



ZIRUP

Zimbabwe Institute of
Regional & Urban Planners

Member Guide

How to apply, pay, use the Member Portal, verify certificates
and renew your ZIRUP membership.

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Welcome to the new ZIRUP membership system

ZIRUP has moved to a new, secure website at **zirup.org**. Everything to do with your membership now happens in one place: applying, paying, downloading your certificate, getting help and registering for events. The old separate membership site is no longer used, and any old links to it now redirect to the new site.

This guide walks you through every step, from your first application to renewing each year.

Your journey at a glance

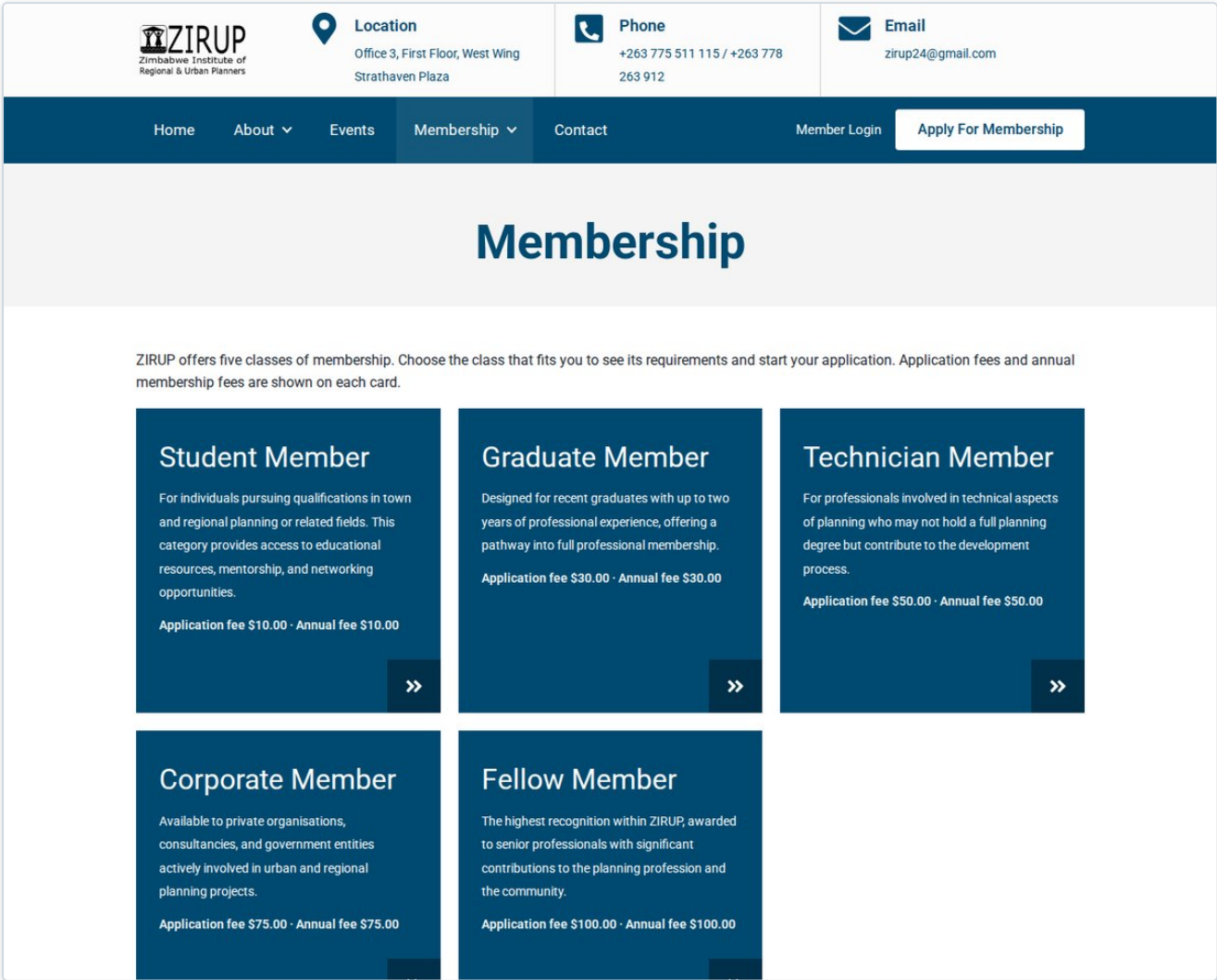
1. **Apply** online and upload your documents.
2. **Pay the application fee** using your reference number.
3. The ZIRUP office **confirms your payment** and Council **reviews your application**.
4. If approved, you get an email with a secure link to **create your account**.
5. **Pay your membership fee**. Your membership is activated and you receive your **membership number and certificate**.
6. Use the **Member Portal** to manage your details, invoices, certificates, support requests and events.
7. **Renew** each year. You'll get reminders well before your renewal date.

