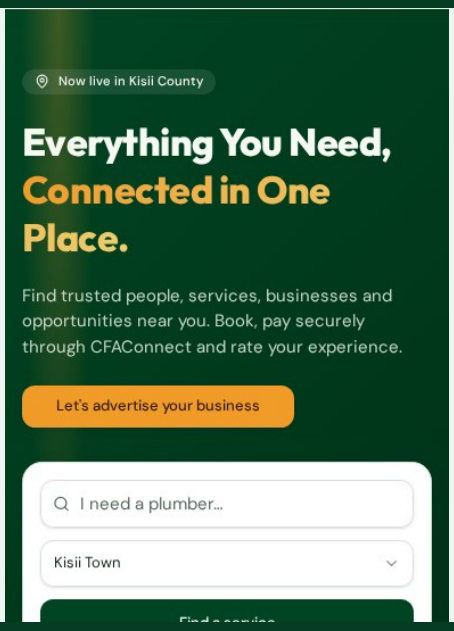
CFACONNECT

Customer registration on a phone

Numbered instructions and current screen pictures.



What CFAConnect does
Customer section • Provider & business section
Phone screenshots and numbered instructions

4 practical chapters | Updated 8 October 2026

www.cfaconnect.co.ke

A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

START HERE

What is CFAConnect?

CFAConnect connects people in Kisii County with service providers, local businesses, work opportunities, goods, properties and community activities.

Customers can find a fundi, request transport or errands, order food, laundry or gas, browse listings, apply for jobs, connect on Social and get event tickets.

Providers and businesses can offer their skills, respond to requests, manage orders and earnings, publish listings, recruit staff or organize events. POS supports shop sales, stock, receipts and reports, with an optional HR and payroll add-on.

1 Find / request > **2** Agree / order > **3** Pay securely > **4** Confirm / review

For services paid through CFAConnect, review the provider's price before agreeing. Held payments are released after customer confirmation. Marketplace and property listings connect buyers directly with advertisers; they are not the same checkout flow.

Customer section: start with registration and your account, then follow the service you need. Social and jobseeking are included here for all members.

Provider & business section: start with your account setup, then choose your trade, business portal, selling tools or event tools. Your account can also use customer features.

Pictures: every picture is the real phone screen for that exact step, with the button or field to use outlined in gold and enlarged beside it. Steps that happen outside the app, on your M-Pesa prompt or later in a live job are written instructions without a picture. Private details are hidden and no sample payments or orders were created.

YOUR GUIDE TO CFACONNECT

Contents 1 / 1

01	Install, open and find your way	**5**
02	Register a customer account	**7**
03	Sign in, reset a password and switch spaces	**9**
04	Account details, photos, privacy and phone changes	**11**

Tap a chapter to jump to it. Each picture shows the screen for that step with the part to tap outlined in gold; private details are hidden.

Customer section

Find what you need, book and pay, manage your account, connect and explore.

Starts on page 5

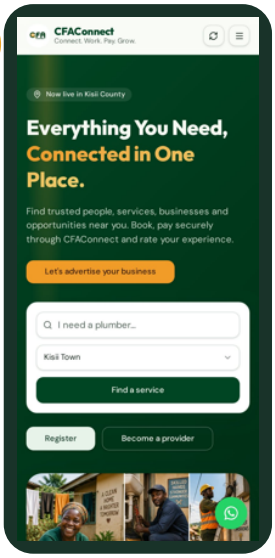
A product of The Christ Followers Africa (CFA), in partnership with Shaynex Enterprise

Install, open and find your way

Open: / • www.cfaconnect.co.ke

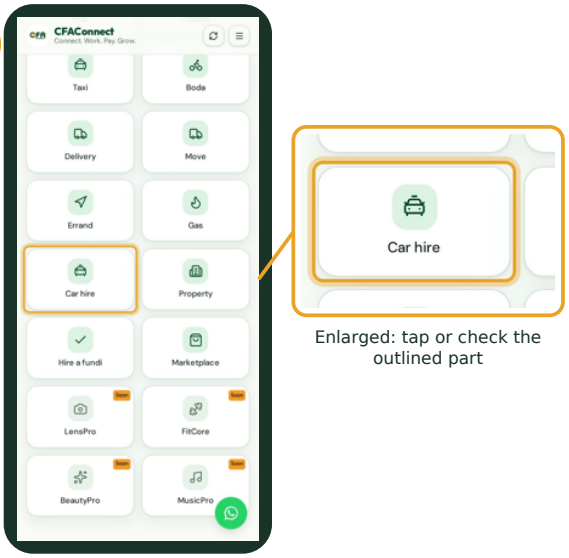
1 On Android, open Google Play and search CFAConnect. Check that the app is CFAConnect before tapping Install.

2



Open the app, or visit www.cfaconnect.co.ke. Let the opening logo finish before selecting a service.

