

MAKERERE

P.O Box 7062
Kampala – Uganda
Phone: + 256-41-531343, 531437



UNIVERSITY

Director: spmugabi@dicts.mak.ac.ug
Dep. Director:
Helpdesk: helpme@dicts.mak.ac.ug

**DIRECTORATE FOR
INFORMATION AND COMMUNICATION TECHNOLOGY SUPPORT**
"The Knowledge Centre"

POST-DATA MIGRATION CLEAN-UP GUIDE FOR ACMIS

1. INABILITY TO ACCESS STUDENT PORTAL

COMPLAINT OR ERROR MESSAGE	CAUSE	SOLUTION	RESPONSIBLE UNIT/ PERSONS
"Invalid User Name"	Student data is not yet migrated to ACMIS	Contact the data migration team via helpme@dicts.mak.ac.ug or fill and submit the ACMIS complaints form to have data migrated. https://docs.google.com/forms/d/e/1FAIpQLSfZSC_8wOBhCoteltx-FY4gw5tlXarhflftmdouUgFbL4TEwg/viewform	ACMIS data migration team (DICTS & AR-ICT Division)
	Student is of Entry/Admission years 2017/18 and backwards/before	Students of Entry years 2017/18 and before, should use the AIMS generated Student or Registration number which can be found on the examination permits they printed off the AIMS system. Else, they can contact their college ICT-personnel to avail them with the AIMS generated student numbers	College ICT-Personnel (CEDAT) ICTsupport.cedat@mak.ac.ug (CHUSS) ICTsupport.chuss@mak.ac.ug (CHS) ICTsupport.chs@mak.ac.ug , (CoVAB). ICTsupport.covab@mak.ac.ug (CoNAS) ICTsupport.conas@mak.ac.ug , (CoBAMS) ICTsupport.bams@mak.ac.ug , (CoCIS). ICTsupport.cocis@mak.ac.ug , (CEES) ICTsupport.cees@mak.ac.ug (Laws). ICTsupport.law@mak.ac.ug , (CAES) ICTsupport.caes@mak.ac.ug
	Student has entered their "Student Number" as the username on ACMIS yet on AIMS, they were using their "Registration Number" as the username	Student should try using their "Registration Number" as username on ACMIS	Student
Wrong Email Address and/or Phone contact	Student forgot email address (many students had these email addresses created for them by other people during application for admission to Makerere).	Fill and submit the ACMIS student email update form via https://docs.google.com/forms/d/e/1FAIpQLSeEZ3CwwRxQiml4Ja4mclMhXS1C9cib0S05fh2CTKyz9KAjq/viewform	DICTS
	Student lost phone-contact or does not have access to it.	Contact your respective College ICT personnel to update your student email and phone contacts on ACMIS.	College ICT-Personnel (CEDAT) ICTsupport.cedat@mak.ac.ug (CHUSS) ICTsupport.chuss@mak.ac.ug (CHS) ICTsupport.chs@mak.ac.ug , (CoVAB). ICTsupport.covab@mak.ac.ug (CoNAS) ICTsupport.conas@mak.ac.ug , (CoBAMS) ICTsupport.bams@mak.ac.ug , (CoCIS). ICTsupport.cocis@mak.ac.ug , (CEES) ICTsupport.cees@mak.ac.ug (Laws). ICTsupport.law@mak.ac.ug , (CAES) ICTsupport.caes@mak.ac.ug
		Student should visit their College Registrar's office to have their email address and phone contact updated. NOTE: Students are encouraged to create a University email	College-Registrar