You will receive an email at every step, so please use an email address you check regularly. Check your spam or junk folder if something doesn't arrive.

Step 1: Apply for membership

Choose your membership class

Go to zirup.org → **Membership** to see the five membership classes, what each one is for, and its fees. Click a class to read its requirements.



The Membership page shows the five classes with their application and annual fees

Class	Who it is for
Student Member	Studying town and regional planning or a related field
Graduate Member	Recent graduates with up to two years' professional experience
Technician Member	Technical planning professionals without a full planning degree
Corporate Member	Organisations, consultancies and government entities in planning
Fellow Member	Senior professionals with significant contributions to the profession

Current fees are shown on each class card on the Membership page.

Download and complete the required documents

Before you start the form, go to **Membership** → **Download Centre** and download the forms you need, such as the Statement of Experience and Sponsorship form. Complete and sign them, then scan each one to a **single PDF file**.

The screenshot shows the ZIRUP (Zimbabwe Institute of Regional and Urban Planners) website's 'Download Centre' page. The header includes the ZIRUP logo, contact information (Location: Office 3, First Floor, West Wing, Strathaven Plaza; Phone: +263 775 511 115 / +263 778 263 912; Email: zirup24@gmail.com), and navigation links (Home, About, Events, Membership, Contact, Member Login, and an 'Apply For Membership' button). The main heading is 'Download Centre'. Below this, a message states: 'First-time applicants: download and complete these documents before you start your application. They need to be completed and signed by third parties, then uploaded as PDF files with your application.' Two download links are provided: 'Statement of Experience' (To be completed and signed by the person(s) who supervised your planning experience.) and 'Sponsorship Form' (To be completed and signed by your sponsors.). Each link has a 'Download' button. The footer contains 'Useful Links' (About Zirup, Contact Us, Register For Event, Member Login), 'Useful information' (How to Apply for Membership, Download Centre, Verify a Member, Terms and conditions), 'Contact us' (Email: zirup24@gmail.com, Phone: +263 775 511 115 / +263 778 263 912, Location: Office 3, First Floor, West Wing Strathaven Plaza), and 'Follow us' with a Facebook icon. The copyright notice at the bottom reads: '© 2026 Zimbabwe Institute of Regional and Urban Planners. Designed & Maintained by Tay Digital'.

Download Centre

Which documents you need depends on your class:

- **Student:** academic qualifications (certificates/transcripts), proof of admission to a planning school, and a completed Sponsorship form.
- **All other classes:** academic qualifications, a completed Statement of Experience, and a completed Sponsorship form.
- **Optional:** one other supporting document.

Each file must be a **PDF**. If a document has several pages, scan them into one PDF.

Fill in the online application form

Click **Apply For Membership** (top right of every page). The form has ten short sections: membership class, personal details, contact details, employment, qualifications, memberships of other professional institutes, work experience, supporting documents, payment method and declaration.

1. Membership class

I am applying for *

— Choose a class —

2. Personal details

Title	First name(s) *	Surname *	Gender *
—			— Choose —
Date of birth *	Place of birth *	Nationality *	Country of residence *
mm/dd/yyyy		Zimbabwean	Zimbabwe

3. Contact details

Email address *	Confirm email address *	Mobile / phone number *

Home / postal address *

Use an email address you check regularly; your account can only be created with this same address if you are approved.

The first sections of the application form

Tips:

- **Type your email address carefully** and use one you'll keep. If you're approved, your account can only be created with this same email address.
- Use **+ Add another** to list more qualifications, memberships or jobs.
- Employment and work experience are optional for Student members.

Each file must be a PDF of 2 MB or less. Scan multiple pages into one PDF where needed.

Academic qualifications (certificates / transcripts) *

No file chosen

Required for: Student Member, Graduate Member, Technician Member, Corporate Member, Fellow Member

Proof of admission to a planning school *

No file chosen

Required for: Student Member

Completed Statement of Experience *

No file chosen

Required for: Graduate Member, Technician Member, Corporate Member, Fellow Member

Completed Sponsorship form *

No file chosen

Required for: Student Member, Graduate Member, Technician Member, Corporate Member, Fellow Member

Other supporting document (optional)

No file chosen

9. Payment method

☒ EFT / bank deposit

☐ EcoCash / InnBucks / card (*coming soon*)

Online payments (EcoCash, InnBucks and card) are coming soon. For now please pay by EFT or bank deposit.

