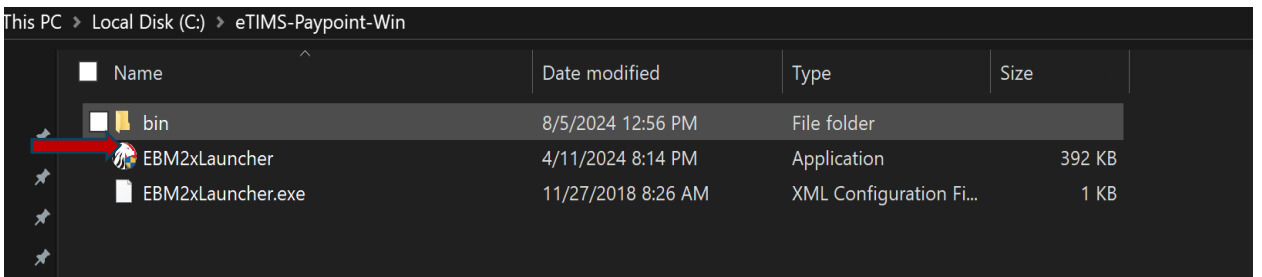

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iii. Access the Local disk C/Windows C folder on the newly opened window

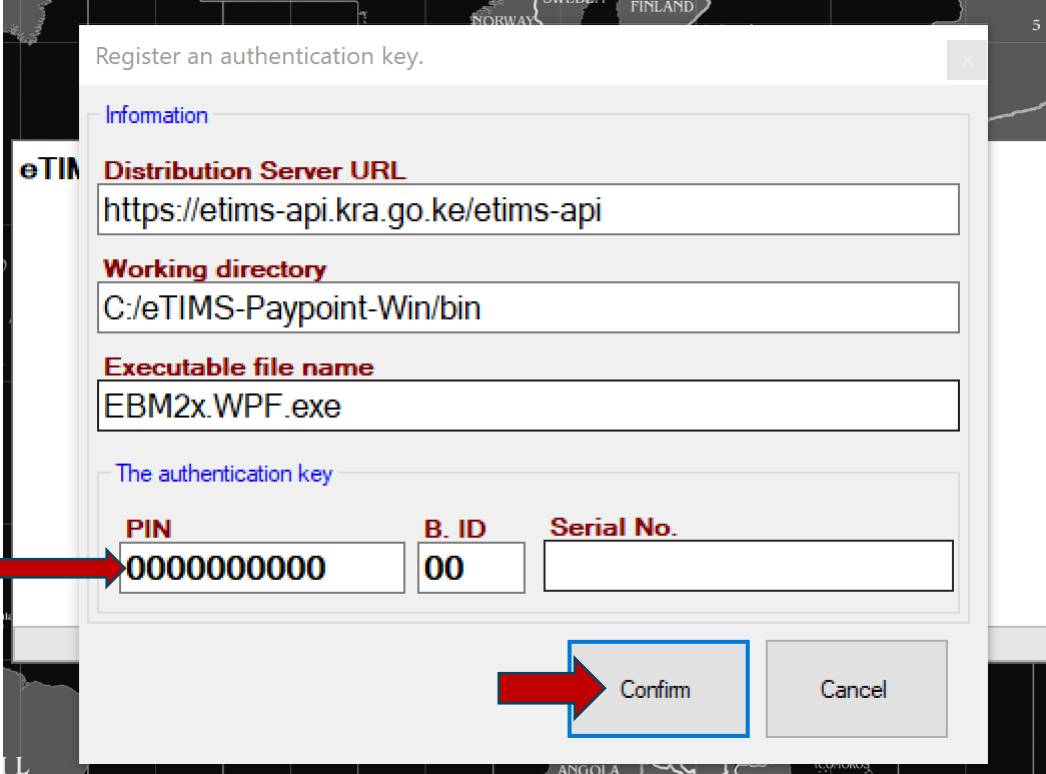iv. Access the eTIMS Paypoint –Win folder

v) The Folder should open up to this and Click on **'EBM2xLauncher'** to start the updated application

Step 11:

The below window will pop up.

Fill in the required details, i.e. KRA PIN, Branch ID, Device (laptop/computer) Serial Number and click confirm


Please Note: Use the correct PIN number and Serial number as submitted during the first installation of eTIMS Client.