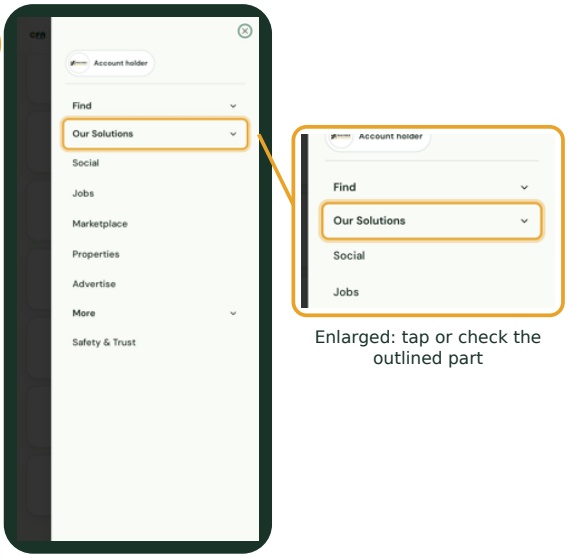
3



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Choose the Food, Laundry, POS, Tickets, Taxi, Boda, Delivery, Move, Errand, Gas, Car hire, Property or Marketplace tile.

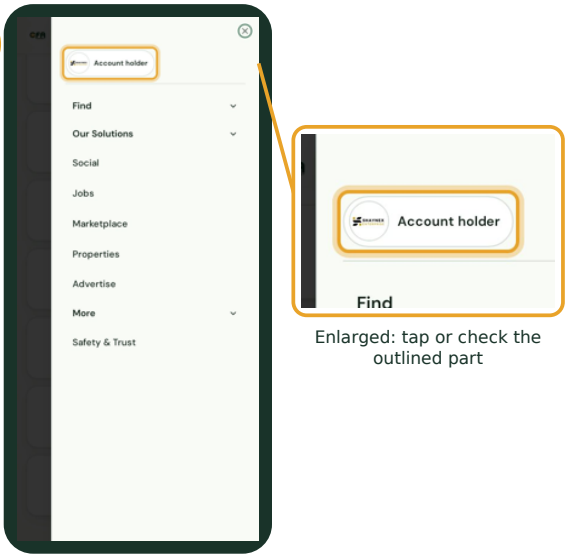
4



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Use Find for services and workers; use Our Solutions for business systems. More contains How it Works, Divisions and Pricing.

5



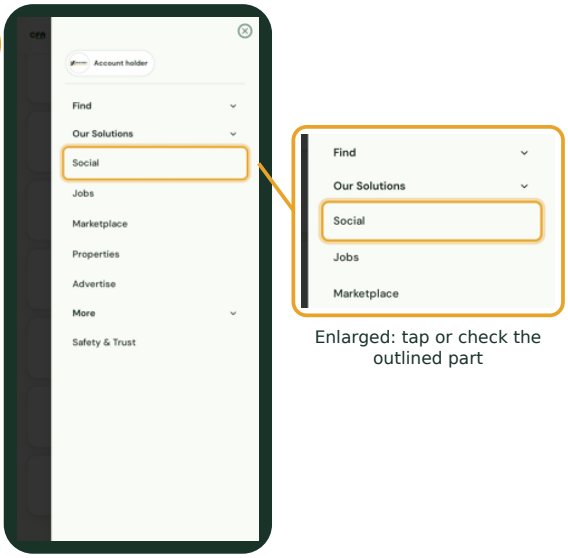
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On a phone, open the main Menu. The account button is above Find. Tap your name for your available account spaces.

Install, open and find your way

Open: / • www.cfaconnect.co.ke

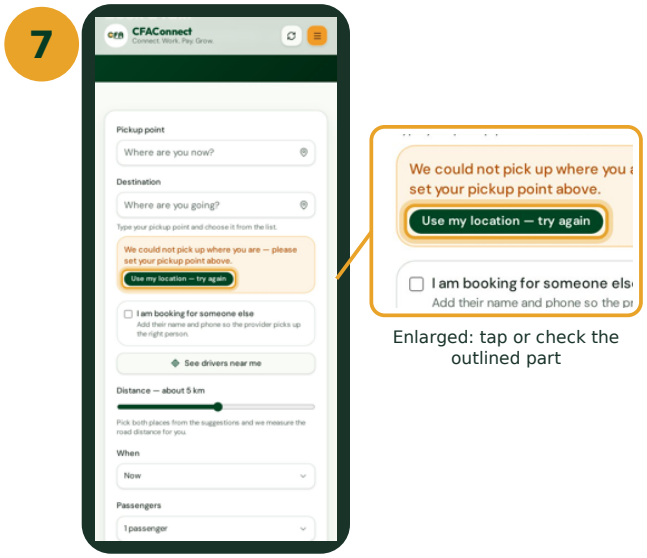
6



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Open Social or Jobs from the menu. Your existing account is used across these sections.