10. Declaration

☐ I confirm that the information and documents I have provided are true and complete, and I accept the [terms and conditions](#), including how ZIRUP processes my personal information.

Uploading your documents, choosing a payment method and submitting

Tick the declaration and click **Submit application**.

Your reference number and application fee

After you submit, you'll see your **reference number** (for example ZAP-2026-XXXXXX) and the bank details for paying the application fee. A copy is also emailed to you.

Application submitted

Thank you. We have emailed a copy of these details to tariro.student@example.com.

Your reference number

ZAP-2026-DCWHPG

Next step: pay the application fee

Please pay **\$10.00** by EFT or bank deposit, using **ZAP-2026-DCWHPG** as the payment reference:

Bank: [Bank name]

Account name: Zimbabwe Institute of Regional and Urban Planners

Account number: [Account number]

Branch: [Branch]

Use your reference number as the payment reference.

Once the ZIRUP office has verified your payment, your application moves to the Waiting Room for the Council's decision. We will email you at each step.

The confirmation screen shows your reference number and how to pay

Pay the application fee by **EFT or bank deposit**, and **use your reference number as the payment reference**. That's how the office matches your payment to your application. Online payments (EcoCash, InnBucks and card) are coming soon.

Step 2: What happens after you apply

1. **Payment check.** The ZIRUP office confirms your application fee has been received. If it can't be matched, they will contact you. Keep your proof of payment.
2. **The Waiting Room.** Once payment is confirmed, your application goes to the Council's review queue, called the "Waiting Room". You'll get an email saying it's under review.
3. **The decision.** You'll get an email either way:
 - **Approved:** the email congratulates you and includes a **secure link to create your account** (see Step 3). Your membership fee invoice is issued at the same time.
 - **Not approved:** the email explains the reason. Contact the ZIRUP office if you have questions or would like to reapply.

If the office needs something from you, such as a clearer copy of a document, they will contact you by email or phone.

Step 3: Create your member account

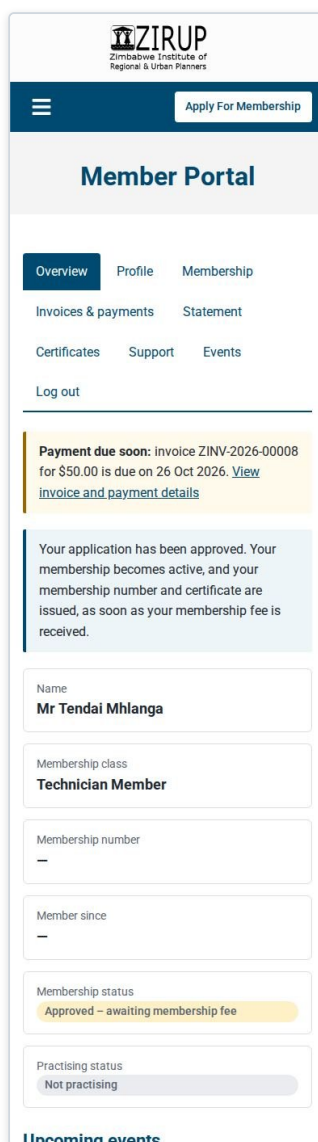
1. Open the approval email and click the **Create your account** link. It takes you to the *Create Account* page on zirup.org.
2. Enter the **same email address you applied with**. A different address will not be accepted; this protects your membership from being claimed by someone else.
3. Choose a password of **at least 10 characters** and type it twice.
4. Click **Create my account**. You're logged straight into the Member Portal.

Good to know

- The link is personal, works **once**, and **expires after 30 days**. If it has expired, contact the office for a new one.
- If you need to change the email address on your application, contact the office **before** creating your account.
- **Logging in later:** click **Member Login** at the top of any page. Forgot your password? Use **Lost your password?** on the login page and a reset link will be emailed to you.

Step 4: Pay your membership fee and get activated

When you're approved, a **membership fee invoice** is emailed to you and appears in your portal. Until it is paid, your portal shows "**Approved – awaiting membership fee**".



On a phone: the portal shows the invoice due and the "awaiting membership fee" status

1. Open **Invoices & payments** in the portal and click the invoice to see the amount, due date and bank details. You can download it as a PDF.
2. Pay by **EFT or bank deposit**, using the **invoice number** (for example ZINV-2026-00008) as the payment reference.
3. The office records your payment. Your membership then becomes **active**, and you receive:
 - your **membership number** (for example ZIRUP/2026/0012), and
 - your **membership certificate**, ready to download from the portal.



