Step 1: Accessing the Hostel Management System

1. Open your web browser and go to: **https://webapps.duhs.edu.pk**
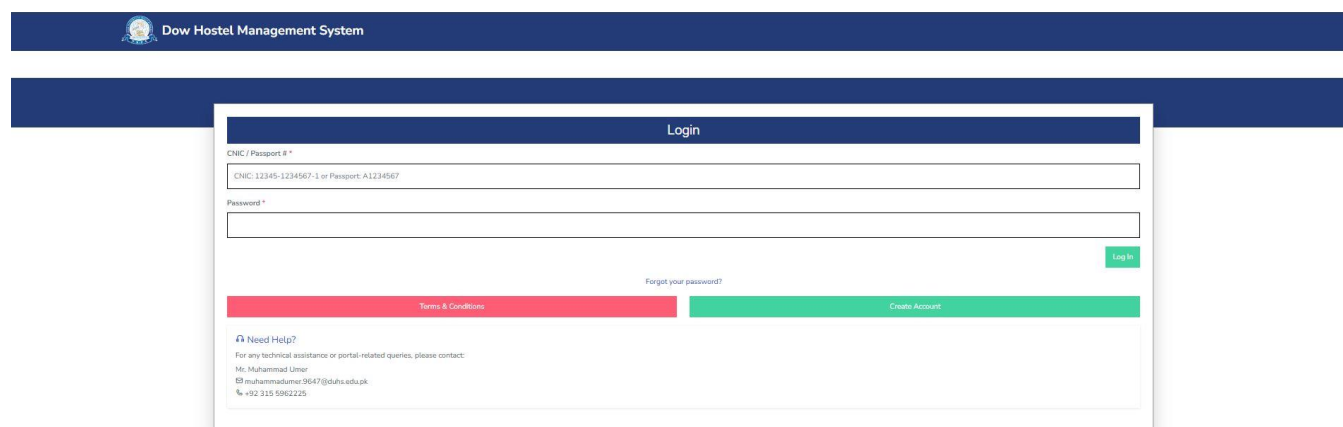2. On the *DOW WEBAPPS PORTAL* homepage, you will see three system options.
3. Locate the **Hostel Management System** card and click the **Access Portal** button.
   - The button is displayed in blue color.
4. Once clicked, the system will open the Hostel Management System URL.
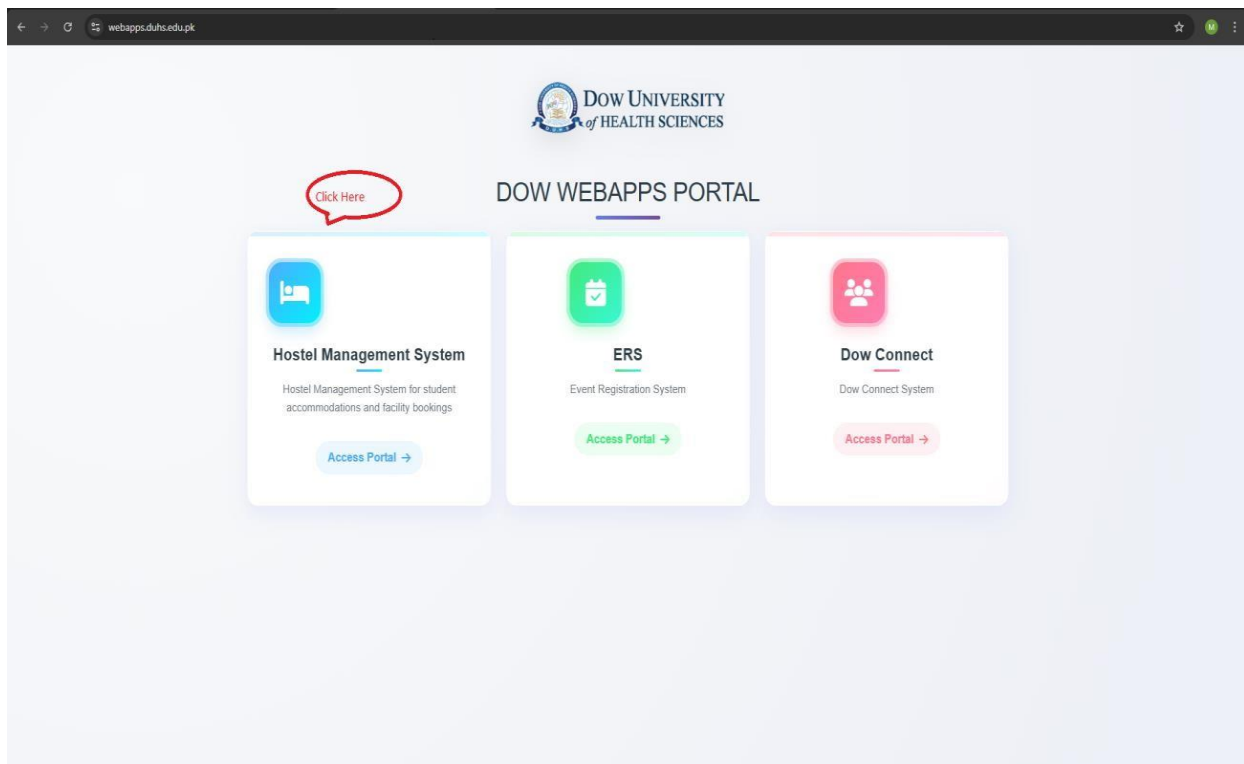
Note: In the screenshot, the red circle labeled "Click Here" indicates where you need to click.