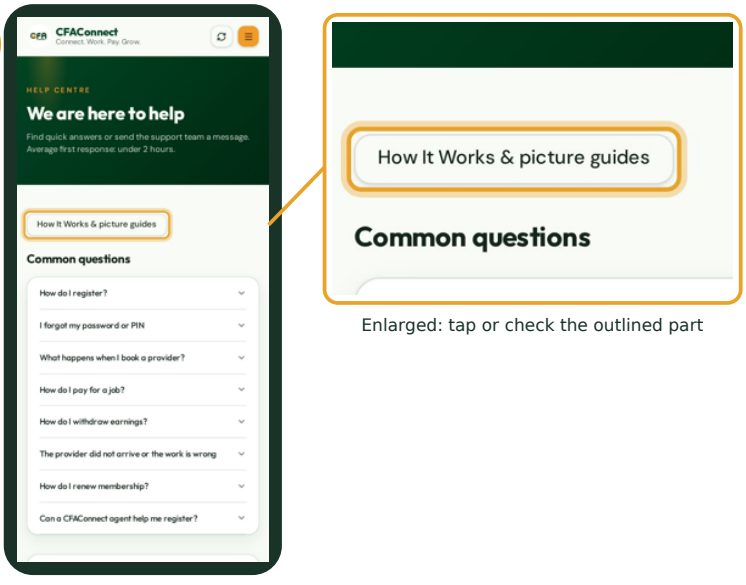
7



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Allow location only when you want nearby results; otherwise choose a town and exact pickup point manually.

8



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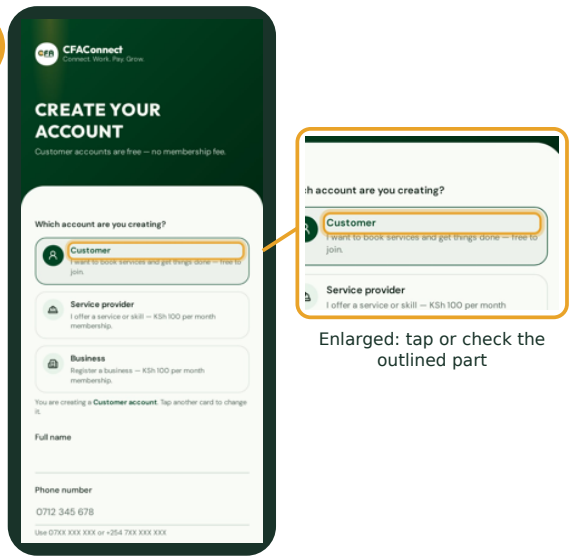
Use Back to home or a section back button to return. Help Centre contains this guide and shorter picture guides.

Important: Google Play is the Android installation route. The iPhone App Store release is not yet available. Never install an unknown APK from a message.

Register a customer account

Open: /register • www.cfaconnect.co.ke

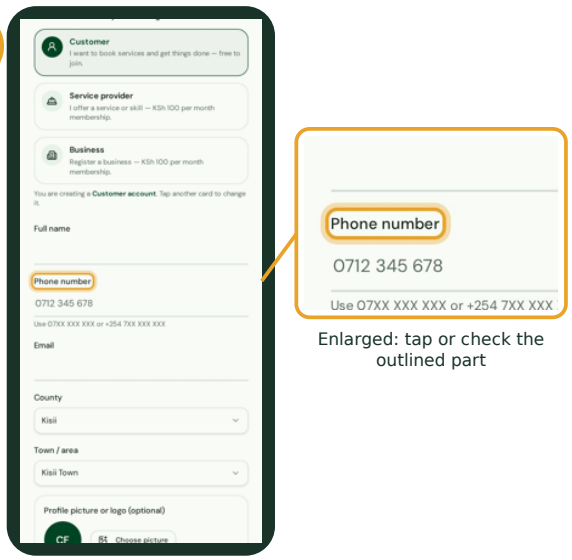
1



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Tap Register, then choose Customer. This account is free.

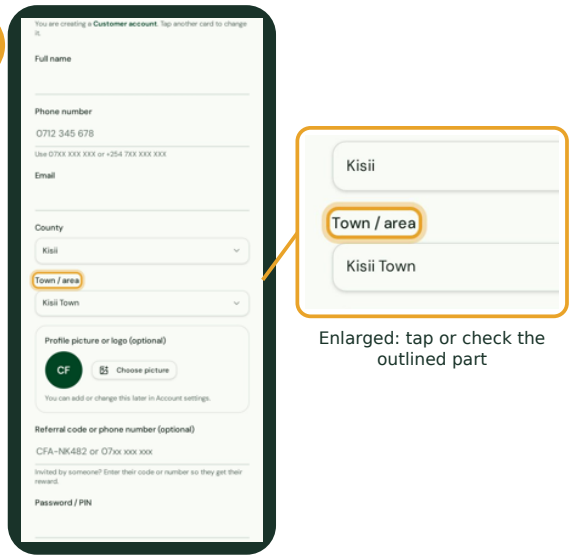
2



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Enter your full name and Kenyan phone number in the Phone number field. Use a number you control.

