



**GREAT LAKES UNIVERSITY OF KISUMU**  
**Service to all with Excellence**

**GLUK Student Portal: A Quick Start  
Guide for New & Current Students  
(Version 1.0 | Academic Year 2026)**

## 1. Introduction

The GLUK Student Portal is your one-stop hub for managing your academic life. Here you can register for courses, view your academic records, and access other essential services. The portal is available 24/7 from any device with an internet connection (computer, laptop, tablet, or smartphone)

**Portal URL:** <https://www.gluk.abnselfserve.com/>

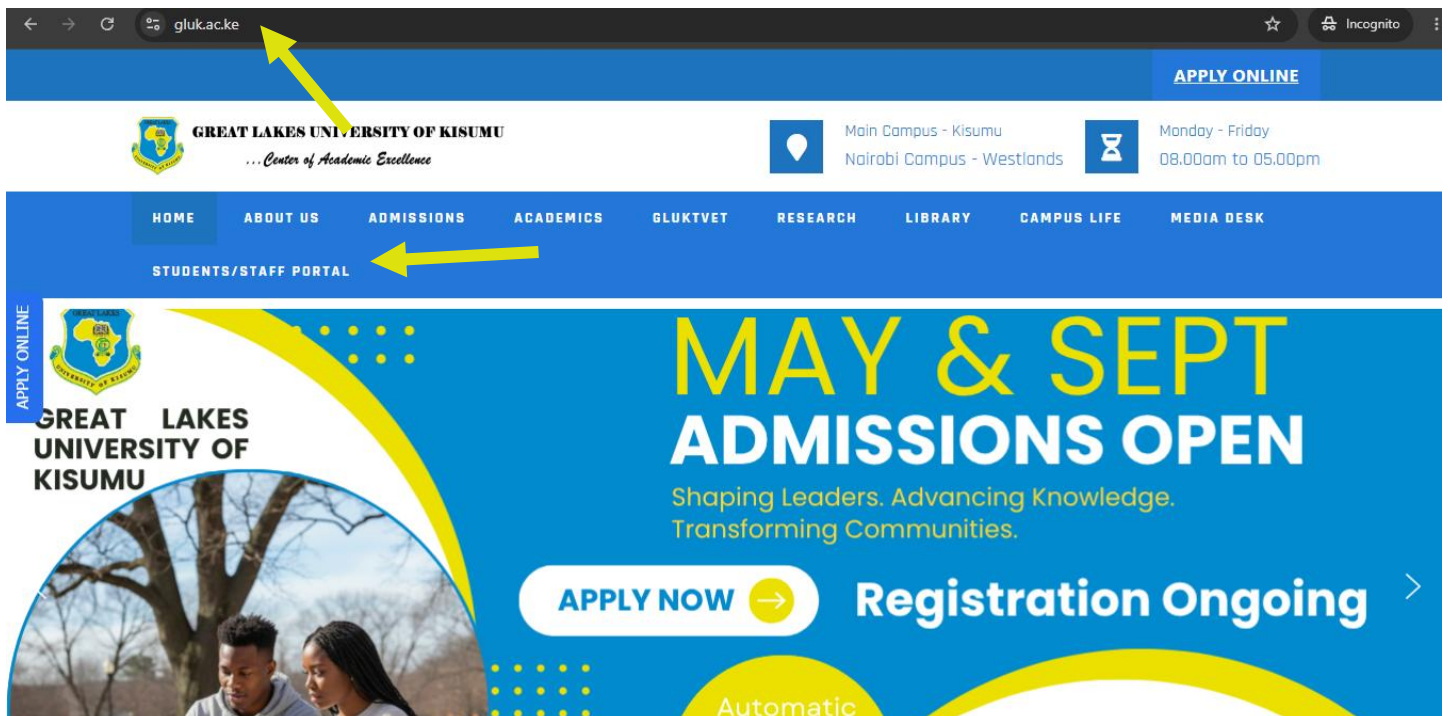
## 2. Getting Started: Account Login

You are a bona fide GLUK Student with an official Student Registration Number e.g. B121/GLUK/S10K/2022. Your student registration number is the username you will need to gain access to the student portal.

