

SIGN IN

Not yet

e-mail address

password

Not a member? Sign

LICENSE APP

In order to avail these services, you must

PLEASE

STEP 3

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PCAB E-FILING

FAQ: CONTRACTORS LICENSING AND REGISTRATION SYSTEM

done, call for verification. CIAP necessary information are completely filled out.



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Frequently Asked Questions

1. How to register as new user in CIAP Portal?

Open your browser and type **ciap.dti.gov.ph** to the address bar. At the top of the page, look for **Programs and Services**. Under that hover your mouse over **Online Services** then click **CIAP Portal**. On the CIAP Portal Page, click the **SIGN UP** link located at the lower left of the sign in button in the CIAP Portal. Provide all the necessary details needed. **Account type should** always be **CONTRACTOR** and the email address should be the official email address of your company or firm.

2. How to activate my CIAP Portal Account?

After receiving the message that “You are successfully registered”, an email will be sent to you. Click **VERIFY ACCOUNT**. You will then be redirected to the CIAP Portal account activation page. Click **SIGN IN** to log into your account.

3. How to recover my CIAP Portal Password?

If you cannot remember your password, click **RECOVER MY PASSWORD** on the CIAP Portal to reset it. Provide your registered email address. You will receive a notification via email to reset the password. Click on the link on the email and type your new password.

4. How to change my CIAP Portal Password?

Once logged in to your CIAP Portal, click on your **ACCOUNT AVATAR** located at the upper right corner. In the dropdown options, choose **CHANGE PASSWORD**. A dialog box will appear and you will need to provide your current password and a new password one of your choice.

5. How to file an application using CIAP Portal?

After logging-in into your account, click **PCAB Local Registration**. Under that click **APPLICATIONS**. After being redirected to the Applications page, click the **ADD** button on the upper right side of the screen. Choose the type of application you are applying for, then tick the checkbox stating that you have read and agreed with the terms and conditions to start filing your application. If there is a need to type your license number, make sure to type 5 digits. If your license number only has 4 digits, add 0 before your license number.

6. What should we do if we encounter this kind of error: “You are not authorized for this license”?

If your email address used in creating your CIAP Portal account does not match the one in PCAB database, a letter indicating your change of official email address has to be sent to PCAB’s email address: **ciappcab.main@gmail.com** and address it to **ATTY. HERBERT MATIENZO**, the Executive Director for PCAB. It also should be signed by your Authorized Managing Officer.

7. Why do we have to send a letter about our official email address?

Letter should be sent to PCAB in order to change the official email address of your email address in PCAB’s database and for you to continue with your online application.

8. Where can I find the templates for the Financial Information tab?

Click the **DOWNLOADABLES** link on the left side of the screen. Download the following templates: **Financial Statement, Inventories, Construction Equipment, Real Properties, Receivables and Transportation Equipment**. These shall be uploaded on the **Fixed Assets / Real Properties / Schedules** parts of the **Financial Information** tab. Only the **Financial Statement** shall be uploaded in **XLS** format.

9. Where can I upload my financial statement?

Using the template downloaded from the CIAP Portal, head to the **Audited Financial Statement** section of the **Financial Information** of your application. Click the **UPLOAD FINANCIAL STATEMENT** button and choose your file. Always make sure that the file type is in **(.xls)** format.

10. What should we do if we encounter this kind of error: “Income Statement is empty?”

Double check if you have uploaded the income statement using the template from the **DOWNLOADABLES**. Make sure all the necessary data is encoded. Click the **Income Statement** in the drop down box in the **Audited Financial Statement** part of the **Financial Information** tab.

11. Where can I see the income statement?

After successfully uploading it, scroll down and your income statement will automatically be displayed. If you have not yet uploaded it, click the drop down box beside Report in the Audited Financial Statement part of the Financial Information and select Income Statement. Then, enter your Financial Statement Date and click the Upload Financial Statement button to upload your Income Statement.

12. Can I add new BOA?

Yes. On the Audited Financial Statements tab, click the NEW BOA button. Input all details necessary, then click Save Accountant. You can also select a BOA on the drop down. Click Choose BOA then find the name of your accountant.

13. What can I do if my balance sheet is not balanced?

Verify if all encoded data in your excel file are correct. Your total assets should be equal to your total liabilities and capital. You can check your uploaded balance sheet by clicking View Balance Sheet or in excel for easier access. Re-upload if it is not balanced.

14. Do I need to convert my financial statement template to .CSV file type?

No. The financial statement file type should be XLS.

15. How can I edit the values on the uploaded balance sheet/income statement?

On the Audited Balance Sheet part, you can filter specific balance sheet group (Current Assets, Petty Cash, etc.) and to edit your desired amount click the pencil beside the amount. After encoding make sure to click the add button.

16. Is there a limit in adding values in Transportation Equipment / Construction Equipment / Real Properties / Receivables / Inventories?

No, there is no limit in adding your values.

17. How can I add construction equipment data?

Click the Fixed Assets tab. Scroll down and upload your file under the Machineries / Plants and Other Construction Equipment part. Click Choose File to upload your document. Make sure that you have used the template from the Downloadables .

18. How do we register our Authorized Managing Officer?

AMO Registration can be found on the left side of the screen of your CIAP Portal. Provide all the necessary details.

19. We can't find our registered/nominated AMO on the list, what can we do?

You can contact PCAB to verify if your AMO is or is not in their database. If it is not included in their database, please click the AMO Registration tab in the left side of the screen. Provide all details necessary and click the Save button.

20. How can we input AMO/STE seminar? There is no field for data entry.

AMO/STE seminars cannot be edited. All AMO/STE seminars are updated by PCAB personnel. Try clicking the **SYNCHRONIZE** button. If it says that data synchronization failed, provide a copy of your STE's COSH certificate to PCAB. Send it to PCAB's email address: ciappcab.main@gmail.com.

21. Where can I attach my supporting documents in Application Checklist?

Click the Application Checklist. All the items in the checklist that needs document attachments have a folder icon on the right side of the screen. If the item is applicable to your company/firm, click the folder icon, then click **ADD** to attach the file that is needed and enter a description for the document. Remember to always attach a file to a required item. Make sure all the files uploaded are in PDF or JPEG file. Click save to attach the files.

22. Where can I find the PCAB Integrity Pledge?

Click the Application Status tab, then click the Print button and you will find the PCAB Integrity Pledge on page 4.

23. Where can I find the Affidavit of Attestation?

On the APPLICATIONS page, click the pencil icon (edit) of your application. On the upper right corner/just under the header, you can find the Affidavit of Attestation. It can also be found on the Application Status tab, then click the Print button and you will find the Affidavit of Attestation on page 3.

24. What should we do if we encounter this kind of error: “There is still pending checklist?”

If you encounter this error, please double check if you have attached all the necessary documents and complied with all the requirements. Also make sure that your answers are either Yes or N/A.

25. How can we check the status of our application?

Once logged in, you can see your application status on your dashboard. Email notification will also be received on the change of status.

26. We have already successfully submitted our application, what happens next?

After submitting your application, please wait for PCAB to send you a confirmation email. Your application will be queued to the pre-screeners.