

## User Manual and FAQs

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## Overview of HEC E-portal

### 1. Create an Account on E-portal

Register an account with your CNIC OR NICOP. Enter your mobile number and email. Verify your email and mobile number by pressing send code. You must create your profile using CNIC if you're Pakistani.



## Create an account

Choose your Nationality \*

Albania ▼

Warning: Overseas and dual national Pakistanis must select "Pakistan" as their Country of Nationality

User ID/Passport \*

Username145\_12

e.g. firstname.lastname , firstname123

Password \*

\*\*\*\*\*

Confirm Password \*

\*\*\*\*\*

Password must be alphanumeric and atleast 8 characters.

Primary Cell / Mobile number \*

Bangladesh ▼

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

+880 32455656

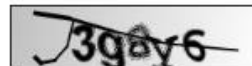
e.g. 3000000000

Primary Email \*

username123@yahoo.com|

Send code

e.g. username@provider.com



Submit

Cancel

1. 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 [ihkhan@hec.gov.pk](mailto:ihkhan@hec.gov.pk)

## 2. Login

Login your account with your credentials.



BEST VIEWED ON



## Sign In

User ID

e.g. CNIC(e.g. 1234512345670), firstname.lastname , firstname123

Password

[Forgot Password?](#)

Don't have an account yet, [Register](#)

## 3. 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.



## Recover your account

Please use your User ID or Primary Email

User ID  Email

ammarjanjua@live.com

Resend code

Enter your CNIC or Email

e.g. abc@xyz.com

Email Verification Code \*

72439

Verify Email

Check your email and enter code here

Code verified successfully

Password \*

Confirm Password \*

Enter new password here

Password must be alphanumeric and atleast 8 characters

Submit

Cancel

### 4. Profile

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

- Dashboard
- My Profile** 1
- Grievance Redressal Portal >
- Research and Development >
- Scholarship and Grants >
- Accreditation and Attestation >
- Academics >
- Quality Assurance >

9%
Document Upload

Personal Detail
Contact

**Tell us about Yourself!** 3 4

Title\* 2 Ms. 5

First Name\*

Middle Name

Last Name\*

Full Name

Marital Status\*   
 Married   
 Separated / Divorced   
 Single   
 Widowed

Gender\*   
 Female  Male  Other

Choose File No file chosen

UPLOAD
DELETE

Upload your Picture with size less than ( 500kb )

**NADRA Details**

Full Name

Father/Husband Name

Date of Birth

**Biographical Information**

Date of Birth\*

Country of Birth\*

Religion\*

Domicile Province\*

Domicile City\*

Domicile District\*

**National ID**

Please enter your identity information

Country	Type	Identification Number
Pakistan	CNIC	3410197039686

+ Click to Add

**Father's Information**

Father's Name\*

Occupation

CNIC

Status\*  Alive  Deceased

Currently Employed

SAVE & CLOSE
NEXT
CLOSE

## 5. Contact Details

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

Please use this section to add/update your address information

**Permanent Address Details**

Type Permanent Address\*

Country\*

City\*

**Mailing Address Details**

Same as Permanent Address Address\*

Type Mailing

Country\*

City\*

**Current Address Details**

Same as Permanent Address Address

Type Current

Country

City

**Contact**

Please use this section to update your contact information

Email: username@provider.com, Cell Phone: (Operator Code)Phone Number

Contact Type	Contact Description
Primary Email	rabiahrehmat@gmail.com
Primary Cell Phone	+923065040933

Click to Add

**Social Contacts**

Contact Type	Contact Description
No content	

Click to Add

## 6. Educational Details

In education tab, you should enter the complete detail of your education. Click on 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. Enter your qualifications in lowest to highest (Chronological) order.

My Profile

18%

Personal Detail  Contact  Education  Employment  Publication  Project  Certifications  Skills  Affiliations  References  Document Upload

Year of Passing	Qualification Level	Program Title	Discipline	University
No content				

Click to Add

My Profile

Personal Detail  Contact  Education  Employment  Publication  Project  Certifications  Skills  Affiliations  References  Document Upload

To apply for **Aghaz e Haqooq e Balochistan**, no need to fill education details, just click here

Year of Passing	Qualification Level	Program Title	Discipline	University
<input type="radio"/> 02-Jan-1997	Secondary School Certificate / Matriculation / O - level	Matric	Science	BISE D.G.Khan
<input type="radio"/> 01-Dec-1998	Higher Secondary School Certificate / Intermediate/ A - level	A-levels	A-level	IBCC

Click to Add

### Qualification Details

Qualification Level\*

Incomplete Education

Start Date\*  Date  Month  Year

Currently Enrolled

End Date\*  Date  Month  Year

### Degree / Certificate Awarding Institute Details

Country\*

City

Degree Awarding Institute

University Name on Degree\*

School / College

Campus

Department

Department

Degree Type

Session Type

Program Title

Same as written on Awarded Degree

Program Title

Discipline

Major

Area of Research

### Degree/Certificate Details

Title of Dissertation

Registration/Roll Number\*

Education System

### Academic Performance Details

Grading System\*  CGPA  Marks  Percentage

Total CGPA\*

Obtained Percentage\*  %

Obtained CGPA

if you have problem to locate your university department, campus and program title contact on this email ( pmu@hec.gov.pk )

ADD / UPDATE TO LIST
CANCEL

## Prime Minister Wheel Chair Distribution Scheme

### Eligibility Criteria

Kindly read the eligibility criteria to apply in this scholarship program, carefully.