### 2.1 For New & Returning Students

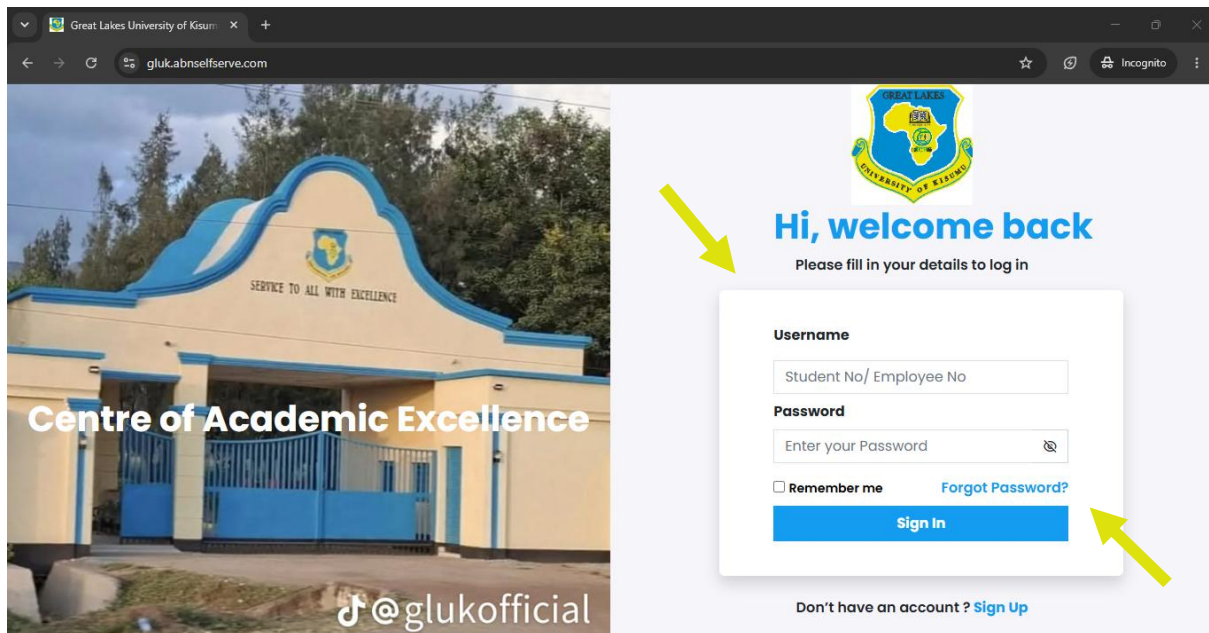
Please follow the following procedure to access your student portal

**Step 1:** Open your browser (e.g. Google Chrome, Mozilla Firefox, Microsoft Edge etc) and visit the university website: [www.gluk.ac.ke](http://www.gluk.ac.ke) At the top ribbon click on “Student Portal”



The screenshot shows the website for Great Lakes University of Kisumu. The browser address bar displays 'gluk.ac.ke'. The top navigation bar includes 'APPLY ONLINE', the university logo, and contact information for Main Campus (Kisumu) and Nairobi Campus (Westlands). The main navigation menu contains links for HOME, ABOUT US, ADMISSIONS, ACADEMICS, GLUKTVET, RESEARCH, LIBRARY, CAMPUS LIFE, and MEDIA DESK. A yellow arrow points to the 'STUDENTS/STAFF PORTAL' link in the navigation menu. Below the navigation is a large banner for 'MAY & SEPT ADMISSIONS OPEN' with the text 'Shaping Leaders. Advancing Knowledge. Transforming Communities.' and a prominent 'APPLY NOW' button. The banner also features the university logo and a photo of two students.

**Step 2:** Enter your Username and Password (Admission Number) and click “Sign in”. Please note, your admission number is case sensitive so ensure everything is in all caps and use zero (0) not the letter O.