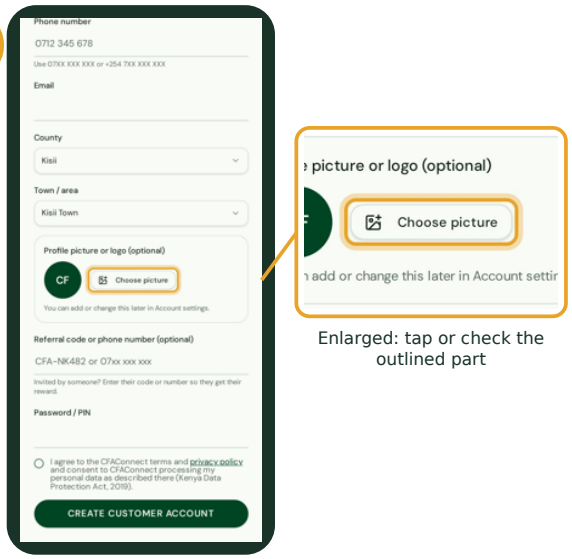
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Add an email if desired. Choose County and Town / area from the available options.

4



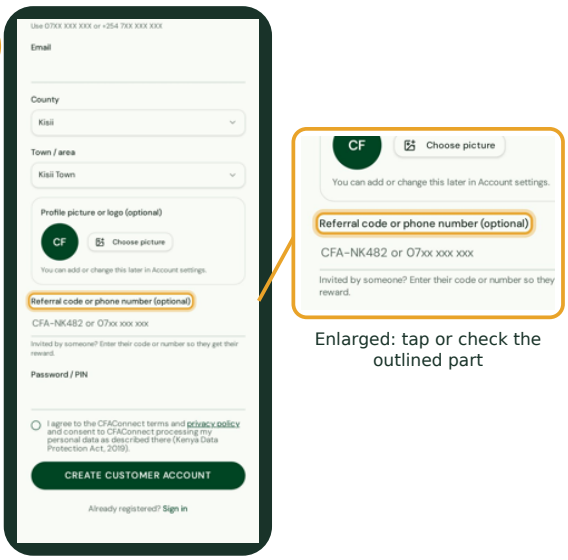
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Use Choose picture for an optional profile photo; you can add it later.

Register a customer account

Open: /register • www.cfaconnect.co.ke

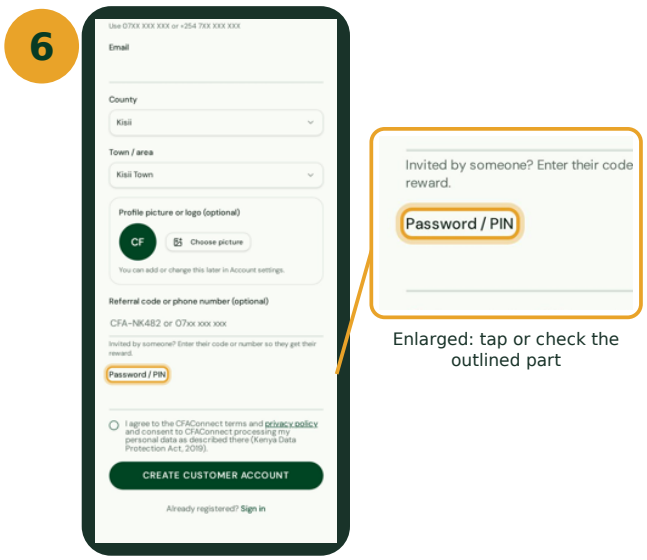
5



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If invited, enter the Referral code or phone number. Otherwise leave it empty.

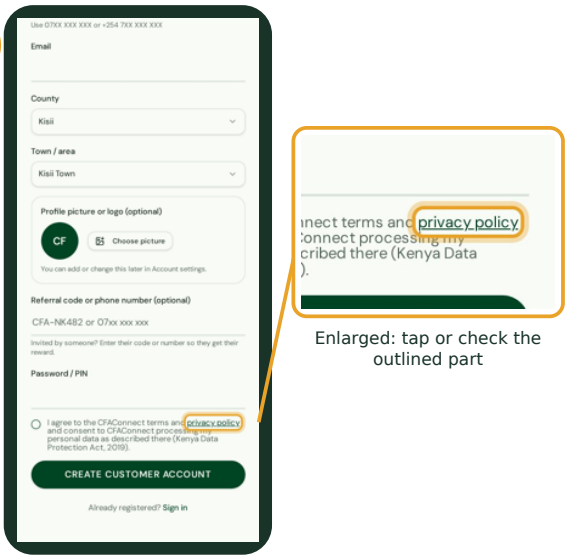
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Create a Password / PIN of at least four characters. Keep it different from your M-Pesa PIN.

