

# Frequently Asked Questions

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## General Student Questions

**1. I have forgotten the password of my official IoBM email. How do I reset it?**

- A. Email a scanned copy or picture of your IoBM student ID card to [pshelpdesk@iobm.edu.pk](mailto:pshelpdesk@iobm.edu.pk) and request for password change.

**2. I think I am not receiving emails from IoBM management in my official email account. What should I do?**

- A. Log in to your official email account and navigate to Groups -> My groups. Look for group named "IoBM All Students" in the list. If it exists, you are not missing out on emails from IoBM management (you may further click on IoBM All Students email group to view all the recent messages posted on this group and confirm that you received those messages in your email account). If the group does not exist in your list, write an email to [pshelpdesk@iobm.edu.pk](mailto:pshelpdesk@iobm.edu.pk) or visit IT Project lab for assistance.

**3. I want to make some changes in my personal information stored in my portal but I am unable to do so. How do I make changes in it?**

- A. Students cannot change their personal information on their own. If you want to make changes in the current information stored, email the updated information to [pshelpdesk@iobm.edu.pk](mailto:pshelpdesk@iobm.edu.pk) and request to replace it with the current stored information.

**4. I cannot access myIoBM page at home/office. How can I resolve this problem?**

- A. There could be a possibility that either you are not entering the correct link or there is a firewall at your network side which is not allowing accessing the server. Try accessing myIoBM using any of the following links:

- <http://cms3.iobm.edu.pk:8011/>
- <http://cms.iobm.edu.pk:5000/>

If the problem still persists, email your issue to [pshelpdesk@iobm.edu.pk](mailto:pshelpdesk@iobm.edu.pk) for further assistance.