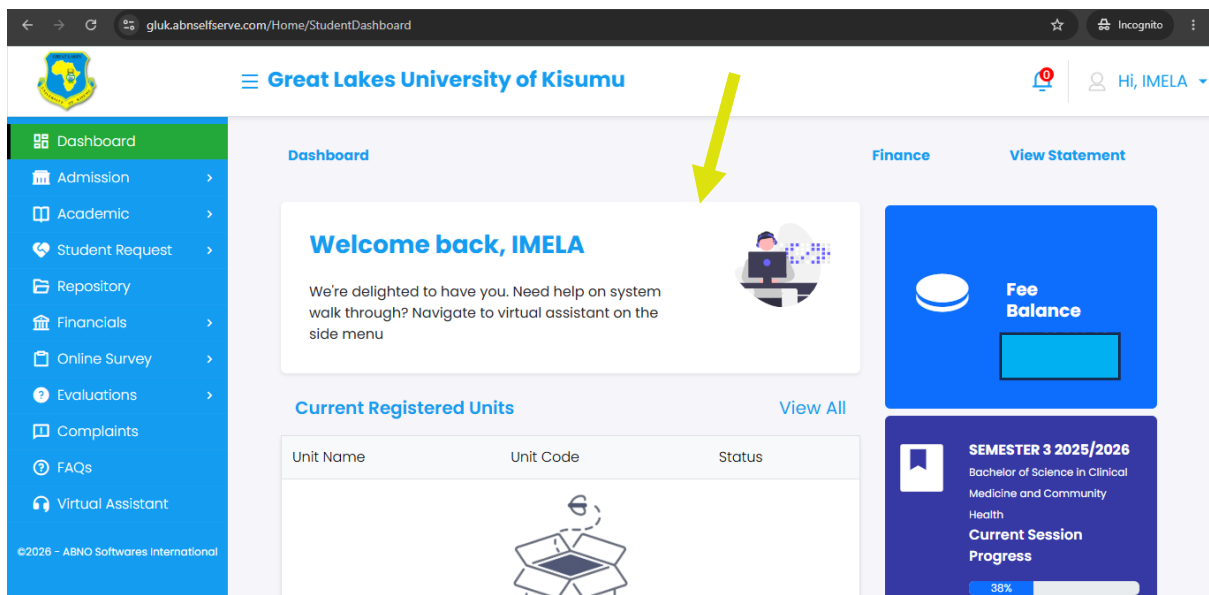


**Forgot Your Password?** Click on the “Forgot Password?” and follow the instructions to reset your password using your registered student email address.