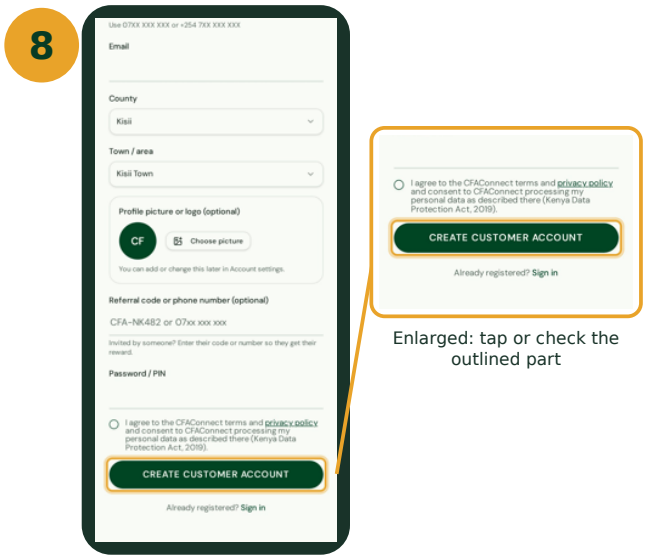
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Read the terms and privacy policy, then select the consent checkbox if you agree.

8



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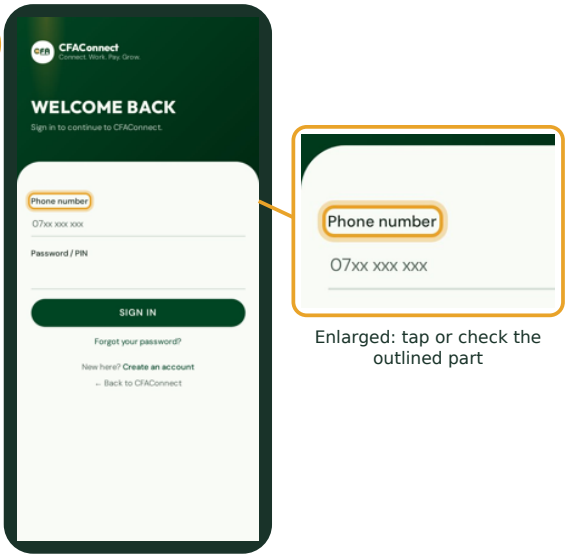
Tap CREATE CUSTOMER ACCOUNT. Follow the confirmation shown, then sign in with the same phone and password.

Important: Registration pictures show blank forms only. Do not send your password, M-Pesa PIN or reset code to support or a provider.

Sign in, reset a password and switch spaces

Open: /login • www.cfaconnect.co.ke

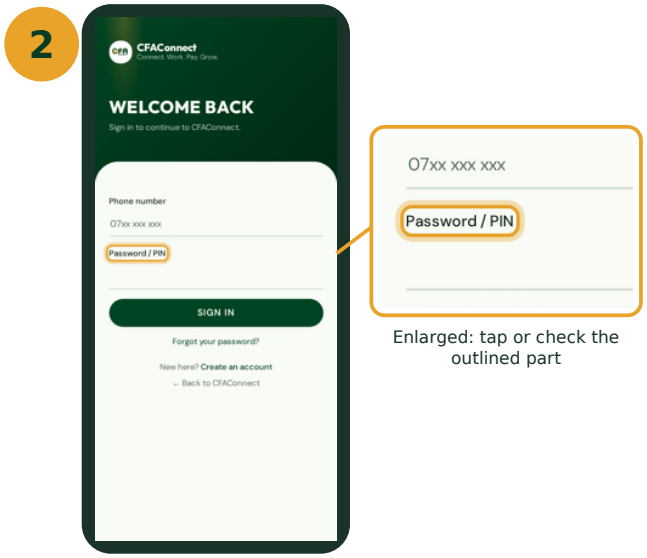
1



Enlarged: tap or check the outlined part

Open Sign in and enter the phone number used at registration.

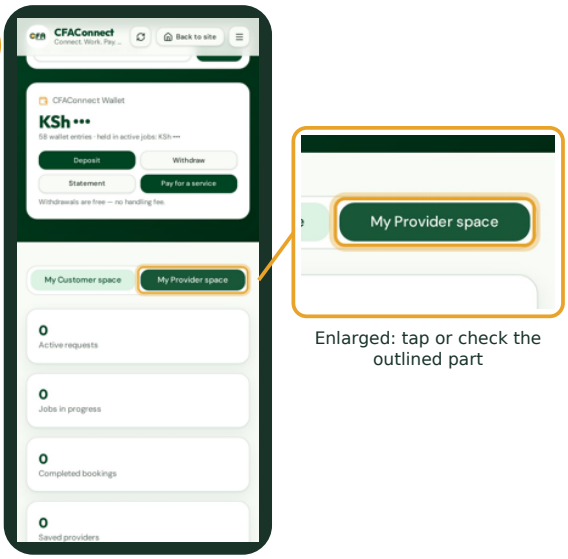
2



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Enter your Password / PIN and tap SIGN IN. After success, open the account menu on the home page.

