

# Solutions of Problems related to ERP

<b>Help Summary</b>	
<b>Matters</b>	<b>Request To Where</b>
All Registration Related Matters (e.g Name/ DOB/ subject correction, Marksheet/ PDC etc)	Dean Academics Office
All Exam Related Matters (e.g. Exam schedules, Result etc)	Controller of Examination Office
All Fees Related Matters	Finance & Accounts Office
Problem regarding fees website (eshiksha portal)	Helpline Number of eshiksha portal - 9119123131 Or 7413048222 Or 7413969555 EMail ID : support@eshiksa.com, foietlucknow@gmail.com

## 1) “Registration” Related Problems

SI	Problem	Solution
1	Correction in my Name, Father Name, DOB, income etc in FINALLY SAVED registration form.	Give your hand written application in the Dean Academics office with supporting documents (if required) at earliest. For e.g. If you want correction in your name/ fathers name/ DOB you have to submit your 10th mark sheet/ certificate along with the application.
2	I missed to fill the registration form.	Read the registration notice and give application to Dean Academics Sir forwarded by your HOD Sir.
3	I filled incorrect subjects in the registration form.	Give application to Dean Academics Sir forwarded by your HOD Sir at earliest.
4	I want to change departmental elective subject in registration form.	Give application to Dean Academics Sir forwarded by your HOD Sir at earliest. If seat is available in the requested subject, subject may be changed.
5	My registration form is not authenticated.	On your ERP login go to "Check registration status". Inform to the official from where it is pending.
6	"Fill Semester registration form" option is not showing on my ERP Login.	1. Deposit the fees as per registration notice within time. 2. After one day, go to "Check fees Status". If it is not uploaded, inform to foietlucknow@gmail.com 3. If last date is over, give application for registration to Dean Academics Sir forwarded by your HOD Sir.
7	I am a PhD scholar. I want to do some course work from IET.	Give application to Dean Academics Sir forwarded by your HOD sir along with RDC letter.
8	Submit button is not available in Registration Form/ Exam Form.	You have already done it. Go to Print registration/ Exam Form.
9	I want to Update Hostel and Room No. Information in "Semester Registration Form".	You can do it from your ERP Login from "Update Hostel" option.

10	registration form is not submitting due to error.	Please email your problem in details with a screen shot and web page name to "erpsupport@ietlucknow.ac.in" from your college email id and wait for the reply. (Non-technical problems will not be entertained on this email id.)
11	Open Elective subject related problem in my registration form.	Contact Dean Academics office
12	Any other problem related to registration	Give application to Dean Academics office

## 2) **“Exam & Result”** Related Problems

1	I missed to fill the exam form	Give application to COE office. If possible he will permit it.
2	Not able to download Admit card.	Take it from COE office
3	"Fill exam form" option is not showing.	Login to ERP and go to "Check Registration Status". Inform to official from where it is pending. If your registration form is already authenticated and still the option to fill the exam form is not showing, it may happen due to last date is over. Give application to COE Sir. If possible he will permit it.
4	My carry paper(s) is not showing while filling the exam form.	Please email your problem in details to "erpsupport@ietlucknow.ac.in" from your college email id and wait for the reply. (Non-technical problems will not be entertained on this email id.)
5	I missed to fill carry over paper in the exam form.	Give application to COE Sir
6	exam form is not submitting due to error	Please email your problem in details with a screen shot and web page name to "erpsupport@ietlucknow.ac.in" from your college email id and wait for the reply. (Non-technical problems will not be entertained on this email id.)
7	Any other problem related to Examination/ Result	Contact COE office
8	My <b>result</b> is not showing on ERP	Contact COE office

### 3) **“Fees”** Related Problems

1	I want to deposit fees from next semester/year.	Log on to <a href="http://eps.eshiksha.net/?pb=bob">http://eps.eshiksha.net/?pb=bob</a> where the User ID for Individual Student will be, “IET” and the password shall be: 12345. Students are requested to change their password after first login.
2	Forgot password of eshiksha portal (fees portal)	Email your problem from your college email ID to <a href="mailto:foietlucknow@gmail.com">foietlucknow@gmail.com</a>
3	Amount debited from my account but not reflecting on eshiksha portal.	Email your problem with transaction details from your college email ID to <a href="mailto:foietlucknow@gmail.com">foietlucknow@gmail.com</a>
4	Problem regarding eshiksha portal	Helpline Number of eshiksha portal - 9119123131 Or 7413048222 Or 7413969555 EMail ID : <a href="mailto:support@eshiksha.com">support@eshiksha.com</a> , <a href="mailto:foietlucknow@gmail.com">foietlucknow@gmail.com</a>
5	Any other Fees Related Matters	Finance & Accounts Office

### 4) **“ABC ID”** Related Problems

1	How to make ABC ID?	Read the following guide- <a href="http://online.ietlucknow.ac.in/pdf/Update%20ABC%20ID%20on%20ERP.pdf">http://online.ietlucknow.ac.in/pdf/Update%20ABC%20ID%20on%20ERP.pdf</a>
2	How to update institute name in ABC ID?	Read the following guide- <a href="#">Click Here</a>
3	Any Problem regarding ABC ID on the website <a href="https://abc.gov.in">https://abc.gov.in</a>	Go to- <a href="https://www.abc.gov.in/support.php">https://www.abc.gov.in/support.php</a>
4	Any Problem regarding ABC ID on the website <a href="https://www.digilocker.gov.in/">https://www.digilocker.gov.in/</a>	Go to- <a href="https://support.digitallocker.gov.in/">https://support.digitallocker.gov.in/</a>

## 5) **Email ID (Rollno@ietlucknow.ac.in) and ERP Account** Related Problems

I forgot Password of <a href="mailto:RollNo@ietlucknow.ac.in">RollNo@ietlucknow.ac.in</a>	Fill Form- <a href="https://eforms.ietlucknow.ac.in/passwordreset">https://eforms.ietlucknow.ac.in/passwordreset</a>
I forgot password of IET ERP account.	Open ERP. Click on "Student Login" -> "Forgot Password" Option. You will receive OTP on your mobile and registered Email ID. Enter OTP and create new password.
I want to change my mobile number/ Personal Email ID on IET ERP.	Login to ERP and go to "Change mob no/ email id" menu option. After this you have to login with updated mobile number on ERP.