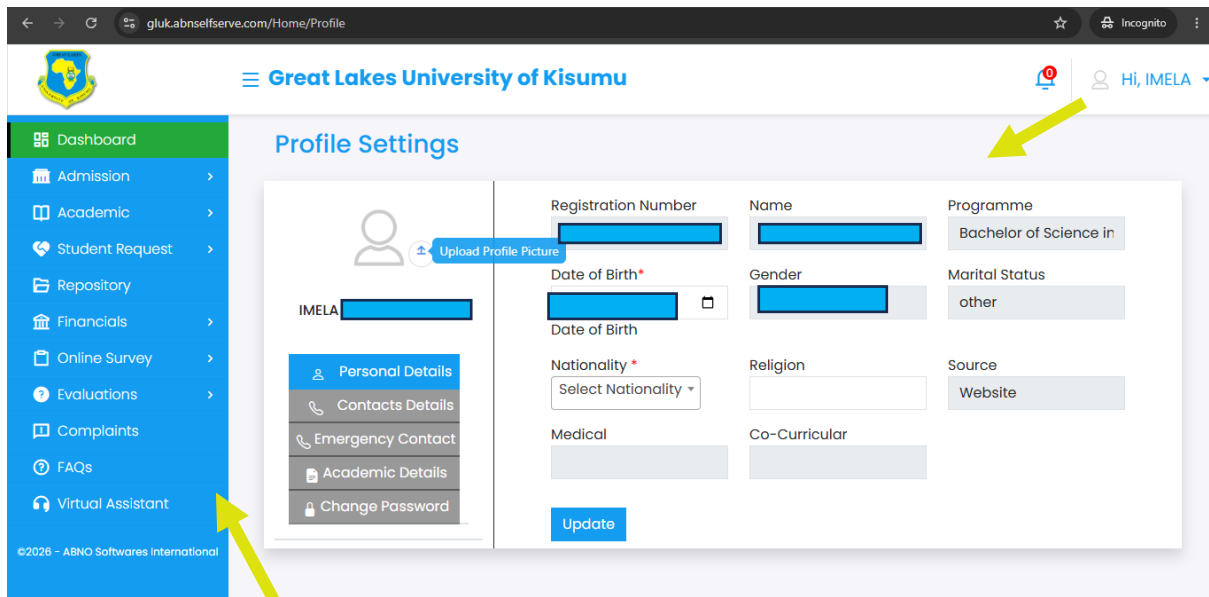
### 3. Your student Dashboard

After logging in, you will be taken to your personal dashboard. This is the main hub that provides an overview of your academic progress, important notifications and quick links to key functions.

**Current Semester Units:** The main area of the dashboard displays the list of units you are currently registered for in the *active* semester. This is your quick reference for your semester workload.



**Profile Dashboard:** At the top right, you will see a dropdown option to view your profile details, contact details, academic details and change your password.



**Navigation:** Use the menu options to access different sections like Admission, Academic, Financials etc

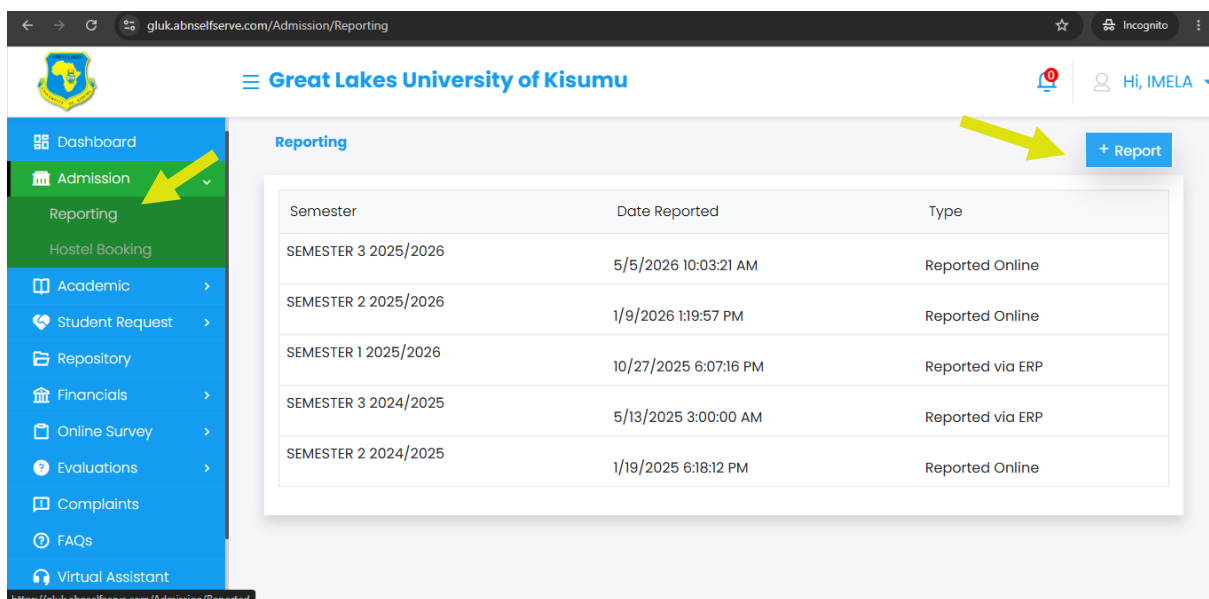
## 4. Menu Breakdown & How-To-Guide

### 4.1 Admission Section

#### 4.1.1 How To Self-Report

This is your official declaration that you have reported to the university for the semester.

