COURSERA (WEB PORTAL)

Contents
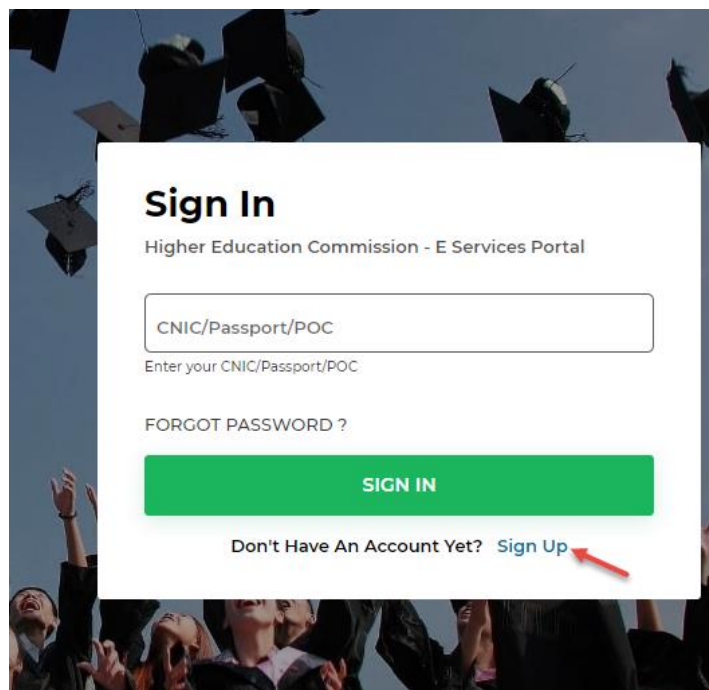
Sign Up

1. Access the Eservices portal through **eservices.hec.gov.pk**
2. If you're not registered on the portal with your **CNIC/POC/Passport**, click **Sign Up** to register yourself first
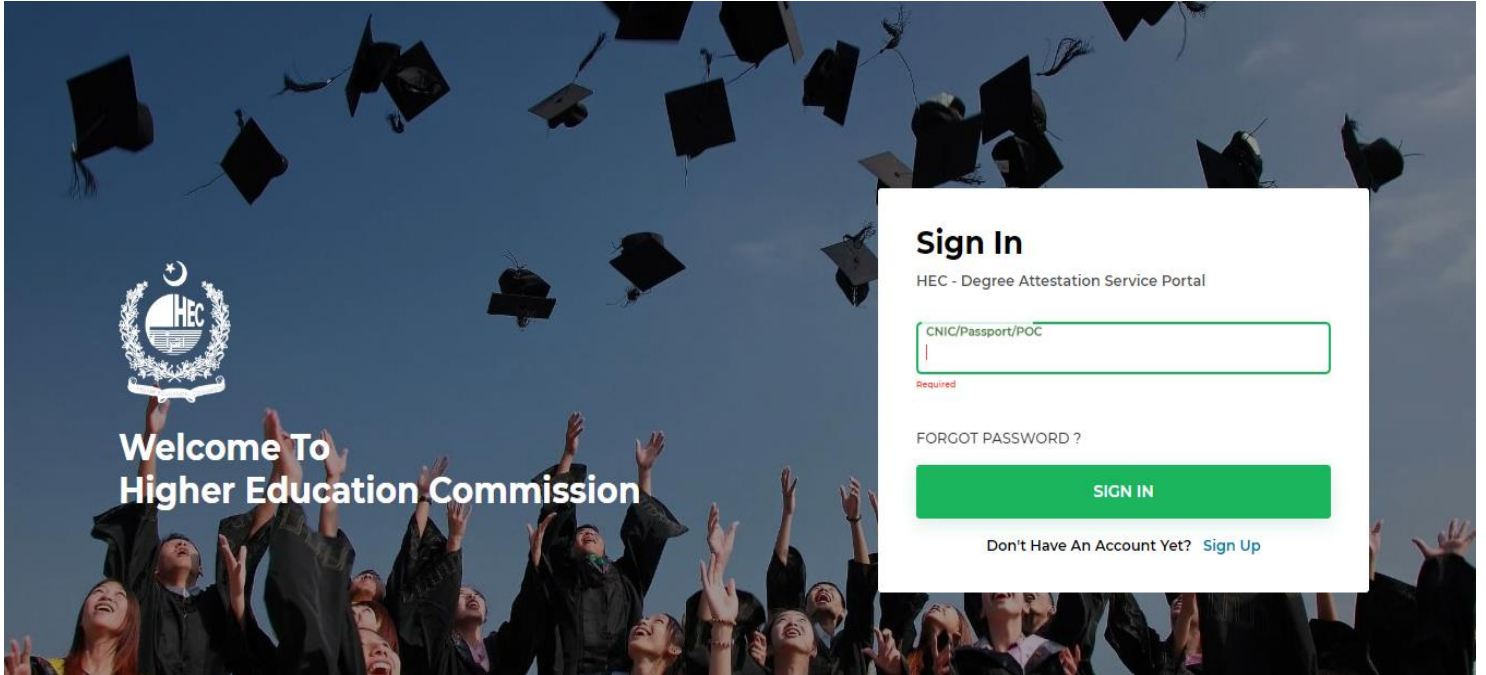
3. In case you're already registered, please enter your **CNIC/POC/Passport** and click **Sign In** button to sign in to the portal

