Frequently Asked Question (FAQ's)

Dear applicant; in case you are unable to find the answer to your question here, please write to us at online.application@aku.edu

Questions related to online applications:

1. How do I login to online portal?

   To logon to our website; go to www.aku.edu/apply-online. *This will take you to the Aga Khan University (AKU) Login page.*

2. What are the steps I should use to fill online application form?

   *Briefly, you **must** follow the instructions and hints on each page before going to the next. Doing this will ensure that the information required on a page is complete in all respects.*
   We recommend that you first review the relevant admission eligibility requirements for the programme you are applying to before you complete the online application. You can get details from our website www.aku.edu

3. Where should I write for help in case I am not able to access the application form or need to ask a question?

   You should email the online administrator at online.application@aku.edu

4. If I am applying for the first time what should I do?

   As a first time user, to register yourself, you should click on the new user hyperlink *then enter your Email address and password. Make sure to enter secret question and its response.*

5. If I have applied last year, do I need to fill out the applications form? What should I do?

   On the login page, you should click on the tab that reads: already a user *and register yourself. You will be required to enter all the information by entering your email ID and Password. If you don't recall your password, please use forgot your password hyperlink to recover it. Please make sure that if you enter five incorrect password then your account will be locked. To retrieve your account back, you have to use forgot your password hyperlink.*

6. If I do not have email address, can I register online?

   No. in order to register, you must have an email ID. You should create one before going online to fill in the application form. Remember, make a note of the address and the password so you don't forget. All future correspondence will be sent to this email address.

   NOTE: The email address should be the one you will use through the admission process. i.e. to complete the online application form and to access information about your application status during the admission process.

7. What password I should use while creating online application?

   It is your choice. You may have your Gmail, Hotmail or Yahoo password, or you may create another password for the online portal.

8. What should my password be like? Is there a character limit?

   For security reasons, the password should be at the minimum 8 characters including one special character ($ # @ %) and one numeric character (1 2 3 4). Karachi$12 is an example. You should remember your password.

9. How do I make sure that I am registered with AKU?

You will receive a registration confirmation email at your email address. If you have not received this within a few minutes of registering, please check your Spam/Junk folder. In case this is not received, please write to us at online.application@aku.edu

10. Can I apply for more than one programme?

Yes. You may apply for as many programmes as you want, provided you are eligible for them. For each of the programmes you wish to apply, you must create one application.
Remember: *you must apply to all these programmes through **one account**. So Create Only One Account using one email address.*

11. How many times can I apply to a programme?

Except for the MBBS programme, where you may apply three times, you may apply as many times to any programme provided you meet the eligibility requirements.

12. Is there anything I need to be careful about to avoid mistakes in the process of completing my online application?

Yes. *You must follow the instructions given and read carefully the prompt warnings the system will give you as you move along the pages. If you do this, you should have an error free application.*

If you wish to apply for more than one programme, you must complete the online application requirements for one programme first. Then go to the New application tab, select country and programme and complete the application requirements for another programme.

Be very careful when creating an application. Remember, an application once created, cannot be deleted.

PLEASE NOTE: *The online system will not allow you to submit the application if any mandatory information is missing.*