Using the incorrect PIN number or Serial number will result in an unsuccessful update of the application

Step 12:

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Once you have filled in the details correctly and clicked **"Confirm"** the update will run as demonstrated in the following images:
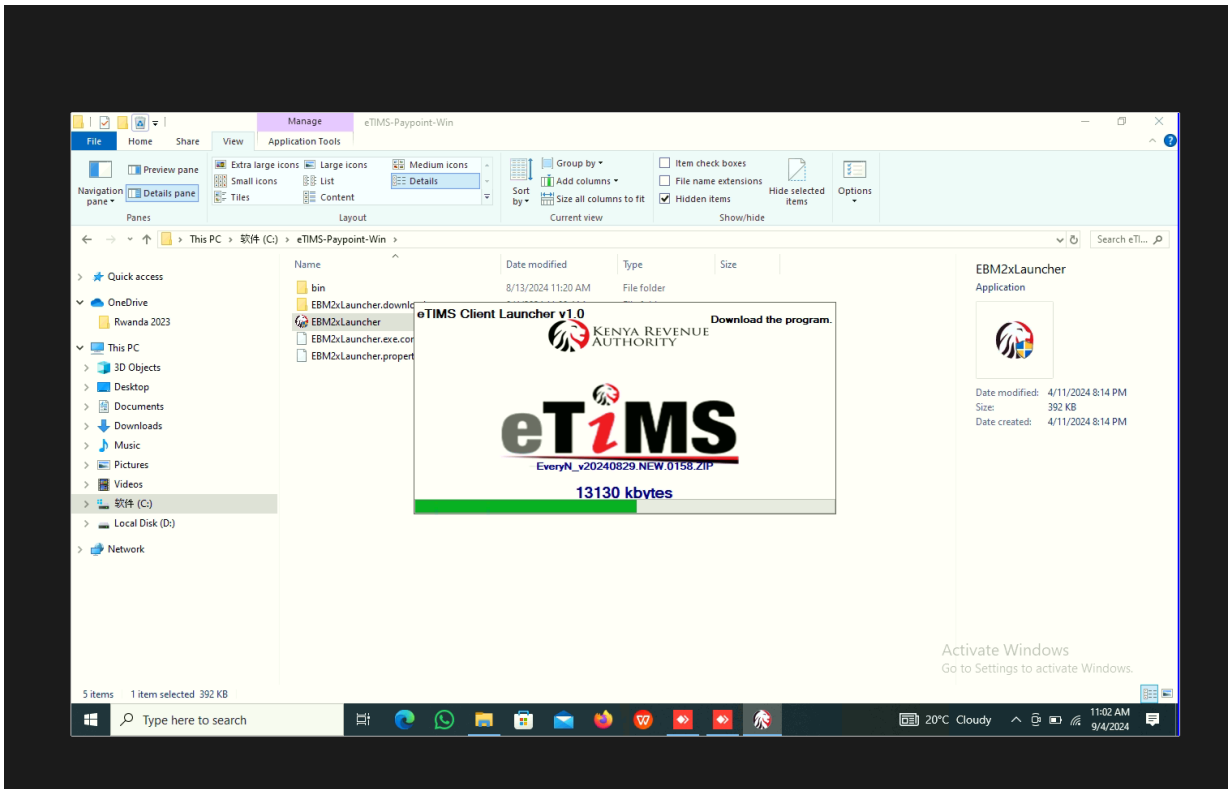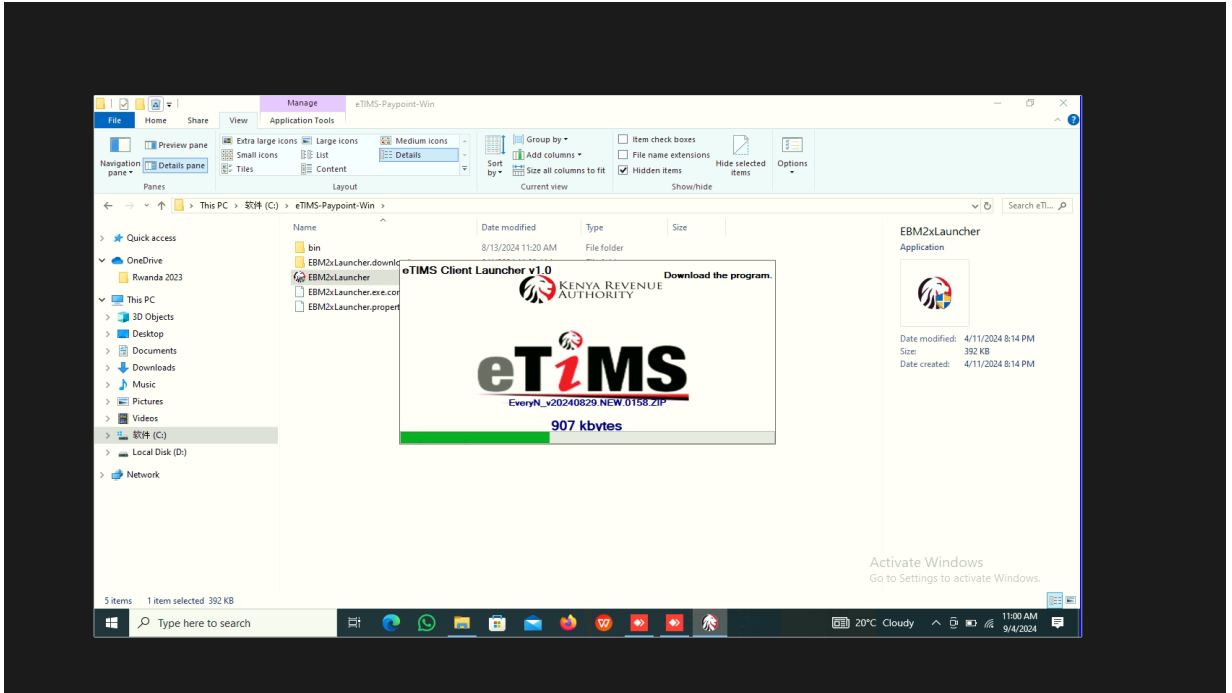
Ensure you have a stable internet connection for this process.

