UNIVERSITY OF NAIROBI

ONLINE REGISTRATION: FREQUENTLY ASKED QUESTIONS (FAQS.)

1) **How do I get my registration number?**

   o Government sponsored students (Module I) receive registration numbers from the University via SMS and email contacts provided through KUCCPS

   o Self-sponsored (Module II) and Graduate students generate their registration numbers from the application portal

2) **How to access the Students Management Information System(SMIS) Portal?**

   ▪ Visit: smis.uonbi.ac.ke

3) **How to log into the Registration Portal?**
   (a) **Government Sponsored students(Module I)**
   ▪ User name: Student Registration Number

   ▪ Password: School index number

   (b) **Self Sponsored students (Module II)**
   ▪ User name: Student Registration number

   ▪ Password: Application reference number

   (c) **Postgraduate students**
   ▪ User name: Student Registration number

   ▪ Password: Application reference number

4) **How to upload documents in the portal?**
   a. Complete, scan and save all the documents in the joining instructions as listed on the check list

   b. You can use mobile apps from play store to scan your documents. Apps such as Adobe Scan, Fast Scanner, Genius scan, Camscannner or any other apps on smart phones

c.   Once you access the registration portal, undertake the following steps to upload each document:

    i.   Cross-check details before submitting the documents for approval

    ii.   Wait and login in later to see decision from the university

    iii.   If you are required to review, address the issues and submit again.

5) What is a fully executed Bond?

The **Bond** is made by the University Council and Senate (hereinafter referred to as 'The Enacting Authority') and forms part of the binding terms and conditions upon which anyone may be admitted, re-admitted into, or permitted to remain in studentship in the University. Students are expected to familiarize themselves with the conditions spelt out in the Bond and to have it executed as required. The executed Bond must be returned to the University on registration day. **The Bond is fully executed upon being signed and stamped by a Judge, Magistrate or Commissioner for Oaths.**

6) What do I do if I upload a document wrongly?

No need to worry, if you submit wrong documents the university will mark your registration back to you to re-upload the faulty documents and submit again. Always cross-check before submitting to avoid unnecessary back and forth.

7) How do I know my registration was successful?

After the registration is checked and accepted by the University, you will see the successful registration message in your portal.

8) How will I connect to the Orientation Programme?

Visit the [university website](#) for University orientation programme and your College website for the detailed programme of orientation for your college

Also follow the University official social media pages for regular updates.

9) How do I get my students email?

Log in to the Students Portal: smis.uonbi.ac.ke

➢ Click on "My profile"
➢ Confirm your Profile details in the table provided.

- ➢ In the UONBI email row: Click on create "Click here to create UONBI Email"
- ➢ Follow the steps as guided.
- ➢ Incase you forget your password; you can always reset it using the "Forgot password" option.

10) How do I activate my Active Directory (AD) Account?

Students will use this account to access E-Learning platforms, University sites like the library, (webvpn) and wifi

- ➢ Log in to the Students Portal: smis.uonbi.ac.ke
- ➢ Click on "My profile"
- ➢ Confirm your Profile details in the table provided.
- ➢ In the UONBI Active Direct (AD) Account row: Click on "Click here to activate/reset AD account"
- ➢ Your AD username is your Registration number **without the forward slashes (/) eg D3312341998** (the usual registration number in this case would have been D33/1234/1998). The Default Password: *uon_chemi2015* (if you are log in for the very first time)
- ➢ To reset your password: http://adstudents.uonbi.ac.ke/ Click on forgotten password

11) **What is the Procedure for Inter/Intra-faculty transfer?**

For Module I Government sponsored students (KCSE 2019):

- ➢ Log in to student portal: smis.uonbi.ac.ke
- ➢ Click the icon Inter-Faculty transfer.
- ➢ Follow laid down instructions which include the payment of the transfer fee.

*Please note: you will only be able to do this once **the portal is activated one (1) week after Reporting and Registration i.e. on 6 September 2020.**

For Module II/self sponsored students

- ➢ Write a letter to the Academic Registrar through:
  - i) Your Current Dean/Director
  - ii) The Dean/Director of the School/Faculty/Institute you wish to transfer to.
- ➢ Pay the prescribed fee and attach the payment receipt.
- ➢ Scan and email to your School/Faculty/Institute for processing.

The Transfer fee is Kshs.1,000/- payable at any ABSA Bank, Account Number 030948245531, Branch Queensway. The outcome of your application will be communicated fourteen (14) days after the deadline for applications on Monday, 14th September 2020.

12). **How do I defer my studies?**
> Write a letter to the Academic registrar, through the Dean/Director of the School/faculty/Institute requesting for deferment.

13). **How do I get re-admitted back after deferment?**
> Write a letter to the Academic registrar, through the Dean/Director of the School/faculty/Institute requesting for Re-admission.

14: How do I get in touch with you Incase I need assistance?

Academic Registrar 020 4913199/3027/3196/3067/3065

Graduate School 0204913128/3129/8030/8032

Customer Experience Centre: 0204910000, 0204914112 | customercare@uonbi.ac.ke,

SERVICE EMAIL ADDRESS:

Undergraduate Admissions: admissions@uonbi.ac.ke | Graduate Admissions: gs@uonbi.ac.ke

Helplines

OFFICE	CONTACT	TEL:	EMAIL
Academic Registrar	Deputy Registrar (Admissions)	020 491 3065/ 3066/3199/3027/3067/3196	reg-academic@uonbi.ac.ke; admissions@uonbi.ac.ke
Director Graduate School	Deputy Director Admissions	0204913128/3129/8030/8032	gs-admissions@uonbi.ac.ke registrar-gs@uonbi.ac.ke
College of Agriculture and Veterinary Services **(CAVS)**	College Registrar	0731603475; 0717542186	registrar-cavs@uonbi.ac.ke

College			
College of Architecture and Engineering **(CAE)**	College Registrar	0721257746	registrarcae@uonbi.ac.ke
College of Biological and Physical Sciences **(CBPS)**	College Registrar	0202139244; 0775239244	registrar-cbps@uonbi.ac.ke
College of Education and External Studies **(CEES)**	College Registrar: Kikuyu Campus Kenya Science Campus	0703634415; 0202527161 0727211426	registrar-cees@uonbi.ac.ke
College of Health Sciences **(CHS)**	College Registrar	2726300 ext 43003	registrar-chs@uonbi.ac.ke
College of Humanities and Social Sciences **(CHSS)**	College Registrar	0204913227/3235	registrar-chss@uonbi.ac.ke
ODEL	College Registrar	0204918039	registrar-odel@uonbi.ac.ke