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INVOICE
Zimbabwe Institute of Regional and Urban Planners
Office 3, First Floor, West Wing, Strathaven Plaza
zirup24@gmail.com

Bill to
Tariro Moyo
tariro.student@example.com

Invoice number

Issue date

Due date

Status

ZINV-2026-00003

25 Sep 2026

25 Oct 2026

Paid

Description	Amount
Student Member – first year membership fee	\$10.00
Total	\$10.00
Paid	\$10.00
Balance due	\$0.00

Sample invoice PDF (test data)

The membership fee is normally due within 30 days of approval. Paid invoices show as **Paid** with a zero balance.

Your Member Portal, tab by tab

Log in with **Member Login** and you land in the **Member Portal**. It works on phones, tablets and computers. The tabs across the top are:

Overview

Your name, class, membership number, member since date, and your membership and practising status, with alerts for anything that needs attention (such as an invoice due) and upcoming events.



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zirup24@gmail.com

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My Portal

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Member Portal

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Name

Ms Rudo Chikwanha

Membership class

Graduate Member

Membership number

ZIRUP/2026/0001

Member since

21 Sep 2026

Membership status

Active member

Practising status

Active practising

Upcoming events

OCT
17
2026

CPD Workshop: Local Development Plans

Saturday 17 October 2026, 09:00 – 16:00 · Rainbow Towers, Harare

A one-day workshop on preparing and reviewing local development plans under the Regional, Town and Country Planning Act.

Overview tab

Profile

Update your **phone, postal address, employer and work address**, then click **Save changes**. To change your name, email address or membership class, open a support request (see *Getting help*) so the office can update it and keep your records correct.

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Your details

Name

Ms Rudo Chikwanha

Email

rudo.chikwanha@example.org

Gender

Female

Class

Graduate Member

Qualifications

• BSc Rural and Urban Planning – University of Zimbabwe (2005)

To change your name, email, class or qualifications, open a support ticket: these are updated by the ZIRUP office.

Contact & work details

Phone

+263 77 100 2345

Home / postal address

10 Samora Machel Ave, Harare

Employer / organisation

Mutare City Council

Work address

Save changes

[Change my password](#)

Profile tab

Membership

The full details of your membership: class, number, dates, renewal date, and your practising status and number if you hold a practising approval.



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Class

Graduate Member

Membership number

ZIRUP/2026/0001

Status

Active member

Member since

21 Sep 2026

Valid until / renewal due

21 Sep 2027

Annual fee

\$30.00

Practising status

Active practising

Practising number

ZIRUP-P/2026/0002

Practising valid

26 Sep 2026 – 25 Oct 2026

Anyone can confirm your membership at [127.0.0.1:8095/verify/](#)

Membership tab

Invoices & payments

Every invoice issued to you, with status (*Pending, Overdue, Paid*), amounts and due dates, plus every payment recorded. Click an invoice for payment instructions, or download it as a PDF.




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Member Portal

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Invoices

Invoice	Description	Amount	Due	Status	
ZINV-2026-00007	Graduate Member – first year membership fee	\$30.00	26 Oct 2026	Paid	PDF
ZINV-2026-00001	Graduate Member – application fee (ZAP-2026-7MDXZ9)	\$30.00	10 Oct 2026	Paid	PDF

Payments

No payments recorded yet.

How to pay

Bank: [Bank name]
 Account name: Zimbabwe Institute of Regional and Urban Planners
 Account number: [Account number]
 Branch: [Branch]
 Use your reference number as the payment reference.

Use the invoice number as your payment reference. Payments are confirmed by the ZIRUP office, usually within a few working days.

Invoices & payments tab

Statement

Pick a **From** and **To** date and download a PDF **statement of account** listing invoices, payments and your balance. This is useful for employers or your own records.



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Choose a period to download a statement of your invoices and payments.

From

To

09/26/2025

09/26/2026

Download statement (PDF)

Statement tab

Certificates

Download your **membership certificate** and, if you have one, your **practising certificate** as PDFs. Older certificates that have been replaced are listed too.



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Log out

Membership certificate

ZIRUP/2026/0001 · valid until 21 Sep 2027

Download PDF

Practising certificate

ZIRUP-P/2026/0002 · valid until 25 Oct 2026

Download PDF

Certificates tab

Support

Send a question or request to the ZIRUP office and follow the replies. See *Getting help* below.



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All tickets

#1 Certificate name spellingIn progress

Rudo Chikwanha 26 Sep 2026 16:53

My surname is spelled Chikwanha. Could you check the certificate?

