KARATINA UNIVERSITY

DIRECTORATE OF ICT

2021/2022 ACADEMIC YEAR

PROCEDURE FOR USE OF THE UNIVERSITY STUDENTS' PORTAL

<u>CONGRATULATIONS ON YOUR ADMISSION TO KARATINA UNIVERSITY!</u>

As a bonafide student of Karatina University, you now have access to the Students Portal for all your information.

**Your student portal screen sample is as shown below**

This manual will enable you interact with the student portal with ease and manage your student information at the click of a button.

The student portal is available on all web browsers (*Google Chrome; Mozilla Firefox; Google Edge; Opera*) on Desktop PCs, laptops, Android devices and Apple (iOS) devices.

STEP 1: LOG IN AND ACCESS OF YOUR PORTAL

a) Visit Karatina University Website by clicking using this link or typing https://karu.ac.ke in your Web Browser.

b) On the website use the link in the attached picture on the website (or use http://students.karu.ac.ke) to access the portal

Student Portal Link
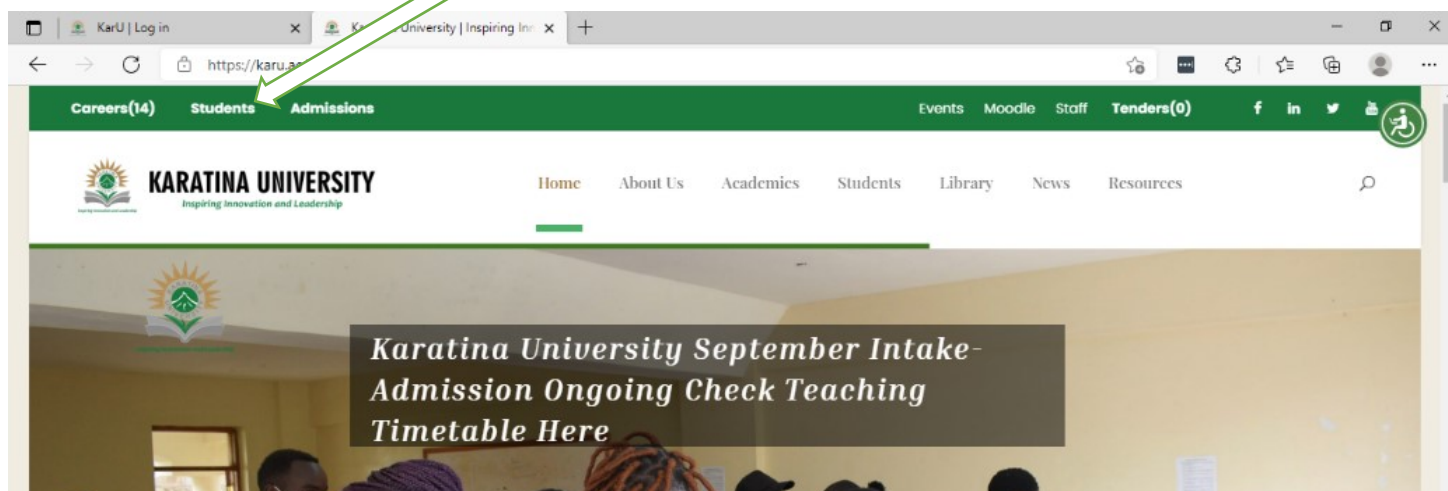
c) You will then get to the student login page (as per the attached image).
   - For the **"USERNAME"** section, kindly type in your admission number (e.g., B101/00001G/21)
   - For the first login, in the "**PASSWORD**" field kindly use your details as provided during your registration (either your Birth Certificate Number or ID Number)
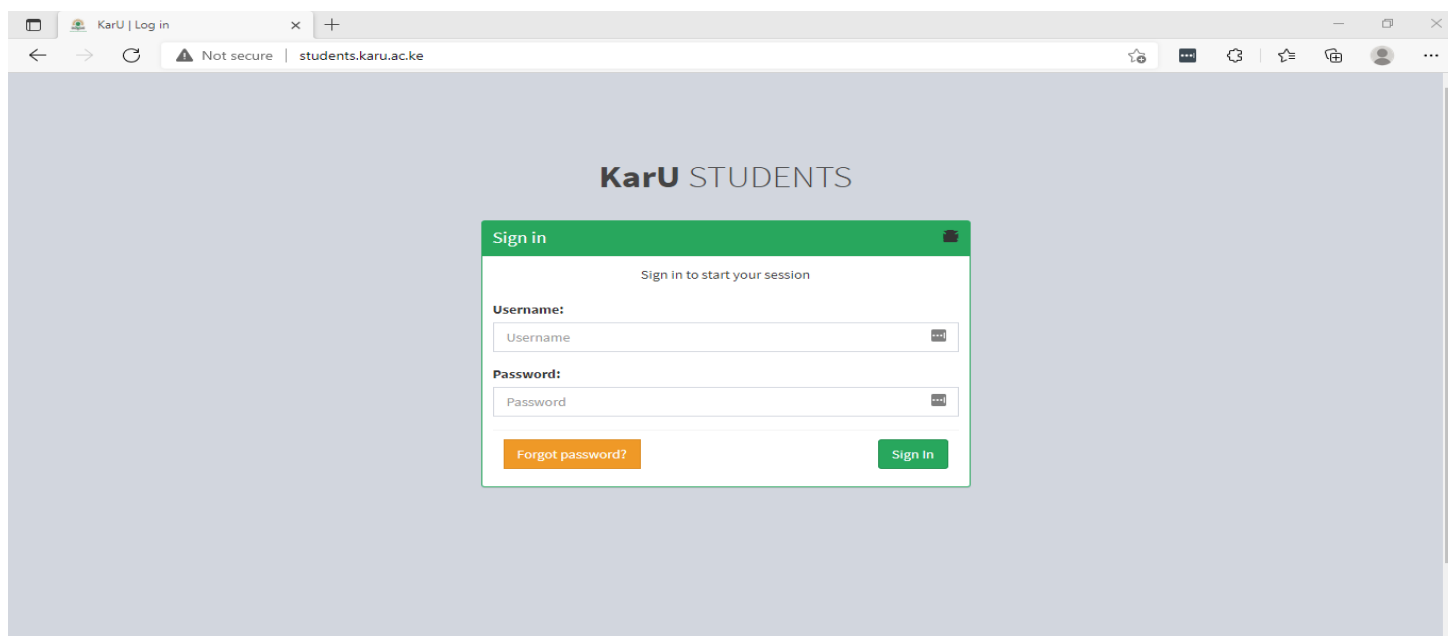
NOTE: If during your first login, you receive an error **Incorrect Username or Password**, kindly send a scanned copy of your ID or birth certificate using your official school email address (e.g., first.last@s.karu.ac.ke) to admissions@karu.ac.ke for the details to be updated on your students portal. You can also visit the Admissions Office at the Main Campus to update the information.