Step 2: Logging into the Hostel Management System

1. After accessing the **Dow Hostel Management System**, you will be directed to the **Login Page** as shown below.
2. Enter your credentials in the required fields:
   - **CNIC / Passport #** – Enter your valid CNIC or Passport number in the format shown (e.g., `12345-1234567-1` or `A1234567`).
   - **Password** – Enter the password you created during account registration.
3. Click **Log In** to access your dashboard.
4. If you do not have an account yet, click **Create Account** to register a new one.
5. If you have forgotten your password, click **forgot your password?** To reset it.
6. You can also review the **Terms & Conditions** before proceeding.

Note: Make sure to use your correct CNIC or Passport number during login to avoid any authentication issues.

Step 3: Creating an Account

1. On the **Dow Hostel Management System** homepage, click **Create Account**.
2. You will be directed to the **Create Account** form.
3. Fill in all the required fields marked with a red asterisk (*).
4. Select the appropriate options from the dropdown menus:
    o **Student Category**:
        ▪ Dow University Student
        ▪ External Student (House Officer / Post Graduate)
    o **Student Origin**:
        ▪ Domestic Student
        ▪ International Student
5. Enter your **CNIC #** in the given format (e.g., 42101-1234567-8).
6. Enter your **Full Name** as per your official records.
7. Enter a valid **Email Address** that you will use for communication.
8. If you are a Dow University student, enter your **Student CMS ID** (e.g., 00/0000/000).
9. Create a strong **Password** and re-enter the same password in the **Confirm Password** field.
10. After filling all required details, click **Create Account** to register your profile.
11. To return without saving, click **Go back to login**.