Step 13:

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Once the update is completed, the eTIMS Client application will automatically open.
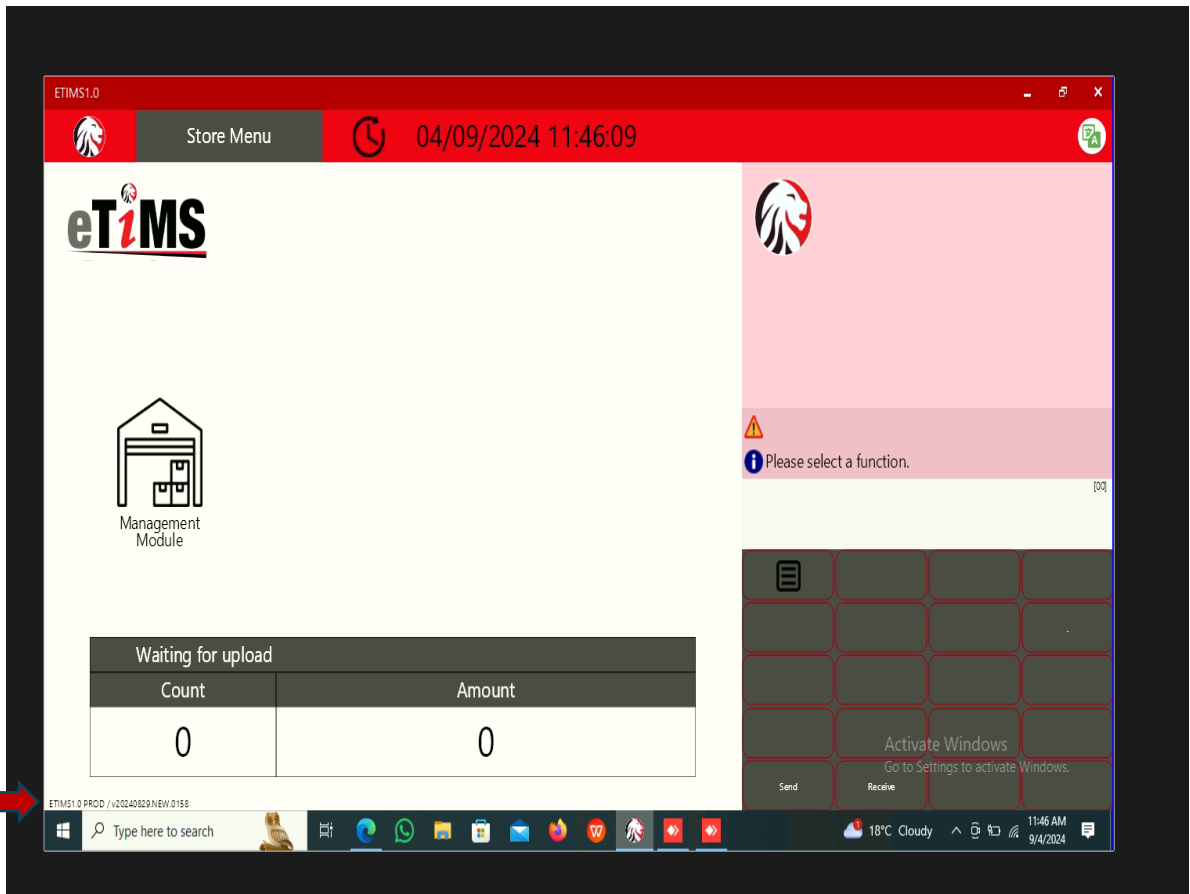
Log in and proceed to generate your invoices.