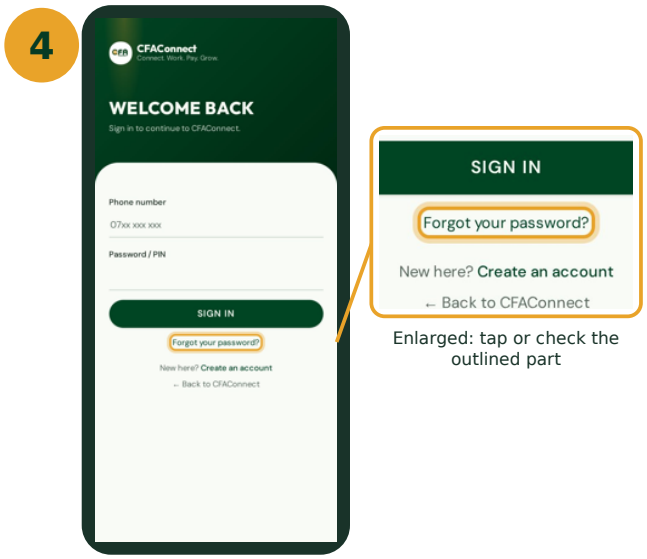
3



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Choose My Customer space to view requests and your wallet. Use My Provider space when offering services.

4



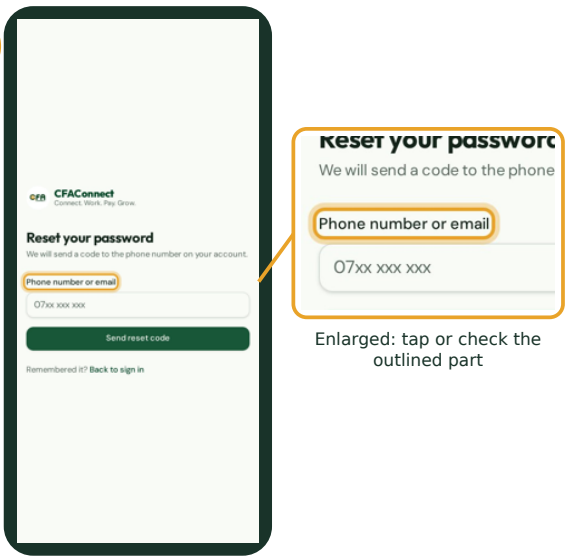
Enlarged: tap or check the outlined part

For a forgotten password, tap Forgot your password? rather than registering a duplicate account.

Sign in, reset a password and switch spaces

Open: /login • www.cfaconnect.co.ke

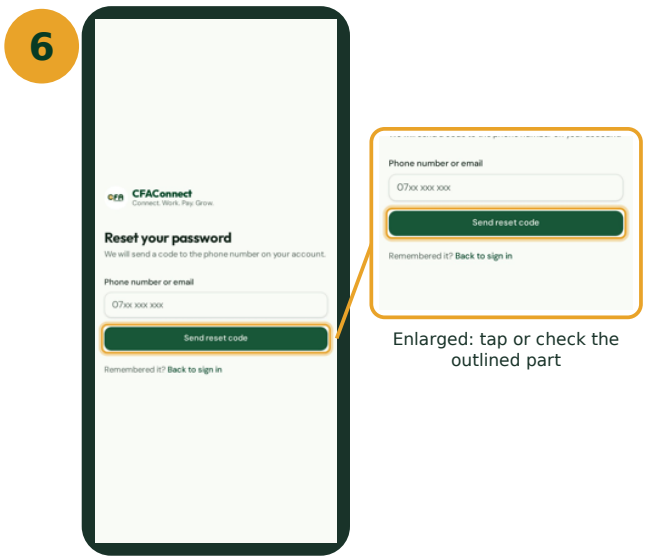
5



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Enter the registered phone number and request the one-time reset code.