STEP 2: CHANGING YOUR PASSWORD

In order to ensure that your student portal is secure, it is recommended that on your first log in you change your portal password

In order to change your password:

a) Using Step 1 above, log in to your students portal
b) On your student portal dashboard, select "**SETTINGS"** option and then the "**CHANGE PASSWORD"** option. The attached screen will appear on your portal
c) Enter your current password and then put in a new password and confirm the new password and then confirm with **"CHANGE PASSWORD".**
d) Upon confirmation, **KEEP YOUR PASSWORD SAFE AND DO NOT SHARE IT WITH OTHER STUDENTS!!**

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STEP 3: REGISTRATION OF SEMESTERS

a) Using Step 1 above, log in to your students portal
b) On your student portal dashboard, select "**SEMESTER REGISTRATION**" option. The following screen will appear on your portal
c) Kindly check the semester details in the "**Stage:**" column, and if they are okay, click on the "**REGISTER**" button

NOTE:

1. The registration deadline for the semester is displayed in a RED BANNER at the top of your student portal (e.g. **Semester Registration Deadline: Thursday, 30 September 2021**). Please take note that the said date.
2. For issues with the wrong semesters, kindly liaise with the Admissions Office at the Main Campus or write an email to admissions@karu.ac.ke detailing the issue. Provide your registration number

