User Manual and FAQs

Create an Account on Eportal

Register an account with your CNIC OR NICOP. Enter your mobile number and email. Verify your email and mobile number by pressing send code.

Create an account

Choose your Nationality *

Pakistan

CNIC Type *

CNIC NICOP

CNIC *

e.g. 1234512345670

Region *

Islamabad Capital Territory

Password * Confirm Password *

Password must be alphanumeric and atleast 8 characters

Primary Cell / Mobile number *

Pakistan

SMS will not be delivered if Promotional Messages Block Service is activated

+92 123456789 Send code

e.g. 3XXXXXXXXX

Primary Email *

Send code

e.g. username@provider.com

Submit Cancel

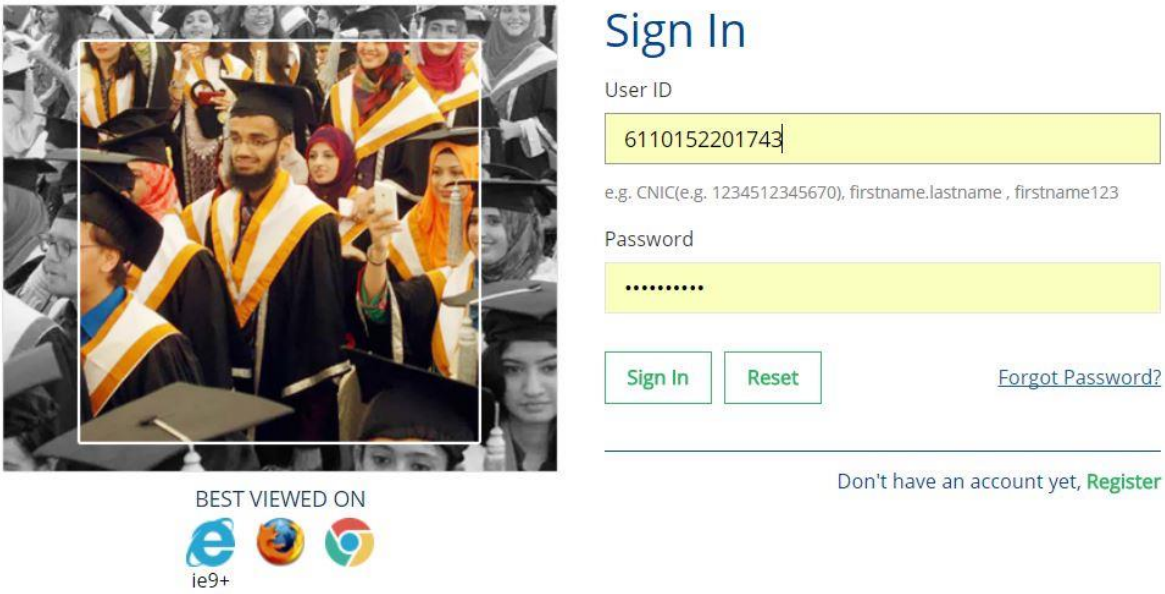
Enter Non-Converted Number
if you can't get code on your mobile contact on this email (phebf@hec.gov.pk)

Enter your email Address
if you can't get code in email then contact this email (phebf@hec.gov.pk)

1. If you don’t get a message on your cell number, please do the following in the exact order.
    a. Please make sure that promotional messages are not blocked for your cell carrier
    b. Please wait for 5-7 minutes
    c. If you are using an international number, please try to use a local number (only if you face an issue on international number)
    d. If, after following all the above mentioned steps, you are still not getting the verification message, please drop us an email at phebf@hec.gov.pk
2. If you don’t get a verification email on your provided email address, please do the following in the exact order.
    a. Please make sure you are connected to the internet.
    b. Please wait for 5-7 minutes.
    c. If, after following all the above mentioned steps, you are still not getting the verification message, please drop us an email at phebf@hec.gov.pk

Login

Login your account with your credentials.



1. **If you are getting Service Maintenance Page**

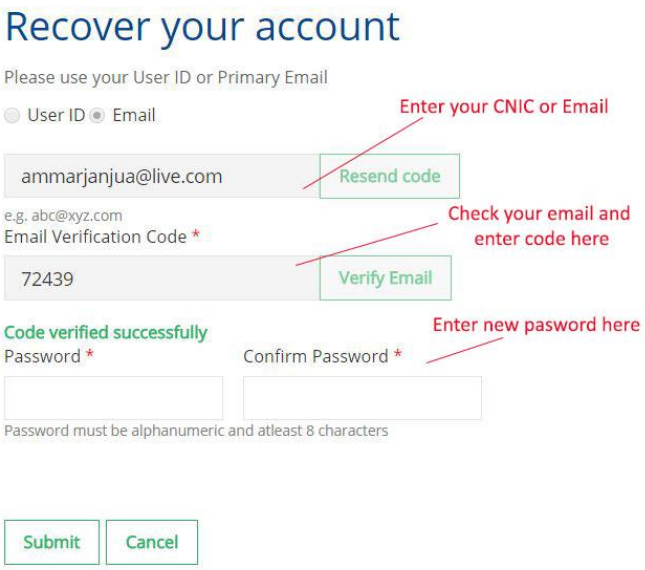
   This happens when we are doing some deployment, normally we place a maintenance page; but if you are already logged in you may experience an error. Deployment takes around 1 hour and is done in non-working hours. If you are continuously getting the maintenance page message for an hour, please clear your browser cache or change your browser.

2. **If you are getting error 500 or unauthorized access error message**

   Please use the link eportal.hec.gov.pk. The extra part after .pk/... is creating the issue for you. If the issue persists, please clear your browser cache or change your browser.

Forgot Password

If you lost your password click on forgot password and enter your CNIC or Email. Code will be sent you on email by using that code you will reset your password.

