



**Makerere University**

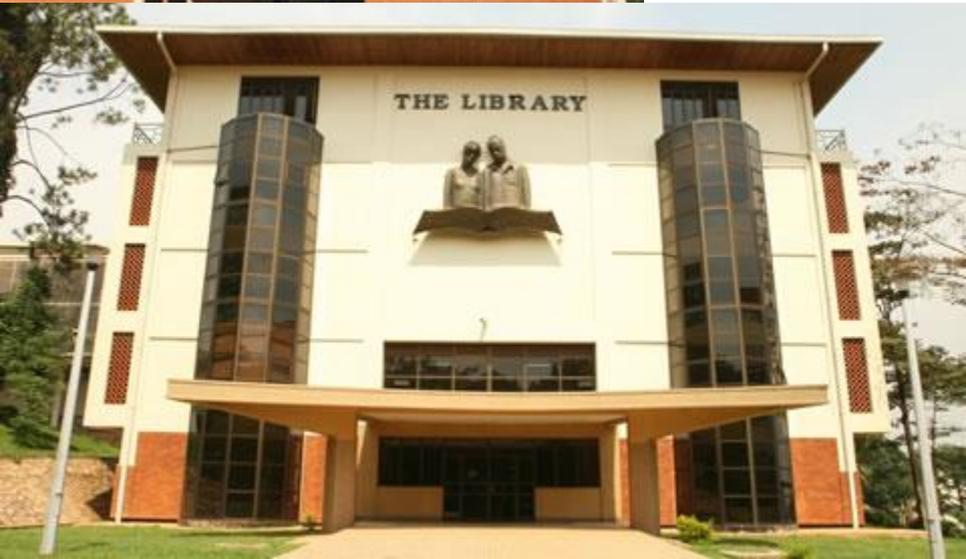
[www.mak.ac.ug](http://www.mak.ac.ug)

# Freshers Orientation University ICT Services

# DICTS



# Makerere University





# ICT Services

- **E-learning LMS** ([muele.mak.ac.ug](https://muele.mak.ac.ug)) – You can also download the MUELE APP from google playstore
- Wireless (**MakAir** – When you reach us on our platforms, we shall share the password with you)
- Internet/ Internet Kiosks (Africa Hall, Senate Building, CEES, School of Women & Gender)
- University Websites starting with <https://mak.ac.ug/>

## How to get ICT Help

- [helpme@dicts.mak.ac.ug](mailto:helpme@dicts.mak.ac.ug)
- Twitter handle  @DICTSmakerere
- <https://support.mak.ac.ug>
- <https://answers.mak.ac.ug/>
- College ICT Team & College Websites



# The University ERP

- The Academic Information Management System (AIMS).
  - Staff Portal ([aims.mak.ac.ug](http://aims.mak.ac.ug))
  - Student Portal ([student.mak.ac.ug](http://student.mak.ac.ug))
  - Application Portal ([applications.mak.ac.ug](http://applications.mak.ac.ug))

Enrolment/Registration

Payments

Results

Student IDs

Exam Permits



# Common Issues and Solutions

- **Can not log in**

AIMS is self service. Use the forgot password link

- **Wrong or Missed Enrolment**

Students select the wrong year of study. This can be corrected from the registrars office.

- **Registration**

- After enrollment, student is expected to select course units for registration as time tabled for a particular semester.

- Students are able to register even without selecting the course units they will take up. Challenge is at the time of printing the registration card or permit. So endeavor to complete the process by selecting the correct course units.



# Common Issues and Solutions

- **Payment of Fees**

- Wrong billing i.e. for case of nationality. Fees structure for international students is different from that of East African students.
- Amount paid does not reflect on the system. This is common when the bank system hasn't pushed updated to our platform. **Solution:** Always check your account to verify update and if nothing has happened in 24hrs, contact your College Bursar/Accountants.

- **Student Face Photos**

- Your account should have a **good** face photo. Retake if not satisfied otherwise this is what reflected on your ID and Testimonials.



# Common Issues and Solutions

- **Invalid Examination Permit**
  - Too many clicks lead to generating too many QR codes.
  - Ensure that the permit is in good ink, has 1 QR code that is not faint and has a face photo.