STEP 4: REGISTRATION OF UNITS

a) Using Step 1 above in this tutorial, log in to your students portal

b) On your student portal dashboard, select "**ACADEMICS**" option followed by the **"REGISTER UNITS"** option (see attached screen)

c) Select all checkboxes for your respective units in your programme and then select option **"SELECT UNIT(S)"**. The options will be in the icon form   example shown:

d) Upon selection of all options, the units will appear under the **"SELECTED UNITS"** sub-option (see screen attached). Upon selection, **VERIFY THAT ALL UNITS ARE CORRECT** and then select "**SUBMIT UNITS**"

e) If you select any wrong option, use the option "**Remove/Deregister**" before submission. This will ensure that all your units that are submitted are correct.

f) Upon submission, your units registered will fall under "**Registered Units**" (see screenshot attached)

REGISTERED UNITS:

Unit	Description
EDU 110	Introduction to Education I
HIS 110	Introduction to African History to 1884
HIS 111	Introduction to Historical Studies

STEP 5: VIEWING OF FEE STATEMENTS AND FEE BALANCES

Your student dashboard allows you to view your fee balances and credited payments for on the home screen

In order to view your detailed fee statement;

a) Using Step 1 above in this tutorial, log in to your students portal

b) On your student portal dashboard, select "**FINANCIALS**" option followed by the **"FEE STATEMENT-PDF"** option (see attached screen). A PDF copy of your fee statement will be available for you to view/download. (**Note**: You will need Adobe Reader/any other PDF viewer to view the statement upon download)

NOTE: For any billing errors/discrepancies, kindly liaise with the Student Finance section for resolution of your billing.
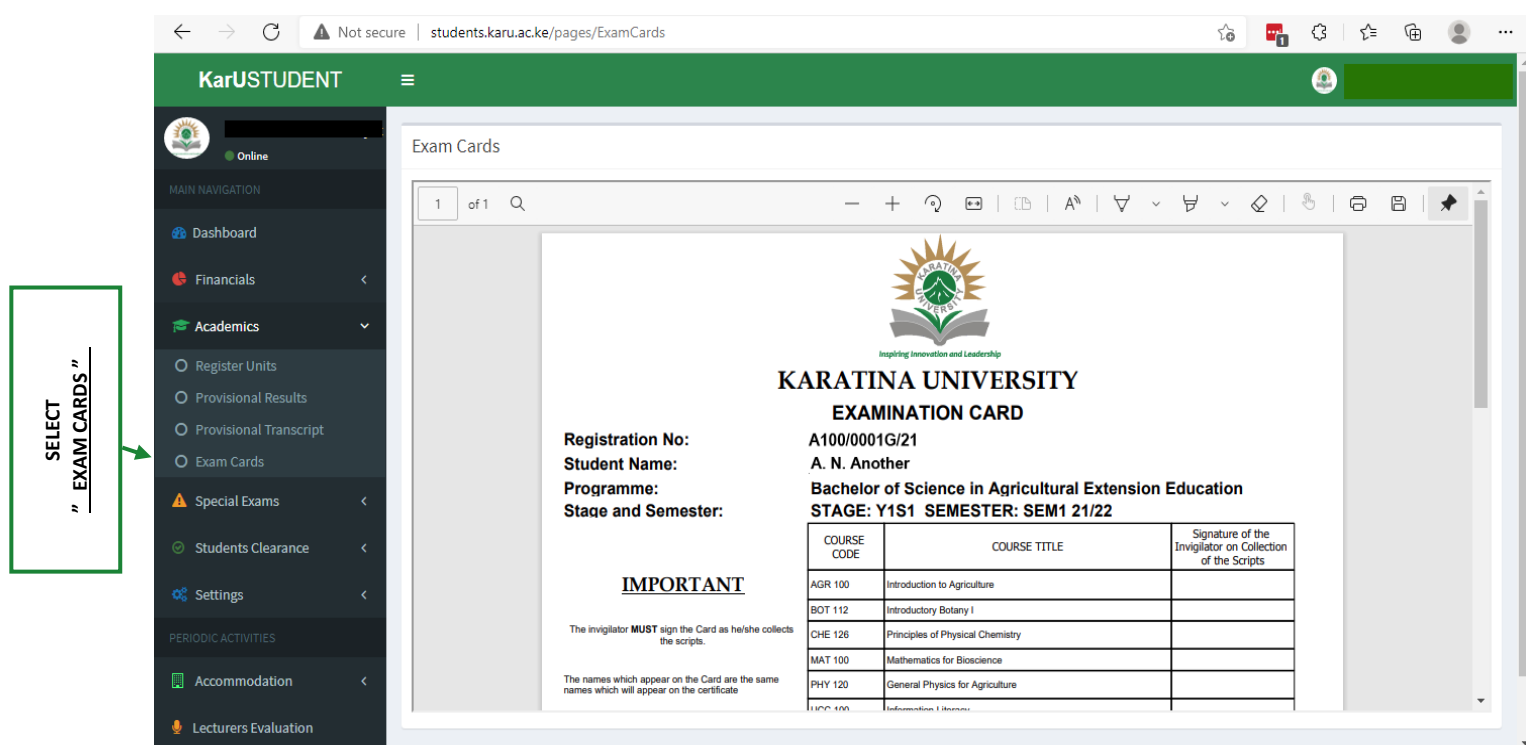
STEP 6: GENERATION OF EXAMINATION CARDS