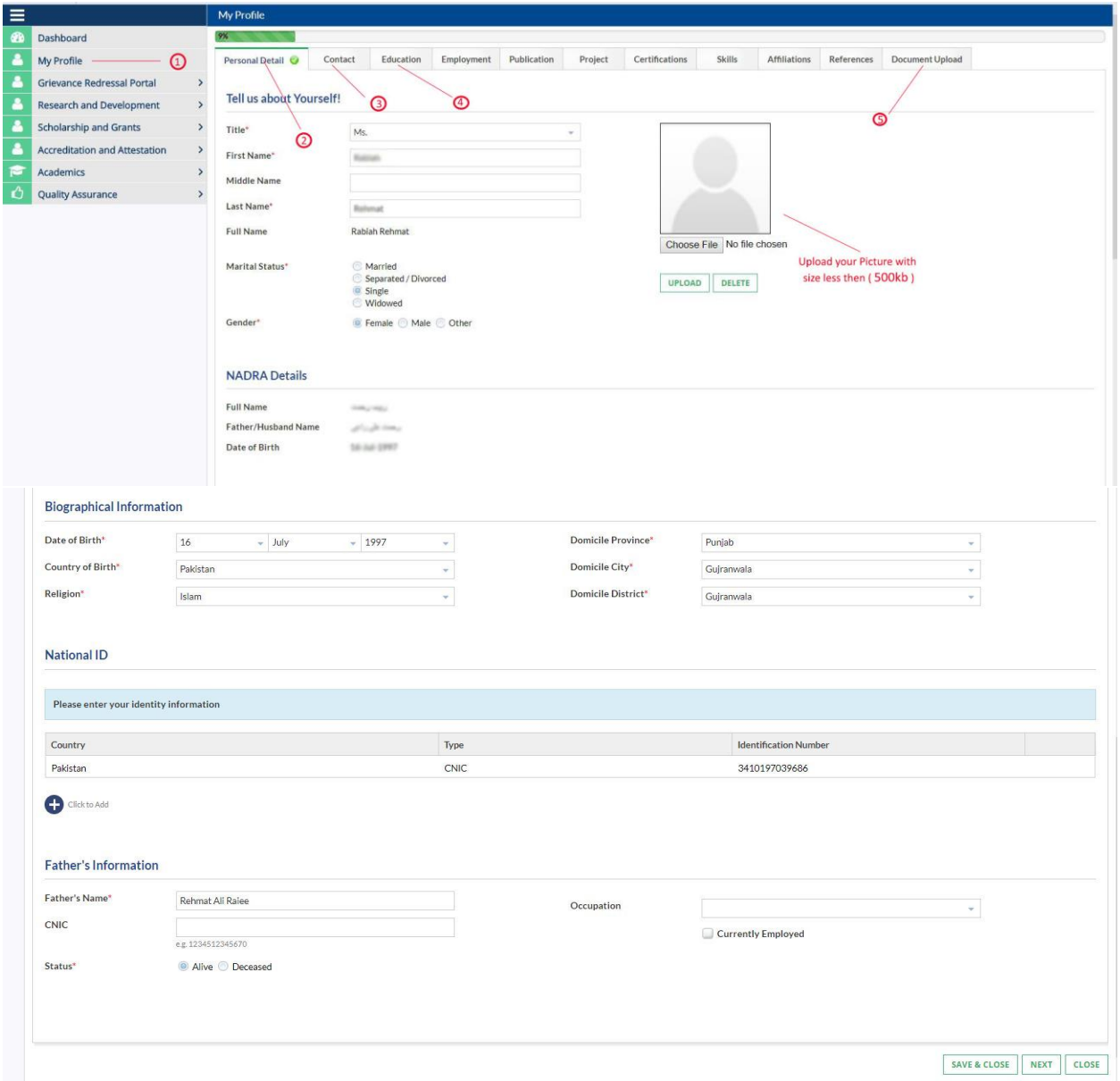


1. **If you have forgotten the password or don't have access to your primary email on which the verification code is being sent**

   Please send us an email at phebf@hec.gov.pk with the copy of your original CNIC and we will reset your email.

Profile

In profile section you can enter your personal details, contact details, education details and upload documents.

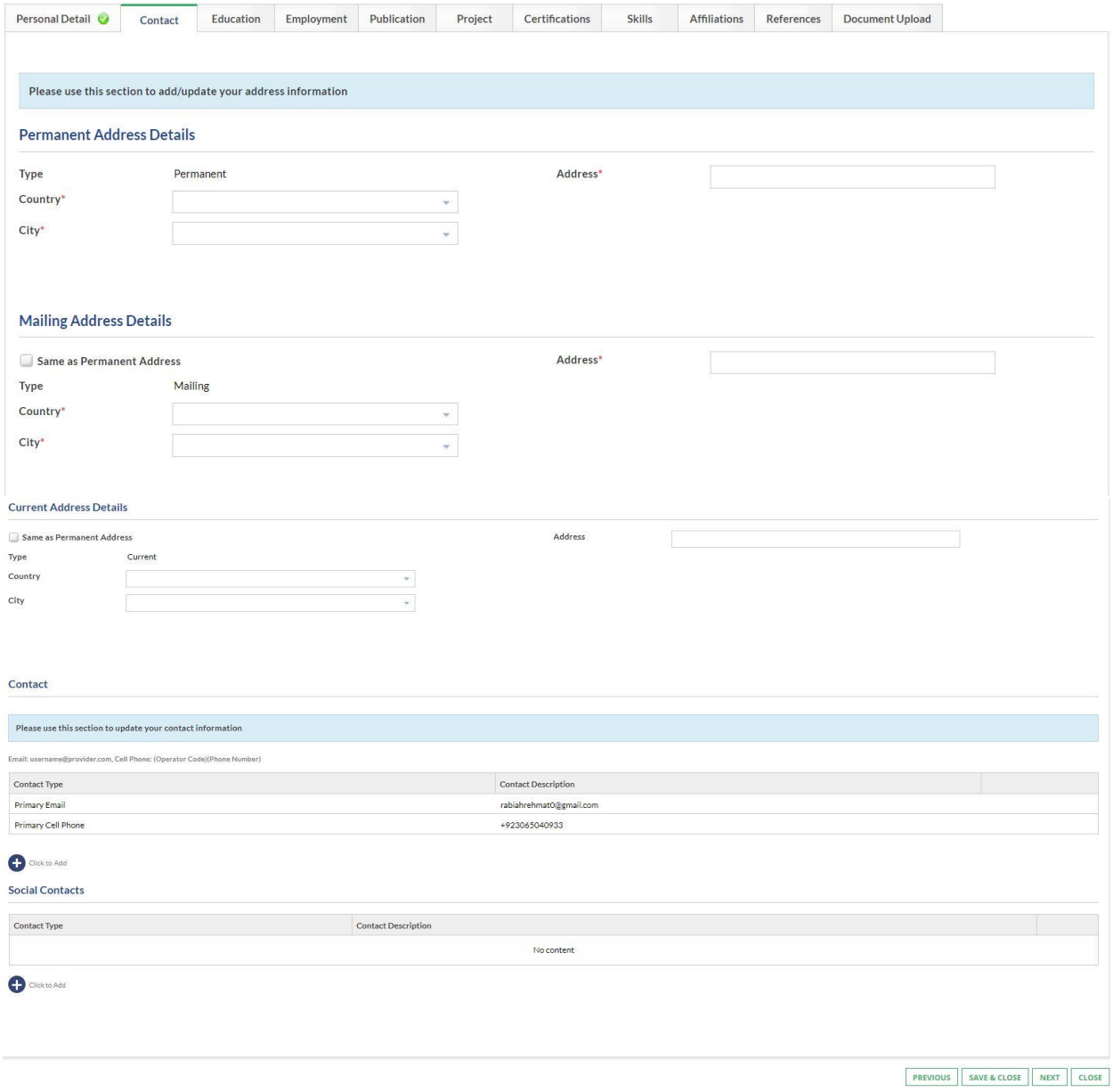


1. “Ask the System Administrator” error message

This is an idle session time out message. Which means that the session was left idle for 20 Minutes or more. Please refresh your browser and log in again.

