Makerere University ACMIS Mobile App Guide

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How to install and use the ACMIS Mobile Application on your Android Device

Introduction

With over four years of using the **Academic Management Information System** (ACMIS). DICTS and the development team have refined a number of modules that are used by students and they are stable. With an increase in smart phone usage (**7.6-15m (UCC 2023 Report)**). With an increasing demand for the service. DICTS and the ACMIS development team have followed through to develop the app version of ACMIS to allow our students use this just at their finger-tips with ease as opposed to using the web-browser version.

This guide provides step-by-step instructions for Makerere University students on how to download the application, commonly referred to as the "**my portal**" or "**student portal**."
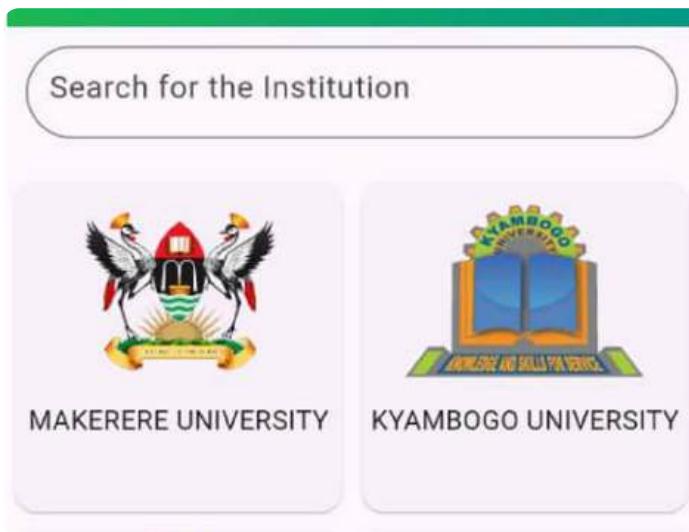
System Requirements

- **Operating System:** Android 10 or later
- **Processor:** Minimum 2 GHz dual-core
- **Memory:** 4 GB RAM or higher
- **Storage:** At least 256 MB free space
- **Internet:** Stable connection for updates and online features

Mobile

STEP 1: Downloading the ACMIS Application from the Play Store

1. Google Play Store (Android). Open the Google Play Store: Locate the "**Play Store**" icon on your Android device's home screen or app drawer and tap it to open.
2. Search for the application name: Search for the Application: In the search bar at the top of the Play Store, type "**ACMIS Student Portal**" or "**Makerere University ACMIS**."
3. Identify the **Correct Application**:

Look for an application with the name "**ACMIS Student Portal**" and then select Makerere since it's the institution you are in. Our official Makerere University logo or branding clear shows.

4.Tap "**Install**": Once you've found the correct app, tap the "**Install**" button.

Wait for **Download and Installation**: The app will download and install automatically. You will see a progress indicator.
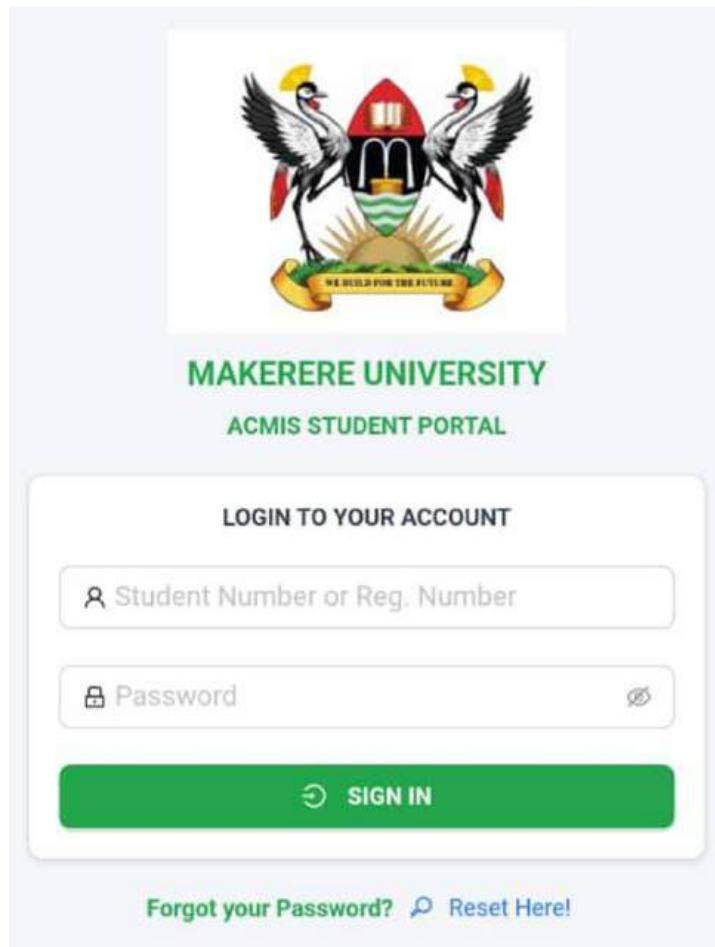
5. Open the Application: Once installation is complete; you can tap the "**Open**" button directly from the **Play Store page** or find the ACMIS app icon on your device's home screen or app drawer.

