

PRS HELP Desk Online Via Portal (Step By Step)

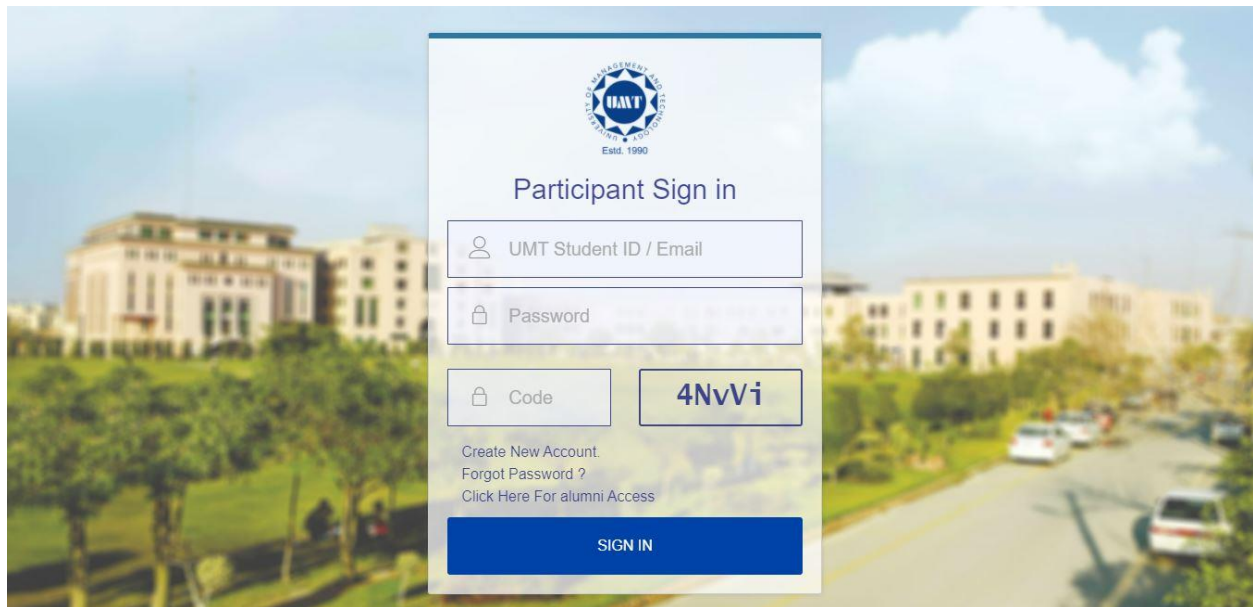
Welcome to UMT PRS Help Desk

I am Your Dost from PRS & will guide through some simple processes about “How to use Online PRS Helpdesk”

Step 1:

Open the browser and enter the link “online.umt.edu.pk”