# Navigate Through The Students Portal

[student.mak.ac.ug](http://student.mak.ac.ug)



# Activating Student Portal

- New User, Login – studentNo and studentNo

**LOGIN**

190

**LOGIN**

[Forgot Password?](#)

**Welcome to the Student Portal, If you are a new student, your User ID is your Student Number and your Password is also your Student Number. If you are a continuing student, your User ID is your Registration No. (Access Number) and your password is also your Registration No.**



# Activating Student Portal

- Enter Full Name

The image shows a screenshot of a web application interface. A modal dialog box is centered on the screen. The dialog has a blue header bar with the text 'Login Successful' and a close button (an 'x' icon) on the right. The main content area of the dialog is white and contains the following text in red: 'To proceed, please enter your Full Name to verify your account:'. Below this text is a single-line text input field with a thin blue border and a vertical cursor on the left. At the bottom of the dialog, there are two buttons: 'OK' and 'Cancel', both with a blue background and white text. The background of the application is dark blue and partially obscured by the dialog.



# Activating Student Portal

- Confirm Information on AIMS

**Confirm Details** ✕

**i** Please confirm that the following information is true before you proceed.

**Program:** (BASS) BACHELOR OF ARTS (SOCIAL SCIENCES)

**Reg. No:** 19/U/

**Gender:** F



# Activating Student Portal

- Confirm Information on AIMS

**Current Contact Verification**

To verify your contacts, a verification code will be sent to the phone number/email details you provide here. Select the options below to proceed

 <b>Phone Verification</b>	...	
 <b>E-mail Verification</b>	...	

Verify Token



# Activating Student Portal

- Verify phone and email. This is what the system will now use

**Current Contact Verification**

To verify your contacts, a verification code will be sent to the phone number/email details you provide here. Select the options below to proceed

 <b>Phone Verification</b>	...	
 <b>E-mail Verification</b>	...	

(+256) Uganda  7 | 





# Activating Student Portal

- Verify phone and email. This is what the system will now use

## Current Contact Verification

To verify your contacts, a verification code will be sent to the phone number/email details you provide here. Select the options below to proceed

 Phone Verification

... 

 E-mail Verification

... 

(+256) Uganda  7|

Get Code 

Verify Token



# Activating Student Portal

- Enter code received

**Current Contact Verification**

To verify your contacts, a verification code will be sent to the phone number/email details you provide here. Select the options below to proceed

 <b>Phone Verification</b>	... 
 <b>E-mail Verification</b>	... 

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(+256) Uganda  780 

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Enter the code that has been sent to you