4. Click on the **Sign Up** button to open the registration form.

Sign Up

HEC - Degree Attestation Service Portal

First Name *
Aisha
Please Enter First Name

Last Name *
Ahmed
Please Enter Last Name

Nationality *
Pakistan
Please Select Nationality

CNIC Type *
CNIC
Please Enter CNIC without dashes e.g: 4123456222222

Password *
****
Enter Password should be atleast 8 characters long,alphanumeric and contain atleast one capital letter and one special character

Confirm Password *
****
Please Enter password for confirmation

Primary Cell Phone Number
+92
Please Enter Cell No. in correct format e.g: +92 3472748

Primary Email *
Please Enter Email in correct format e.g: username@iprovider.com

SUBMIT

Already Have An Account? Sign In

a. Enter valid details according to the instructions given on the sign up form and click **Submit** button after all fields have been filled
    i.   **First Name**
    ii.   **Last Name**
    iii.   **Nationality** - Overseas and dual national Pakistanis must select "Pakistan" as their Country of Nationality, otherwise select any other country.
    iv.   **Passport Number** - For those users only who entered country other than Pakistan as their Nationality.
    v.   **CNIC Type**: CNIC/POC - Users who have entered Pakistan as their Nationality, must enter this.
    vi.   **Password** - Enter password of your choice but it should be at least 8 characters long, alphanumeric and contain at least one capital.
    vii.   **Confirm Password –** Same as password entered
    viii.   **Primary Cell Phone Number** - Carefully enter this, as you will receive all updates and alerts regarding your application on this number.
    ix.   **Primary Email** - Carefully enter this, as you will receive all updates and alerts regarding your application on this email.
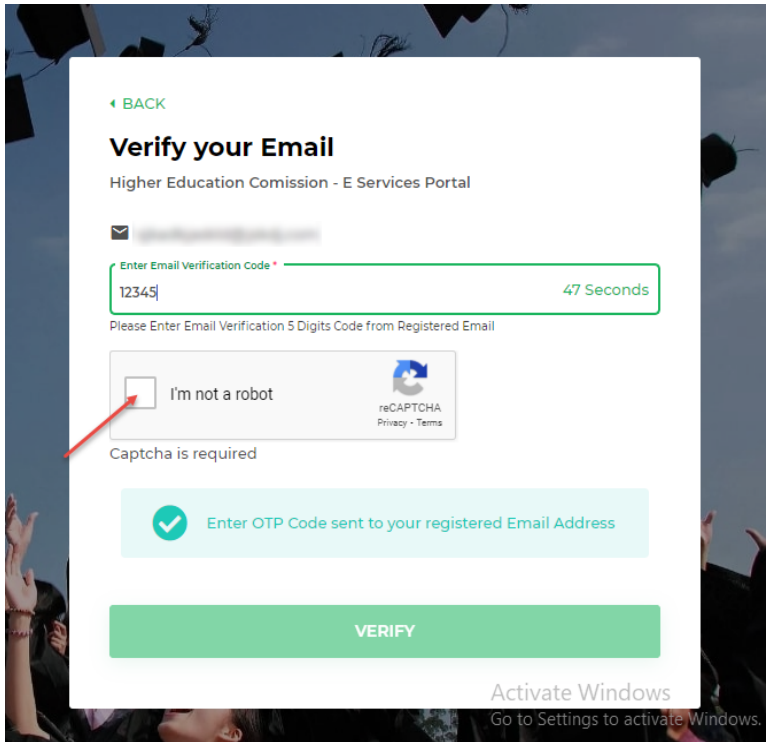
5. On successful submission of the details, you will receive the verification code on your primary email.
6. Enter verification code you received, on **Verify your Email** screen.
7. Check the captcha **'I'm not robot'**
8. On checking the captcha, you will be asked to check the correct pictures according to the question.