The following window will appear

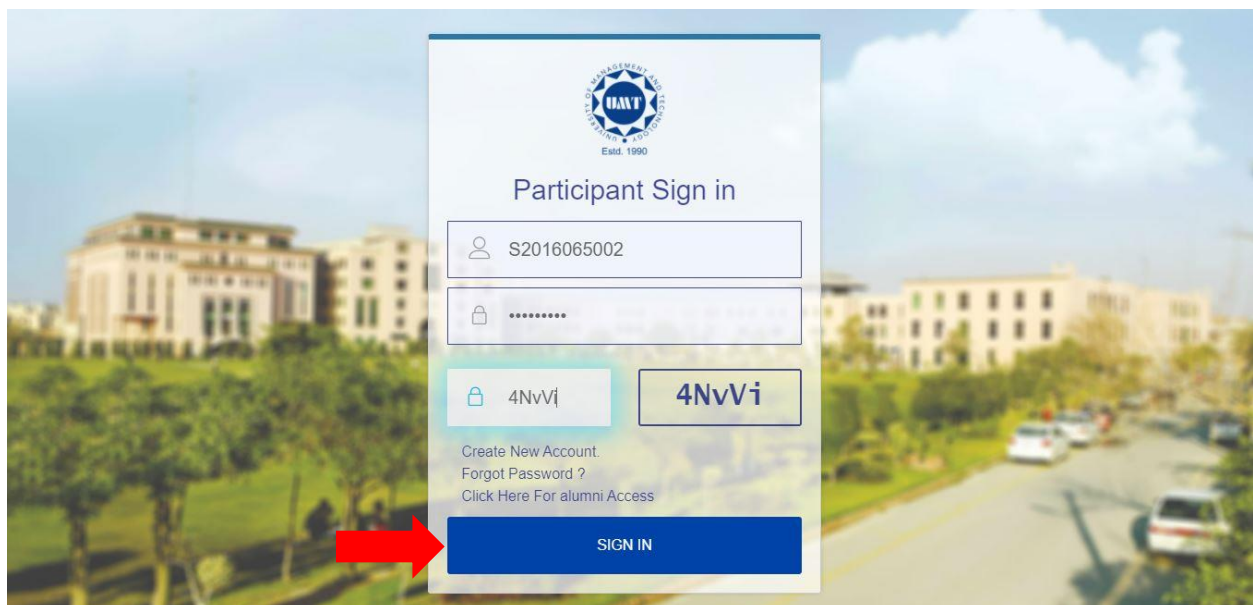


The screenshot shows the UMT Participant Sign in page. At the top is the UMT logo with the text "UMT UNIVERSITY MANAGEMENT ACADEMY" and "Estd. 1990". Below the logo is the heading "Participant Sign in". There are three input fields: "UMT Student ID / Email", "Password", and "Code". To the right of the "Code" field is a box containing the security code "4NvVi". Below the input fields are links for "Create New Account", "Forgot Password ?", and "Click Here For alumni Access". At the bottom is a blue "SIGN IN" button.

Step 2:

Enter your Student ID and Password

Enter the Security Code given and click sign in

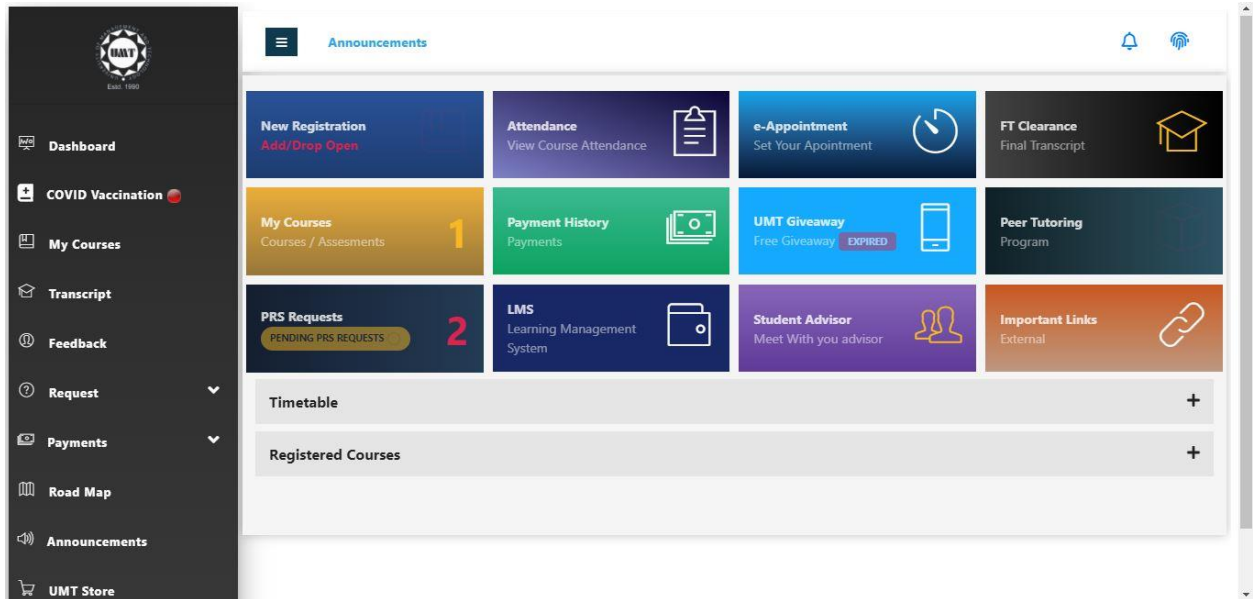


This screenshot is identical to the previous one, showing the UMT Participant Sign in page. However, a red arrow points to the blue "SIGN IN" button at the bottom of the form.

Step 3:

Following window will appear

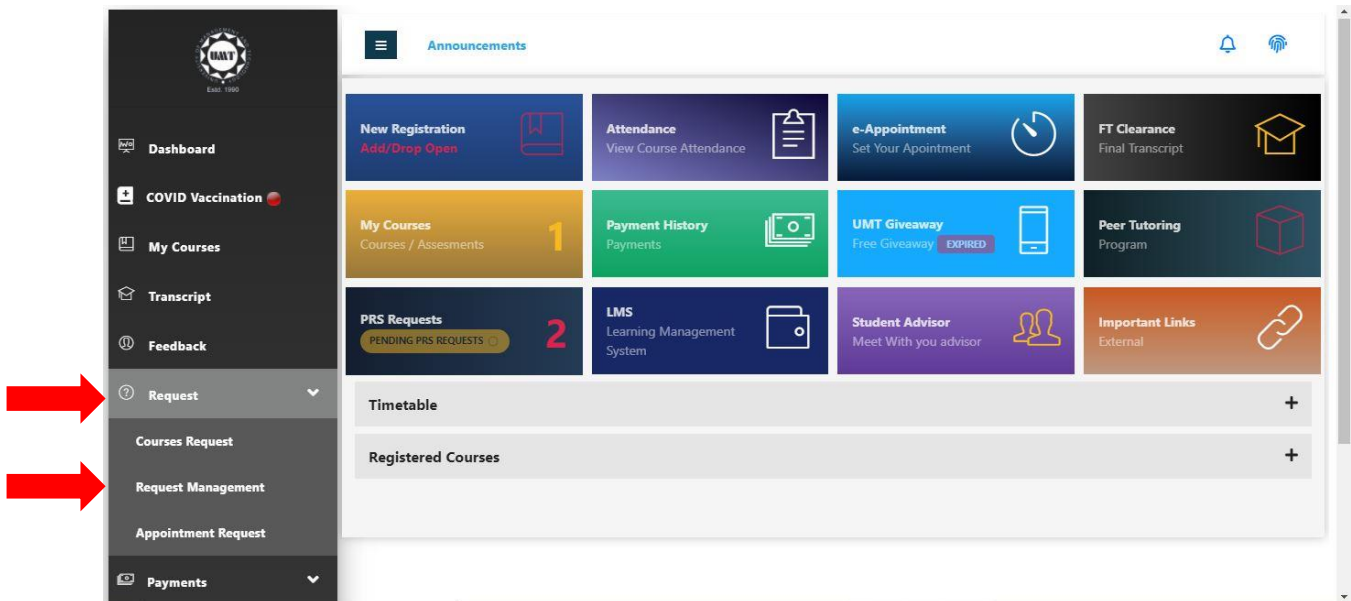
Main Screen of the portal opens with all required functionalities.



Step 4:

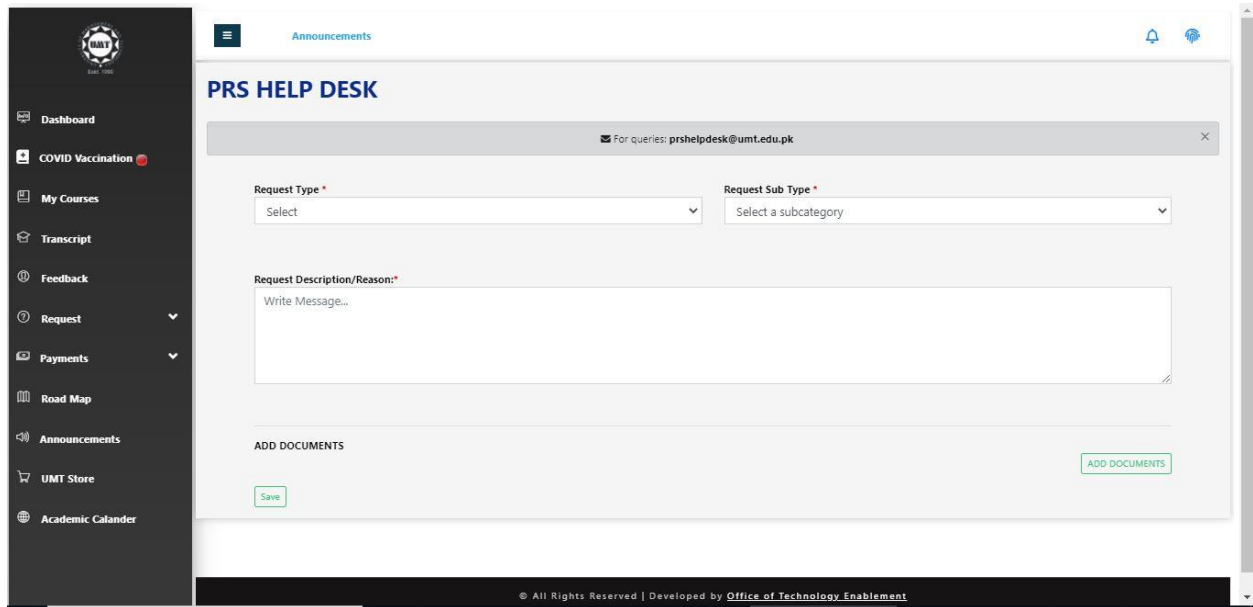
Click on the request tab

And then click on request Management



Step 5:

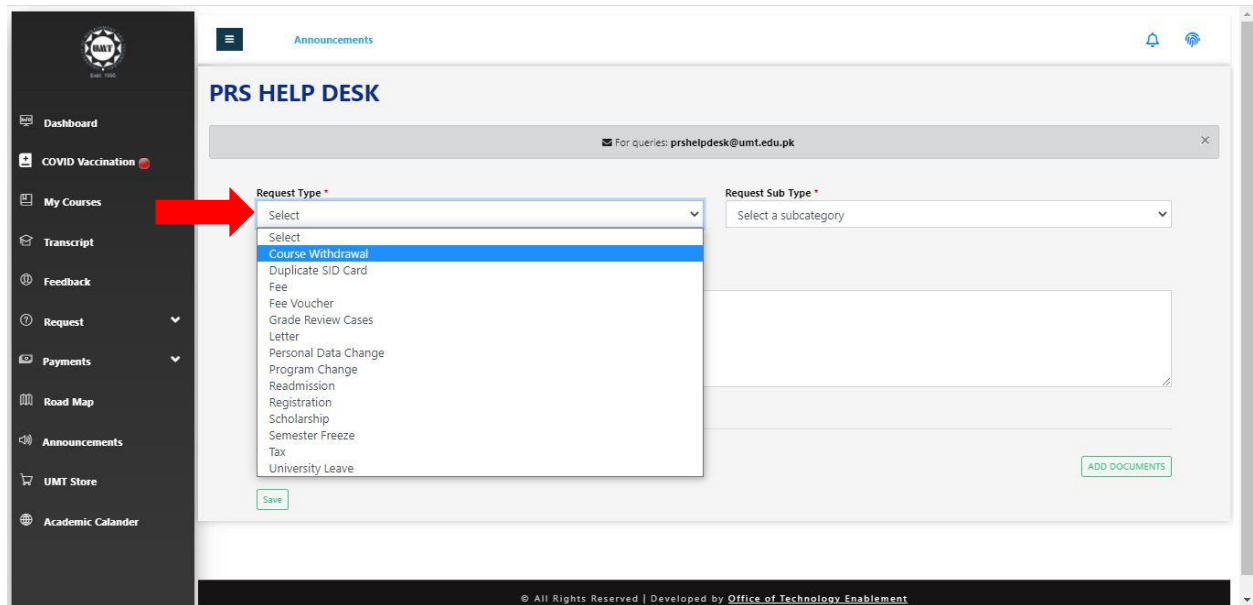
Following window will appear



The screenshot shows the 'PRS HELP DESK' form within the UMT system. The left sidebar contains navigation links: Dashboard, COVID Vaccination, My Courses, Transcript, Feedback, Request, Payments, Road Map, Announcements, UMT Store, and Academic Calander. The main form area has a header with the UMT logo and a contact email: prshelpdesk@umt.edu.pk. The form includes two dropdown menus: 'Request Type' (with 'Select' as the current value) and 'Request Sub Type' (with 'Select a subcategory' as the current value). Below these is a text area labeled 'Request Description/Reason:' with the placeholder 'Write Message...'. At the bottom, there is an 'ADD DOCUMENTS' section with a 'Save' button and an 'ADD DOCUMENTS' button.

Step 6:

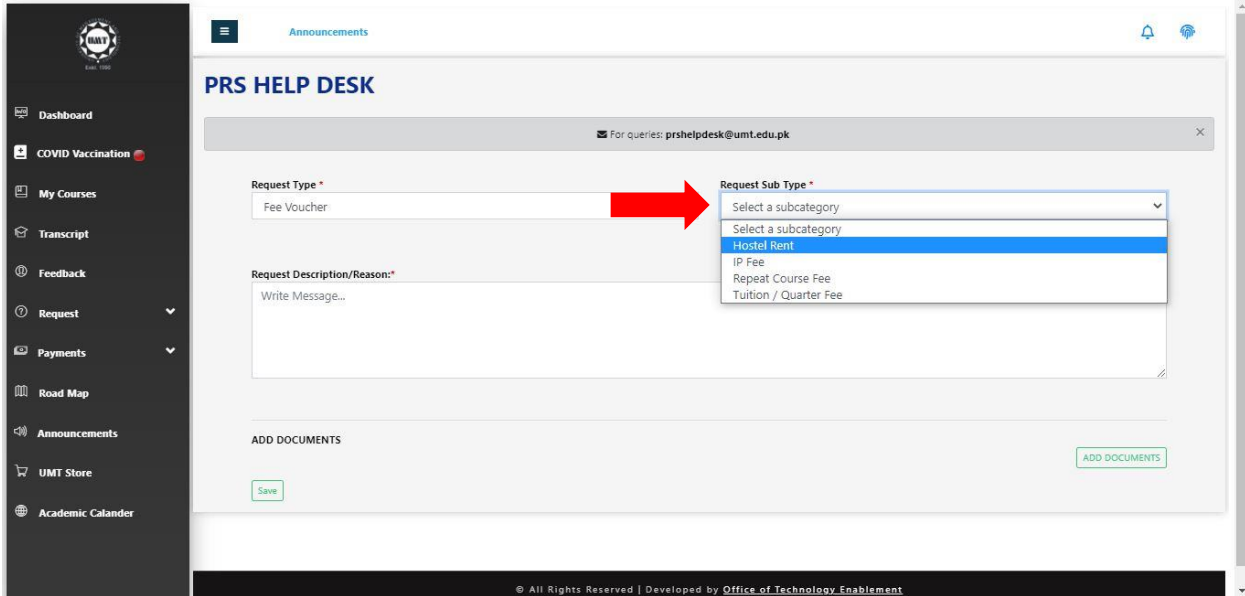
Select your required Request Type from given drop down



This screenshot shows the 'PRS HELP DESK' form with the 'Request Type' dropdown menu open. A red arrow points to the dropdown menu, which lists the following options: Select, Course Withdrawal, Duplicate SID Card, Fee, Fee Voucher, Grade Review Cases, Letter, Personal Data Change, Program Change, Readmission, Registration, Scholarship, Semester Freeze, Tax, and University Leave. The 'Request Sub Type' dropdown remains at 'Select a subcategory'. The 'Request Description/Reason:' text area and the 'ADD DOCUMENTS' section are also visible.