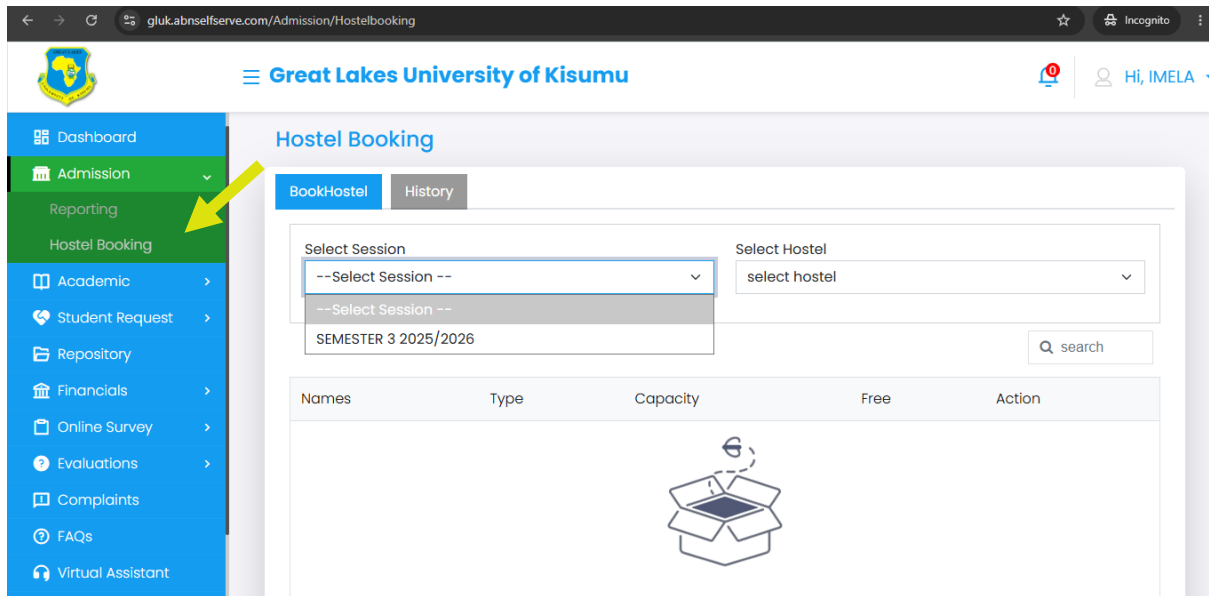
**Step 1:** Login to your portal and navigate to “Admission” > “Reporting”. Click on the “+Report” button and choose the current semester and click submit.



You **must** complete Self-Reporting here before you will be allowed to register for units in the Academic section.

## 4.1.2 Hostel Booking

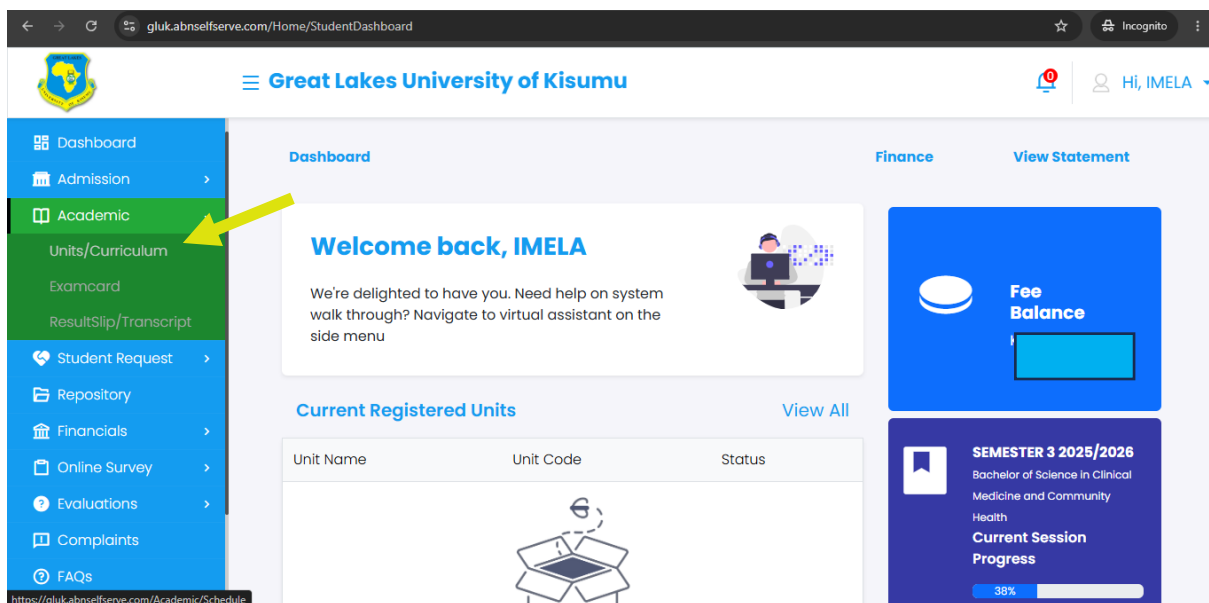
Navigate to “Admission” > “Hostel Booking” to apply for on-campus accommodation. Follow the on-screen instructions to select your preferred booking and make any required initial payments.