Step 4: Accessing the Dashboard

1. After successful login, the system will redirect you to the **Dashboard** page.
   This page serves as the main interface where users can view important updates and navigate through different modules of the **Hostel Management System**.
2. The **Dashboard** displays a **Welcome message** at the top of the page.
   - Example: *"Welcome [Your Name]"*
   - This confirms that you have logged in successfully.
3. The **Notifications** section shows all system-generated messages or announcements.
   - If there are no current updates, it will display *"No announcements found."*
4. The **Top Menu Bar** includes navigation options:
   - **Dashboards:** Takes you back to the main page at any time.
   - **Apply for Hostel:** Opens the hostel application form for new or existing applicants.
5. You can log out or access user options by clicking your **username** in the top-right corner of the screen.
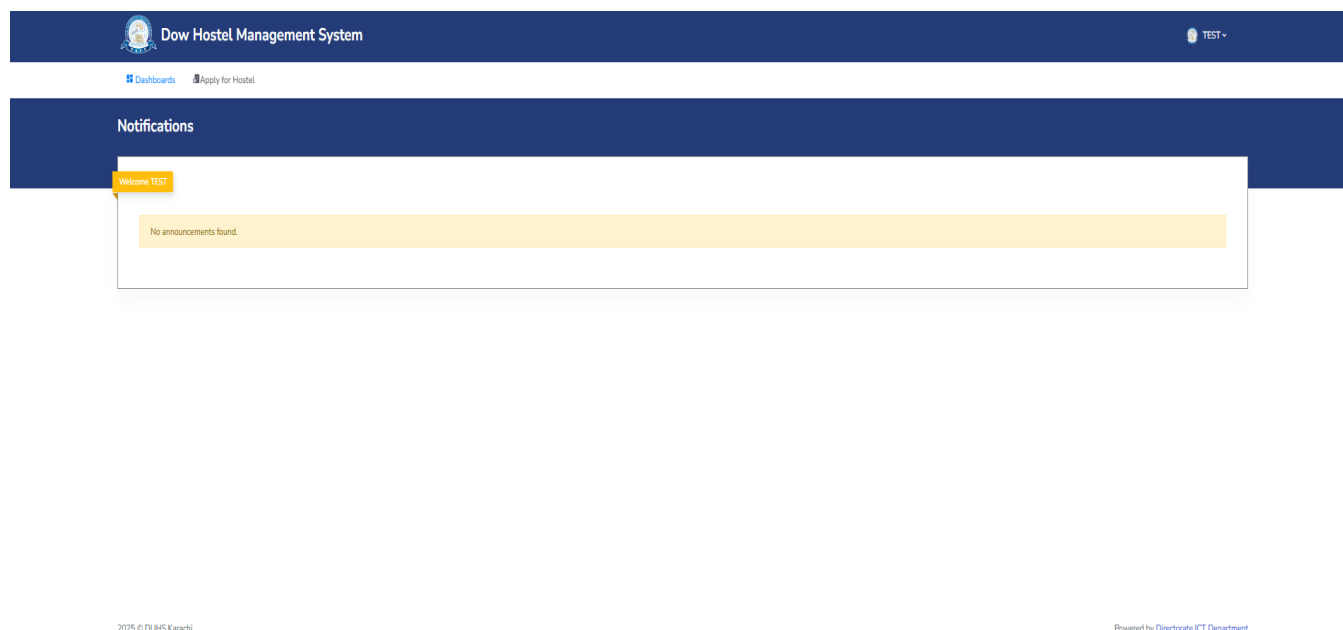
Note: Ensure that you regularly check the **Notifications** section for any new updates or announcements regarding hostel applications and allotments.

Step 5: Applying for Hostel Accommodation

1. From the top menu, click **Apply for Hostel**.
2. You will be directed to the *Apply for Hostel* form, which is divided into multiple sections:
   o **Student Details** (currently active tab in screenshot)
   o **Parents**
   o **Visitors/Particulars**
   o **Disclaimer**
3. In the **Student Details** tab, fill in all required fields marked with a red asterisk (*),
4. Upload the required documents in the specified formats (usually JPG, PNG, or PDF) by clicking **Choose File** for each:
   o CNIC Back and CNIC Front
   o Enrollment Card / Registration Slip
   o Undertaking / Affidavit
   o Admission Letter
   o Father's/Guardian's CNIC
   o Student's Domicile
   o Passport Size Photo
   o Student's Passport (if applicable)
5. After completing all fields and uploading documents, click **Save & Next** to proceed to the next tab (Parents section).

Note: Make sure all documents are clear and readable before uploading, as incomplete or unclear submissions may cause delays in your application process.

