

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 *

6-10152201794

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. 3XXXXXXXXXX

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 (pmu@hec.gov.pk)

Enter your email Address

if you can't get code in email then
contact this email (pmu@hec.gov.pk)

1. If you don't receive 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 uspak@hec.gov.pk
2. If you don't receive 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 uspak@hec.gov.pk

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](#)

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 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.

Forgot Password

If you forgot 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

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 uspak@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.

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

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	rabiahrehmat0@gmail.com
Primary Cell Phone	+923065040933

Click to Add

Social Contacts

Contact Type	Contact Description
	No content

Click to Add

PREVIOUS SAVE & CLOSE NEXT CLOSE

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.

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

Buttons: APPLY FOR DEGREE ATTESTATION, SEARCH MISSING DEGREE PROGRAM, PREVIOUS, SAVE & CLOSE, NEXT, CLOSE, ADD / UPDATE TO LIST, CANCEL

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

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 chronological order.

Upload Documents

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

The screenshot displays the 'My Profile' document upload interface. The page is titled 'My Profile' and shows a progress bar at 27%. The navigation menu includes: Personal Detail (checked), Contact (checked), Education (checked), Employment, Publication, Project, Certifications, Skills, Affiliations, References, and Document Upload (active). The main content area is divided into two sections: 'Personal Details Document List' and 'Education Document List'. Both sections show 'No documents were uploaded.' and have 'UPLOAD DOCUMENT' and 'REFRESH' buttons. Red annotations point to these buttons with instructions: 'upload your cnic front or back scan copy size must be less then (500KB)' for the personal details section, and 'upload scan degree and transcript here size must be less then (500KB)' for the education section. At the bottom right, there are 'PREVIOUS', 'SAVE & CLOSE', and 'CLOSE' buttons.

1. File size upload error

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

2. 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 uspak@hec.gov.pk

US – PAK Application Form

1. Eligibility Criteria

- a. Be Pakistani citizen/national/AJK nationals who meet other criteria. For this you must be registered in you're portal as a Pakistani National
- b. Have MS, M Phil or equivalent degree (18 years of formal education) from an accredited university/institution approved by Higher Education Commission, prior to this program, relating to selected fields for the PhD Degree Program. System checks if you have a **complete** Master 18 years or MPhil. 18 Years entered in your education tab.
- c. Have a maximum age of 40 for regular faculty members and researchers of public sector universities/R&D organizations, subject to NOC issuance and for all others maximum age of 35 at the time of closing date of application submission. System checks this from your Employment tab. You **shouldn't** have selected other in any of the fields and must select **"university" or "R&D"** from the employer type in the relevant fields.
- d. Have maximum 2 Second Divisions throughout the academic career. This is checked from your Education tab.
- e. Have no 3rd Division or grade D in his/her career. This is checked from your education tab.
- f. Not less than 50% marks in academic career. This is checked from your education tab.

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 uspak@hec.gov.pk

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.

2. If you are getting Service Maintenance Page

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3. 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.

2. 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 uspak@hec.gov.pk with the copy of your original CNIC and we will reset your email.

2. "Ask the System Administrator" error message

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3. 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>).

4. Date Errors in entering the qualification level

Your degrees should be added in chronological order.

4. File size upload error

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

5. 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 uspak@hec.gov.pk

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

- a. Be Pakistani citizen/national/AJK nationals who meet other criteria. For this you must be registered in you're the portal as a Pakistani National
- b. Have MS, M Phil or equivalent degree (18 years of formal education) from an accredited university/institution approved by Higher Education Commission, prior to this program, relating to selected fields for the PhD Degree Program. System checks if you have a **complete** Master 18 years or MPhil. 18 Years entered in your education tab.
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- d. Have maximum 2 Second Divisions throughout the academic career. This is checked from your Education tab.
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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 functionality of upload document in application form.

13. The university that I applied for admission didn't require GRE scores at any stage, so will it be necessary for me to provide GRE scores, as in my case, GRE is not required at any stage?

If the applicant is enrolled in university or expecting the admission then in this case GRE section is be mandatory.