ZIRUP office 26 Sep 2026 16:53

Thanks Rudo, the certificate matches your application. If you changed your surname, please attach proof and we will re-issue it.

Add a message

Send

Cancel this ticket

Support tab

Events

Upcoming and past ZIRUP events, including **members-only** events. Open an event for details, the registration link, and buttons to add it to **Google Calendar** or **Outlook/Apple** calendars.



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OCT
17
2026

CPD Workshop: Local Development Plans

Saturday 17 October 2026, 09:00 – 16:00 · Rainbow Towers, Harare

A one-day workshop on preparing and reviewing local development plans under the Regional, Town and Country Planning Act.

Events tab

Certificates, QR codes and verification

Every certificate carries a **QR code** and a **verification code**. Anyone, such as an employer, client or local authority, can confirm your membership is genuine and current:

- **Scan the QR code** with a phone camera. It opens your live result on zirup.org, or
- go to zirup.org → **Verify a Member** (link in the footer) and enter your **membership number, practising number or certificate code**.



Sample membership certificate with QR code (test data)

The result shows whether you are a **valid, current member** or your membership has **expired**. It shows only basic details: your name, class, member since and valid until dates. Because the check is live, an expired membership shows as expired even on an old printed certificate.



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Apply For Membership

Verify Membership

Membership number, practising number or certificate code

e.g. ZIRUP/2026/0012

Verify

Scanning the QR code on a ZIRUP certificate brings you straight to its result.

Useful Links

About Zirup

Contact Us

Register For Event

Member Login

Useful information

How to Apply for Membership

Download Centre

Verify a Member

Terms and conditions

Contact us

Email: zirup24@gmail.com

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Verify a Member page

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Apply For Membership

Verify Membership

Membership number, practising number or certificate code

Verify

Scanning the QR code on a ZIRUP certificate brings you straight to its result.

Valid – current member

Name
Mr Farai Dube

Membership number
ZIRUP/2026/0002

Membership class
Fellow Member

Member since
21 Sep 2026

Valid until
21 Sep 2027

Checked 26 Sep 2026 16:54 against the ZIRUP register.

Useful Links

[About Zirup](#)
[Contact Us](#)
[Register For Event](#)
[Member Login](#)

Useful information

Scanning a certificate QR code on a phone shows the live result

Practising approval. Members approved to practise receive a **practising number** and a **practising certificate**. They are listed on the public **Practising Members** register on zirup.org. Practising approval is granted by ZIRUP for a set period and has its own expiry date; contact the office to apply or renew.

Renewing your membership

Membership runs for **one year** from activation. Renewal is simple:

1. About **three months before** your renewal date, a **renewal invoice** is issued and emailed to you. It also appears under *Invoices & payments*.
2. You'll get reminder emails **3 months, 1 month and 1 week before** the due date, and **on the due date** if it is still unpaid.
3. Pay by EFT or bank deposit using the **invoice number** as reference. Once the office records it, your membership is extended for another year. Your certificate's live verification updates automatically, and a new certificate is available in the portal.

If you don't renew: your status changes to *Renewal due*. If it is still unpaid after a short grace period, your membership shows as **Expired**, including on the public verification page. Paying the outstanding invoice restores it.

Paid already but still getting reminders? Payments are matched manually, so allow a few working days. If it persists, send a support request with the payment date, amount and reference.

Getting help

Members: use the **Support** tab in the Member Portal. Click to open a new request, choose a category, and describe what you need. For payments, include the date, amount and reference you used. You'll get an email when the office replies, and the whole conversation stays in the portal.

Categories: General enquiry · Membership / profile change · Invoices and payments · Certificates and verification · Events · Website / login problem.

Not a member yet, or can't log in? Contact the ZIRUP office directly:

- **Email:** zirup24@gmail.com
- **Phone:** +263 775 511 115 / +263 778 263 912
- **Office:** Office 3, First Floor, West Wing, Strathaven Plaza

Quick answers

- **I didn't get an email.** Check your spam or junk folder and add the ZIRUP address to your contacts. Emails go to the address on your application.
- **My account link has expired.** Ask the office for a new one.
- **"Please use the same email address you applied with."** Account creation only accepts your application email. Contact the office if it needs changing.
- **I forgot my password.** Click **Member Login** → **Lost your password?**
- **My upload was rejected.** Files must be PDFs. Combine multi-page documents into one PDF.
- **I paid but my status hasn't changed.** The office confirms payments manually. Allow a few working days, then open a support request with the payment date, amount and reference number (or email your proof of payment to the office).

Screenshots in this guide use sample test data.