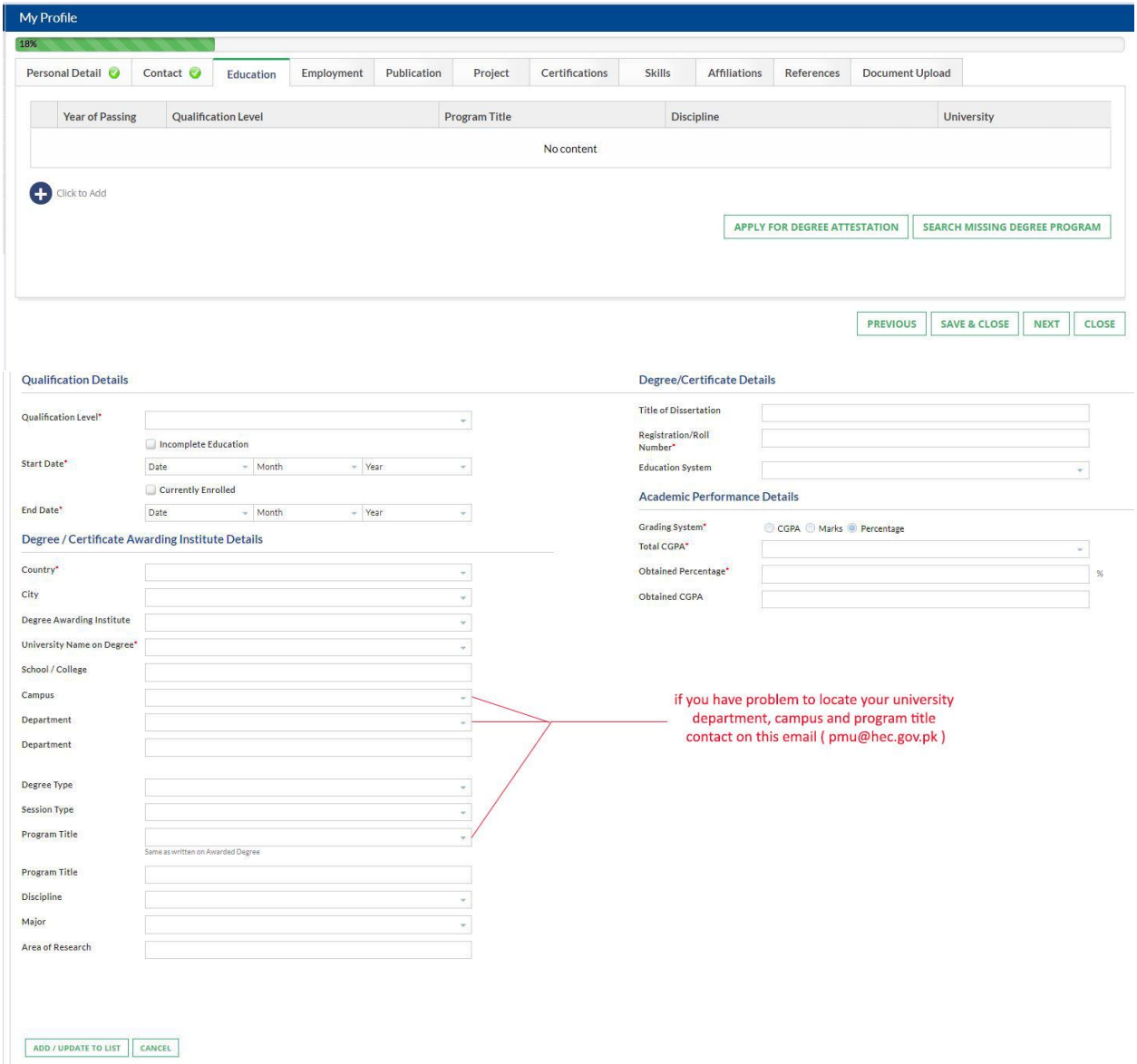
Contact Details

In contact details you can enter your permanent, mailing and current address.



Education

In education tab, you should enter the complete detail of your education. Click on Click to add button to add education. Enter you details about your education and click on ADD/Update to list button in last. Add all your education one by one. And in the last click next button.



1. **My degree program/campus/department is not visible on the academic tab of profile. What should I do?**

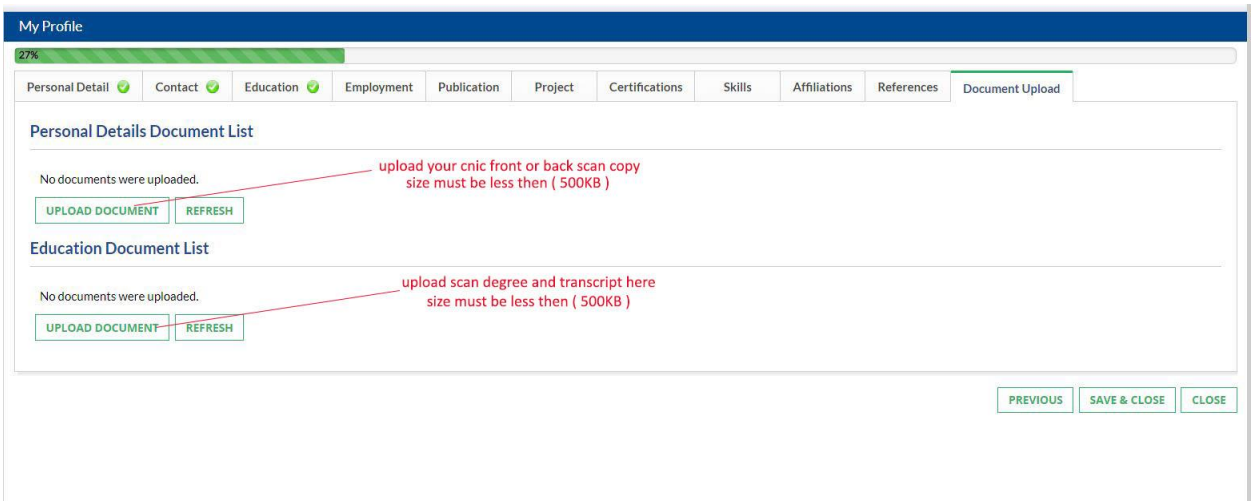
   Please use "Search and Add Missing Degree Program" option to search or add a missing degree program, department in your education tab. The option is available in education tab of your profile. Alternatively, the list of focal person is available on HEC website (http://hec.gov.pk/english/services/universities/pqr/Pages/HEIs-Focal-Persons.aspx).

2. **Error in entering the qualification level**

   Your degrees should be added in chorological order.

Upload Documents

Upload your personal and educational document. Uploaded documents size less than 500 kb.



1. **File size upload error**
    a. The maximum file size which may be uploaded is 500Kb.
2. **Upload error, Error Retrieving documents, Document creation error, contact server administrator error**
    a. Please wait for 15 minutes before retrying. If the problem persists please clear your browser cache or change your browser. If the issue persists for more than 1 hour; please drop us an email at phebf@hec.gov.pk

Scholarship Program for Baluchistan and FATA Students

1. **Eligibility Criteria**

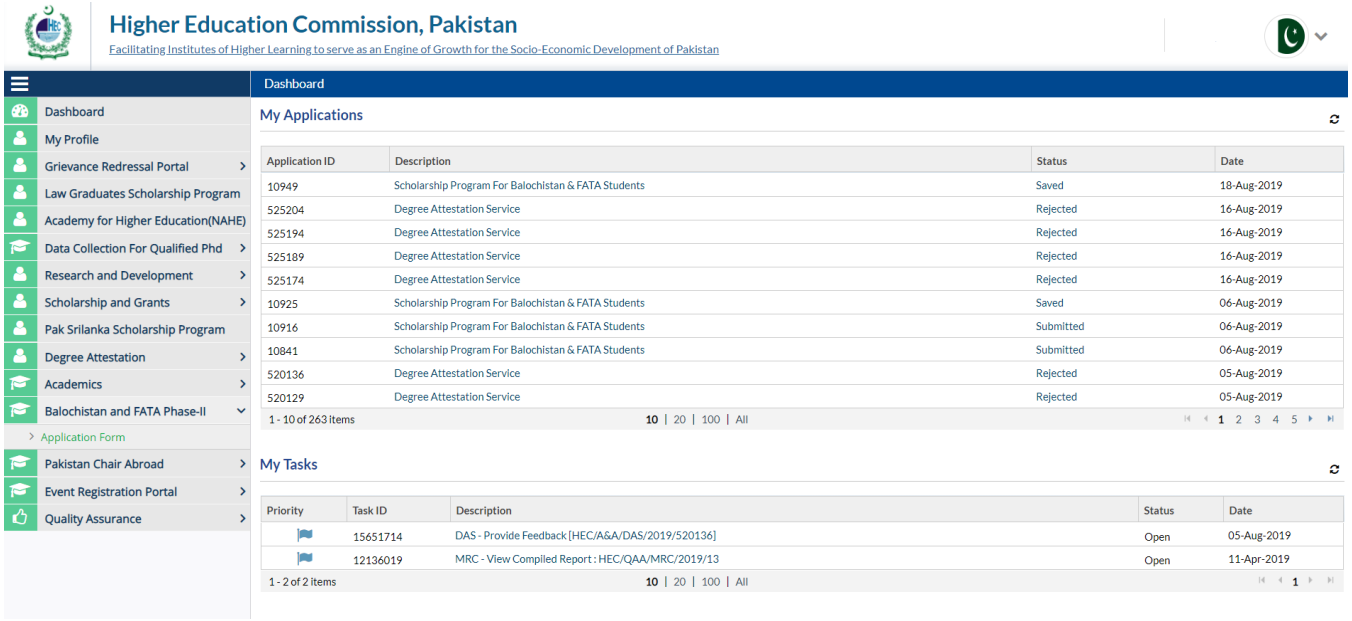
- Age (to be calculated on scholarship closing date):
    - 22 years for Undergraduate Students
    - 35 years for Postgraduate Students
- Minimum Qualification
    - This will be taken per Scholarship program basis
    - Currently enrolled check will also be configurable
- If the BFAP focal person configures that the scholarship is for specific province/district; the corresponding eligibility will also be applicable at the time of submission of application