Step 2: Accessing and Logging into Your ACMIS Account

Launch the ACMIS App: Tap the ACMIS icon to open the application.

Select your institution below: Tape on Makerere university.

Login Screen: You will be presented with a login screen.

Since you have no account yet. The first thing to do is to click "**Reset Here!**"

A **token** will be sent to your registered email address that you used while applying for a programme at Makerere University. If you don't have an email or it's wrong. You can log a ticket via **https://support.mak.ac.ug** and share your correct email address and phone number. A team from DICTS will support in getting this updated.

Once you have reset your password. Enter Your Credentials:

Username: This is typically your Student Number or Registration Number.

Password: This is the password you set during your account activation or the default password provided by the university.

After entering your credentials, tap the "**Sign In**" green button.

If you forget your **password**, use the forgot your password? option. It will take you through the same process(receiving a token) of reseting your password.

# Step 3: Navigating the ACMIS Application (Key Features)
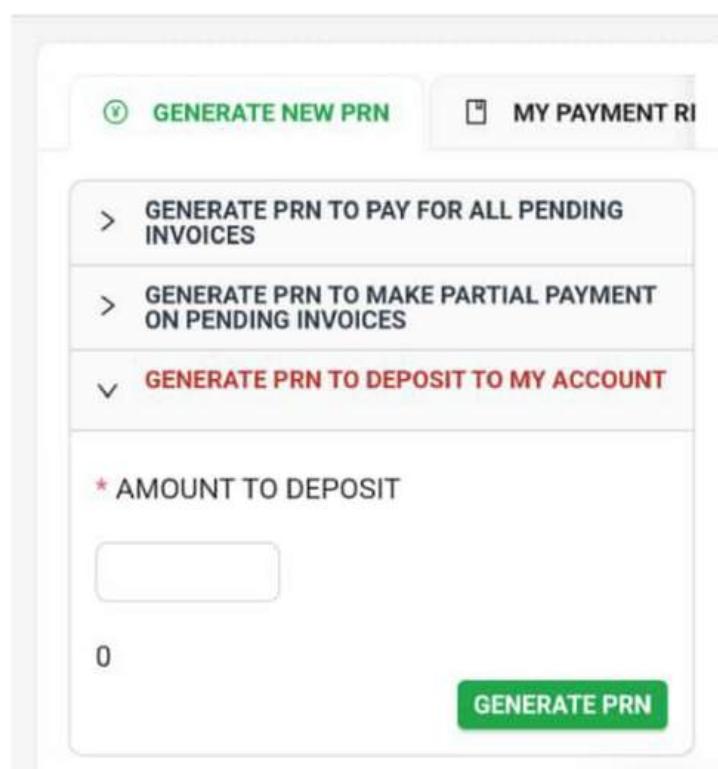
Once logged in, the ACMIS application typically offers the following functionalities:

Enrolment: This is booking your self into the semester and it enables you generate an invoice which comes with the amount of tuition you are supposed to pay. Wrong enrolment can be resolved by the college registrar.

Registration: If you are a first year. Your first time registration is done by the college registrar. If you are a continuing student. You register yourself. Wrong registration can only be resolved by the college registrar.

