

NUST – LMS

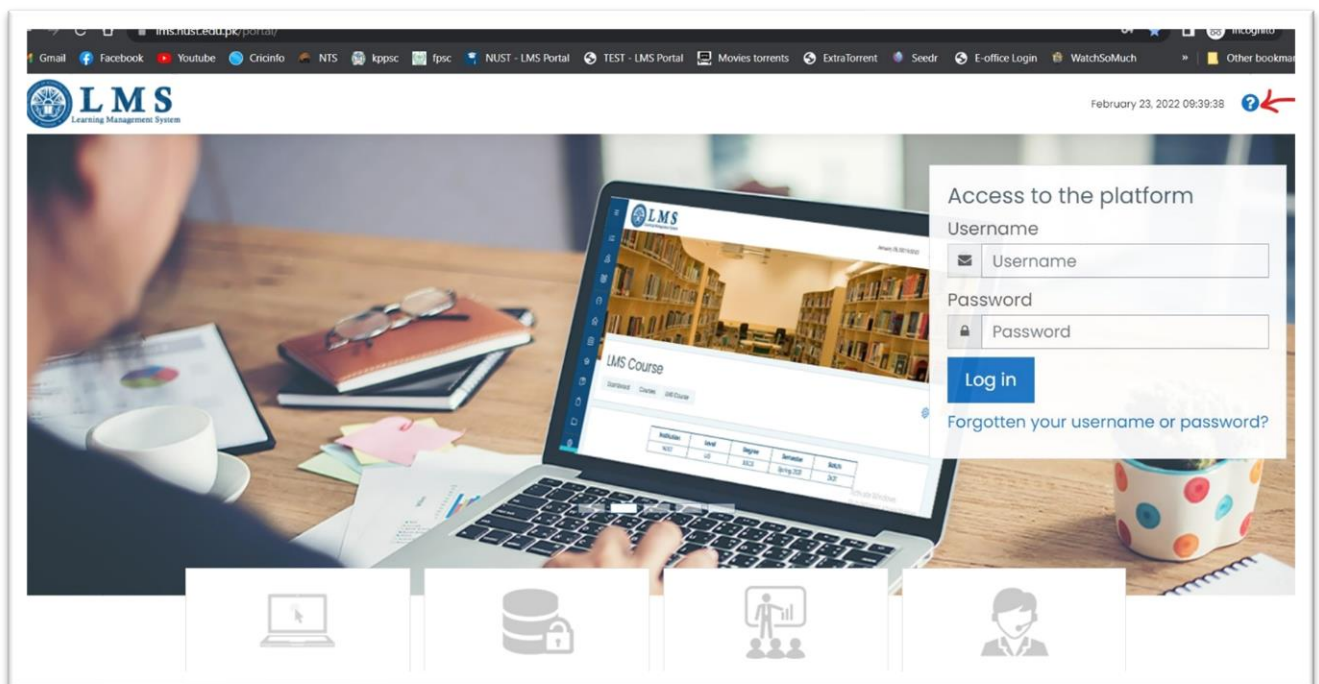
LMS Help Desk Manual

How to access LMS Help Desk

There are many ways to access LMS help desk page, you can access it by going to LMS Portal page or by going to LMS website.