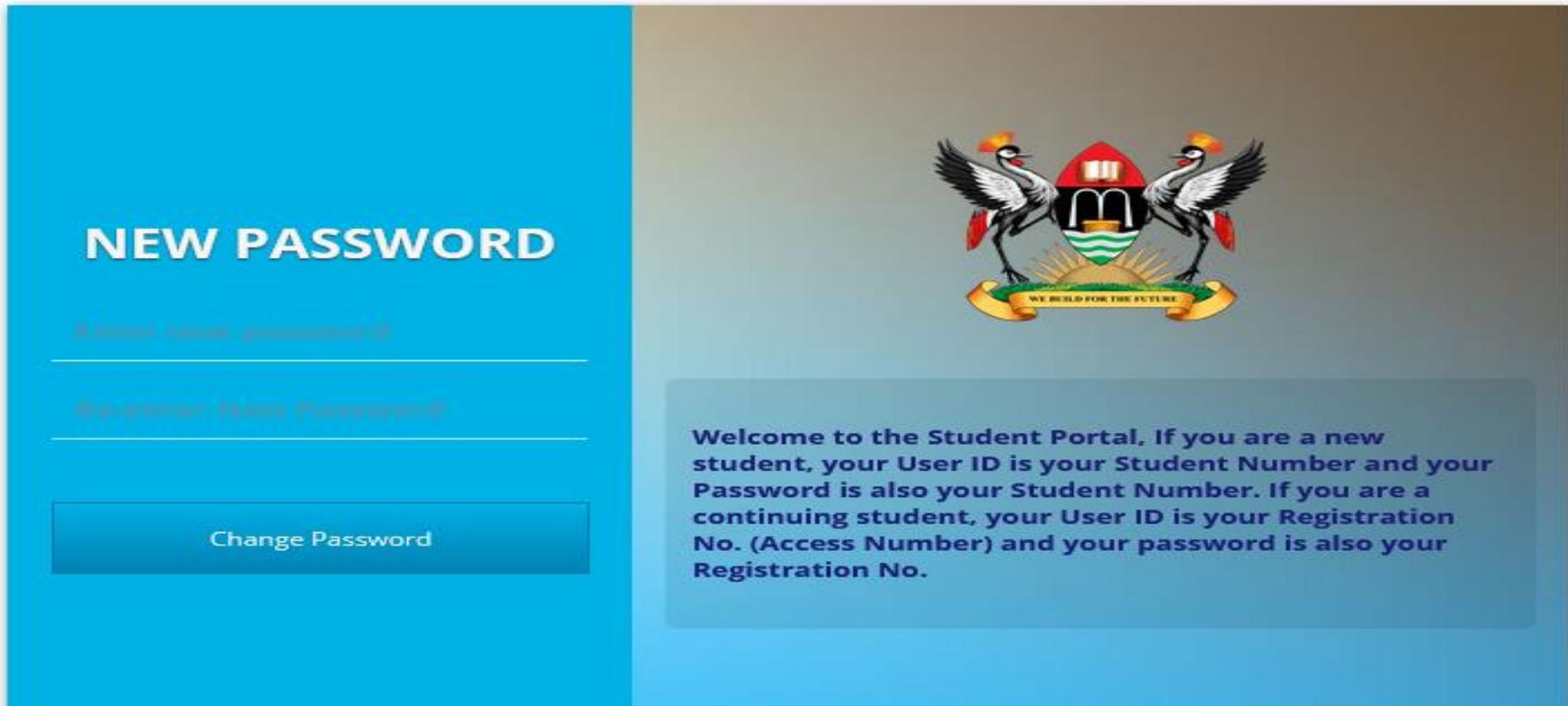
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**Verify Token**



# Activating Student Portal

- Enter New Password



**NEW PASSWORD**

Student Number (User ID)

New Password

**Change Password**

**Welcome to the Student Portal, If you are a new student, your User ID is your Student Number and your Password is also your Student Number. If you are a continuing student, your User ID is your Registration No. (Access Number) and your password is also your Registration No.**



# Activating Student Portal

- Success Response

The screenshot shows a login interface with a dark blue background. The word "LOGIN" is visible in the top left. A success message box is centered, with a blue header containing the word "Success" and a close button (X). The main text of the message is "Password changed successfully." in red. Below this, it states: "From now on, your User ID will be either your Student Number: 1900704752 or your Verified Phone Number. You may now login with your new password to continue". At the bottom of the message box is a blue "OK" button. In the background, the university logo is visible, and the text "Forgot Password?" and "Registration No." are partially visible.



# Activating Student Portal

- Welcome Message

Welcome, N [REDACTED] CY

As part of the data migration and verification process, please confirm the correctness of the following information to enable us serve you better.

**If you confirm that the provided information is correct, click on the "CORRECT" button. If it's incorrect, please click on the "INCORRECT" button and provide the correct information**

Your Full Name:

N [REDACTED] Y

Program:

ASE - BACHELOR OF ARTS (SOCIAL SCIENCES)



# Activating Student Portal

- Enrollment. First Popup You Will See Every Sem When You Login

The screenshot shows a student portal interface. On the left is a dark sidebar menu with categories: FINANCE (My Invoices, My Transactions/Ledger), REGISTRATION (Self Registration, Registration/Enrollment Track, Modules/Retake Registration), MY COURSE (My Results, Service Request), and PERSONAL INFORMATION (General Information). The main content area is a white form titled 'Welcome. Please provide enrollment details to Proceed'. It displays 'ACADEMIC YEAR: 2019/2020 SEMESTER: 1'. Under 'Enrollment Info', there are two sections: '1. Enrolment Status:' with three radio button options: 'New Student (My First Semester)', 'Continuing Student (Not My First Semester)', and 'Completed But With (Retake/Missed Papers)'; and '2. Current Year of Study (Year of Study you are enrolling for):' with six radio button options: 'Year 1', 'Year 2', 'Year 3', 'Year 4', 'Year 5', and 'Year 6'. At the bottom left is a link 'Get a Payment Reference' and at the bottom right is a blue 'Enrol' button.