9. Select the correct pictures and the click on the V**erify** button.
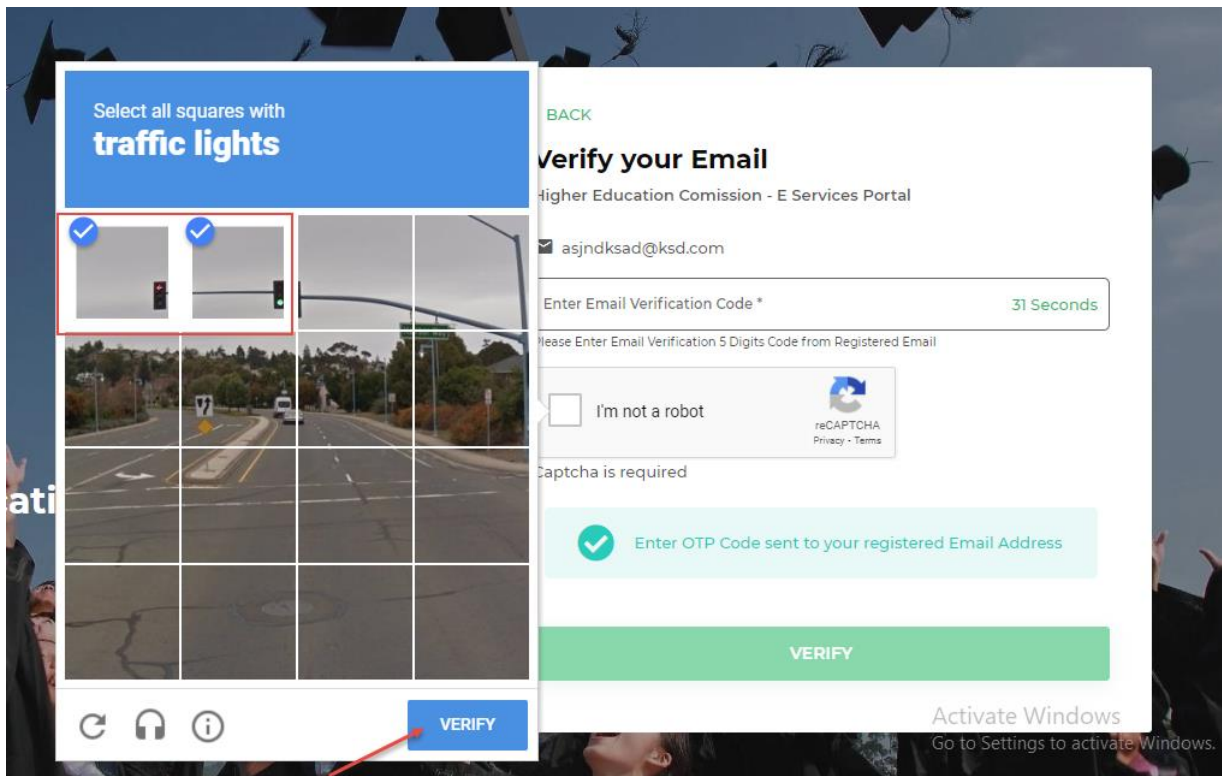
10. On successful verification of captcha, green tick will be appear on this field.

