

USSD PIN Retrieval

How to Retrieve your PIN via
***222*5#**

User Guide



REPUBLIC OF KENYA



eCitizen



KENYA REVENUE
AUTHORITY

Tulipe Ushuru, Tujitegeme!

Process at a glance

01

Dial *222*5#

02

Select option
98 more

03

Select option 9

04

Option 3 – PIN
retrieval

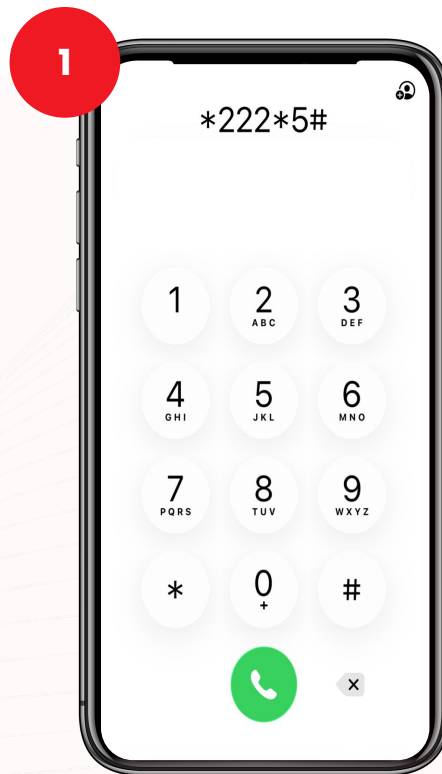
04

Confirmation
message

Note: For other service providers which are not Safaricom, use *222# then option 5 to access KRA services

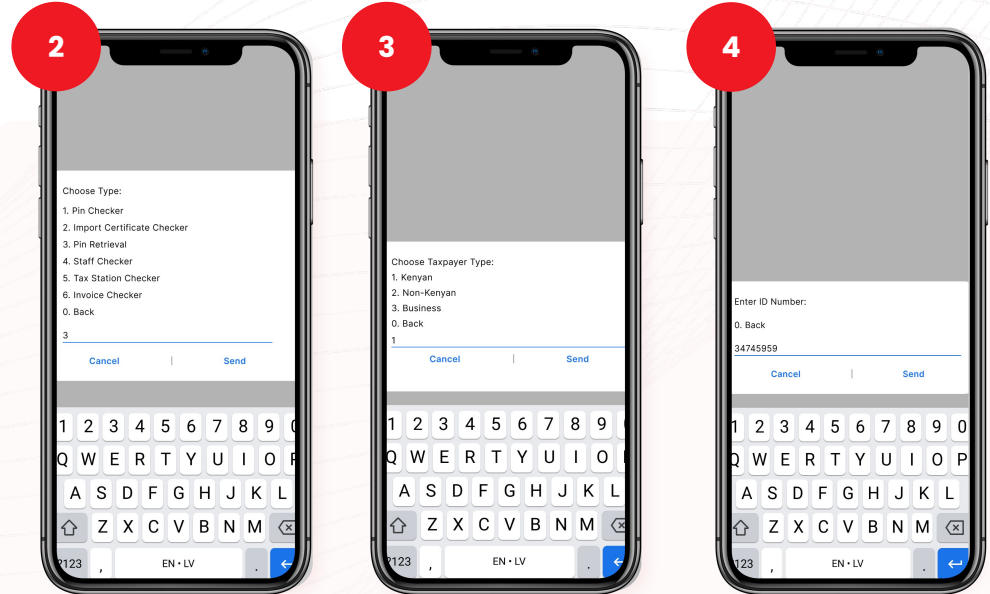
Getting Started

- Dial *222*5#
Click **Send**
- If you click **Cancel**, the USSD session ends



PIN Retrieval

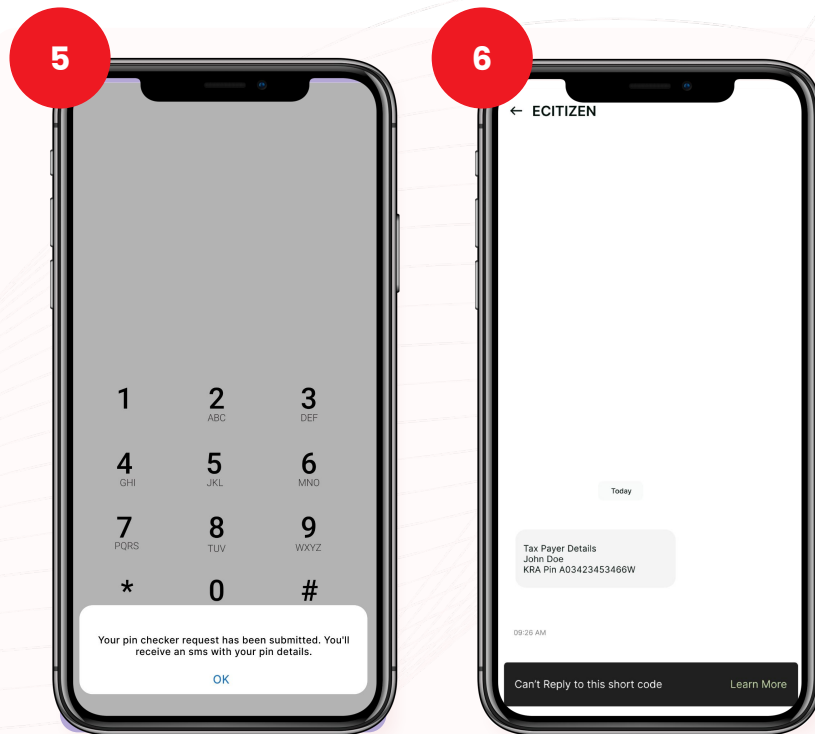
- Enter Option 3 – **PIN retrieval** then click send.
- Proceed to select option 1 – Kenyan and click send
- Proceed to enter your ID Number



Confirmation Message

A pop-up notification will confirm successful request submission.

You can then view the tax payer details such as the **name, PIN and station** on a text message.



DIAL *222*5#

**IT TAKES YOU LESS
THAN 30SEC TO
GET YOUR SERVICE**

Call or Whatsapp: **0711 099 999**
Email: **callcentre@kra.go.ke**

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