

Frequently Asked Questions

Search Class and Enrollment

- 1. While trying to register my courses, I am facing an error that says ‘You do not have access to enrollment at this time.’ What should I do?**
 - A. The error indicates that your term is not activated in PeopleSoft. Write an email to pshelpdesk@iobm.edu.pk requesting for your term activation in myIoBM.

- 2. While trying to enroll, I am facing an error that there is a hold on my account. How do I remove the hold?**
 - A. Please review the section “How to check for holds on your account” in PS manual for students found on IoBM website. If it does not help please contact the student counselor at student.counselor@iobm.edu.pk with your query regarding hold on your account.

- 3. I dropped a course twice and now I am unable to enroll in it again. What do I do?**
 - A. You cannot enroll in a course after dropping it twice. However, you can email your issue to registration@iobm.edu.pk.

- 4. I am receiving an error that there is insufficient balance in my account whereas I had paid the complete tuition fee. What should I do?**
 - A. Payments are not reflected in PeopleSoft immediately after the amount transfer. It may take 1 or 2 days to update your balances in PeopleSoft. (Refer the FAQ section “Fee Payment and Account Balance” in case you want to know about the procedure to check your balance at PeopleSoft) You may contact finance department via email at finance@iobm.edu.pk in-case it does not reflect in your account even after two days. Don’t forget to attach the copy of your deposit slip or bank statement with your email.

For any other issue related to class search or enrollment, please contact IT Project office or email at pshelpdesk@iobm.edu.pk