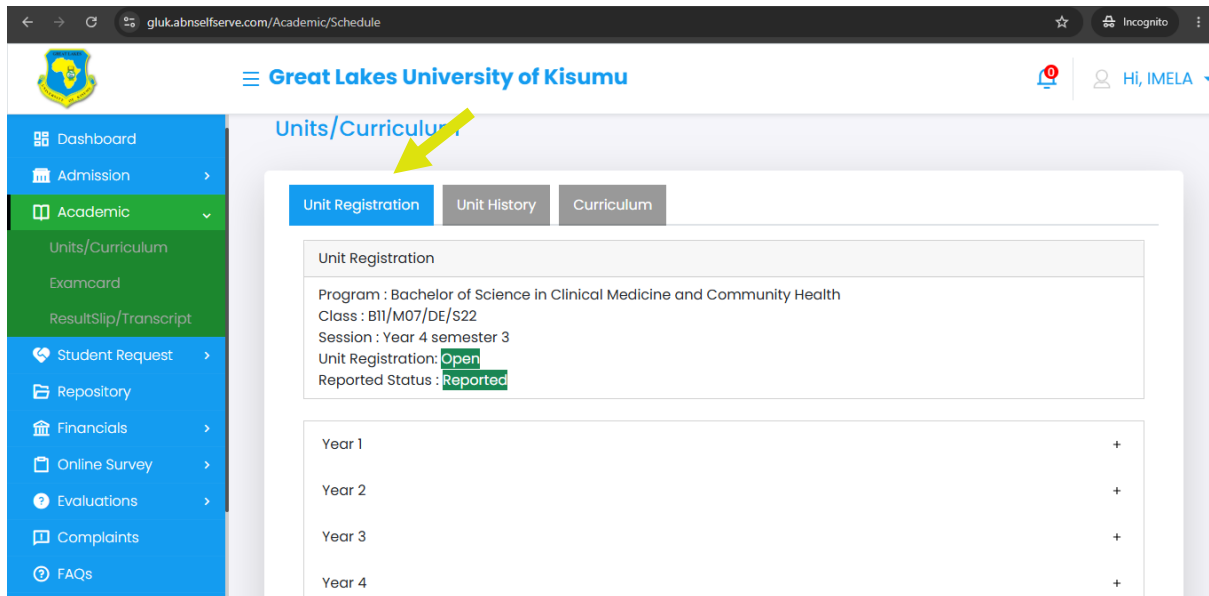
## 4.2 Academic Section

### 4.2.1 Units/Curriculum (Registering for Units)

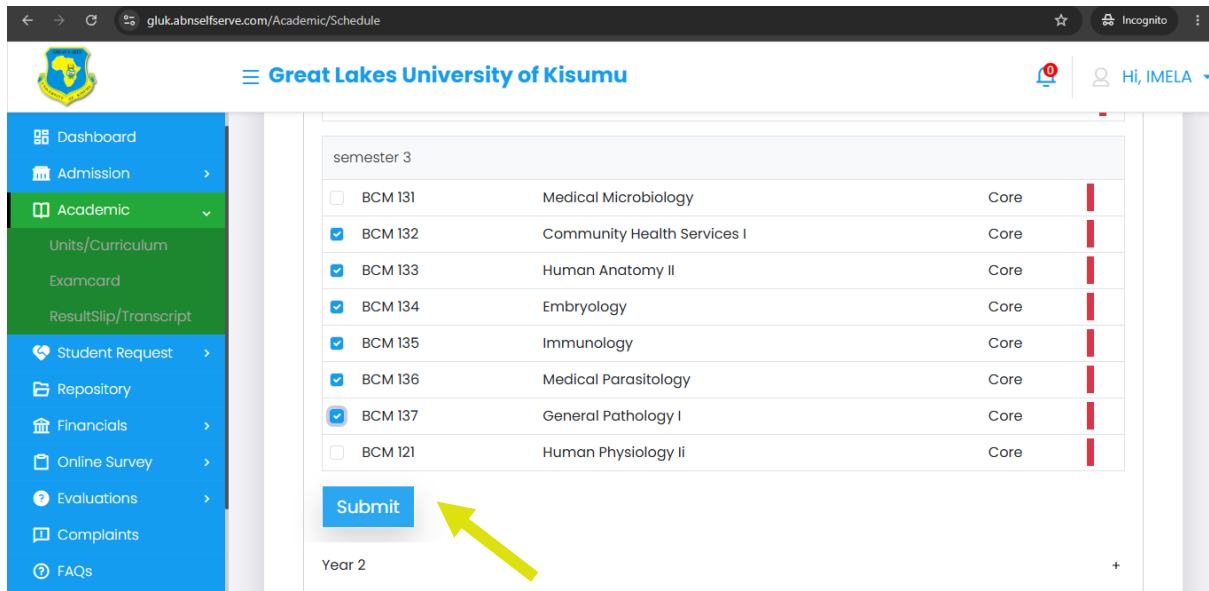
**Step 1:** Login to your portal and navigate to “Academic” > “Units / Curriculum” option



**Step 2:** Under **Unit