

Presentation by:

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MAKERERE UNIVERSITY

**Service
Activation**

Topic:

**5 Critical Steps For
Activating ICT Services
For Makerere Freshers**



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Introduction

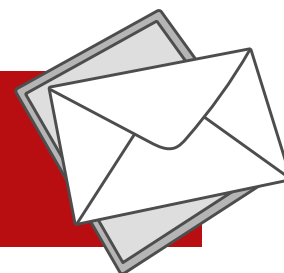


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As part of the digital transformation agenda at Makerere University. The Directorate for ICT Support(DICTS) has embarked on an aggressive pursuit of documenting most systems and business processes to support and increase adoption of the services.

Every year Makerere admits thousands of students and among there are students who don't know their way around ICT and digital literacy. The short and quick guides come in handy to support them in the most easiest way possible. In this guide, we share five critical steps to activating their key ICT services.

First Download Provisional Admission Letter



- **Step 1:** - Log into the **admission portal**
<https://apply.mak.ac.ug>
- **Step 2:** When logged in, Locate Admission History. This is on the left pane under your profile.
- **Step 3:** You will see a blue button **DOWNLOAD PROVISIONAL LETTER** Click it and a new tab will open with your Provisional Letter.
- **Step 4:** Your Provional Letter will look like the picture below. It has your **key** details **name, registration number, student number, Gender, Hall,** etc.

NOTE:

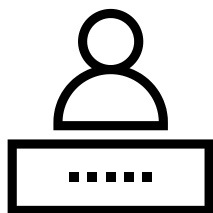
If you have a **pending payment** from a **previously generated PRN** towards an application. **Pay for it** to enable you download.

2. What To Do At First Login



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First Login



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**ALL
FRESHERS**

New Feature

*Updating The Student Portal
After The First Login*

Date: Tuesday, 01st July, 2026

Step 1: Visit the link: <https://myportal.mak.ac.ug>

Step 2: Use the student number as username and password **e.g 2600707827**

Step 3: You'll be **prompted to update your account** with **your email address** and **phone number**. Ensure you use the phone number that is currently yours.

e.g john.doe@gmail.com and **0779*******

Step 4: Input your student number and request for a token

Step 5: You'll receive a token in your **email address** that you provided: Use that token and follow the process of creating the password.

Step 6: Proceed and sign in using your **student number** as the **username** and the **password** you just created.

Step 7: You will then login and see the **dashboard/profile** of your account.

~ End User Support Team

For More Details



<https://support.mak.ac.ug>



@DICTSMakerere

3. Five Critical Things Snapshot:



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5 CRITICAL THINGS

1

PROVISIONAL
ADMISSION LETTER

2

ACTIVATE PORTAL:
Click Reset Here

3

ENROL:
Choose year 1,
then Fresher

4

CREATE
EMAIL

Visit

<https://sso.mak.ac.ug>

5

USE EMAIL
to create:

- MUELE,
- MyLOFT
- Access Eduroam & MakAIR

✕ @DICTSMakerere



<https://dicts.mak.ac.ug>
<https://answers.mak.ac.ug>

3.1 Provisional Admission Letter:



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Download your **provisional admission letter**. Ensure it reflects your names. If by now you don't have your letter, reach out to DICTS via <https://support.mak.ac.ug>

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5 CRITICAL THINGS

1

PROVISIONAL
ADMISSION LETTER



- Download your provisional admission letter from the application portal.
- <https://apply.mak.ac.ug>
- Your student number is provided on your admission letter. e.g 2500714354 (It is 10 digits)

✕ @DICTSMakerere



<https://dicts.mak.ac.ug>
<https://answers.mak.ac.ug>

3.2 Activate Portal or Login:



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Activate Portal:

If you followed the first option of updating your account. Proceed and login in, otherwise, click **reset** her.

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5 CRITICAL THINGS

2

ACTIVATE PORTAL:
Click Reset Here



Visit the student's portal:
<https://myportal.mak.ac.ug>

- Click reset here
- You will receive a token in your email or sms
- A page will open up for you to reset your password.
- Create a strong password e.g **oPiO@2025**



3.2 ENROL: Choose year 1, then Fresher



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Choose year 1, then Fresher.

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5 CRITICAL THINGS

3

ENROL:
Choose year 1,
then Fresher

Arthur Opio

ENROL
Generate PRN

- Once you log in using the password you have created.
- Enrol as a **FRESHER**(this applies to Under graduate & Graduate students.
- Once you enrol. You will see how much **tuition** to pay for the semester.
- You can make deposits by **generating PRN**.



3.4 CREATE EMAIL:

Visit <https://sso.mak.ac.ug>



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Only students who have **enrolled** can be able to create an email. This email will enable you access our **Unified Portal** <https://access.mak.ac.ug> where you'll have access to all University services.

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5 CRITICAL THINGS

4

CREATE
EMAIL

Visit
<https://sso.mak.ac.ug>



SSO

- You can then proceed to create your University email via <https://sso.mak.ac.ug>
- Only students who have enrolled can be able to create an email.
- Follow the password rules & provide your alternative email address for recovery purposes
- You can try testing by logging in via <https://webmail.mak.ac.ug>



3.5 USE EMAIL to create/access: MUELE, MyLOFT, Eduroam, MakAIR, etc.



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Only students who have **enrolled** can be able to create an email. This email will enable you access our ***Unified Portal*** <https://access.mak.ac.ug> where you'll have access to all University services.

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5 CRITICAL THINGS

5

USE EMAIL
to create/access:

- MUELE,
- MyLOFT
- Access Eduroam & MakAIR

MUELE



- After creating your email. Visit the link <https://muele.mak.ac.ug> to access your MUELE account. This is the University eLearning platform.
- We created a tool that enables you now access MUELE with ease. You no longer need create another account. Your email is enabled with single sign on. So access will be direct.

NOTE:

- You can also use the same email address to connect to the **University WiFi MakAIR** and **Eduroam**.
- You can also sign up for *library services like myLOFT*.



Cyber SecurityToolkit V1



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Acquaint yourself with Cyber
knowledge on your finger tips:

CYBER SECURITY TOOLKIT V1



@DICTSMakerere



<https://support.mak.ac.ug>

<https://answers.mak.ac.ug>

<https://dicts.mak.ac.ug>

Scan QR Code
or visit link

<http://bit.ly/3Kl1O6L>



bitly