11. Click on the **Verify** button and verify your email.
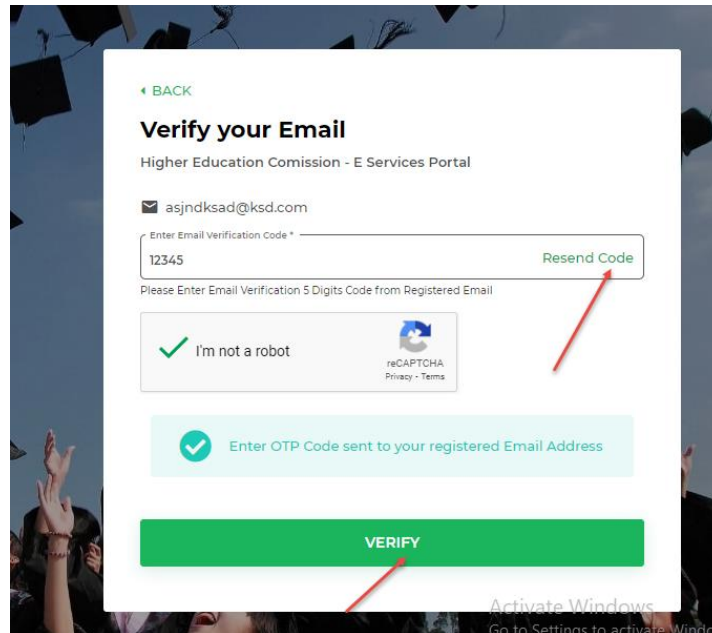
12. On successful verification of your email ID, your account will be registered.
13. Using the resend code button, you can also resend the code after 1 minute of time span, in case you have not received it in the first attempt.

Sign In

1. In order to Sign in to the Eservices portal, enter your valid user ID i.e. your Passport Number or CNIC/POC against which you have created your account through the registration process
2. Click on the **Sign In** button on Login page.
3. If account is valid and exists against the entered CNIC/POC or Passport, you will be asked to enter password and login into the account.

My Profile

1. When applicant signs in to the Eservices portal, dashboard is displayed
2. If the applicant wishes to fill up his profile section, he/she can click on their name on top right corner
3. A popup will appear where they will have two options, My Profile and Logout
4. To fill up your profile, click **My Profile** button
5. Profile page will be displayed to the applicant
6. The profile page consists of:
   a. Personal Information
   b. Address Information
   c. Education Details
   d. Change Password
   e. Change Email
   f. Change Phone Number

Change Password

1. If you wish to change your password, select the **Change Password** option
2. Enter your Current Password and the New Password you wish to change to
3. Click on **Change Password** button to update your password

Change Email

1. If you wish to change your current email address to a different one, select the **Change Email** option
2. Enter the new email address and click **Change Email** button (the new email address should not be registered previously on EServices Portal)

3. A verification code will be sent to your entered email address
4. Enter the verification code and click on **Verify Code** button to change your email address

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Change Phone Number

1. If you wish to change your mobile number to a different one, you can contact call center (051-111-119-432).

E-Courses Application

- To access the E-Courses application, click on the E-Courses form icon in the left panel.

Application Form

This section includes mandatory personal information required to submit the E-Courses application. Carefully enter and upload the valid data in the following mandatory fields in the Personal Info and Document section.

- Enter data for the following fields in **Personal Info** section
  a. **Full Name** – read only
  b. **Father Name** – read only
  c. **CNIC** – read only
  d. **Email** – read only
  e. **Contact No.** – read only
  f. Select your **University Name** from the list
  g. Enter your **University Registration/ Roll Number**
  h. Select your **Terminal Degree/ Qualification Level**
  i. Select your **Discipline/ Field of Study**
  j. Enter your **Program**, **Department** and **Campus**
  k. Enter your **Courses Interested**

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- Upload Bank Fee Receipt and Transcript/Detailed Marksheet, both are mandatory to upload

After completing profile information, click on the Submit Button to submit your application form

University Focal Person Dashboard

- To access the University Focal Person Dashboard, login with the Focal Person Credentials and you will directly land on the Focal Person Dashboard Screen.