Registration** select your current Year and Semester from the options available. E.g. Year 1 Semester 3



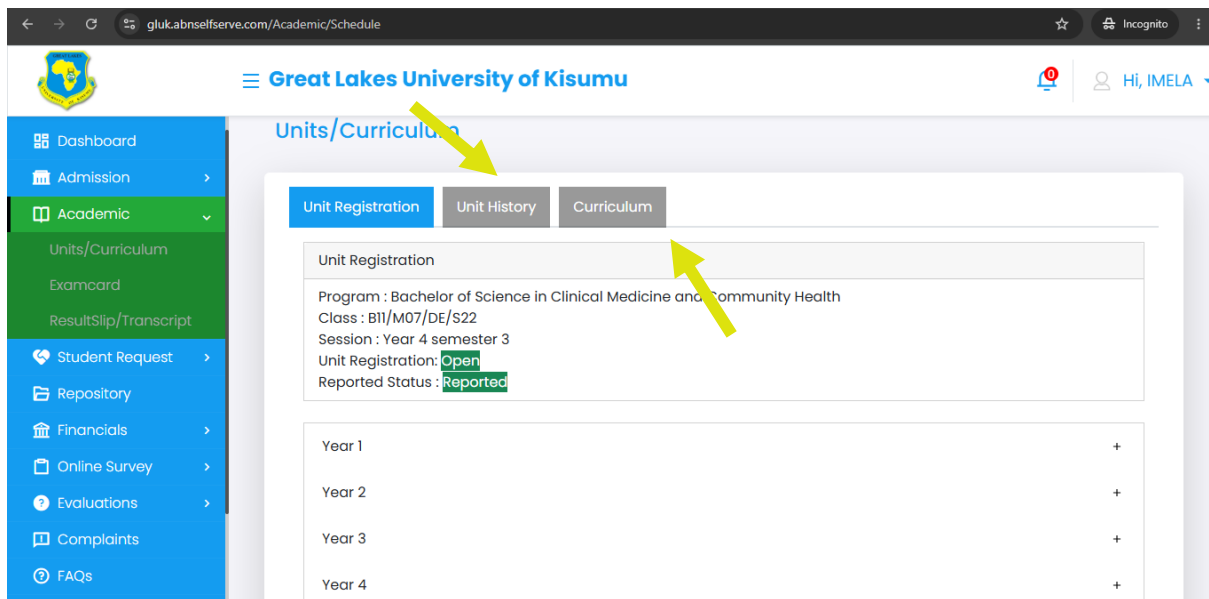
**Step 3:** You will see available units for your program and semester. Select the units you wish to register for (core and optional).



