

THE HOW TO DOs IN UNN

HOW TO CREATE PROFILE FOR EXTERNAL CANDIDATE

1. Write a letter through your Head of department to admissions office requesting admission unit to create student profile for you.
2. Admission office forwards the letter to ICT Unit.
3. ICT Unit will create the profile for you.

HOW TO GET E-MAIL ADDESS

1. Go to ICT center (website team) with your school ID card.
2. ICT Center will provide you with the school e-mail address.

HOW TO GET LIONET PASSWORD

1. Send a mail to oncall@unn.edu.ng requesting for Lionet password, with your UNN e-mail address
2. You can specify a password, if you have preference for any.
3. Your username and password (a default password, if you don't have a preference password) will be sent to you within 48hrs.

HOW TO GET STUDENTS ID CARD

1. Go to M.I.S Unit (tenecee office) for capturing.
2. You will be sent an sms when the card is ready.
3. Go to ICT building (Access Bank building) to pick the ID card.

HOW TO UPLOAD CURRENT SIZE OF PASSPORT (MOSTLY FOR NEW STUDENTS)

1. Access the UNN portal.
2. Locate position for passport upload
3. Scan ***a real passport photograph*** that is not more than ***40kb*** and upload it.

HOW TO SOLVE PROFILE ACCOUNT CLASH

1. Go to ICT (access Bank) building.
2. Lay your complain
3. You will be attended to.

HOW TO SOLVE DOUBLE ADMISSION ISSUES

Method A

1. Go to ICT (access Bank) building with copies of the two list where your name
2. State the appeared course you want.

Method B

1. Send an e-mail to customerservice.ict@unn.edu.ng , attaching the lists where your name appeared.
2. State the preferred course in the e-mail.

HOW TO CHANGE LEVEL

Method A

1. Follow the e-mail format on UNN website.
2. Send an e-mail to customerservice.ict@unn.edu.ng, indicating the level you are and the level you see in your profile.
3. Customer service will forward the mail to portal Section of ICT
4. The Portal section will attend to it.

Method B

1. Go to M.I.S (portal section) with a prove of the previous school fees receipt .
2. You will be attended to.

HOW TO REPAIR MY LAPTOP

1. Send an e-mail to customerservice.ict@unn.edu.ng, indicating the problem with your laptop.
2. customerservice.ict@unn.edu.ng will replay you mail and send a copy to the unit that will fix your laptop.
3. Follow the instruction from the mail sent to you

HOW DEFERRED STUDENT CAN REGISTER

1. Write a letter to the Director ICT through the Registrar requesting you want to proceed with you studies.
2. Registrar sends mail to ICT.
3. ICT (Portal section) will do it for you.

HOW TO UPDATE STUDENT PROFILE

1. Go to M.I.S (Portal section) in person with the necessary document to rectify your problem.
2. M.I.S (Portal section) will attend to you and will update your profile.

HOW TO CREATE/RAISE BALANCE PAYMENT INVOICE

1. Go to ICT Access building with the following details:
 - Registration number
 - Session of school fees you want to pay the balance
 - The amount

2. ICT creates the invoice and gives it to the student to go and pay in the bank

HOW TO MERGE SCHOOL FEES INVIOCE

1. After payment, go with the copy of the bank confirmation order of the balance payment and bank confirmation/ receipt of the initial incomplete payment made, to ICT Access Bank building.
2. Customer care section will (merge the payments) attend to it.
3. Go back to the portal, use the RRR number of the initial fees made to print an online receipt.

HOW TO ADD AND DROP COURSES

This can only be done by students before their courses are approved. After approved, follow the following procedure:

1. Write a letter to the Head of the Department through the course adviser to enable you get add and drop card.
2. The card has to be signed by the various authorities concerned
3. The card will be taken to ICT Portal section by the Faculty.
4. The ICT Unit will complete the process.

HOW TO SEND BULK MAIL TO UNN COMMUNITY

1. Send a request e-mail, attaching what you want to send to the ICT Director or to PRO's office.
2. Their e-mail addresses are olisa.okeke@unn.edu.ng and pro@unn.edu.ng respectively.
3. Your request will be attended to.

HOW TO UPLOAD CONTENTS TO THE UNIVERSITY WEBSITE

1. Send a request e-mail to the ICT Director (olisa.okeke@unn.edu.ng) attaching what you want to load/post to the website. University website.
2. Your request will be attended to.