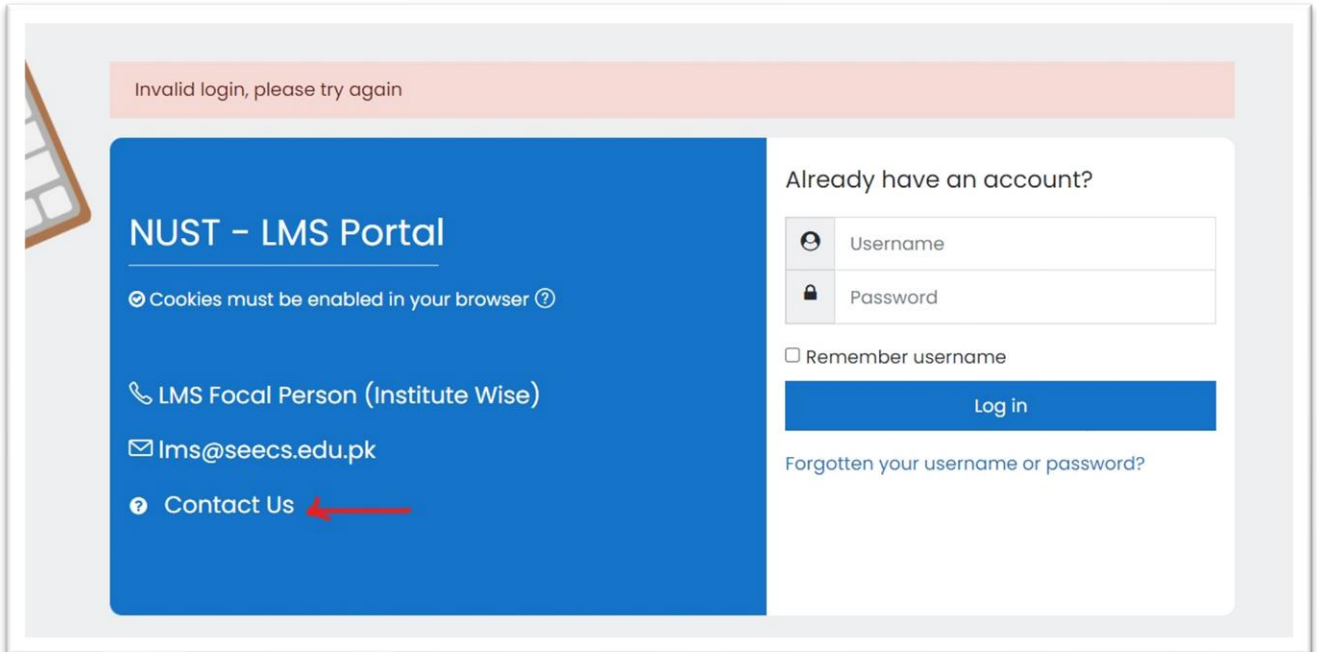
Accessing it by LMS Portal:

1. When you go to lms.nust.edu.pk/portal you will see LMS Login page and an option for LMS help desk is available on that screen, you will see assign of interrogation (?) by clicking on it will lead you to LMS help desk page. as you can see in the following picture.



NUST – LMS

2. You can also access it on LMS Login error page, if you put your wrong credentials of LMS then a login error page will be displayed, and you can access LMS help desk from there also.



Invalid login, please try again

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🍪 Cookies must be enabled in your browser ?

📞 LMS Focal Person (Institute Wise)

✉️ lms@seecs.edu.pk

🔗 **Contact Us** →

Already have an account?

👤 Username

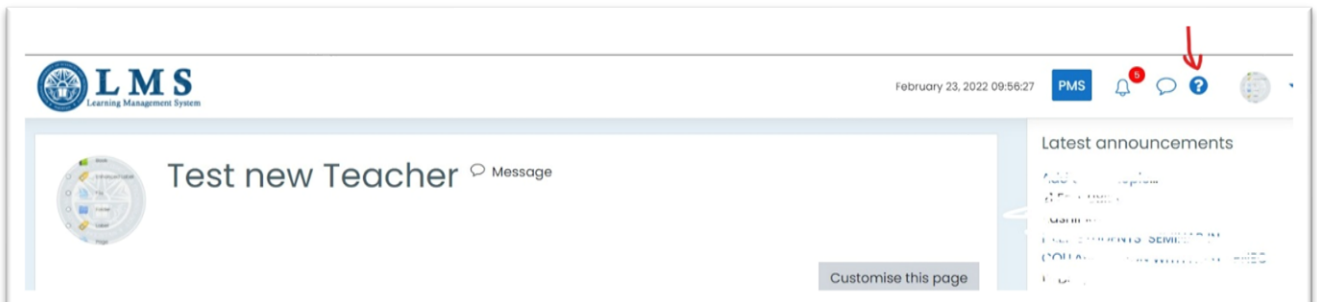
🔒 Password

☐ Remember username

Log in

Forgotten your username or password?

