

# FREQUENTLY ASKED QUESTIONS

## Admission Prescreening Registration

1. Did not receive Verification Code

Ans: Please send your jamb registration number to the online helpdesk unit-  
[helpdesk.comsit@unilorin.edu.ng](mailto:helpdesk.comsit@unilorin.edu.ng)

2. Payment not successful after revalidating

Ans: please provide your remita receipt / RRR number online helpdesk unit-  
[helpdesk.comsit@unilorin.edu.ng](mailto:helpdesk.comsit@unilorin.edu.ng)

3. Bio-data page not submitting

Ans: Kindly make sure your email address is valid and your phone number is 11 digit.

4. Unable to select 2<sup>nd</sup> sitting SSCE result after completing the registration.

Ans:

- I. If you are still on the registration page, check the menu on the page that say “continue registration” click on it, under the o’level click on the number of sittings and refill your O’level details.
- II. If you have completed your registration, go back to the login page and click on continue registration, under the o’level click on the number of sittings and re-enter your O’level result.

5. Best 5 subjects not completely displayed on your portal page

Ans: The result you entered most likely does not qualify you for the course you applied for. Kindly make sure your o’level result qualify you for the course applied to.

6. Students moved to another department/ program and unable to continue registration after making payment in the previous department.

Ans: Please report to admission office.

## Preliminary Studies

1. Unable to get application number.

Ans: Please provide your remita receipt /RRR number to online helpdesk unit-  
[helpdesk.comsit@unilorin.edu.ng](mailto:helpdesk.comsit@unilorin.edu.ng)

2. Login Password not working

Ans: You will have to provide your application number to online helpdesk unit-  
[helpdesk.comsit@unilorin.edu.ng](mailto:helpdesk.comsit@unilorin.edu.ng)

## Undergraduates

### 1. Forgot portal password

Ans: Send email with subject as forgot password to online helpdesk unit- [helpdesk.comsit@unilorin.edu.ng](mailto:helpdesk.comsit@unilorin.edu.ng) or use [uildashboard@unilorin.edu.ng](mailto:uildashboard@unilorin.edu.ng) Include your matric number.

### 2. Forgot Email Password

Ans: Kindly click on forgot password and use the alternate email you provided previously to retrieve the password.

### 3. Payment Issues

#### Unable to make payment

Ans: Kindly make sure you have a good internet connection and your ATM card can make payment online.

#### Paid but unable to print receipt

Ans: Please Click “revalidate” on the payment page on the portal.

#### Payment not successful after revalidating or not showing on the portal

Ans: please provide your remita receipt / RRR number online helpdesk unit- [helpdesk.comsit@unilorin.edu.ng](mailto:helpdesk.comsit@unilorin.edu.ng)

#### Double payment

Ans: Write a letter of refund to the Bursar attaching the remita and school payment receipt.

### 4. Resumption of suspended study.

Ans: Send a letter to DVC Academics through the Dean of your Faculty and through your Head of Department with a request to profile you for the current session and class.

### 5. Request to edit bio-data

Ans: Write a letter of the request to DVC (Academics) through the Dean of your Faculty and through your Head of Department attaching all the necessary document.

### 6. Course definition-courses not available to register

Ans: See your level adviser/program coordinator for the courses you are to select.

### 7. Spill over students unable to pick the minimum of 7 Credits

Ans: See your HOD to add you as a spill over not to 400B OR 500B.

### 8. Unable to select courses after making payment for Add and Drop/ Request for additional credit unit

Ans: The maximum course a student can select 26 units for Final year and Engineering students and is 24 units for regular students. If additional units are required, approval must be sought by the student from the DVC (Academics).

### 9. Unable to pick GSE skill

Ans: You need to pass GSE 202 before proceeding to GSE 301

### 10. Result not on Portal

Ans: Kindly contact the lecturer assigned for the course for result upload.

### 11. Transcript issue

Ans: Kindly Send a letter to DVC Academics through the Dean of your Faculty and through your Head of Department

**12. Convocation payment**

Ans: Convocation payment has to be made on student undergraduate portal. Please send a mail to online helpdesk unit if required- [helpdesk.comsit@unilorin.edu.ng](mailto:helpdesk.comsit@unilorin.edu.ng)

**13. Old Matriculant (1<sup>st</sup> Degree was obtained from Unilorin now requesting for PG Program)**

**Ans:** Please enter your undergraduate matriculation number during post graduate application process. The same number will be used for the postgraduate program.

## Staff

**1. Forgot email password.**

Ans: Kindly click on forgot password and use the alternate email provided to retrieve the password.

**2. Forgot portal password.**

Ans: Click on forgot password (check your institution email for the password) or send a request through your official email to [portalweb@unilorin.edu.ng](mailto:portalweb@unilorin.edu.ng)

**3. Unable to browse.**

Ans: Kindly contact the IT officer assigned to your Faculty.

**4. Not able to assign an appointed Level adviser/ HOD from the HOD/ Dean Portal profile.**

Ans: The Dean/HOD should make sure his/her portal role has Dean/HOD profile on it. If not he/she should contact send a request through your official email to [portalweb@unilorin.edu.ng](mailto:portalweb@unilorin.edu.ng) to add him/her.

**5. Unable to upload students results.**

Ans: Once the portal is open for result upload and you are assigned as the lead lecturer for the course you would be able to upload the result. Once the portal is closed, and results published, you will need to contact the DVC academics for approval to COMSIT to provide the needed access.

**6. How to get payslip**

Ans: Please check your institution email.

**7. Unable to access Unilorin hosted Journals.**

Ans: Please check out- <https://ojs.unilorin.edu.ng/>  
you may follow up with the E-Library or send a mail to [uillibrary@unilorin.edu.ng](mailto:uillibrary@unilorin.edu.ng)

**8. Unable to access Publication.**

Ans: Please kindly visit the E-Library or send a mail to [uillibrary@unilorin.edu.ng](mailto:uillibrary@unilorin.edu.ng)