



**User Manual  
of  
Verification of Student Information and  
Documents**

**Developed for  
UNIVERSITY OF LUCKNOW**



**Submitted By:**



UP ELECTRONICS CORPORATION

**Designed & Developed By:**

**omni-NET<sup>®</sup>**  
TECHNOLOGIES PVT. LTD.

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## 1. Introduction

### 1.1 Overview of the Web Application

The software has been developed for the Student Information Verification System (fee portal) of University of Lucknow. The module is intended to be used by the authorized users to verify the students' information on Lucknow University fee portal. This portal enables user to login and view the required details from the students' centric services section through the fee portal of University of Lucknow and furnish the related details after login.

Along with, the services details, notifications, updates, and status of acceptance and rejection of requests, all will be available to the respective users for its further processes.

The concerned departmental users can also track the status of the entire execution of services from their login and will get SMS & Email alerts at all necessary steps.

### 1.2 Scope of the User Manual

This user manual provides step-by-step guidance on how the authorized users will use the software to verify the students' information and redress the requests.

### 1.3 Intended Audience of the Application

Officials from the University of Lucknow will be the intended audience of this application.

### 1.4 Application Convention

The application has the following conventions:

- a. Fields which have \* sign indicate mandatory fields.
- b. Error messages will be displayed in the pop-up box.
- c. Success messages will be displayed in the pop-up box.
- d. All the menu links will be displayed in the side menu.

## 2. Registration

For registration, click "[Register here](#)" link from login page; the user will be redirected to the registration page of "**Verification of Student Information and Documents**". The registration page with the required details will appear, as shown below:

लखनऊ विश्वविद्यालय  
University of Lucknow

**Registration**

Organisation Name \*

Contact Person Name \*

Contact Person Mobile No. \*

Contact Person Email ID \*

[Already Registered? Click Here to Login](#)

**Proceed to mobile verification**

Technical Helpline/समस्याओं की हेल्पलाइन : 0522-4150500 / 7897992064 / 7897999211 / 7897992062 (WhatsApp)  
Time/समय : 09:00AM-07:00PM (Working Days Only)/केवल कार्य दिवसों पर  
E-mail/ई-मेल : [lu.support@otpl.co.in](mailto:lu.support@otpl.co.in)

- Enter **Organization Name**, **Contact Person Name**, **Contact Person Mobile No.** **Contact Person Email ID** and click on **Proceed to Mobile Verification** button.
- Enter OTP received on registered mobile number. OTP Verification page will appear, as shown below:

लखनऊ विश्वविद्यालय  
University of Lucknow

**OTP Verification**

Enter the code we just send on your mobile phone xxxxxxxx56

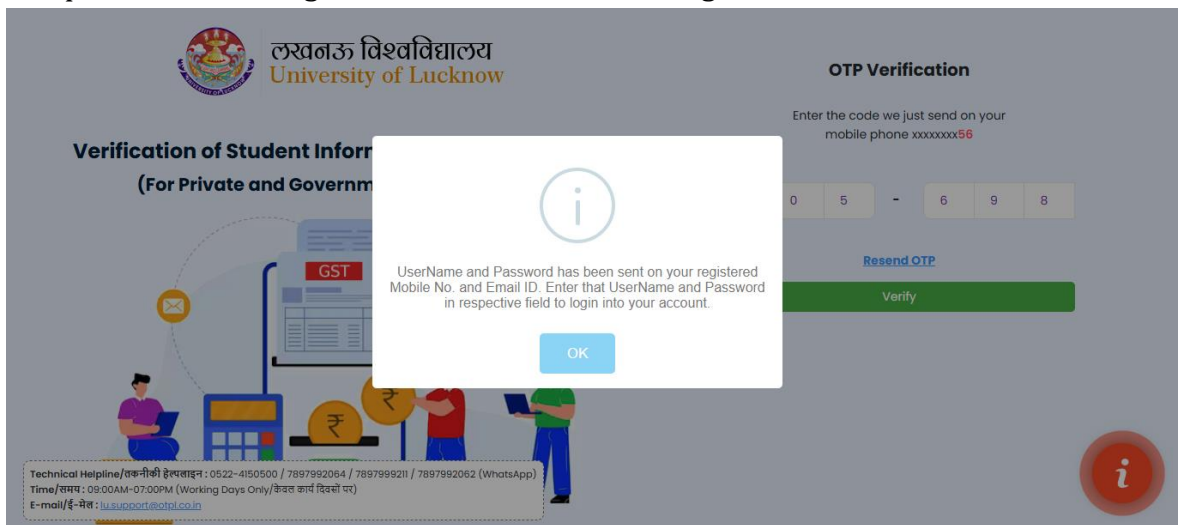
Enter OTP

Resend OTP 54 Seconds  
[Resend OTP](#)