3. You can also access it once you login to your LMS account.



LMS Learning Management System

February 23, 2022 09:56:27 PMS

🔔 🔗 ? 🌐

🖱️ 📊 📅 📁 📁 📁

Test new Teacher

💬 Message

Customise this page

Latest announcements

📅 February 23, 2022 09:56:27

📅 February 23, 2022 09:56:27

📅 February 23, 2022 09:56:27

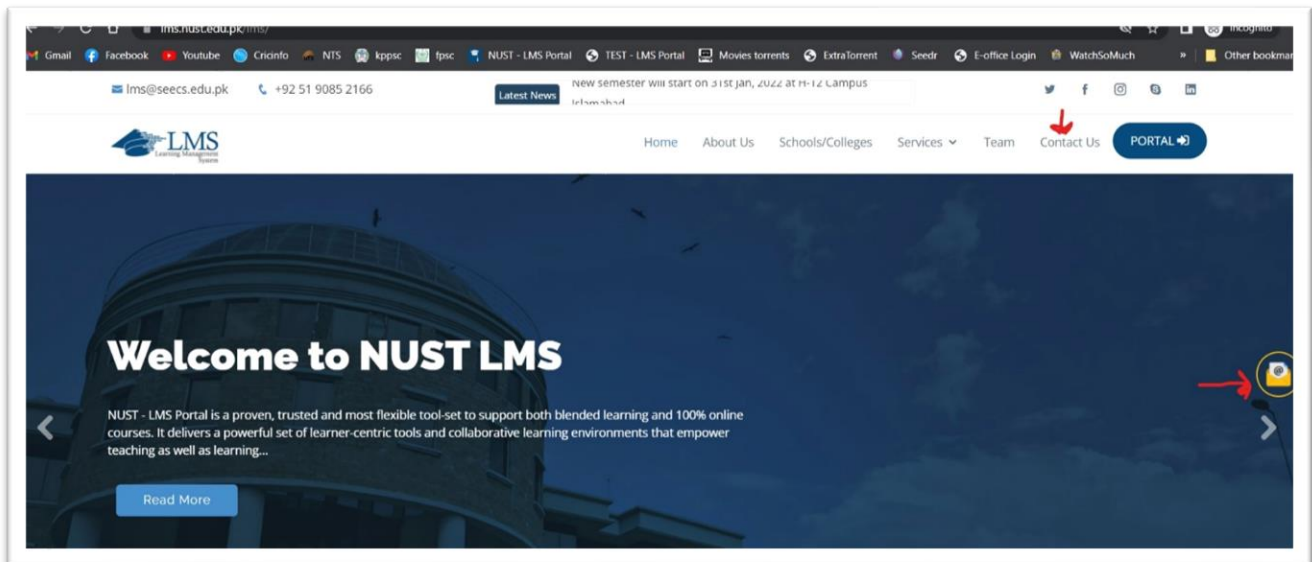
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NUST – LMS