# Activating Student Portal

- Enrolled Students are led to this screen after login or completing enrollment request.

The screenshot displays the student portal interface. At the top, a success message states: "You have been successfully enrolled!". Below this, the user's profile information is shown: "Year 1, Semester 1 NOT REGIS" and "A/C BALANCE: 0 /". The main content area is titled "Invoices" and contains a table of invoices for "Year 1, Semester 1". The table has columns for Invoice No, Invoice Amo..., Paid, Due, Naration, and %. The total amount due is 1,786,705.00. The left sidebar contains navigation menus for Finance, Registration, My Course, and Personal Information.

Invoice No	Invoice Amo...	Paid	Due	Naration	%	
<b>Year 1, Semester 1</b>						
1	1900704752-T38632436	UGX 925,750	0	925,750	Tuition	0% Paid
2	1900704752-F49321176	UGX 860,955	0	860,955	Functional	0% Paid
<b>TOT:</b>		<b>1,786,705.00</b>	<b>0.00</b>	<b>1,786,705.00</b>		



# Navigating Student Portal

  
NUWEAGABA STARCY  
1900704752

**FINANCE**

- My Invoices
- My Transactions/Ledger

**REGISTRATION**

- Self Registration
- Registration/Enrollment Track
- Modules/Retake Registration

**MY COURSE**

- My Results
- Service Request

**PERSONAL INFORMATION**

- General Information

Get a Payment REF

**Makerere University**

Account  

Year 1, Semester 1 **NOT REGISTERED** A/C BALANCE: 0/-

### Invoices

[Allocate my Account Balance](#) [View Invoice Details](#) [Refresh](#)

	Invoice No	Invoice Amo...	Paid	Due	Naration	%	
<b>Year 1, Semester 1</b>							
<input type="checkbox"/>	1	1900704752-T38632436	UGX 925,750	0	<b>925,750</b>	Tuition	0% Paid 
<input type="checkbox"/>	2	1900704752-F49321176	UGX 860,955	0	<b>860,955</b>	Functional	0% Paid 
		<b>TOT:</b>	<b>1,786,705.00</b>	<b>0.00</b>	<b>1,786,705.00</b>		



# Navigating Student Portal

## Generating Payment Reference. 3 Options

Generate a Payment Reference

Select one of the options available below to generate a Zeepay Payment Reference

Select

- ▶ I would like to pay all my pending invoices/bills (Total Amount: Ugx. 1,786,705)
- ▶ I only want to pay part of my pending invoices/bills
- ▶ I would like to deposit on my account to be able to pay for future invoices



# Navigating Student Portal

- Option 2

Generate a Payment Reference

Please enter the amount you wish to pay for each of the invoices listed below

Select

Tuition Invoice, Year 1 Sem 1 → Amount Due: Ugx. 925,750

10,000

Functional Invoice, Year 1 Sem 1 → Amount Due: Ugx. 860,955

50,000

**Total Amount:** Ugx. 60,000

← BACK

GENERATE REFERENCE →



# Navigating-Invoices

  
TWINOMUHANGI ARTLEY  
1900710025

**FINANCE**

- My Invoices
- My Transactions/Ledger

**REGISTRATION**

- Self Registration
- Registration/Enrollment Track
- Modules/Retake Registration

**MY COURSE**

- My Results
- Service Request

**PERSONAL INFORMATION**

- General Information

Get a Payment REF

Makerere University

Account



Year 1, Semester 1 **NOT REGISTERED**

A/C BALANCE: 0/-

### Invoices

[Allocate my Account Balance](#) [View Invoice Details](#) [Refresh](#)

	Invoice No	Invoice Amo...	Paid	Due	Naration	%			
<b>Year 1, Semester 1</b>									
<input type="checkbox"/>	1	1900710025-T97769954	UGX	1,110,900	0	1,110,900	Tuition	0% Paid	✘
<input type="checkbox"/>	2	1900710025-F95847181	UGX	860,955	0	860,955	Functional	0% Paid	✘
		<b>TOT:</b>		<b>1,971,855.00</b>	<b>0.00</b>	<b>1,971,855.00</b>			