Step 7:

Then select request Sub Type option from the given drop down



PRS HELP DESK

For queries: prshelpdesk@umt.edu.pk

Request Type *
Fee Voucher

Request Sub Type *
Select a subcategory
Hostel Rent
IP Fee
Repeat Course Fee
Tuition / Quarter Fee

Request Description/Reason:*
Write Message...

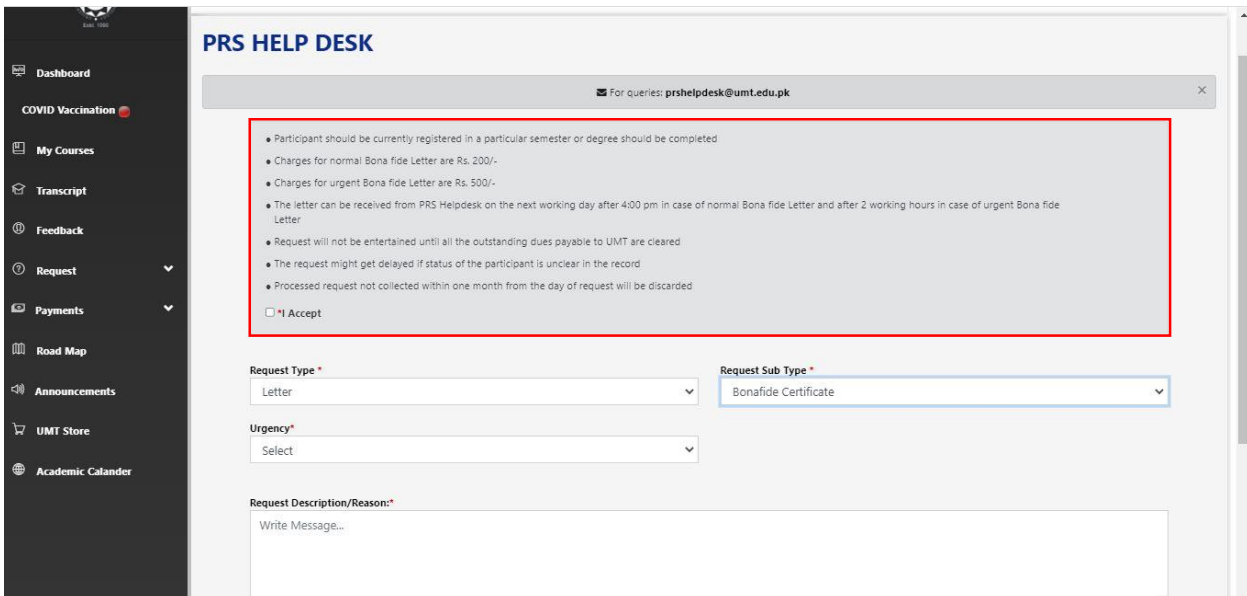
ADD DOCUMENTS
ADD DOCUMENTS

Save

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Step 8:

The dialogue box will appear on top of the window, please read it carefully



PRS HELP DESK

For queries: prshelpdesk@umt.edu.pk

• Participant should be currently registered in a particular semester or degree should be completed
• Charges for normal Bona fide Letter are Rs. 200/-
• Charges for urgent Bona fide Letter are Rs. 500/-
• The letter can be received from PRS Helpdesk on the next working day after 4:00 pm in case of normal Bona fide Letter and after 2 working hours in case of urgent Bona fide Letter
• Request will not be entertained until all the outstanding dues payable to UMT are cleared
• The request might get delayed if status of the participant is unclear in the record
• Processed request not collected within one month from the day of request will be discarded

☐ I Accept

Request Type *
Letter

Request Sub Type *
Bonafide Certificate

Urgency *
Select

Request Description/Reason:*
Write Message...

Step 9:

Click on the check box “I Accept” after reading the details

The screenshot shows the PRS HELP DESK interface. On the left is a dark sidebar with navigation links: Dashboard, COVID Vaccination, My Courses, Transcript, Feedback, Request, Payments, Road Map, Announcements, UMT Store, and Academic Calander. The main content area has a header 'PRS HELP DESK' and a contact email 'prshelpdesk@umt.edu.pk'. Below this is a list of terms and conditions. At the bottom, there are dropdown menus for 'Request Type' (set to 'Letter') and 'Request Sub Type' (set to 'Bonafide Certificate'), an 'Urgency' dropdown (set to 'Select'), and a text area for 'Request Description/Reason:'. A red arrow points to the 'I Accept' checkbox, which is currently unchecked.