Note: The eTIMS version is indicated at the bottom left of the eTIMS Client homepage

C. POSSIBLE ERRORS THAT MAY ARISE DURING UPDATE

1. EBM2x.WPF.exe. It cannot run

This error is mainly due to challenges in network connectivity either arising from having poor internet or a power outage that may cause a disruption on the internet causing the application to stop updating.

How to fix the error: close the application and restart your network connection.
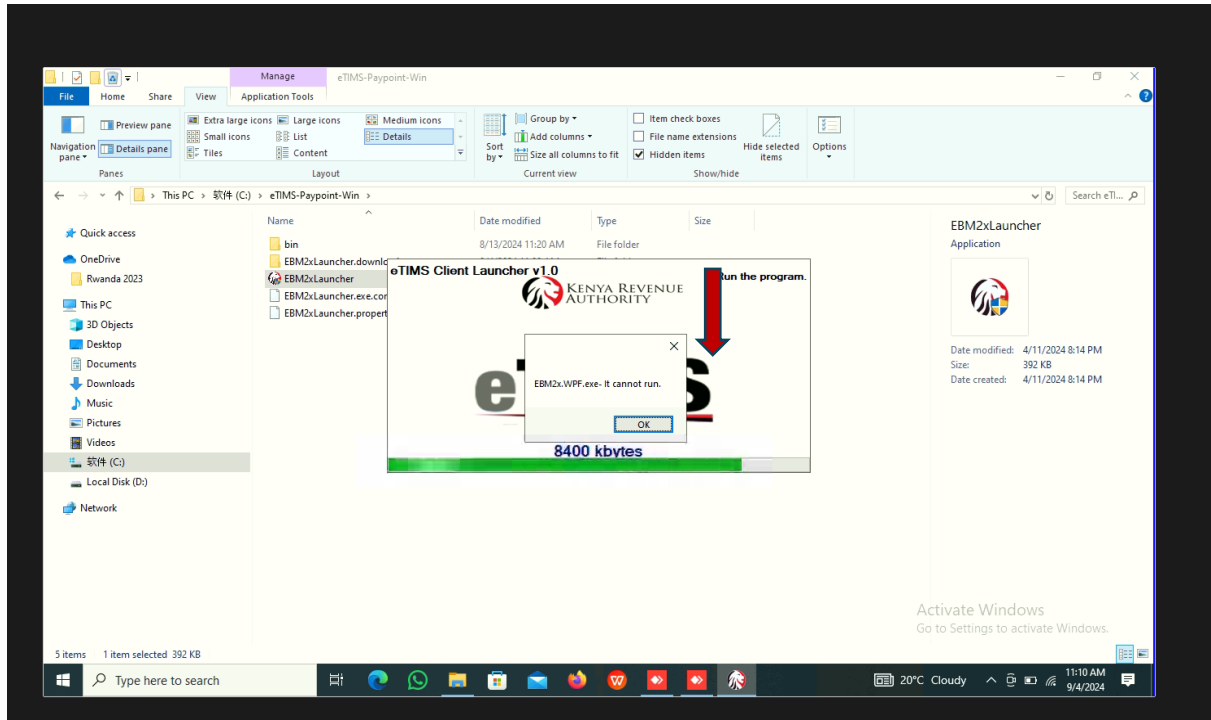
### 2. 'Your machine was not connected to the internet for 3 days' error

To resolve this error, click the **Send** button at the bottom right of the screen on the eTIMS Client application.