**Verify**

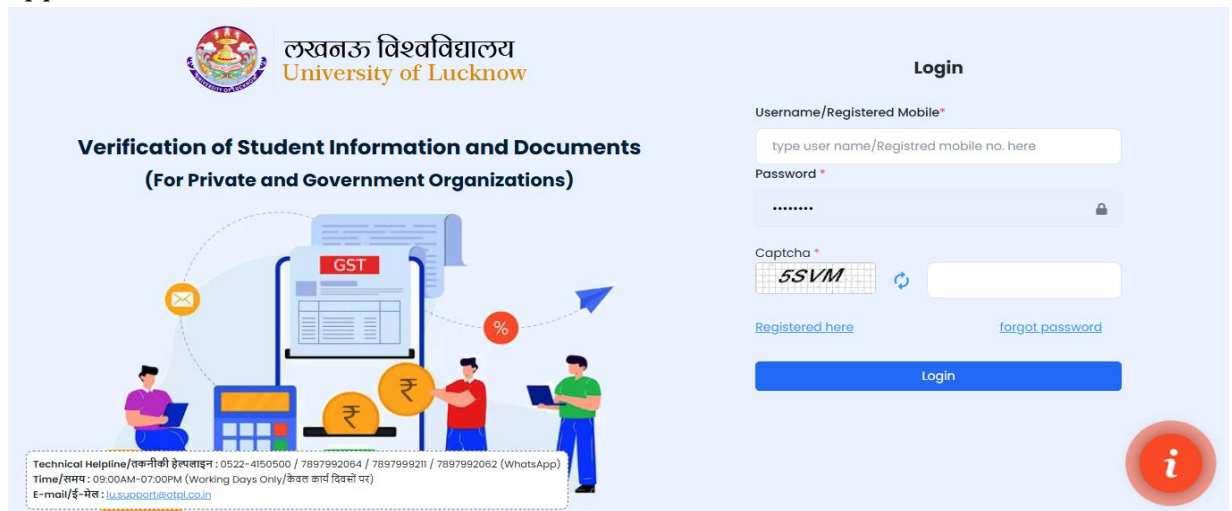
Technical Helpline/समस्याओं की हेल्पलाइन : 0522-4150500 / 7897992064 / 7897999211 / 7897992062 (WhatsApp)  
Time/समय : 09:00AM-07:00PM (Working Days Only)/केवल कार्य दिवसों पर  
E-mail/ई-मेल : [lu.support@otpl.co.in](mailto:lu.support@otpl.co.in)

- Once the OTP is entered, click on **Verify** button below. Once verified, username and password will be generated and send on the registered mobile number.



### 3. Login

To access the Verification of Student Information and Documents (fee portal) login page, click and open the login page by entering the login URL <https://fee.lkouniv.ac.in/apps/public#> in the web browser; the login page will appear, as shown below:



- Enter **Username/Registered Mobile No. Password, and Captcha** in the given fields and click on **Login** button.

### 3.1 Organization Profile

Once logged into the **Dashboard**; Dashboard page with required details will appear, as shown below:

The screenshot shows the 'Organisation Profile' form. The form has the following fields and values:

Field	Value
Organisation Name	abc
Contact Person Name	Test1
Contact Person Mobile No.	7398220156
Contact Person Email ID	sample@gmail.com
Organisation Type*	--select--
GSTIN No.	
PAN No.*	
Organisation/Registration Certificate*	Choose File No file chosen

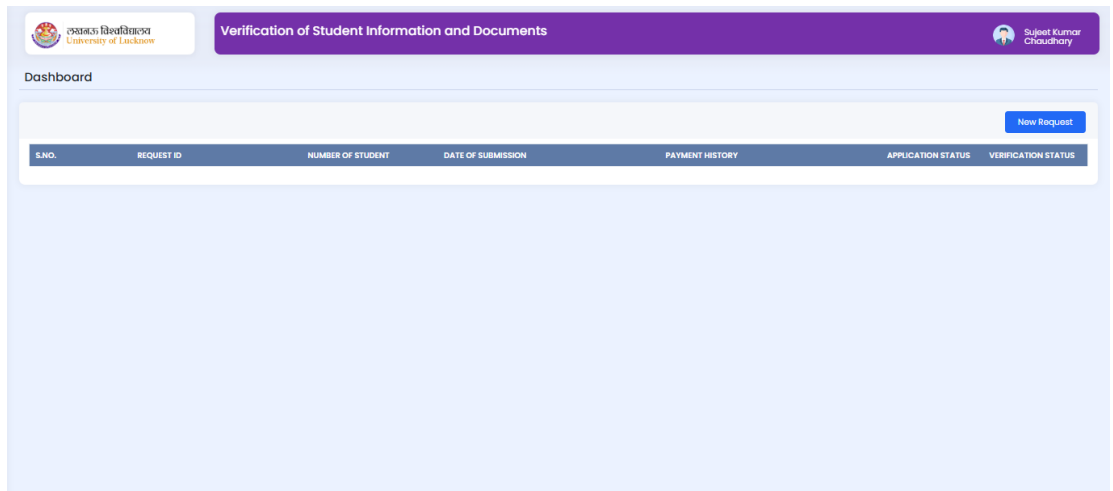
Buttons: Submit (blue), Reset (orange)