2. **The read only fields in the application form shows wrong data**

    All the read only fields in the application form are being fetched from your profile. To change these values, you must change these values in your profile. If there is any discrepancy between the values in your profile and the data in your application form, please email us at phebf@hec.gov.pk

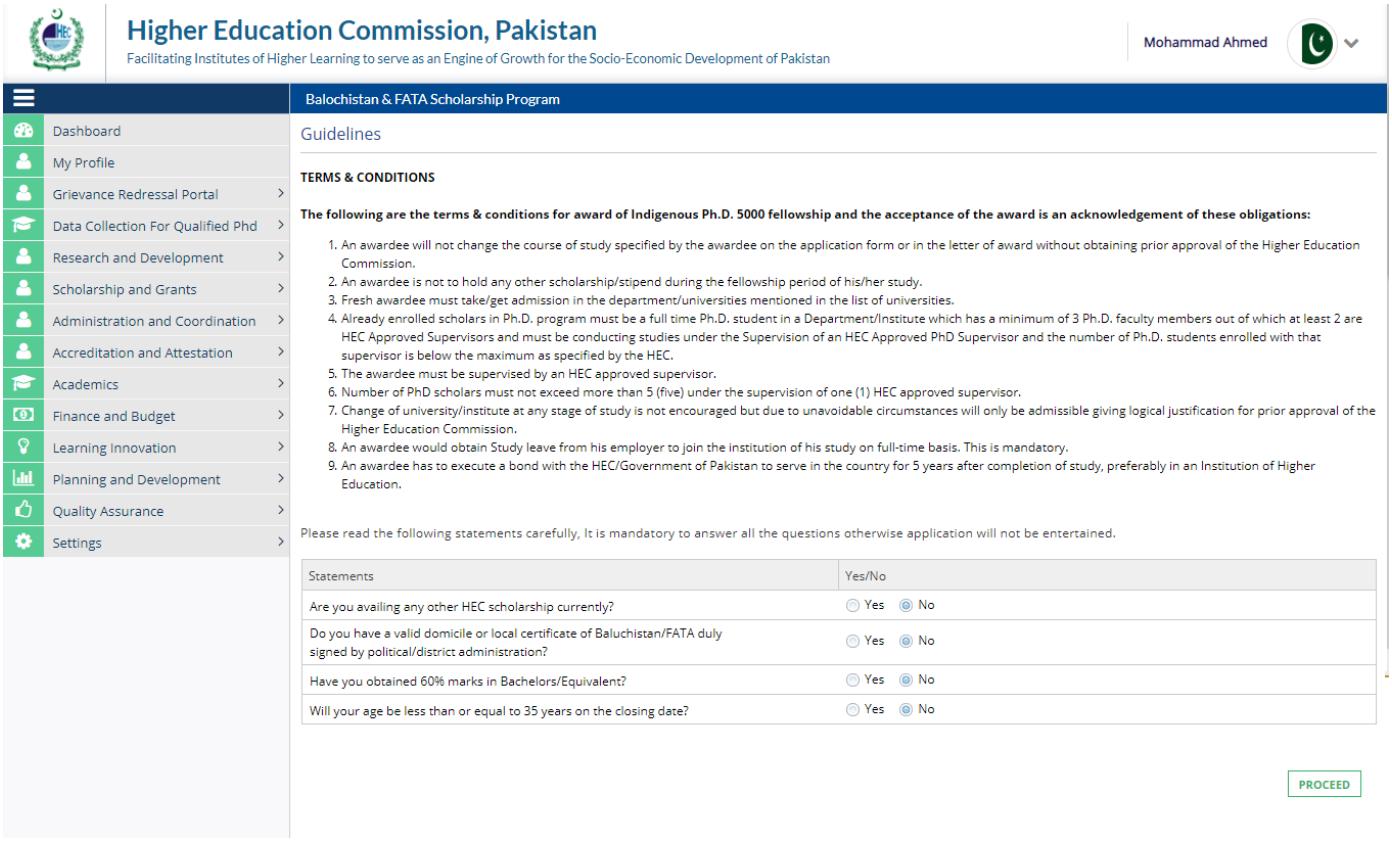
Scholarship Program for Baluchistan and FATA Students Application

- **Accessing the Application Form**
  - Click on Scholarship Program for Baluchistan and FATA Students and then click on Application Form