Send a few invoices (about 10 invoices) at a time and ensure you have stable internet connectivity.

Use the three-line icon to input the invoice numbers then select '**From Invoice**' and '**To Invoice**' button to capture the range of invoices. Repeat this step until all the pending invoices are transmitted.

Click on "**Send**" to initiate the transmission function.

The pop up below appears:

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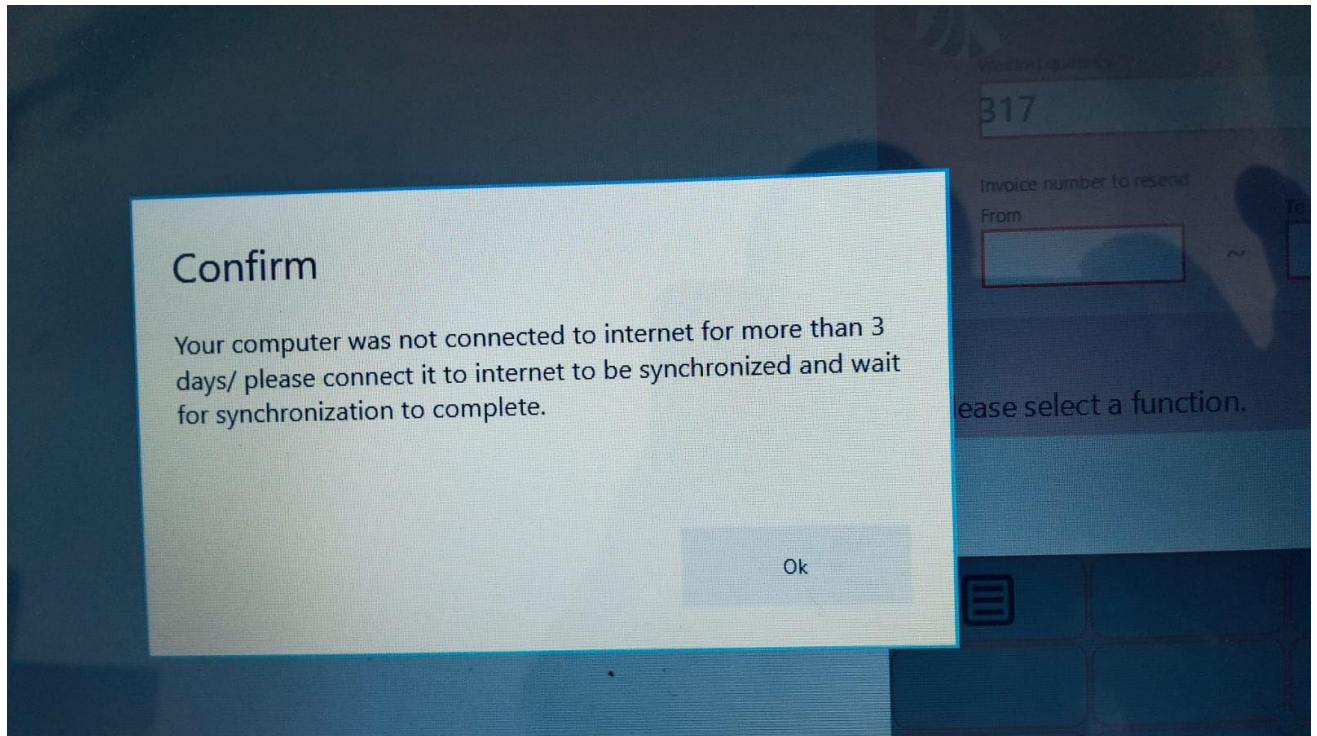
Ensure you have a stable internet connection for all the invoices to be transmitted to KRA successfully.