File Format: JPEG,JPG,PNG,PDF | Max File Size: 2 MB

- Select **Organization Type**, **GSTIN No.** **PAN No.** and upload **Organization/Registration Certificate** by clicking on Choose File button/link.
- Once the details are entered, click **Submit** button below.
- Click on **Reset** button to reset details, if needed.

The screenshot shows the 'Organisation Profile' form with a success message overlay. The message is: "Profile Created Successfully" with a green checkmark icon and an "OK" button. The background form is dimmed, showing the same fields as the previous screenshot.

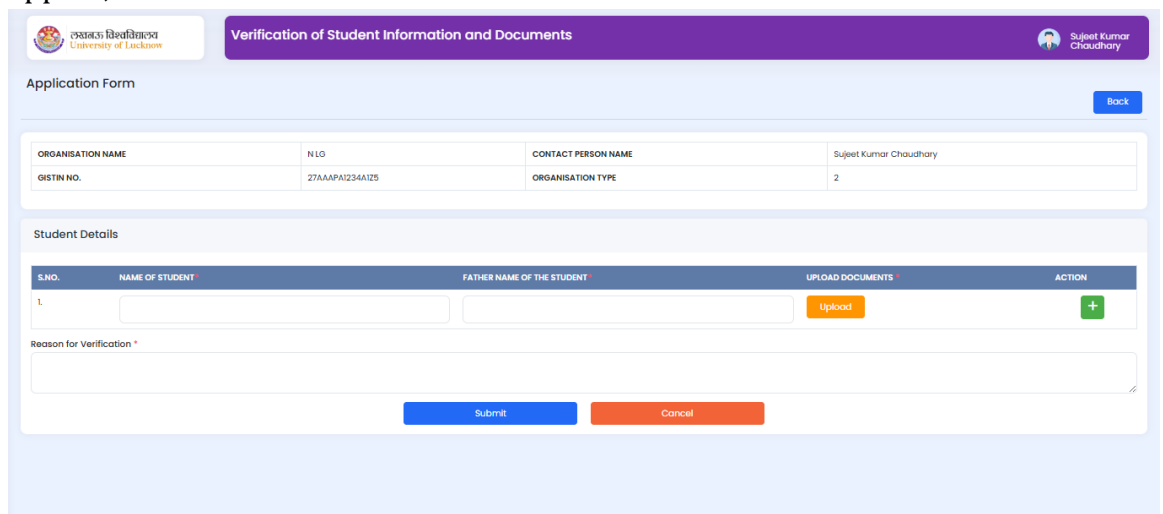
Once profile is created successfully; user will be redirected to the Dashboard screen. Dashboard page with the required details will appear, as shown below:



- To process or send new request, click on **New Request** button from the top right corner of the page.

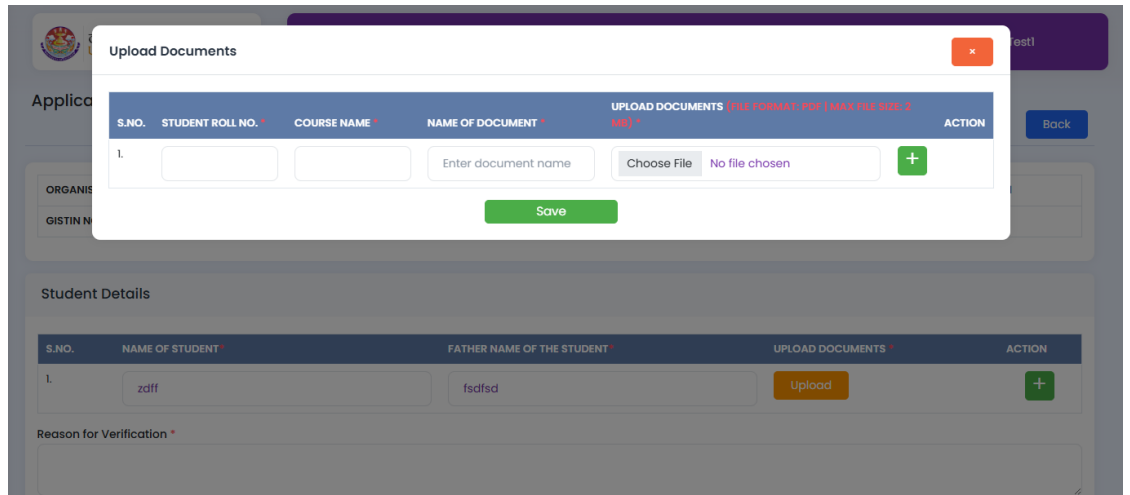
### 3.2 New Request

Once clicked on **New Request** button; user will be redirected to the Application Form page. Application Form page with the required details will appear, as shown below:

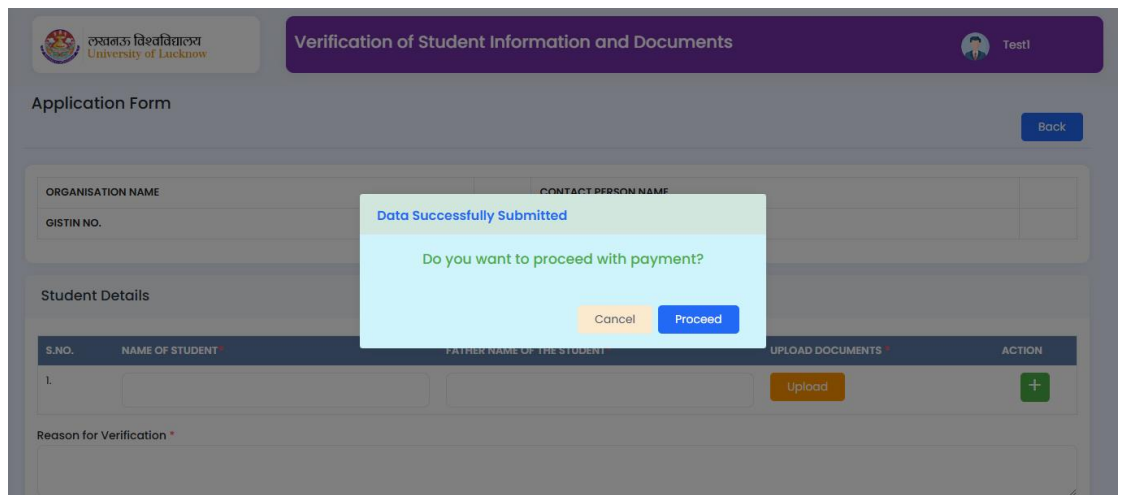


- Enter **Student Name**, **Father's Name**, and click on **Upload** button to upload the required documents.

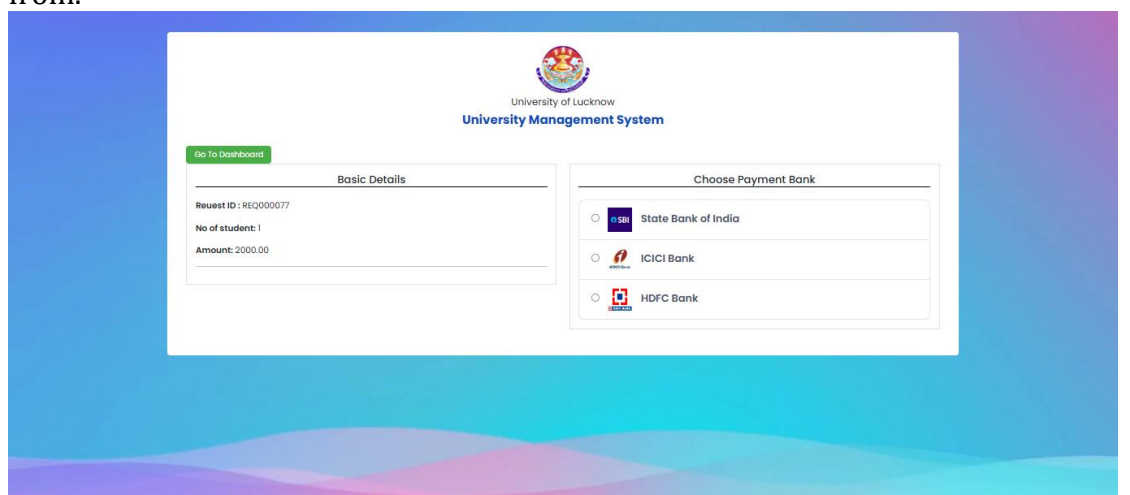
- Once clicked on **Upload** button to upload documents; pop-up screen with required fields will appear, as shown below.



- Enter details and upload documents and then click on the **Save** button.



- Click on **Proceed** button to proceed with payment, further. Once clicked on Proceed button; user will be redirected to the Banks list page to select from.



## **4. For Technical Support**

While using this software application if any technical error occurs, you can contact us on our Technical Helpline Number +91-522-4150500 or can raise your query by emailing us at [lu.support@otpl.co.in](mailto:lu.support@otpl.co.in).