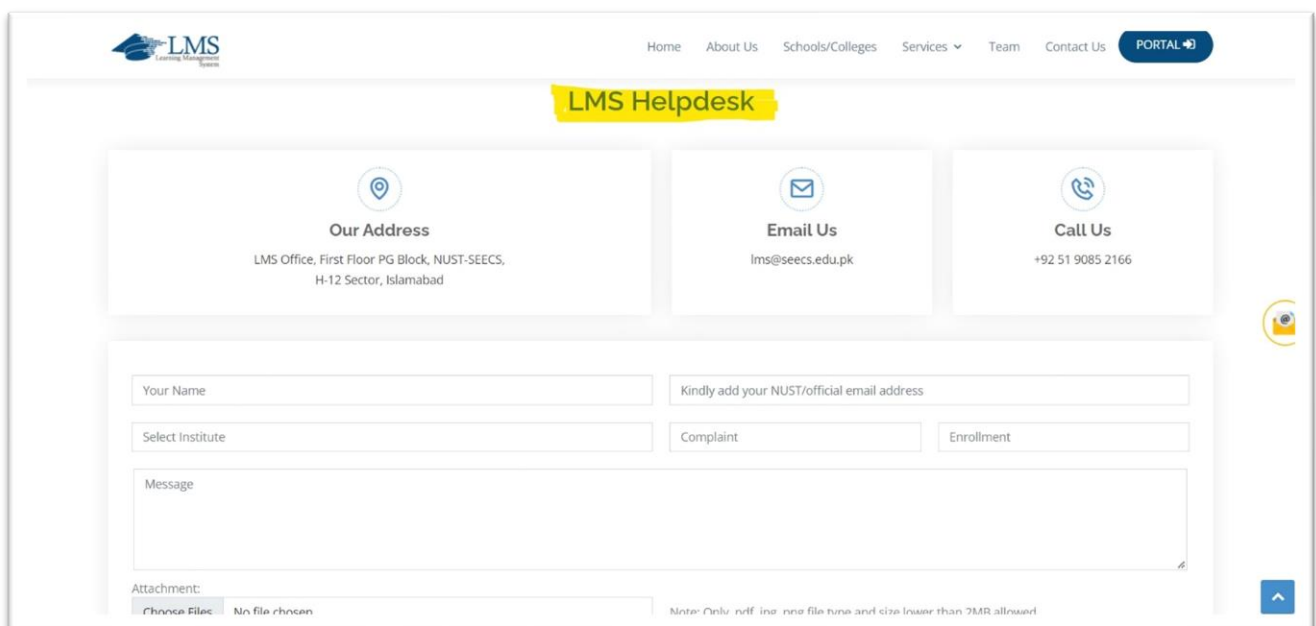
Accessing it by LMS Website:

When you go to lms.nust.edu.pk, LMS website will be displayed, and there are multiple options available from which you can access LMS help desk page. as you can see in the following picture.



How to fill the information on LMS help desk page

Once you access the LMS help desk page from the different methods elaborated above, the following page will be displayed.