# Navigating-Transactions

  
TWINOMUHANGI ARTLEY  
1900710025

**FINANCE**

- My Invoices
- My Transactions/Ledger**

**REGISTRATION**

- Self Registration
- Registration/Enrollment Track
- Modules/Retake Registration

**MY COURSE**

- My Results
- Service Request

**PERSONAL INFORMATION**

- General Information

Get a Payment REF

Makerere University

Account [v] [power] [help]

Year 1, Semester 1 **NOT REGISTERED** A/C BALANCE: 0 /-

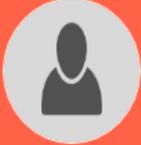
### Transactions

[Refresh](#) [View Ledger](#) [View Fees Structure](#)

	Zeeref	Bank	Branch	Date	Amount	Ac. Yr	Study Yr	Sem	Unallocated	<input checked="" type="checkbox"/>
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# Navigating-Registration



TWINOMUHANGI ARTLEY  
1900710025

**FINANCE**

- My Invoices
- My Transactions/Ledger

**REGISTRATION**

- Self Registration**
- Registration/Enrollment Track
- Modules/Retake Registration

**MY COURSE**

- My Results
- Service Request

**PERSONAL INFORMATION**

- General Information

Get a Payment REF

Makerere University

Account [v] [power] [help]

Year 1, Semester 1 **NOT REGISTERED** A/C BALANCE: 0/-

### Register

Welcome to on-line Registration

**Study Year: 1    Current Semester/Session: 1**

**NOTE:**

Registration is **Mandatory!**

You can only Register for the Study Year and Semester indicated above. If these are not correct, please first enroll for the semester you wish to register for.

You can only Register for a Semester/Session after meeting the minimum Fees Policy requirements

After registering for a semester, you **will not** be able to make any more changes to the course units/modules you would have registered for that semester.

**REGISTER NOW**



# Navigating - Reg/Enrollment Track

The screenshot shows the Makerere University student portal. At the top left, there is a user profile for TWINOMUHANGI ARTLEY with ID 1900710025. The main header includes a 'Get a Payment REF' button, the university name 'Makerere University', and an 'Account' dropdown menu. A status bar indicates 'Year 1, Semester 1 NOT REGISTERED' and 'A/C BALANCE: 0 /-'. The left sidebar contains navigation menus for Finance, Registration, My Course, and Personal Information. The 'Registration/Enrollment Track' option is highlighted. The main content area shows two tabs: 'Registration Track' (active) and 'Enrollment Track'.

**Get a Payment REF** **Makerere University** Account [?] [Power]

Year 1, Semester 1 **NOT REGISTERED** **A/C BALANCE: 0 /-**

**Registration Track** Enrollment Track

- FINANCE**
  - My Invoices
  - My Transactions/Ledger
- REGISTRATION**
  - Self Registration
  - Registration/Enrollment Track**
  - Modules/Retake Registration
- MY COURSE**
  - My Results
  - Service Request
- PERSONAL INFORMATION**
  - General Information



# Navigating - Reg/Enrollment Track

  
TWINOMUHANGI ARTLEY  
1900710025

**FINANCE**

- My Invoices
- My Transactions/Ledger

**REGISTRATION**

- Self Registration
- Registration/Enrollment Track
- Modules/Retake Registration**

**MY COURSE**

- My Results
- Service Request

**PERSONAL INFORMATION**

- General Information

Get a Payment REF

**Makerere University**

Account  

Year 1, Semester 1 **NOT REGISTERED** A/C BALANCE: 0/-

### Module Registration - Select Electives/Retakes, if Any

[Register Module](#)

Code	Title	Level	
<b>Year 1, Semester 1</b>			
1	IOP1101	INTRODUCTION TO INDUSTRIAL & ORGANI...	elective
2	IOP1102	INTRODUCTION TO HUMAN RESOURCES D...	elective
3	IOP1103	ACCOUNTABILITY AT WORK	elective
4	IOP1104	INDUSTRIAL RELATIONS PSYCHOLOGY	elective
5	PSY1101	INTRODUCTION TO PSYCHOLOGY	elective
6	PSY1102	INTRODUCTION TO EXPERIMENTAL DESIGN...	elective
7	PSY1103	INTRODUCTION TO PSYCHOLOGY	elective
8	PSY1104	EXPERIMENTAL DESIGN	elective
9	PSY1113	INTRODUCTION TO PSYCHOLOGY	elective
10	PSY1114	INTRODUCTION TO EXPERIMENTAL DESIGN...	elective
<b>Year 1, Semester 2</b>			