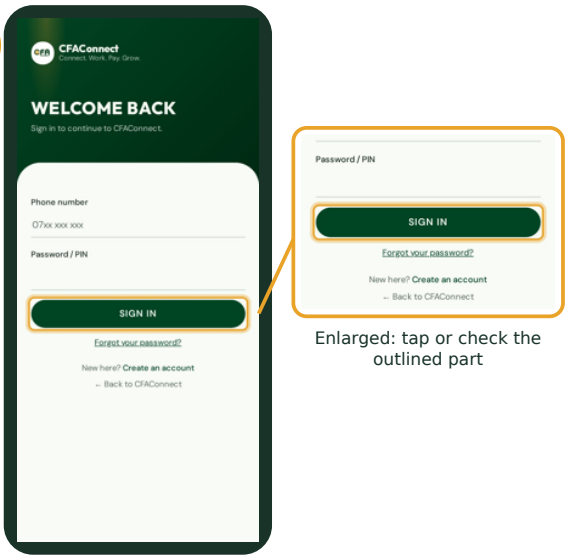
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Read the SMS on your own phone, enter the code and choose a new password of at least four characters.

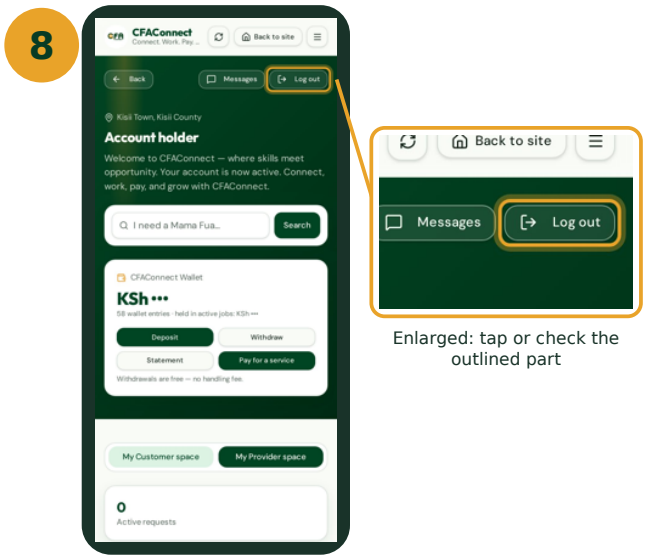
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Sign in again with the new password. If the SMS does not arrive, check the number and contact support.

8



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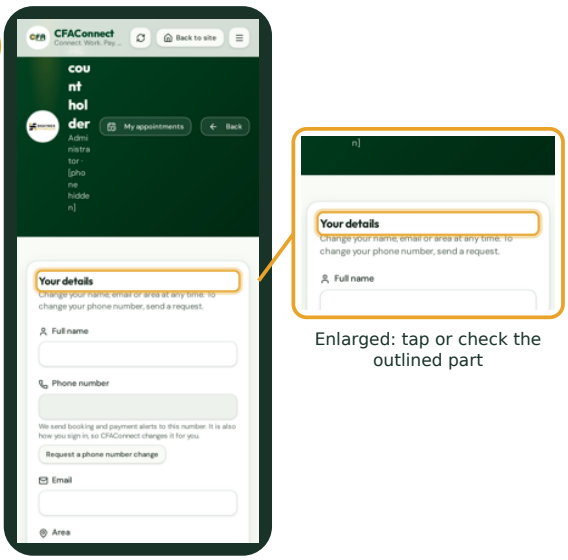
Log out on shared devices when finished.

Important: A reset code or a trip PIN may be four digits; an account password can contain four or more characters.

Account details, photos, privacy and phone changes

Open: /account • www.cfaconnect.co.ke

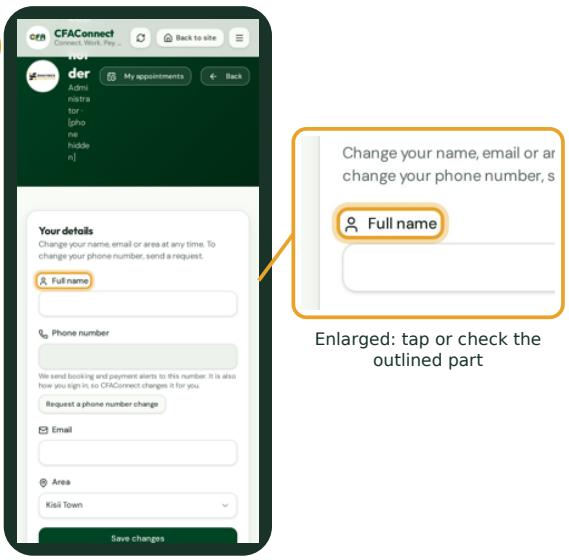
1



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Open your account menu and Account settings to review Your details.