Upload Excel Sheet

University Focal Person can upload data of all the users through excel sheet. The data should be filled in the excel sheet and sheet would be uploaded to upload all the data. To select the excel file, click on **Upload Excel Sheet** button

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Carefully enter the data in excel sheet. CNIC, Email and Contact Number must be unique and cannot contain any duplicate data that already exist in the Excel Sheet.

Enter data for the following fields

- a. **Name**
- b. **Father Name**
- c. **CNIC** – Must be Unique
- d. **University Name**
- e. **Roll Number**
- f. **Program**
- g. **Department**
- h. **Semester**
- i. **Campus**
- j. **Email** – Must be Unique
- k. **Contact No.** – Must be Unique
- l. **Payment Received**
- m. **Courses Interested**
- n. **Disability**

Download Excel Sheet

University Focal Person can download data of all the users by clicking on the **Download Excel Sheet** button**.** It will download data in bulk

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Dashboard

University Focal Person can also Block or Unblock any record by clicking on the **Block Button** from the Action Item. If Focal Person blocks any record, remaining licenses will get an increment count and consumed licenses will get a decrement count

University Focal Person can view the record by clicking on the **Eye Icon Button** from the Action Item. All the details of the user will be rendered in a pop up visible to a University Focal Person

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HEC Admin can make a decision and it will also be appearing on the Focal Person Dashboard. All Approved, Blocked, and Rejected Applications by HEC will also appear in the grid under the column of Status

If HEC admin approved any record that will appear in the Approved Licenses

Forgot Password

1. If you have forgotten your account password, click on **Forgot Password** button on the login screen.
2. Choose one of the given options to recover your account password. **Phone, CNIC or Email**.
    a. Phone
        • On selecting **Phone**, you will be asked to enter your registered **Mobile Number**
        • Click on **Get Verification Code** button to receive **SMS/Email** on your registered mobile number/email address

- Enter the received code and your new password and click **Update Password** button to update your password.
- Using the **Resend Code** button, you can also resend the code after 1 minute of time span, in case you have not received it in the first attempt.