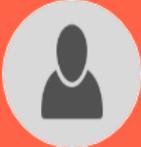
### My Selected Modules and Compulsory Course units

[De-register Module](#) [Refresh](#)

Code	Title	Status	Level	Paid
------	-------	--------	-------	------



# Navigating - Results



TWINOMUHANGI ARTLEY  
1900710025

Get a Payment REF

Makerere University

Account

Year 1, Semester 1 **NOT REGISTERED**

A/C BALANCE: 0/-

### Results View

Reload

Code	Title	C. Work	Exam	Final Mark	CU	GP	GD	Remarks	Status
No results uploaded!									

#### FINANCE

- My Invoices
- My Transactions/Ledger

#### REGISTRATION

- Self Registration
- Registration/Enrollment Track
- Modules/Retake Registration

#### MY COURSE

- My Results
- Service Request

#### PERSONAL INFORMATION

- General Information



# Navigating – Service Request

  
TWINOMUHANGI ARTLEY  
1900710025

**FINANCE**

- My Invoices
- My Transactions/Ledger

**REGISTRATION**

- Self Registration
- Registration/Enrollment Track
- Modules/Retake Registration

**MY COURSE**

- My Results
- Service Request**

**PERSONAL INFORMATION**

- General Information

Get a Payment REF

Makerere University

Account [power icon] [help icon]

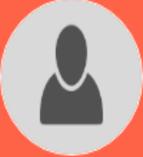
Year 1, Semester 1 **NOT REGISTERED** A/C BALANCE: 0/-

### Service Request

Required Program :



# Navigating – Service Request



TWINOMUHANGI ARTLEY  
1900710025

Get a Payment REF

Makerere University

Account

Year 1, Semester 1 **NOT REGISTERED**

A/C BALANCE: 0/-

### Service Request

Required Program :

BACHELOR OF BUSINESS COMPUTING

Campus: MUBS

Study Time: EVENING

Continue

#### FINANCE

- My Invoices
- My Transactions/Ledger

#### REGISTRATION

- Self Registration
- Registration/Enrollment Track
- Modules/Retake Registration

#### MY COURSE

- My Results
- Service Request

#### PERSONAL INFORMATION

- General Information



# Navigating – General Information



TWINOMUHANGI ARTLEY  
1900710025

Get a Payment REF

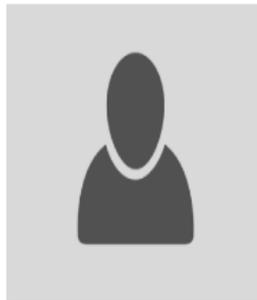
Makerere University

Account



Year 1, Semester 1 **NOT REGISTERED**

A/C BALANCE: 0/-



Surname: TWINOMUHANGI

Other Names: ARTLEY

Student Number: 1900710025

Reg/Index No: 19/U/10025/EVE

Date of Birth:

Gender: F

Intake: AUGUST

Entry Ac. Yr: 2019/2020

Study Year: 1

Current Sem: 1

Campus: MAKERERE

Residency: NON-RESIDENT

Program: BIOP - BACHELOR OF INDUSTRIAL AND ORGANISATIONAL PSYCH OLOGY

School/Faculty: SP - SCHOOL OF PSYCHOLOGY

Prog. Version: V2018

Study Time: EVENING

Disc. Classes:

Hall: AFRICA

Contact Details

## FINANCE

My Invoices

My Transactions/Ledger

## REGISTRATION

Self Registration

Registration/Enrollment Track

Modules/Retake Registration

## MY COURSE

My Results

Service Request

## PERSONAL INFORMATION

General Information



**Makerere University**

[www.mak.ac.ug](http://www.mak.ac.ug)

**End**

“The future belongs to those who believe in the beauty of their dreams” – Eleanor Roosevelt

“There was a time when people felt the internet was another world, but now people realize it’s a tool that we use in the world”

– Tim Berners-Lee

Excel With ICT. #MakingICTWorkForYou  
#WeBuildForTheFuture