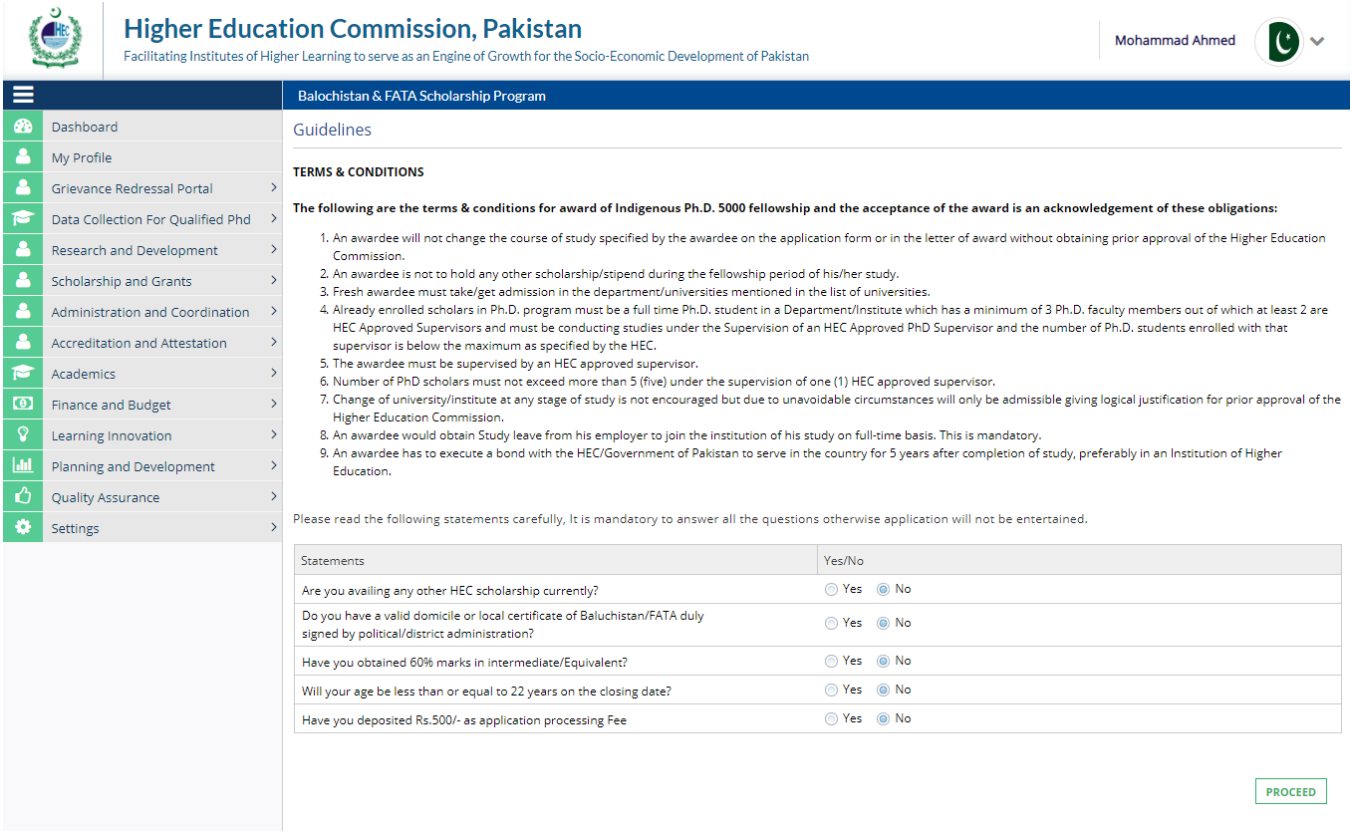


- **Guideline for Scholarship Program for Baluchistan and FATA Students Application**
  - Choose your desired scholarship from the list of available scholarships

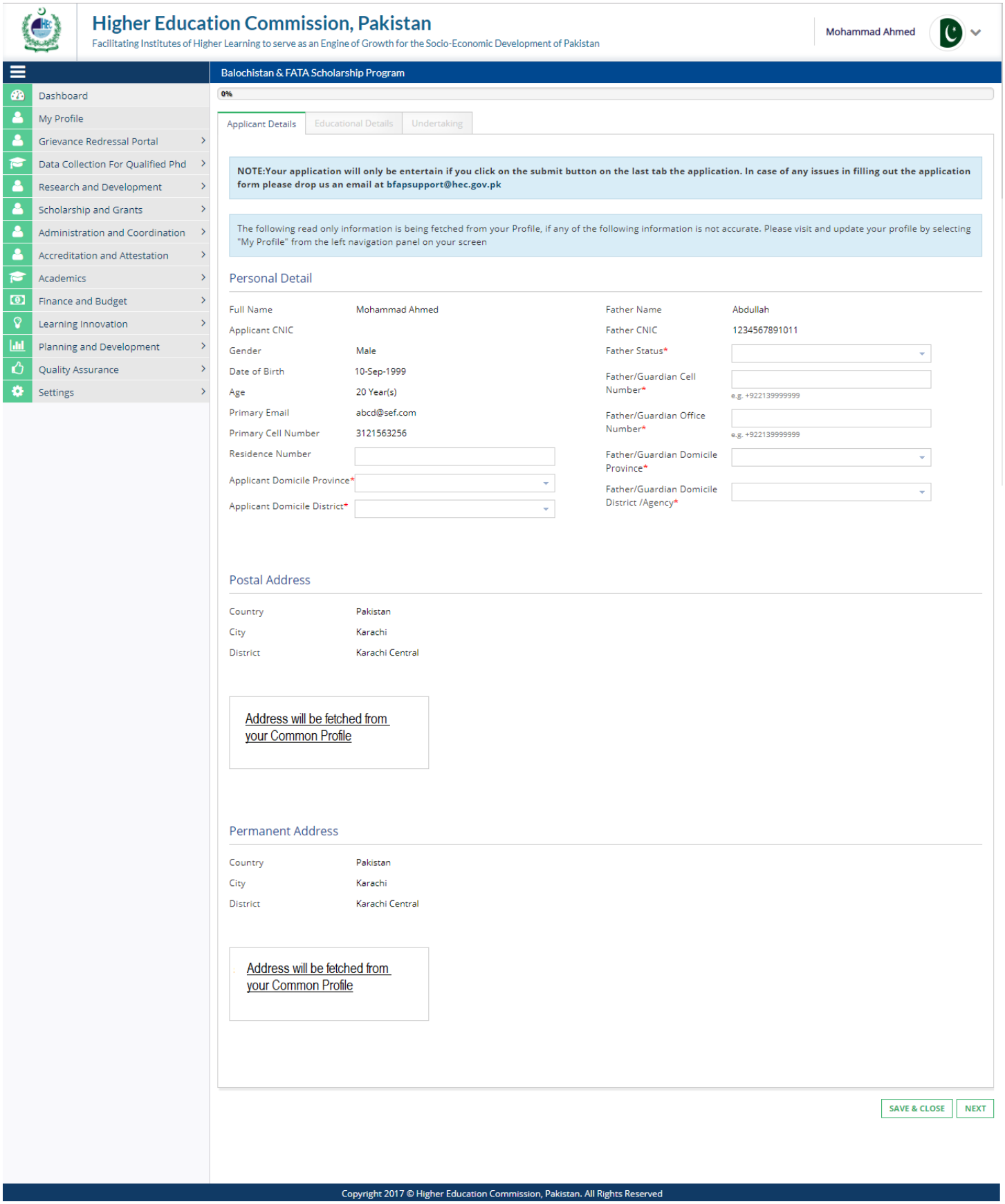
- Answer the following questionnaire for **Postgraduate Scholarship**



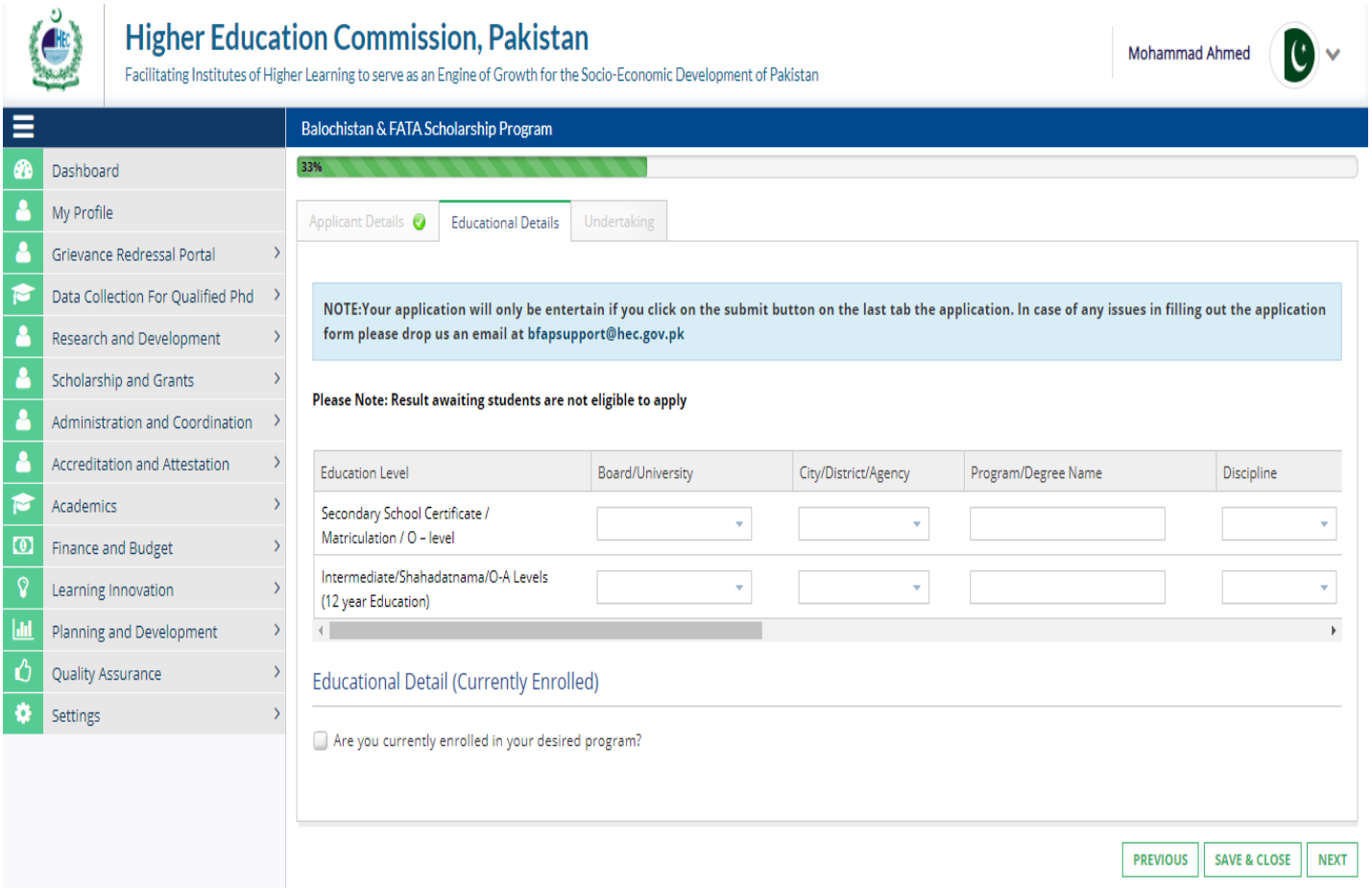
- Answer the following questionnaire for **Undergraduate Scholarship**