LMS Helpdesk

Our Address
LMS Office, First Floor PG Block, NUST-SEECs,
H-12 Sector, Islamabad

Email Us
lms@seecs.edu.pk

Call Us
+92 51 9085 2166

Your Name

Kindly add your NUST/official email address

Select Institute

Complaint

Enrollment

Message

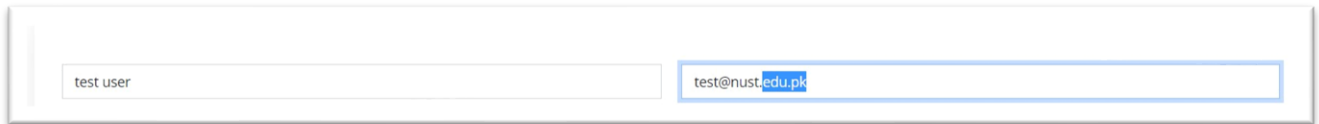
Attachment:
 No file chosen

Note: Only .pdf, .doc, .xls file type and size lesser than 2MB allowed

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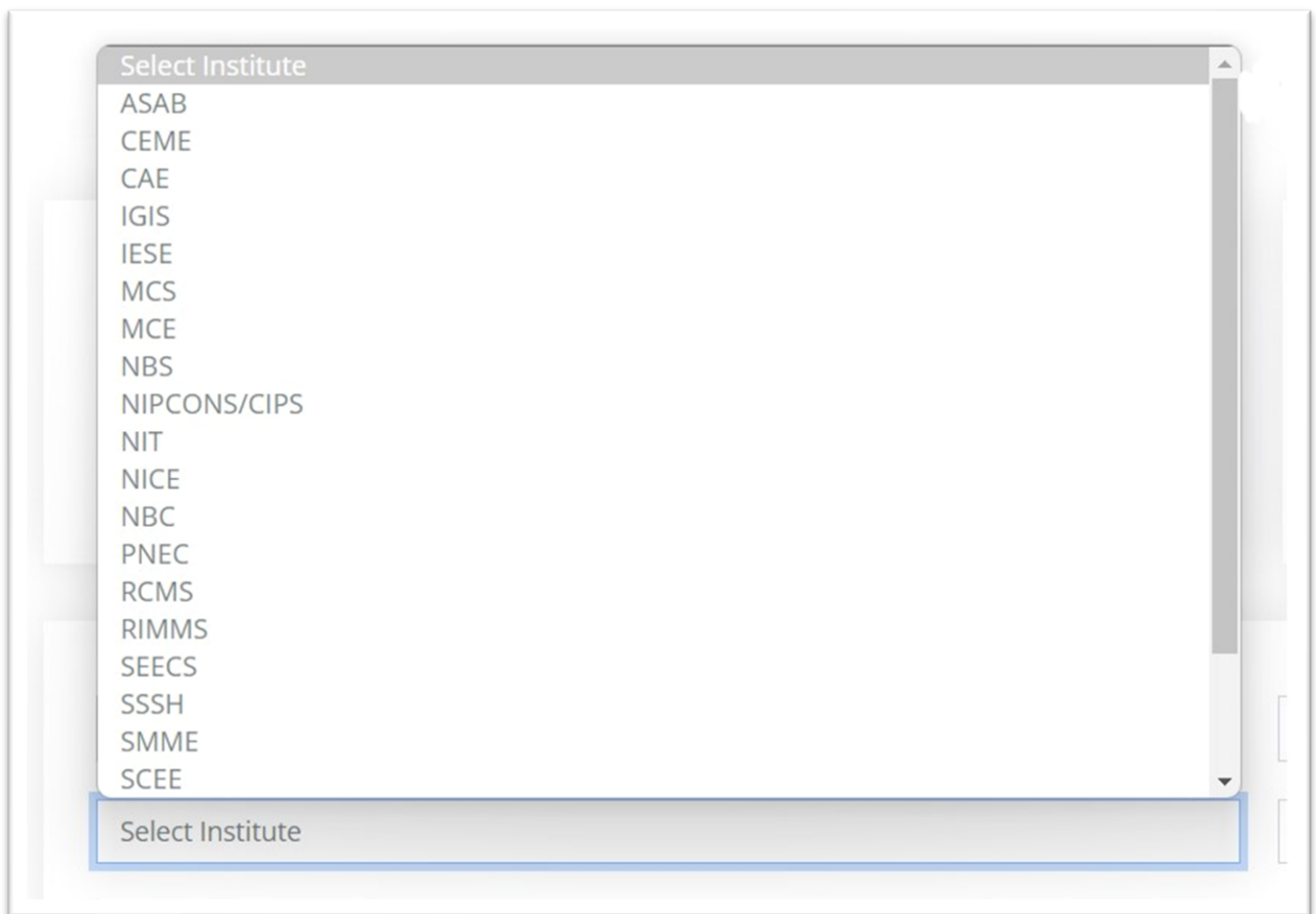
Once you see the help deck page you can fill it by following the below steps.

1. Enter your name and your email id with “.edu” extension, other than “.edu” extension no email id is allowed to send email to LMS team.



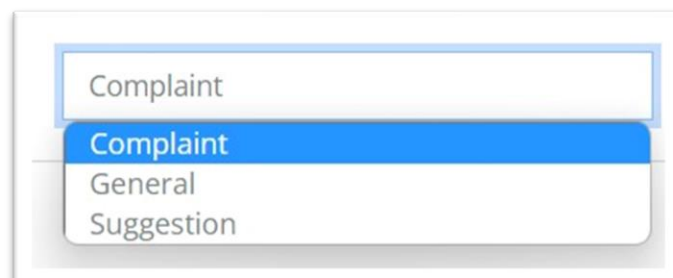
A screenshot of a form with two input fields. The first field contains the text "test user". The second field contains the email address "test@nust.edu.pk".

2. Select your relevant institute as the email will be sent automatically to your relevant school LMS Coordinator.



A screenshot of a form titled "Select Institute". It features a scrollable list of institute abbreviations: ASAB, CEME, CAE, IGIS, IESE, MCS, MCE, NBS, NIPCONS/CIPS, NIT, NICE, NBC, PNEC, RCMS, RIMMS, SEECS, SSSH, SMME, and SCEE. Below the list is a text input field with the placeholder "Select Institute".