The student portal allows for students to download and print exam cards subject to successful registration of the semester, units and full payment of school fees.

Further, before students can download an exam card, you **MUST** evaluate all your lecturers as per Step 6 of this tutorial. (*Please note that if no evaluation is done, you will be redirected to the Lecturers Evaluation page*)

To generate your exam card,

c)   Using Step 1 above in this tutorial, log in to your students portal.

d)   On your student portal dashboard, select "**ACADEMICS**" option followed by the **"EXAM CARDS"** option (see attached screen). A PDF copy of your examination card will be available for you to view/download. (**Note**: You will need Adobe Reader/any other PDF viewer to view the statement upon download)

STEP 7: EVALUATION OF LECTURERS

Kindly note that you are currently required to evaluate all your lecturers for the semester before proceeding for exams. The evaluation process is simple and easy!

To undertake evaluation;

a) Using Step 1 above, log in to your students portal

b) On your student portal dashboard, select "**LECTURERS EVALUATION**" option. The following screen will appear on your portal

c) Kindly check the course you intend to evaluate in the "**COURSE**" section. The lecturer of the unit will appear to the right part of your screen

d) Fill in all radio bullets as honestly as you can (grading on a scale of "Very Good" to "Very Poor") and the press [Submit] button.

e) Repeat this process until you complete evaulation for all your lecturers in your current semester.

STEP 8: GENERATION OF CLEARANCE FORMS FROM KARATINA UNIVERSITY

Upon completion of your studies at Karatina University, you will be required to undertake clearance using a prescribed form available on your student portal.

To generate your clearance form,
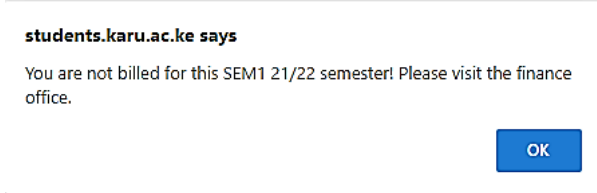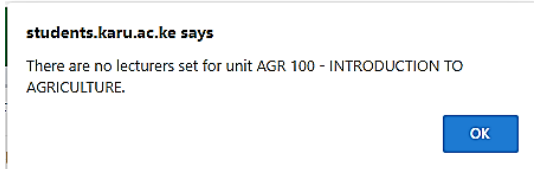
a)   Using Step 1 above in this tutorial, log in to your students portal.