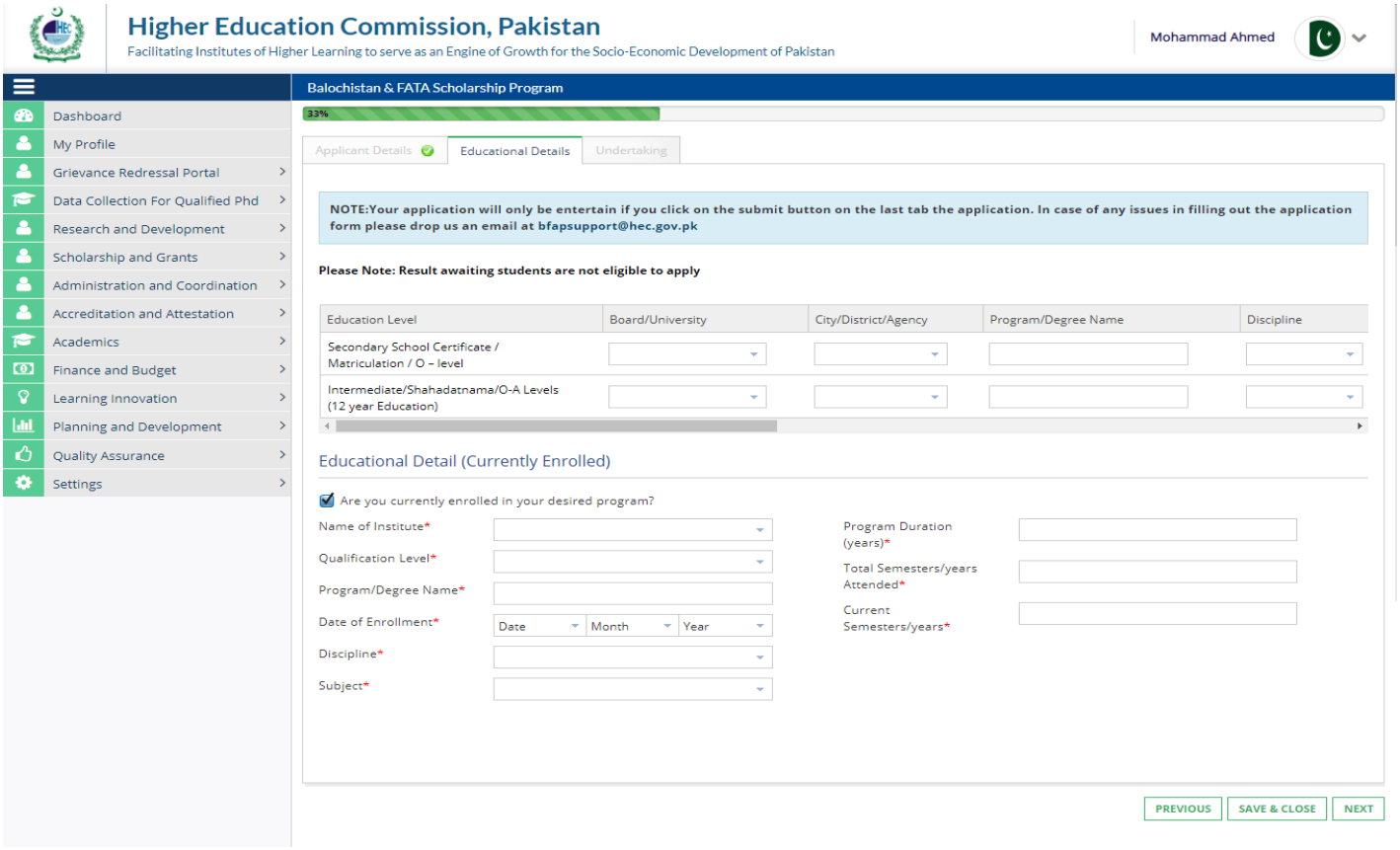
- **Application Form – Applicant Details tab**
  - Fill in the mandatory fields with correct values and then click Next button



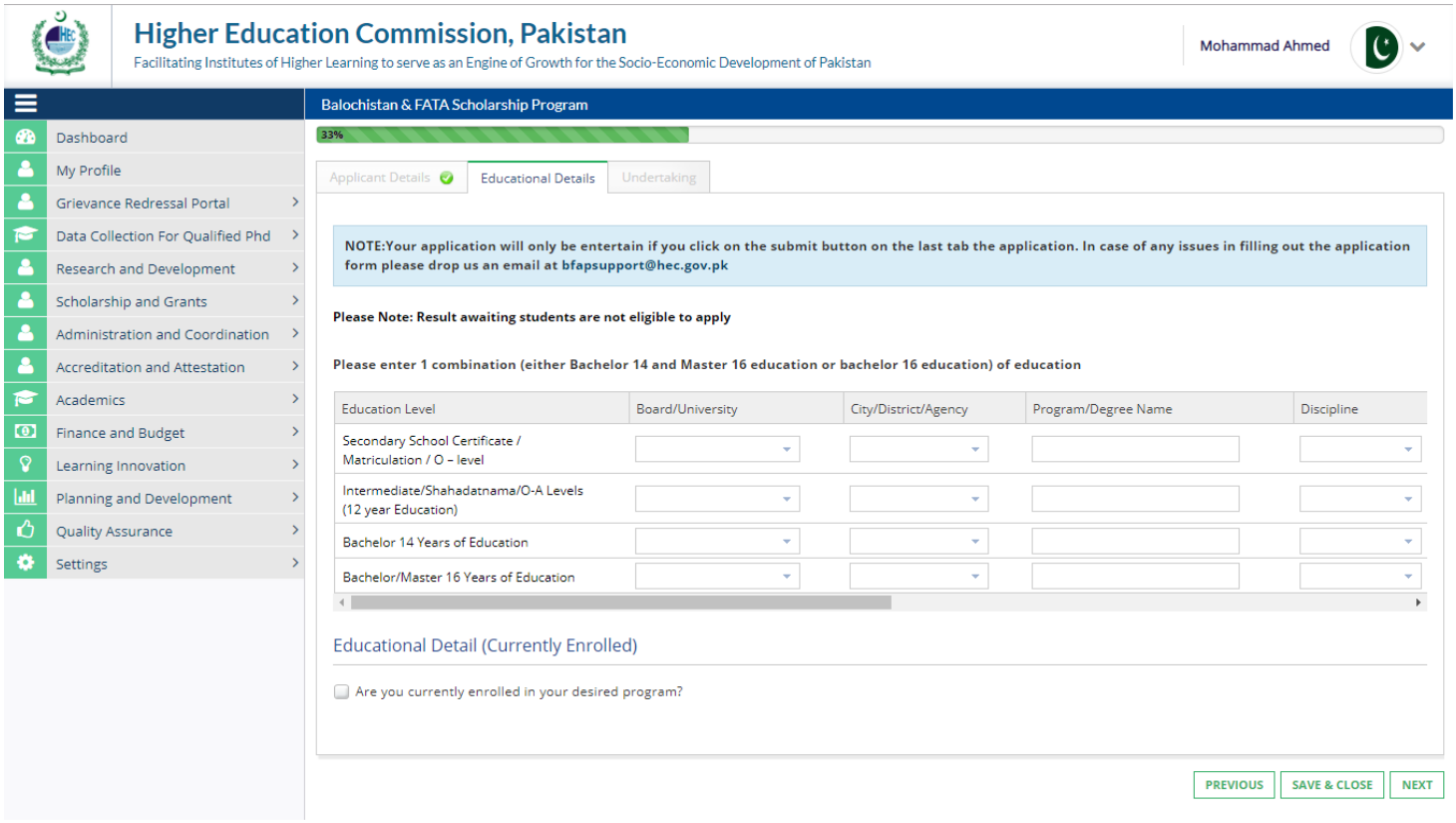
- **Application Form – Education Details tab**
  - **For Undergraduate Scholarship**
    - Fill up your Education details correctly and click Next button if you are not 'Currently Enrolled' in your desired program



