



**MASENO UNIVERSITY**  
**OFFICE OF THE REGISTRAR – ACADEMIC & STUDENT AFFAIRS**

# SUPPORT AND HELP DESK

Maseno University wishes to inform ALL students to use the following contacts for queries on; fee payment, emails, online orientation, online registration, Management Information System (MIS) student portal and Learning Management System (LMS) login.

| QUERY   | CONTACT  |
|---|--|
| Fee payment, HELB, Bursary  | Send email to <a href="mailto:studfin@maseno.ac.ke">studfin@maseno.ac.ke</a><br>Attach slip, cheque or transaction details |
| Email address   | 0723338597 or 0723572431   |
| Online Orientation for New Students   | 0775641020   |
| Online Registration for New Students  | 0775641020   |
| <ul style="list-style-type: none"><li>• Orientation for Online Examination</li><li>• Learning Management System (LMS) login</li></ul> | 0720831183 or 0729208073   |
| <ul style="list-style-type: none"><li>• Management Information System (MIS) Student Portal</li><li>• Course registration</li></ul>    | Send email:<br><a href="mailto:studentssupport@maseno.ac.ke">studentssupport@maseno.ac.ke</a>                              |
| <ul style="list-style-type: none"><li>• eLearning login queries</li></ul>   | <a href="mailto:dstud@masenoa.ac.ke">dstud@masenoa.ac.ke</a>   |
| <ul style="list-style-type: none"><li>• WiFi Credentials, Device Configuration</li></ul>  | <a href="mailto:eduroam@maseno.ac.ke">eduroam@maseno.ac.ke</a>   |

**21<sup>st</sup> September, 2020**