Step 6: Filling Parents' Information

1. Click **Save & Next** to open the **Parents** section.
2. Fill in all required fields under **Father's Particulars**: Name, Profession, Annual Income, CNIC, Passport (if any), Mobile, Email, and Address.
3. Upload documents: Father's/Guardian's Passport, Domicile, and Guardianship Certificate (if applicable).
4. Under **Mother's/Guardian's Particulars**, fill in Name, Profession, CNIC, Passport (if any), Mobile, Email, and Address.
5. Ensure all uploads are in JPG/PNG/PDF format (max 2 MB).
6. After verifying details, click **Save & Next** to proceed to the **Visitor's Particulars** tab.

   Note: Refer to the screenshot for field placement and layout while filling the Parents section.

Step 7: Filling Visitor's Particulars

1. After completing the Parents section, click **Save & Next** to open the **Visitor's Particulars** tab.
2. This section requires details of visitors authorized to meet the student. It includes **Visitor's Particulars – 1** and **Visitor's Particulars – 2**.
3. For each visitor, fill in the following required fields marked with a red asterisk (*):

- Name
- CNIC Number
- Mobile Number
- Email Address
- Complete Home Address
- Relationship with the Student

4. Upload the **CNIC of the Visitor** by clicking **Choose File** (accepted formats: JPG, PNG, or PDF, under 2 MB).
5. Verify all details carefully.
6. Click **Save & Next** to move to the **Disclaimer** tab.

Note: Refer to the screenshot for proper field placement and format when filling in visitor information.

**Step 8: Filling the Disclaimer Section**

1. After completing the Visitor's Particulars section, click **Save & Next** to open the **Disclaimer** tab.
2. Read the disclaimer carefully — it states that in case of forged documents, the application will be rejected and not considered in the future.
3. Check the box **"I agree with the Terms and Conditions"** to confirm your acceptance.
4. Upload your **Electronic Signature** by clicking **Choose File** (acceptable formats: JPG, PNG, or PDF, under 2 MB).
5. Once all information is complete, click **Submit** to finalize your hostel application.

Note: Ensure that all previous sections are correctly filled and documents are uploaded before submitting the form.

Step 9: Application Submission Confirmation

1. After clicking **Submit** in the Disclaimer section, a confirmation popup will appear on the screen.
2. The popup will display the message:

- **"Application Submitted!"**
- Below it, the text **"Your application has been successfully submitted."** will appear.