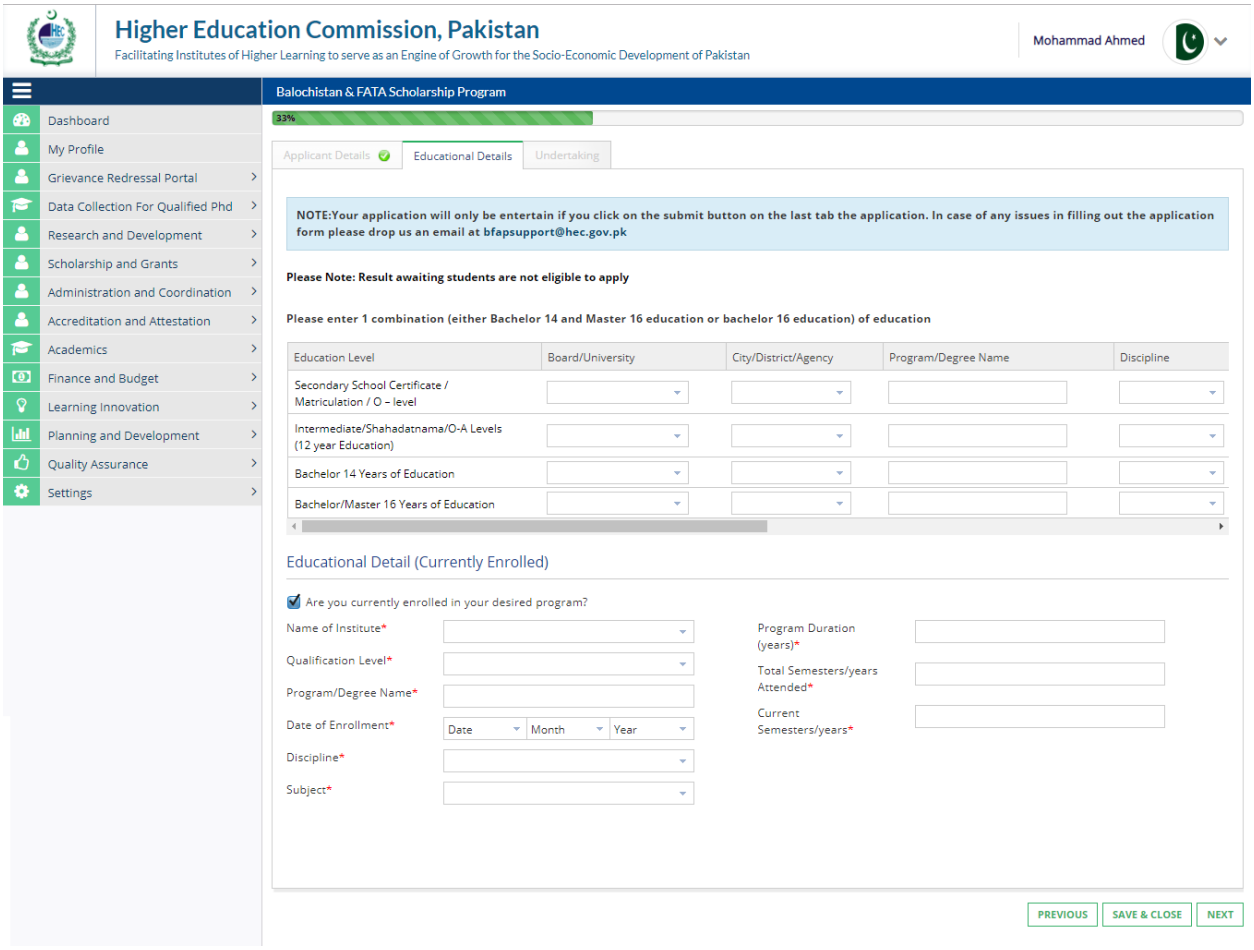
- If you are **“Currently Enrolled”** in your desired program, fill up the details correctly and click Next button



