

AHMADU BELLO UNIVERSITY, ZARIA

ANSWERS TO FREQUENTLY-ASKED QUESTIONS (FAQs) ON THE UNIVERSITY STUDENTS PORTAL

1. I cannot login with my logging details.

For new students

- Make sure that you have collected your admission letter.
- Also make sure that you have written down your pg online Id with the PG school after the PG school manual clearance.
- Note that we also have online clearance besides the PG school manual clearance which takes not less than a day after the PG school manual clearance and it is the PG online Id you have written with the PG school will be used for this purpose. Be informed that you can only access the portal after this online clearance.
- You are to also note that your state of origin is your default (temporary) password.

For returning students

- Please be informed that your former password for the old portal is not longer valid, you are to now use your state of origin as your default (temporary) password.
- You can only have access to the portal if you don't have any outstanding payment. In case you have any; you are advised to write to the secretary to the PG school for approval to pay the outstanding payment after which your record will uploaded to the new portal.

2. What are the designated banks for payment?

You can pay your form purchase or registration fees at any of the under listed banks nation-wide:

- i. First Bank
- ii. Ahmadu Bello University Micro Finance Bank
- iii. FCMB
- iv. UBA
- v. Zenith Bank
- vi. Fidelity Bank
- vii. Intercontinental Bank

- viii. Unity Bank
- ix. EcoBank
- x. Skye Bank

3. I have registered my courses but I have not seen where to reserve accommodation.

- Please be informed that accommodation is not yet ready and for that the tab is not available.

4. I want to verify that the generated fees schedule is correct.

- You can check to see whether the fees schedule you have generated is correct by clicking the link named Verify your fee at the home page of the registration portal.

5. I have changed my program but still reflecting the former one.

- Kindly see the Dean PG School or Secretary to the PG school to officially write to the Ag Head, Management Information System (MIS) Unit, so that the program will now be updated.