b. **CNIC**
- On selecting **CNIC**, you will be asked to enter your registered **CNIC** number
- Click on **Get Verification Code** button to receive **SMS/Email** on your registered mobile number/email address
- Enter the received code and your new password and click **Update Password** button to update your password
- Using the **Resend Code** button, you can also resend the code after 1 minute of time span, in case you have not received it in the first attempt.
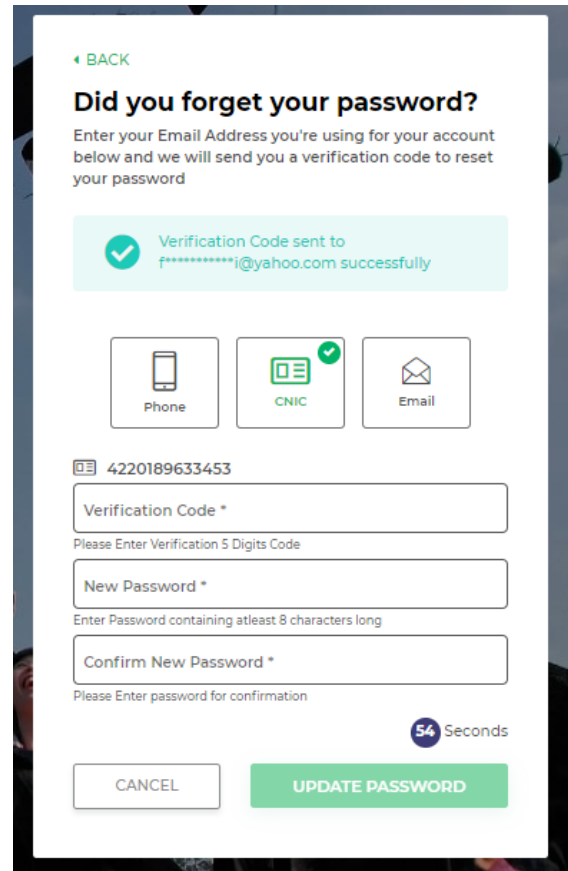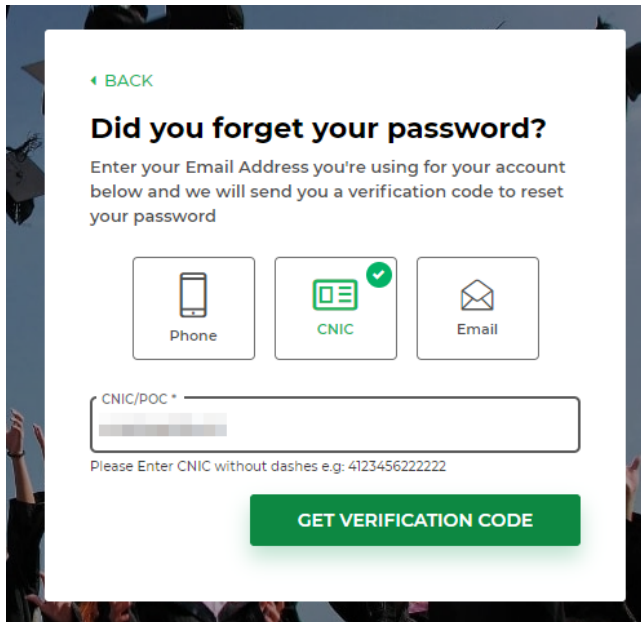
c. **EMAIL**
- On selecting **Email**, you will be asked to enter your registered **Email Address**.
- Click on **Get Verification Code** button to receive **SMS/Email** on your registered mobile number/email address
- Enter the received code and your new password and click **Update Password** button to update your password
- Using the **Resend Code** button, you can also resend the code after 1 minute of time span, in case you have not received it in the first attempt.

Dashboard

1. On successful login attempt, you will land on the dashboard.
   a. **Announcements:** In this section, you will stay updated with the latest announcements by HEC.

   b. **My Applications:** From here you can view and edit your application. Also, you can check the status of your applications and download the documents of your application
      - **View/Edit an application:** To view/edit the submitted application, click on the **View/Edit** button in the **My Applications** section on dashboard.

   c. **Profile Strength:** Here you can see the incomplete and complete sections of your profile. Also, there is a button to update your profile, by clicking on it, you will be redirected to your profile section.

d. **Notifications:** On clicking this icon, you will see the following sections.
- **Alerts:** This section updates you regarding the progress of your application.
- **Tasks:** This section will notify you regarding the tasks you have in 'Assigned to Me' section.
- **Logs:** Any update made in your common profile section, will appear here

Quick Panel

1. Click on **Quick Panel** icon to open up to quick panel
2. Quick Panel is used to provide you quick help guides for ease
3. Quick Panel consists of 3 sections:
   a. Browser Help Library
   b. Contact Info
   c. Download Resources

Browser Help Library

1. Browser Help Library consists of frequent applicant queries that most of the applicants come across when they visit the Eservices Portal for submission of different applications

Contact Info

1. Contact Info consists of Contact Info for 5 of HEC Regional Centers with their address, phone and email details

Download Resources

1. Download Resources consists of User Manuals for each individual section of Eservices Portal
2. You can download the section respective manuals to help you out

Browser Help Library	Contact Info	Download Resources	✕

PDF	**Portal Manual**	⬇ Download
PDF	**Dashboard Manual**	⬇ Download
PDF	**Degree Attestation Application Request Manual**	⬇ Download
PDF	**Profile Manual**	⬇ Download
PDF	**Education Manual**	⬇ Download
PDF	**Attestation Details Manual**	⬇ Download