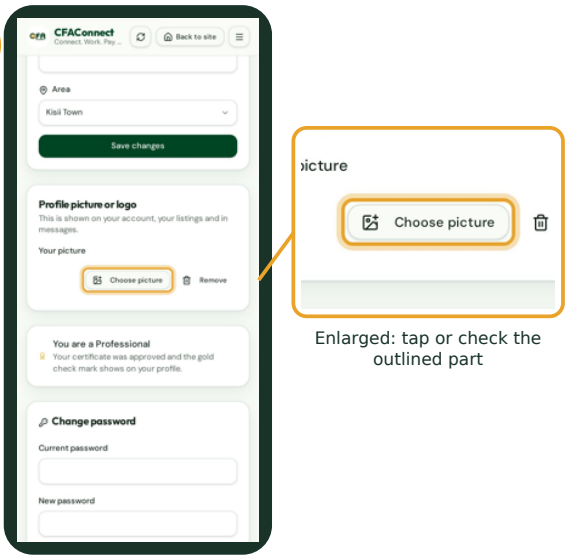
2



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Change your Full name, Email or Area and tap Save changes.

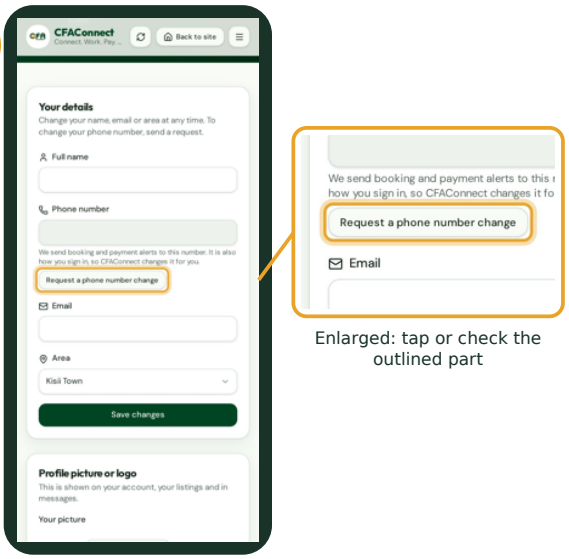
3



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Use Choose picture to add a profile photo/logo; Remove clears it.

4



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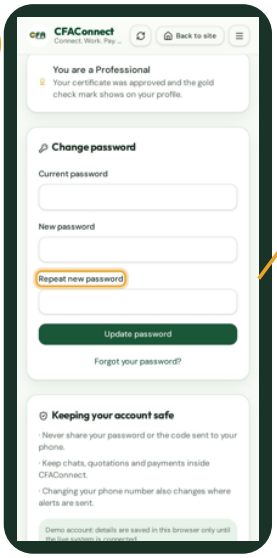
For a new mobile number, tap Request a phone number change. Enter the new number and explanation requested.

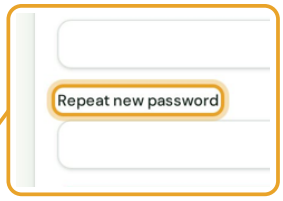
5 Wait for CFAConnect to review the request. After approval, the new number is used for sign-in and alerts.

Account details, photos, privacy and phone changes

Open: /account • www.cfaconnect.co.ke

6

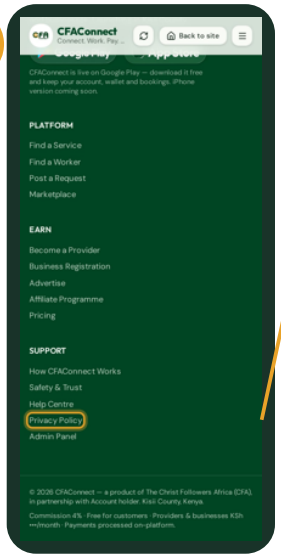




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To change a known password, fill Current password, New password and Repeat new password; tap Update password.

7

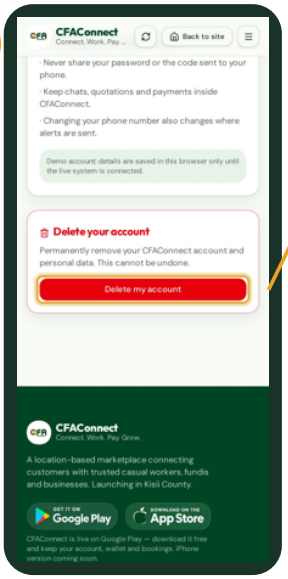


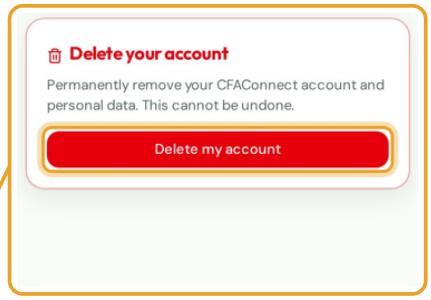


Enlarged: tap or check the outlined part

Review the Privacy Policy and section-specific visibility options, especially the Jobs profile visibility choices.

8





Enlarged: tap or check the outlined part

Use Delete my account only after reviewing the warning. It is not the same as logging out or hiding a listing.

Important: Deletion is irreversible and financial or dispute records may need lawful retention. Do not include private identity data in public posts or listing descriptions.