PRS HELP DESK

For queries: prshelpdesk@umt.edu.pk

- Participant should be currently registered in a particular semester or degree should be completed
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- The letter can be received from PRS Helpdesk on the next working day after 4:00 pm in case of normal Bona fide Letter and after 2 working hours in case of urgent Bona fide Letter
- Request will not be entertained until all the outstanding dues payable to UMT are cleared
- The request might get delayed If status of the participant is unclear in the record
- Processed request not collected within one month from the day of request will be discarded

☒ I Accept

Request Type *
Letter

Request Sub Type *
Bonafide Certificate

Urgency *
Select

Request Description/Reason: *
Write Message...

Step 10:

Provide the reason/ Description regarding your request

The screenshot shows the PRS HELP DESK interface. The 'Request Description/Reason' text area is now highlighted with a red border and contains the text 'I need my fee voucher to pay my Fee'. The 'Request Type' dropdown is now set to 'Fee Voucher' and the 'Request Sub Type' dropdown is set to 'Tuition / Quarter Fee'. At the bottom, there is an 'ADD DOCUMENTS' section with a 'Save' button and an 'ADD DOCUMENTS' button.

PRS HELP DESK

For queries: prshelpdesk@umt.edu.pk

- Will be Provided Soon

☒ I Accept

Request Type *
Fee Voucher

Request Sub Type *
Tuition / Quarter Fee

Request Description/Reason: *
I need my fee voucher to pay my Fee

ADD DOCUMENTS

Save

ADD DOCUMENTS

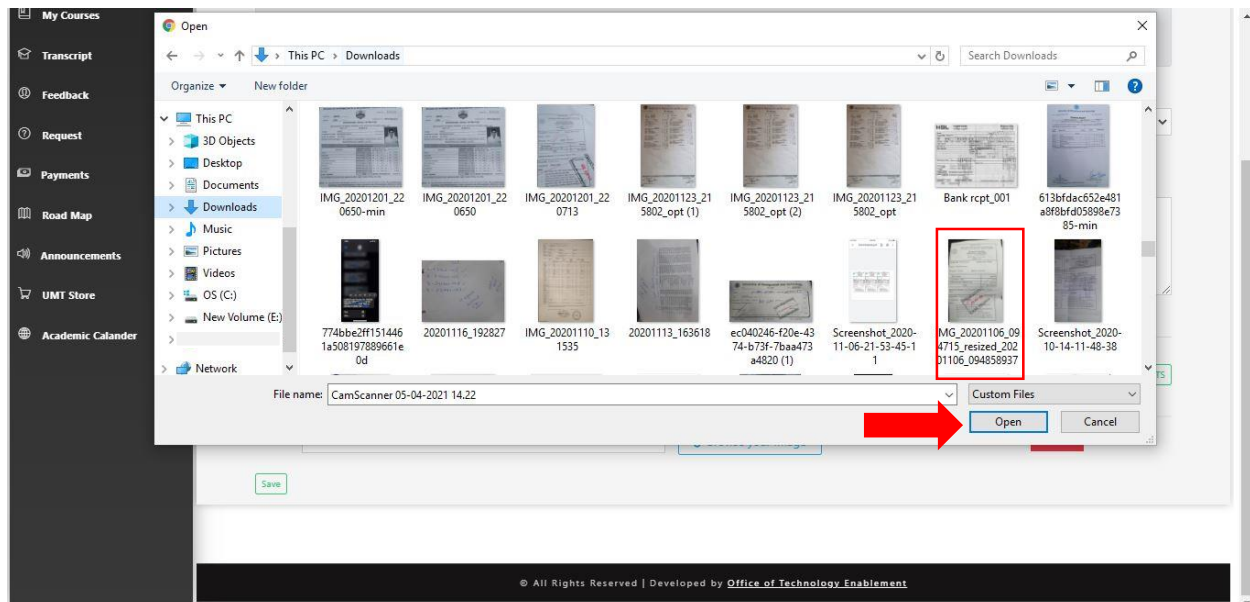
Step 11:

Click on the option of add documents to provide the evidence (if any) and click browse your image

The screenshot shows the 'Request' form in the UMT portal. The left sidebar contains navigation links: Dashboard, COVID Vaccination, My Courses, Transcript, Feedback, Request (selected), Payments, Road Map, Announcements, UMT Store, and Academic Calander. The main form area is titled 'For queries: prshelpdesk@umt.edu.pk'. It includes a status section with 'Will be Provided Soon' and an 'Accept' checkbox. Below are dropdowns for 'Request Type' (set to 'Fee Voucher') and 'Request Sub Type' (set to 'Tuition / Quarter Fee'). A text area for 'Request Description/Reason:' contains the text 'I need my fee voucher to pay my Fee'. At the bottom, there is an 'ADD DOCUMENTS' section with a table. The table has two columns: 'Document Name' and 'Document File'. A red arrow points to the 'Browse your image' button in the 'Document File' column. Another red arrow points to the 'ADD DOCUMENTS' button. A 'Remove' button is also visible. A 'Save' button is at the bottom left of the document section.