		address by visiting https://sso.mak.ac.ug/ and creating a @students.mak.ac.ug email address. PLEASE READ ALL INSTRUCTIONS PRIOR TO CREATING EMAIL ADDRESS.	
Forgotten password to my University email address	Student did not memorise or securely store their password.	Student can reset their password via the https://sso.mak.ac.ug/ . This is on condition that they can access their alternative email address for the password reset token.	Student
Reset token not received on phone or email address	Most likely system failure to deliver tokens	Student can check "Spam" or "Junk" folder for ACMIS token email	Student, else contact DICTS via helpme@dicts.mak.ac.ug to report system failure to deliver tokens.
2. WRONG BIO-DATA			
Wrong Names, DoB, Next of Keen details, Billing category (Uganda, East African, International), Wrong Tuition Waiver (Gov, Biological etc.), Hall of residence etc.	Data was migrated from AIMS with Errors or some was mixed up during migration to ACMIS	Student should visit their College Registrars offices to have bio-data records updated.	College Registrars
3. FAILURE TO ENROL FOR SEMESTER			
"No Tuition Fees" defined	Tuition Fee Context for Program is not set on ACMIS	Contact DICTS via helpme@dicts.mak.ac.ug so that the Finance department can create Tuition Fees Context for Program or fill in the ACMIS complaints form https://docs.google.com/forms/d/e/1FAIpQLSfZSC_8wOBhCoteltx-FY4qw5tlXarhflftmdouUgFbL4TEwg/viewform	Finance Department
Wrong Enrolment	Student enrolled under wrong category (Fresher, Continuing, Finalist etc.)	Student should visit their College Registrars offices for de-enrolment	College Registrars
4. FEE PAYMENT RELATED			
Wrong-Fees, Tuition-Waiver or Functional-Fees appearing on Tuition Fees Invoice of Semester Two	ACMIS system has wrong Tuition Fees for Program	Student should visit their College Registrars offices for de-enrolment. Upon re-enrolling, the correct Tuition Fees will appear.	College Registrars
PRN/ reference number for Tuition-Fees payment not generated	"Invalid Payload" error/System failure	Contact DICTS via helpme@dicts.mak.ac.ug to have issue rectified	DICTS
Fees paid but not reflecting	Delayed payments posting due to URA data traffic or ACMIS system failure to post transaction updates on portal	Contact DICTS via helpme@dicts.mak.ac.ug to have issue rectified	DICTS
5. REGISTRATION RELATED			
No courses for registration, Wrong Course-codes, insufficient course-unit credits etc.	Curriculums related	Student should visit College Registrar's office or the AR-ICT division offices (Senate building)	College Registrar or AR-ICT division (Senate building)
Successfully registered but forgot to register retake, I want to enrol/register for previous semester (Backward	Missed course-units, retake course unit while registering	Student should visit College Registrar's office	College Registrar's office

enrolment/registration)			
6. RESULTS RELATED			
No results displayed	Results not yet migrated or missed out on being migrated	Contact the data migration team via helpme@dicts.mak.ac.ug or fill and submit the ACMIS complaints form to have results migrated. https://docs.google.com/forms/d/e/1FAIpQLSfZSC_8wOBhCoteltx-FY4qw5tIXarhflftmdouUgFbL4TEwg/viewform	ACMIS data migration team (DICTS & AR-ICT Division)
Wrong results displayed	Wrong results migrated		Student can also visit college registrar to have results updated correctly.
Incomplete results displayed	Results still under migration or AIMS had incomplete results		

PAYMENT METHODS (Mobile Money)



Academic Management Information System(ACMIS) User Guide

Make Payments(Tution, Application Fees and Others) to URA using Mobile Money

Pay with Airtel Money

Dial *185# or *165, then select:

Option 4: Pay Bill

Option 7: URA

Option 1: Pay Registered

Enter the PRN/PTN number you wish to pay for and follow prompts.

Pay with MTN Mobile Money

Dial *165#, then select:

Option 4: Payments

Option 5: Fees and Taxes

Option 1: URA

Option 1: With PRN Payments

Please enter your payment registration number (PRN) then follow prompts.

URA-Visa payment <https://dicts.mak.ac.ug/articles/how-make-payments-visamaster-card-ura>