View Results: Access your academic results, including marks and grades. Without tuition payment, a student will not be able to view their results.
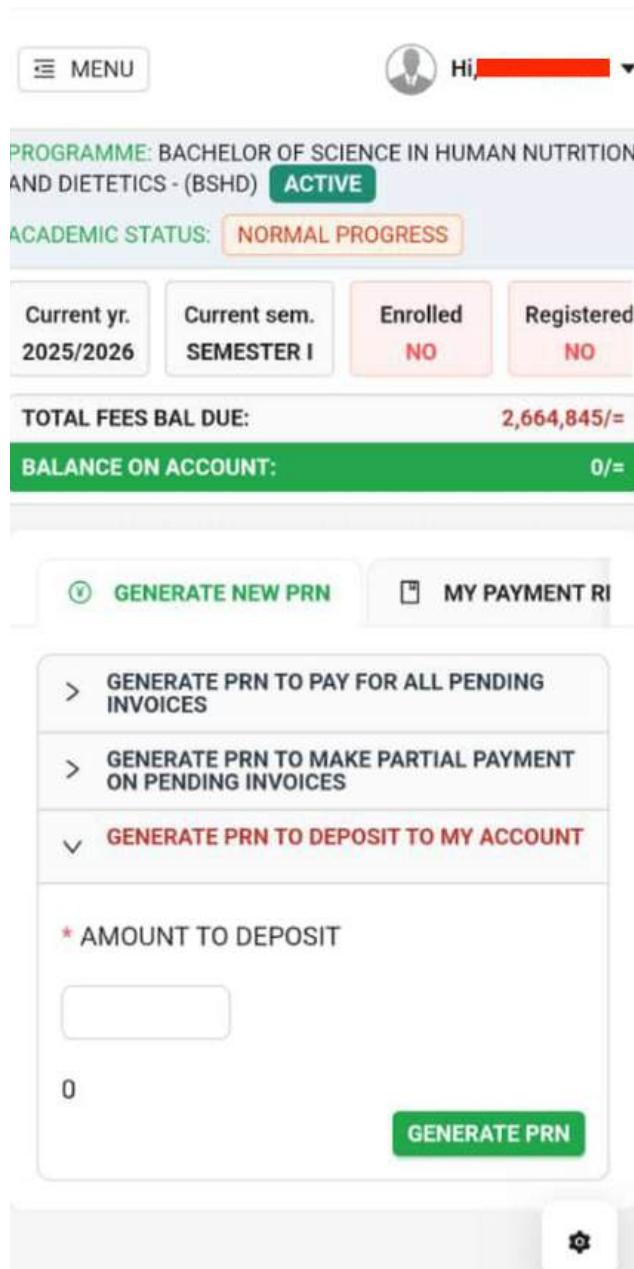
Generate PRNs (Payment Reference Numbers): No fees can be paid via the bank or mobile money unless a PRN(13 digit) number is generated. The PRN for tuition must be generated within the student portal. You can generate for **full payment**, **partial payment** or **make a deposit** which can be allocated later. See figure below to see the options.

View Invoices: See your outstanding fee balances and payment history.

View Bio-data: A student can't change their biodata except email address and phone number when it has been opened up to them. Biodata is only changed by the college registrar after proof is given at first time registration.

Services: A student can apply for services like change of programme, ID, etcs.

For **Freshers:**

When enrolling:

- Choose **year of stud**y as **year 1**
- Choose **semester** as **semester 1**

Whenever enrolment is done. The registration tab becomes active on the right.

Note: First year students don't register themselves the first time. This is done by the college registrar.

After enrolling, an invoice is generated showing you how much Tuition Fees you will pay. You can see in this example: **Tuition Fees Invoice - 1,825,050.**

You can then proceed with the PRN printed or written on a piece of paper to the **bank** or pay via mobile money by following these instructions:

Pay with MTN Mobile Money

Dial ***165#**, then select:

Option 4: Payments

Option 5: Fees and Taxes

Option 1: URA

Option 1: With PRN Payments

Please enter your payment registration number **(PRN)** then follow prompts.

The moment should reflect after a few minutes. If it doesn't. Click "**Check PRN Status**" within your portal or use this link: https://pay.mak.ac.ug

Troubleshooting

- **App not launching:** Restart the device and reinstall if necessary.
- **Login issues:** Reset password using the "**Forgot Password**" option.

- **Slow performance:** Clear cache or close unused applications.
- **Notifications not working:** Check device settings and ensure permissions are enabled.

Best Practices

- Keep the application updated for the latest features and security patches.
- Regularly back up important data.
- Use strong, unique passwords for account security.
- Log out when using shared devices.

Support

For additional help:

- Visit the in-app **Help Center** or **log a ticket** via **https://support.mak.ac.ug**
- Contact customer support via email **ictsupport@mak.ac.ug** or send a direct message on X/Twitter via **@dictsmakerere**
- Access tutorials and guides on the official website.

Conclusion

This application is designed to enhance productivity and collaboration. By following this guide, users can maximize its features and resolve common issues efficiently.