b)   On your student portal dashboard, select "**STUDENTS CLEARANCE**" option followed by the **"GRADUATION CLEARANCE"** option (see attached screen). On the screen, you are then required to "**INITIATE CLEARANCE**" to comence the process as shown below
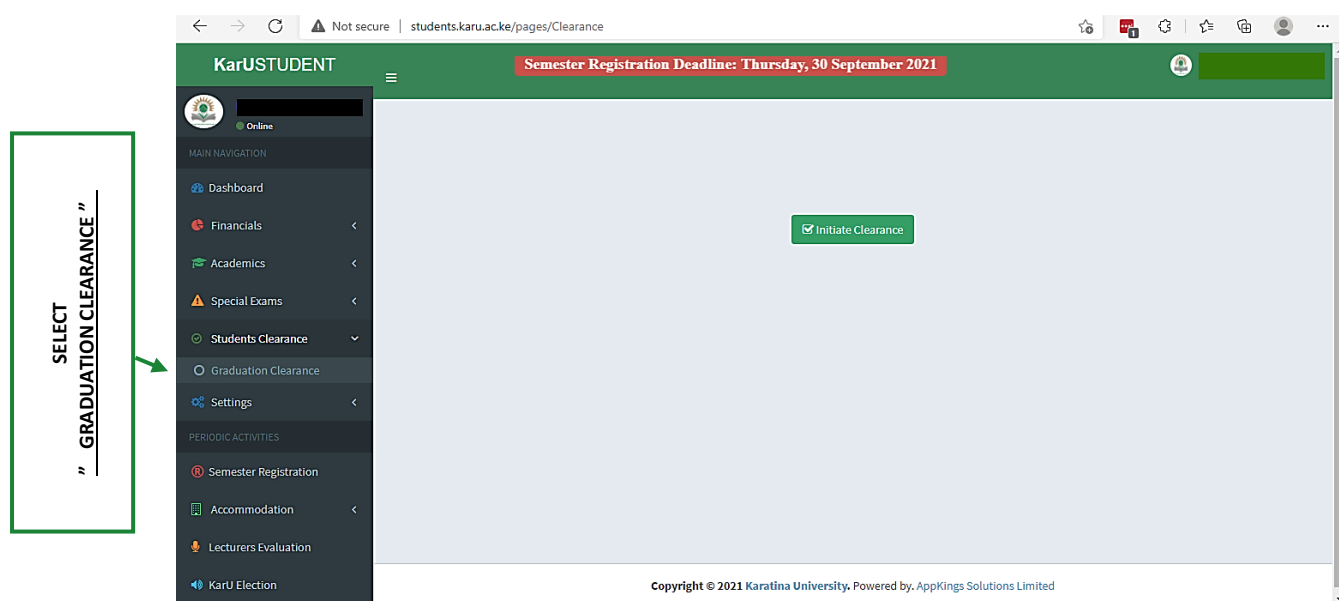
c)   Upon completetion, a "**PRINT CLEARANCE FORM**" button will appear on your screen (as shown below). You can dowload/save a PDF copy of your clearance form for your reference. (**Note**: You will need Adobe Reader/any other PDF viewer to view the statement upon download)
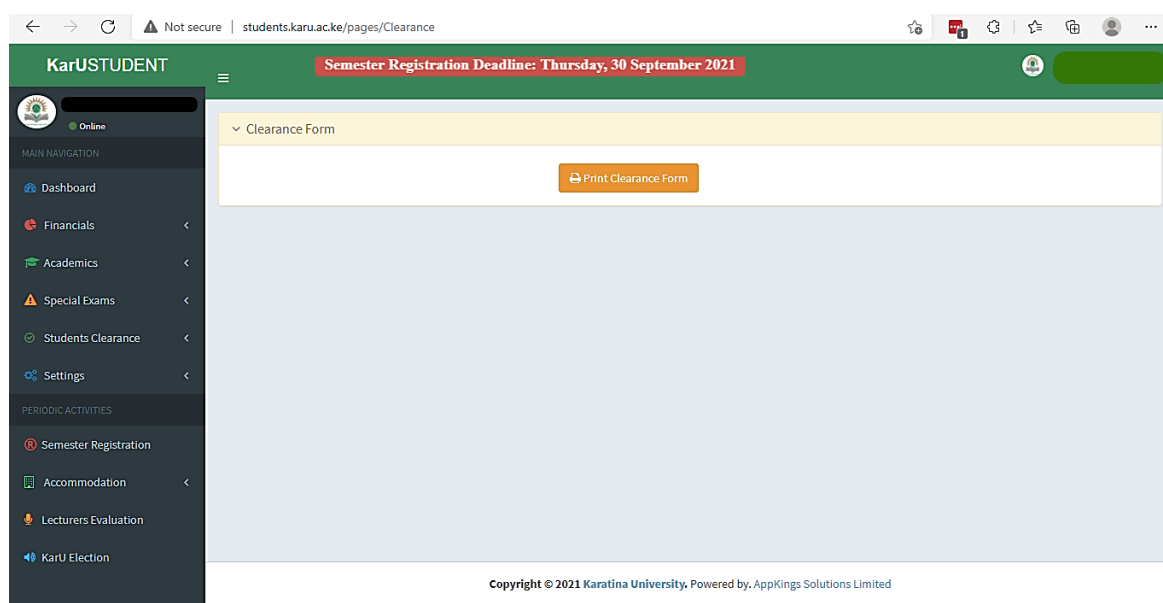
COMMON ERROR MESSAGES AS SEEN ON THE PORTAL