3. This message confirms that your hostel application has been successfully received by the system.
4. You can now close the popup or navigate back to the dashboard.
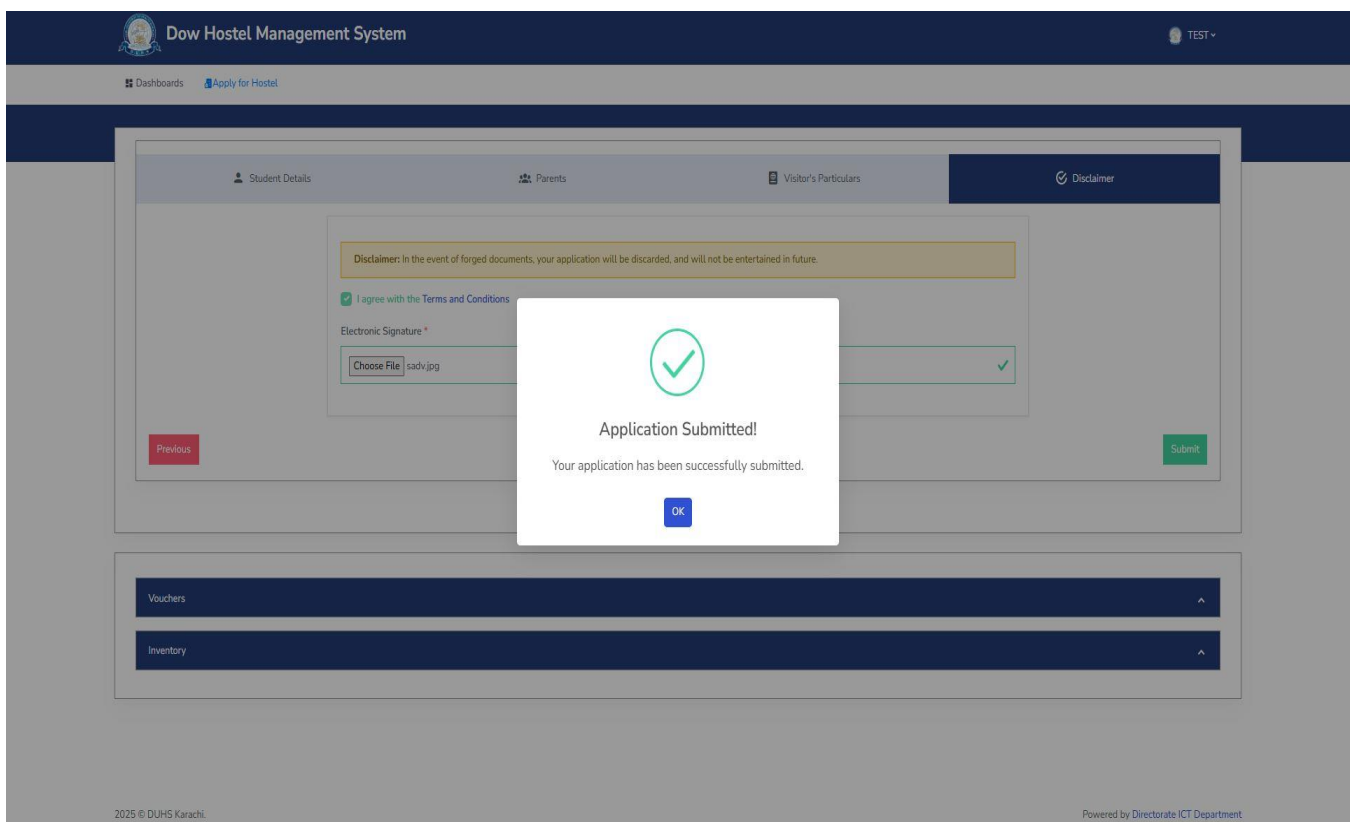
Note: Once submitted, you cannot make any further changes to your application. Ensure all information is correct before submission.

Step 10: Viewing Hostel Application Status and Inventory

1. After submitting your application, navigate to **Apply for Hostel** to check your **Hostel Applications** status.
2. At the top section, you will see your application details
3. Below the application details, there are two key sections:

   a. Vouchers

   - o Displays the uploaded hostel fee voucher.
   - o Shows the upload date and time.

   b. Inventory

   - o Lists all hostel items assigned to you (e.g., Wi-Fi, Bed, Chair, Study Table, Cupboard, Fan, and Light).
   - o Displays the **Assigned Date**, **Status** (Returned/Assigned), and **Return Date**.
4. This page allows you to track your allotment, submitted vouchers, and any hostel inventory items provided to you during your stay.

Note: Make sure to return all assigned items before vacating the hostel to avoid penalties or deductions.

Step 11: Submit a New Request

This step allows you to create and submit a new support request through the DUHS Helpdesk System.

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1. Access the "Submit a New Request" Page

- Open the DUHS Helpdesk portal in your web browser.
- Click on **New Request** from the top navigation menu.

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2. Fill in the Contact Information Section

Field	Description
Email Address*	Enter your valid and active email address. All system notifications and updates will be sent to this address.
Full Name*	Enter your complete name (First name + Last name).
Mobile Number*	Provide your current mobile phone number for quick contact if needed.
Department*	Select the department you belong to from the drop-down list. This helps route your request to the correct team.
Help Topic*	Choose the most relevant help topic from the drop-down menu to categorize your request correctly.

Note: Fields marked with a red asterisk (*) are **mandatory**.