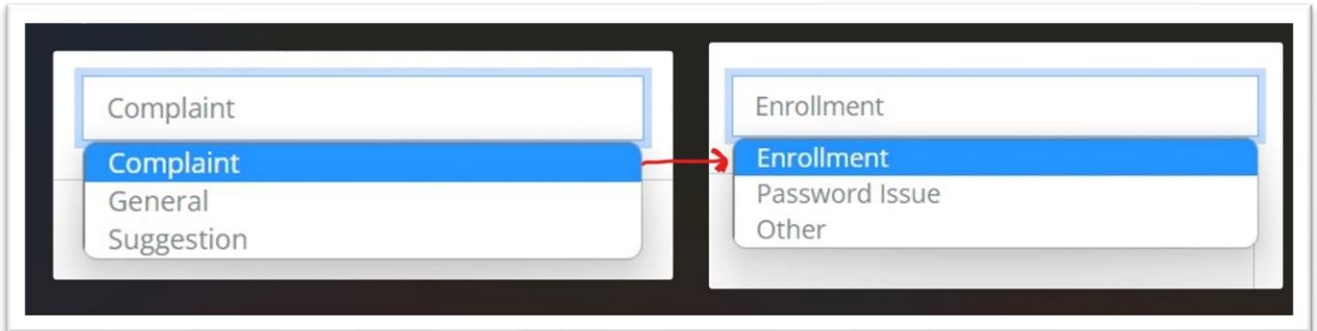
3. Then select if you have a complaint or a general issue or any suggestion.



A screenshot of a dropdown menu. The menu is open, showing four options: "Complaint", "Complaint", "General", and "Suggestion". The first "Complaint" option is highlighted in blue.

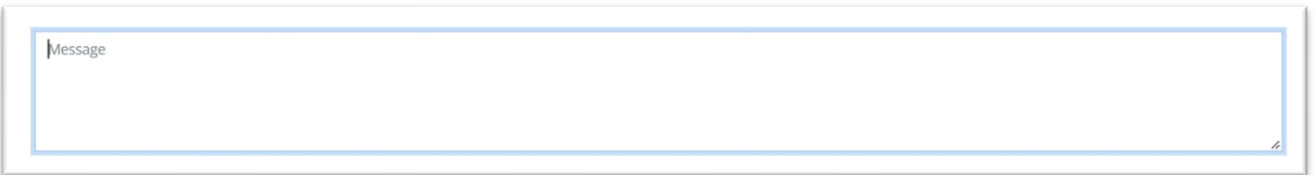
NUST – LMS

4. In case of “Complaint” you will see another drop-down menu in which you can select your complaint type. i.e., you have enrollment related complaint then select enrollment in the complaint type.

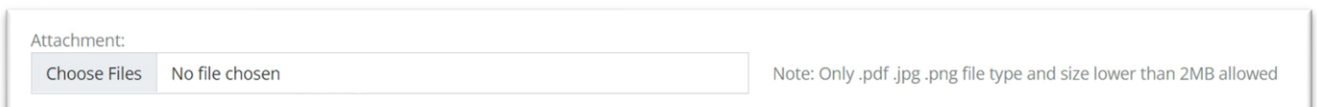


If you have “General” issue or any “suggestion” then the complaint type drop-down will not be displayed. You need to simply select “General” or “suggestion” and write your query in the text box area.

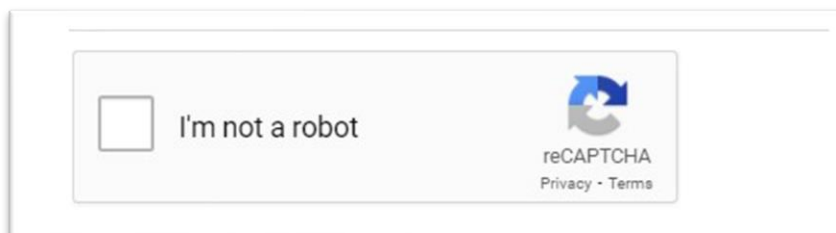
5. Now write your query in the text box area.



6. Attach any picture or document related to your query.



7. Solve the captcha.



NUST – LMS

8. Send your message.

Send Message

Thank You