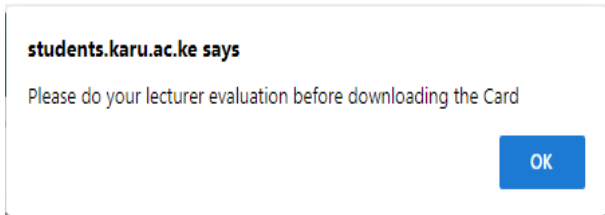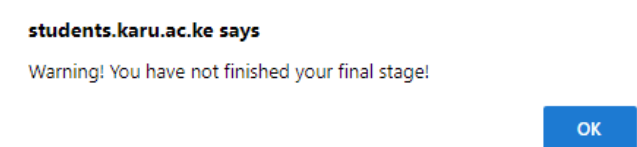| S/No.	ERROR MESSAGE	SOLUTION(S)
1.	During the login to your student portal, you receive the following error: Incorrect Username or Password	a) You may have forgotten your password or keyed in your password incorrectly. Kindly check if CAPS LOCK is on, or you are using your correct document (ID, Birth Certificate Number) b) If you have recently changed your password, kindly input your registration number in the "**USERNAME**" section and then click Forgot password?. Your password will be emailed to you using your school email address. You can reset the password using **STEP 2** of this tutorial
2.	While undertaking unit registration, you receive the following error: students.karu.ac.ke says You are not billed for this SEM1 21/22 semester! Please visit the finance office. OK	a) You have registered for your semester but have not been billed by the Student Finance. Kindly visit the office during working hours to facilitate your billing.
3.	During evaluation of lecturers, you receive the following error in a unit: students.karu.ac.ke says There are no lecturers set for unit AGR 100 – INTRODUCTION TO AGRICULTURE. OK	a) Your lecturer has not been properly set in the portal. Kindly liaise with your School Administrative Assistant for all the concerned units to be tagged b) You may have registered for a wrong/invalid unit during unit registration. Kindly liaise with your School for the removal of wrong/invalid units

S/No.	ERROR MESSAGE	SOLUTION(S)
4.	While downloading your exam card, you receive the following error: **students.karu.ac.ke says** Please do your lecturer evaluation before downloading the Card OK	a) Kindly use **STEP 7** of this tutorial to resolve this error message.
5.	While trying to initiate Graduation Clearance, you receive the following error message: **students.karu.ac.ke says** Warning! You have not finished your final stage! OK	a) Your semester registrations have not been properly billed/you have pending examinations/you have not cleared all your outstanding fee balances. In order to resolve this, you may need to liaise with the Admissions Office/Office of the Dean of your school to resolve the error.

QUESTIONS? SUGGESTIONS?

KINDLY LIAISE WITH THE DIRECTORATE OF ICT

(via ict@karu.ac.ke)

NOTE: This tutorial scope covers the areas highlighted only in the Students Portal (students.karu.ac.ke).

For E-learning (Moodle) issues, kindly liaise with the Open, Distance and e-Learning (ODEL) Directorate at odel@karu.ac.ke