1. The applicant must be holding Pakistani nationality.
  - You must have created your profile using Pakistan as your country of nationality and provided your CNIC in the registration form.
2. Profile picture is mandatory.
  - You must have uploaded appropriate profile picture in *My Profile > Personal Details* tab.
3. Following tabs must be filled completely with valid information to access the application form.
  - *Personal Details*
  - *Contact*
  - *Education*

### Step by step guide to submit Prime Minister Wheel Chair Distribution Scheme form

1. Create your profile online by visiting the link: <http://eportal.hec.gov.pk/wheelchair> and login to your account
2. First of all the applicant must go to the profile tab and fill out the following screens
  - My Profile (Profile picture is also mandatory in this tab)
  - Contact Details
  - Educational Details
3. After creating profile, the applicant needs to click the “scholarships and grants” tab and then go to *Prime Minister Wheel Chair Distribution Scheme*.
4. Click on the Application Form. Fill out all the screens and submit the online application form after carefully reading the instructions. After successful submission of application form you will



receive a reference number on your screen. You must note that reference number for future correspondence till completion of the admission process.

### A. Accessing the Application Form

- Application form link can be found under **Prime Minister Wheel Chair Distribution Scheme**

The screenshot shows a web application interface. On the left is a sidebar menu with various program categories. The main area displays a list of tasks under the heading 'My Tasks'. A red arrow points from the 'Application Form' link in the sidebar to the 'Application Form' entry in the 'My Tasks' list. The text 'click to open the form' is written next to the arrow.

Priority	Task ID	Description	Status	Date
10	20	100	All	

### B. Application Form

- Open the application form and submit the details carefully. Once you submit the application, you can update the data in the editable fields till the scholarship end date. Details will be locked once the end date passes.

#### Application Form

Applicant Name	Faizan Junani	Father Name	Father Name
Cnic	[Redacted]	Permanent Address	[Redacted]
Mobile	[Redacted]	Email	[Redacted]
Domicile City	Kambar Ali Khan	Domicile District	Tharparkar
Gender	Male	Marital Status	Married
Age on Submission Date	35 years, 10 months, 9 day(s)	Date of Birth	17-Apr-1984
Nationality	Pakistani	Applicant Weight (in KG)*	<input type="text" value="100"/>
Enrolled for study Program (Bachelor/Master/M.Phil/PhD)	Master/M.Phil	University/Affiliated College Name	CECOS University of Information Technology and Emerging Sciences, Peshawar
Student Registration Number	dfs fdf	Session(starting and ending year) of Degree Enrolled	2004 - 2020

#### Education Details

Education Level	Major Subject	Institute	Start Date	End Date	Marks Obtaine...	Total Marks/CG...	Percentage
Secondary School							

Do you have a significant Ambulatory Disability requiring wheel chair assistance for movement ?\*  Yes  No

Do you have a valid certificate of special ambulatory need from relevant government institution? \*  Yes  No

#### Upload Documents

Title	addedBy	Comments	Modified	Actions
Valid Certificate of special ambulatory need (for Electric Wheelchair) from the relevant Government institution	Faizan Junani		24-Feb-2020 07:30 undefined	View Document Remove Document
Valid Certificate of special ambulatory need (for Electric Wheelchair) from the relevant Government institution	Faizan Junani	comments	22-Feb-2020 4:23 undefined	View Document Remove Document

Page : 1

[UPLOAD DOCUMENT](#)

Undertaking \*

It is solemnly affirmed that all the particulars, provided by me are correct to the best of my knowledge. In case of any misrepresentation as identified by HEC / other agency at any stage, my application will be terminated immediately. Consequently I'll be liable to return the wheelchair and associated items / refund full cost of wheelchair with penalty.

## General FAQs:

### 1. Modus Operandi for Raising a query

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

### 2. 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.

### 3. If you are getting error 500 or unauthorized access error message

Please use the link [portal.hec.gov.pk](http://portal.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.

**4. 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 [ihkhan@hec.gov.pk](mailto:ihkhan@hec.gov.pk) with the copy of your original CNIC and we will reset your email.

**4. "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.

**5. I haven't done SSC, so what should I write in SSC in educational details**

If you haven't done SSC, then write same details in SSC as you have written in HSSC in educational details tab.

**6. 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>).

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

Your degrees should be added in chronological order.

**8. File size upload error**

The maximum file size which may be uploaded is 500Kb.

**9. Upload error, Error Retrieving documents, Document creation error, contact server administrator error**

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 [ihkhan@hec.gov.pk](mailto:ihkhan@hec.gov.pk)

**10. 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.

**11. 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.

**12. 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 [ihkhan@hec.gov.pk](mailto:ihkhan@hec.gov.pk)

**13. 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.

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

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

**15. 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 functionality of upload document in application form.