Step 12:

Choose the Required document and click open



Step 13:

Write the document name as per the document attached

My Courses
Transcript
Feedback
Request
Payments
Road Map
Announcements
UMT Store
Academic Calander

Soon
☒ I Accept

Request Type *
Fee Voucher

Request Sub Type *
Tuition / Quarter Fee

Request Description/Reason:
I need my fee voucher to pay my Fee

ADD DOCUMENTS

	Document Name	Document File	
1	previous paid voucher	Browse your Image	Remove

[Save](#) [ADD DOCUMENTS](#)

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Step 14

After Completing all the processes and attaching the required documents click the save option

Dashboard
COVID Vaccination
My Courses
Transcript
Feedback
Request
Payments
Road Map
Announcements
UMT Store
Academic Calander

For queries: prshelpdesk@umt.edu.pk

Will be Provided
Soon
☒ I Accept

Request Type *
Fee Voucher

Request Sub Type *
Tuition / Quarter Fee

Request Description/Reason:
I need my fee voucher to pay my Fee

ADD DOCUMENTS

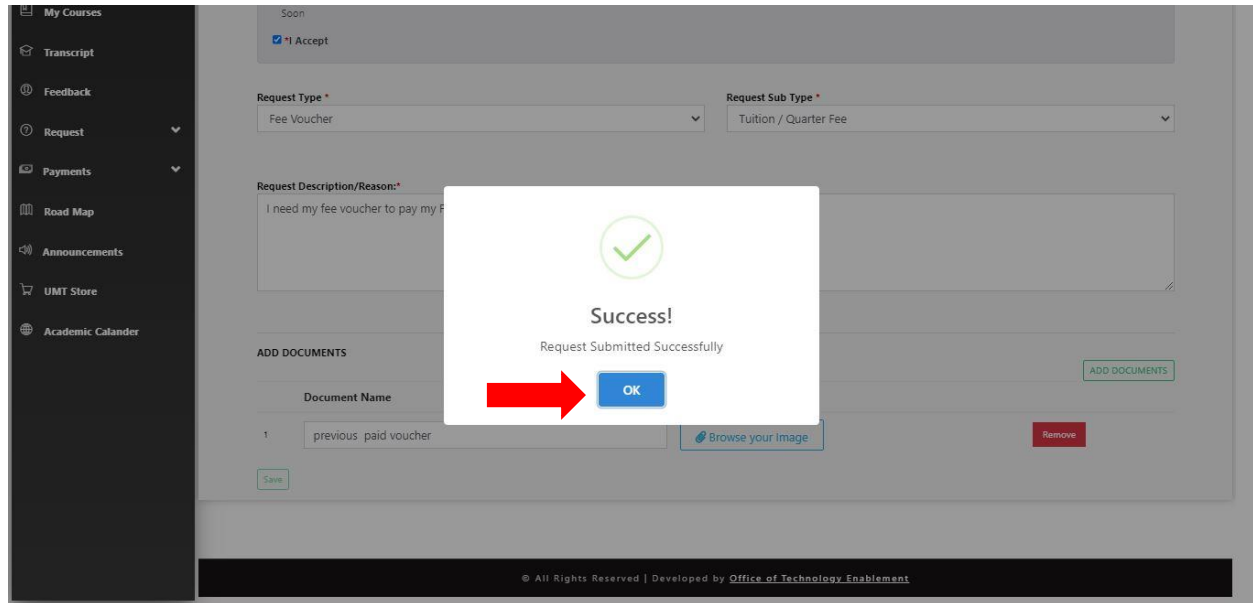
	Document Name	Document File	
1	previous paid voucher	Browse your Image	Remove

[Save](#) [ADD DOCUMENTS](#)

Step 15:

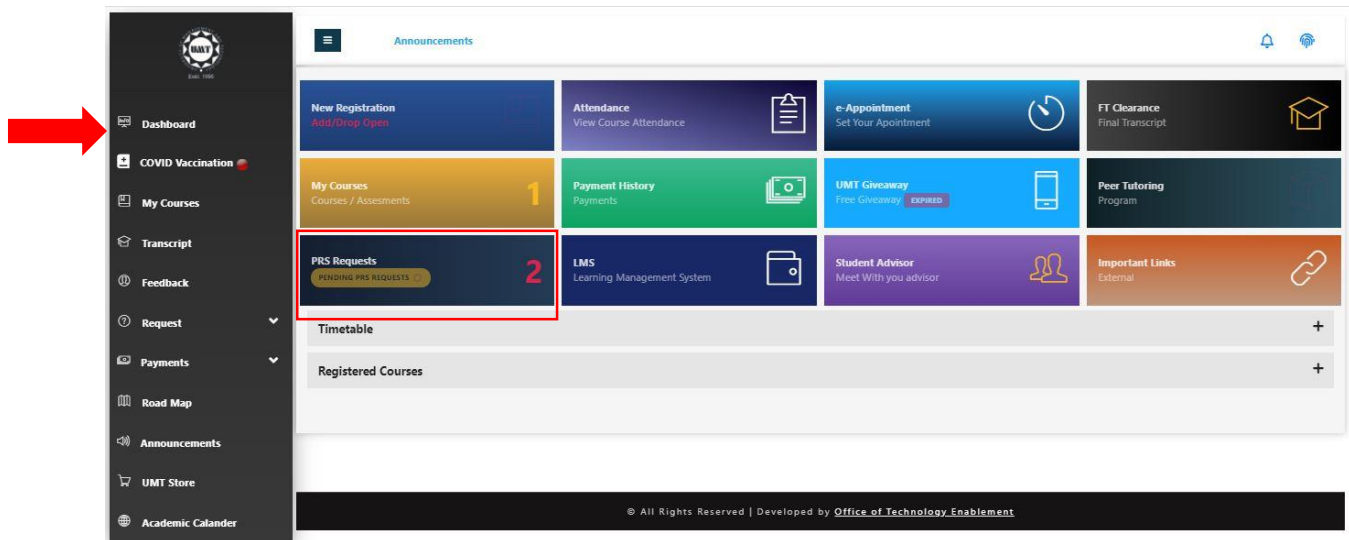
Your request is submitted successfully

Click OK



Step 16:

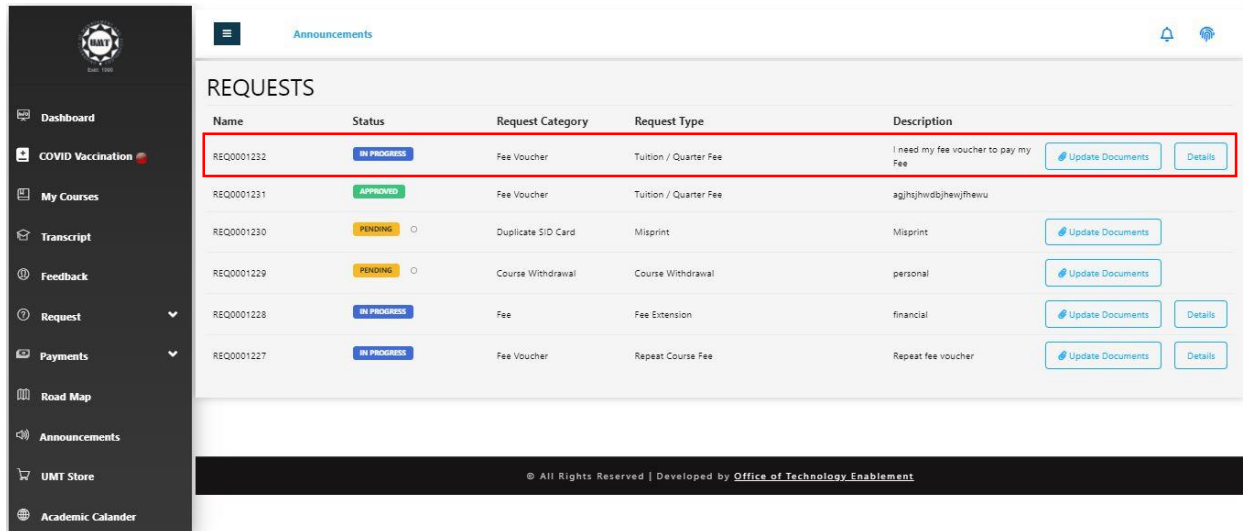
You may click at the Dashboard again and clicking at PRS Requests



Step 17:

Following window will appear

You may find your request status in the given section



The screenshot displays the UMT Student Portal interface. On the left is a dark sidebar with navigation links: Dashboard, COVID Vaccination, My Courses, Transcript, Feedback, Request, Payments, Road Map, Announcements, UMT Store, and Academic Calander. The main content area is titled 'Announcements' and features a 'REQUESTS' section. This section contains a table with the following columns: Name, Status, Request Category, Request Type, and Description. The first row of the table is highlighted with a red border. Below the table, there is a footer with the text: © All Rights Reserved | Developed by Office of Technology Enablement.

Name	Status	Request Category	Request Type	Description
REQ0001232	IN PROGRESS	Fee Voucher	Tuition / Quarter Fee	I need my fee voucher to pay my Fee
REQ0001231	APPROVED	Fee Voucher	Tuition / Quarter Fee	agj/htj/hwdbj/hewjthewu
REQ0001230	PENDING	Duplicate SID Card	Misprint	Misprint
REQ0001229	PENDING	Course Withdrawal	Course Withdrawal	personal
REQ0001228	IN PROGRESS	Fee	Fee Extension	financial
REQ0001227	IN PROGRESS	Fee Voucher	Repeat Course Fee	Repeat fee voucher

Thank You

For any queries, please email at prshelpdesk@umt.edu.pk