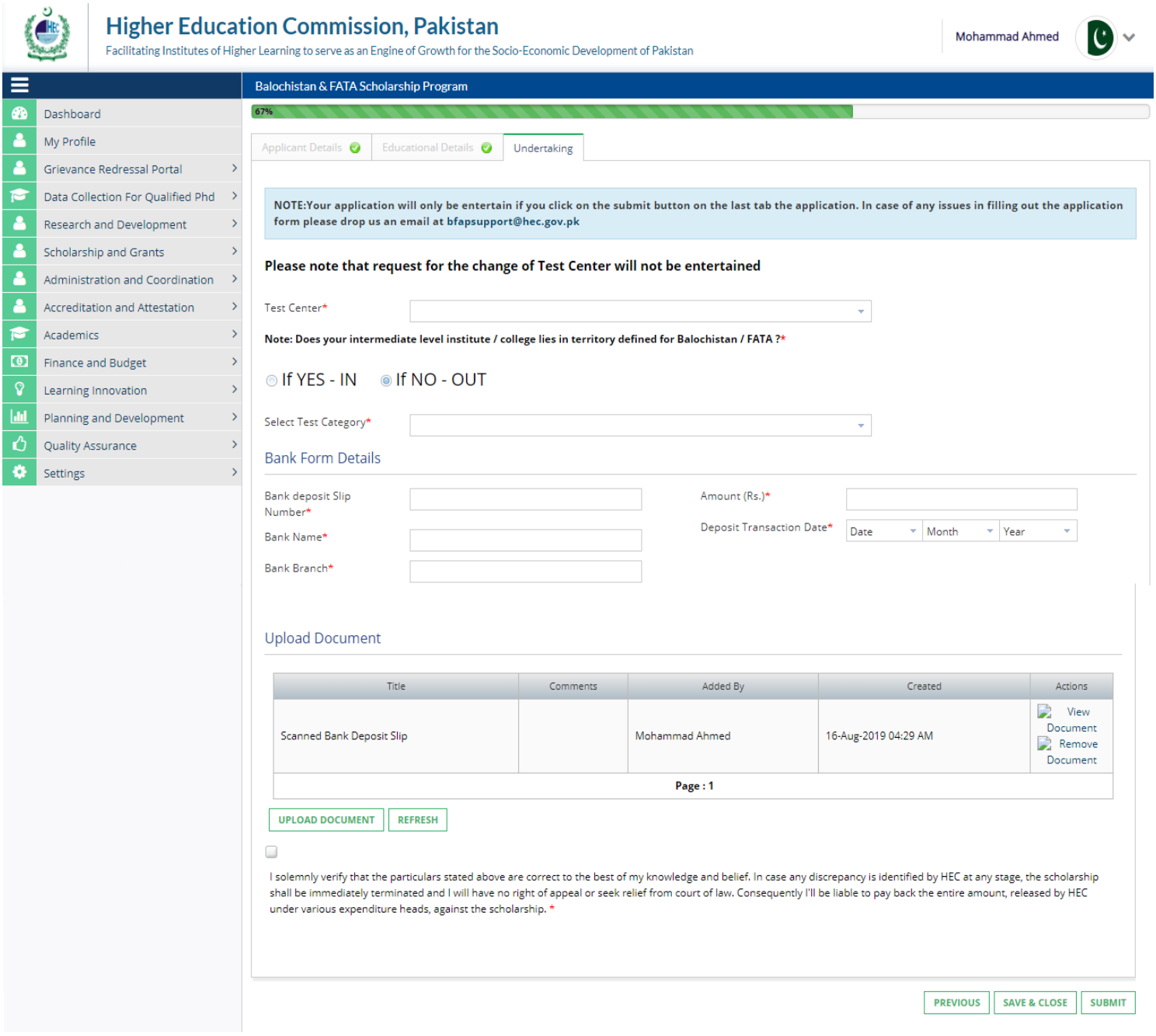
- **For Postgraduate Scholarship**
  - Fill up your Education details correctly and click Next button if you are not 'Currently Enrolled' in your desired program
  - Along with your Secondary School Certificate/Matriculation/O-Level and Intermediate/Shadatnama/O-A Levels (12 year education) details, you have to enter details in the following combination, either Bachelor 14 and Bachelor/Master 16 both or only Bachelor/Master 16



- If you are **“Currently Enrolled”** in your desired program, fill up the details correctly and click Next button



- **Application Form – Undertaking tab**
  - **For Undergraduate Scholarship**
    - Select your desired Test Center
    - Select your Test Category in which you intend to apply
    - Choose if your institute/college lies 'IN' or 'OUT' of the defined Baluchistan/FATA territory
    - Enter correct Bank Details and upload a scanned copy of your Bank Deposit Slip
    - Check the undertaking checkbox and click Submit to submit your application



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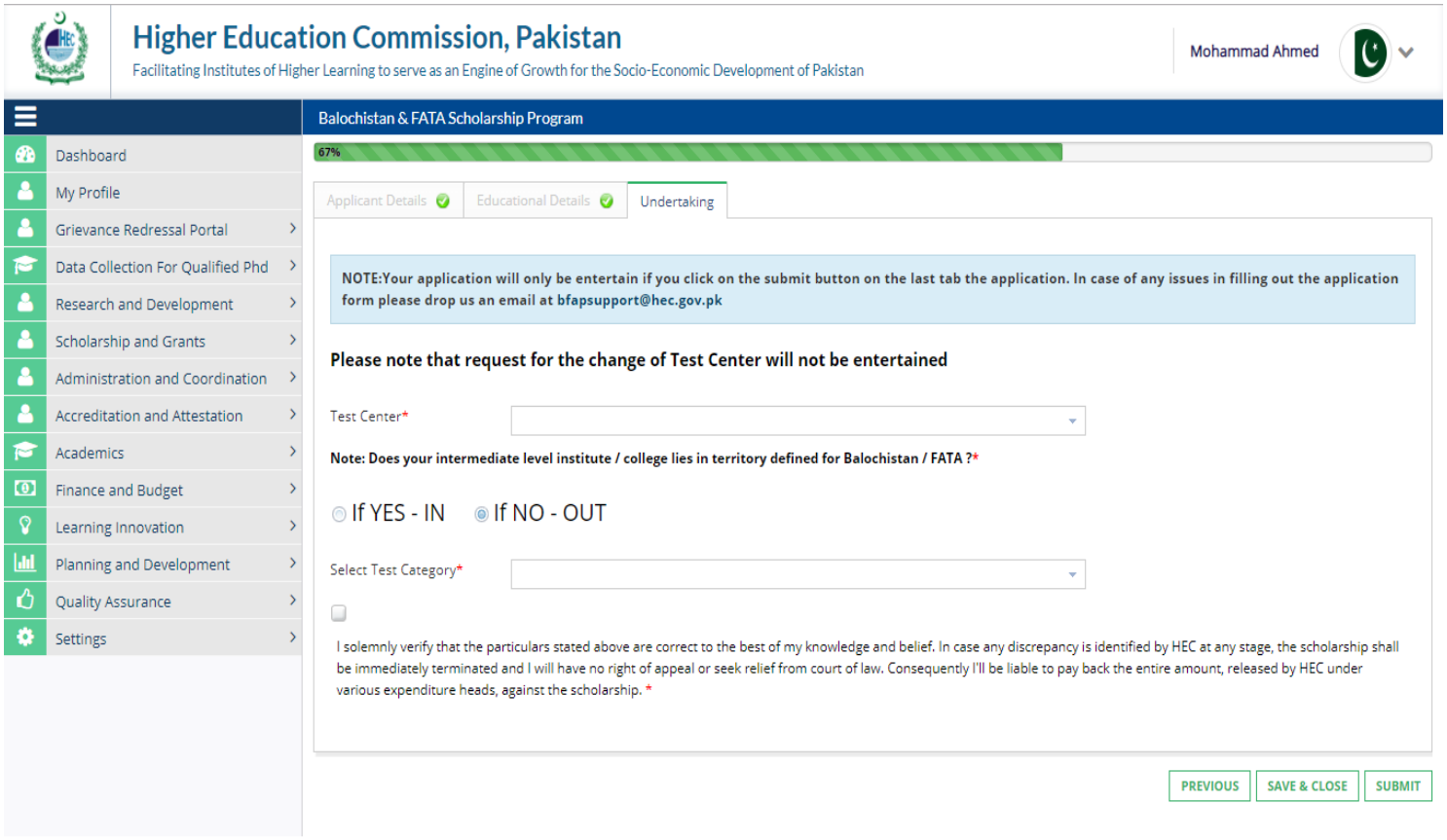

General FAQS:

1. **Modus Operandi for Raising a query**

    a. All of the queries sent to the support email address should be properly addressed with a subject in the email.
    b. Please share your CNIC and screenshot of the error in your email.
    c. Please use 1 email thread for correspondence
    d. We will get back to you in 24 hours' time, if not than please send us a reminder over the same thread.
    e. Please don't reply on computer generated emails.

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4. **Date Errors in entering the qualification level**

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6. **I am unable to download the application form print. What should I do?**

   Please ensure that the pop-up blocker of your browser is disabled.

7. **I am getting an error "The maximum age criteria does not meet" What should I do?**

   Please read the given instructions on the HEC website, the age criteria is mentioned over there.

8. **Eligibility Criteria**

- Age (to be calculated on scholarship closing date):
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- Minimum Qualification
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10. **How do I submit my application?**

    Submit button is on the last tab of the application form. Please make sure that you hit this button otherwise your application will not be considered.

11. **How to check the status of application?**

    The status of application can be seen on the dashboard screen.

12. **While entering data in "Other detail" information, I am required to attach CV in Additional Information section, but there is no option to attach or upload the CV, so where the CV should be uploaded?**

    We have provided the functionally of upload document in application form.