**Step 4:** Confirm your selection and submit your registration. It is advisable to review your Curriculum first before final submission.

**Note:** You must **self-report** before you can submit your selected units.

**Unit History:** Click here to view a complete historical list of every unit you have registered for since you joined GLUK, sorted by semester.



The screenshot shows the Great Lakes University of Kisumu portal. The left sidebar contains navigation options: Dashboard, Admission, Academic (expanded), Units/Curriculum, Examcard, ResultSlip/Transcript, Student Request, Repository, Financials, Online Survey, Evaluations, Complaints, and FAQs. The main content area is titled 'Units/Curriculum' and has three tabs: Unit Registration, Unit History, and Curriculum. The 'Unit History' tab is active, displaying a table with the following information:

Unit Registration	
Program :	Bachelor of Science in Clinical Medicine and Community Health
Class :	B11/M07/DE/S22
Session :	Year 4 semester 3
Unit Registration:	Open
Reported Status:	Reported

Below the table, there is a list of years with expandable sections:

Year 1	+
Year 2	+
Year 3	+
Year 4	+

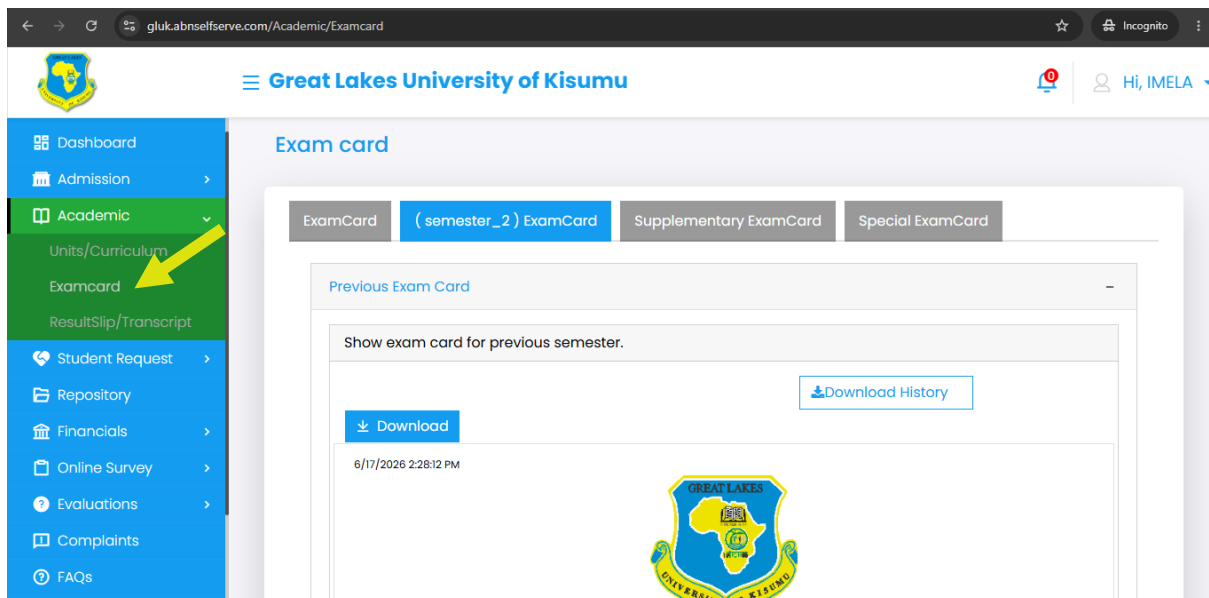
**Curriculum:** This is your program roadmap. Click here to see the full list of units required to graduate, clearly showing which are Core (compulsory) and which are Optional (electives).

## 4.2.2 Exam Card

This is your official admission ticket to sit for exams.

**Step 1:** Click Academic > Exam Card. You can generate and download a PDF for;

- Current Semester (ExamCard)
- Previous Semesters
- Supplementary Exams
- Special Exams



The screenshot shows the Great Lakes University of Kisumu portal. The left sidebar is the same as in the previous screenshot. The main content area is titled 'Exam card' and has four tabs: ExamCard, (semester\_2) ExamCard, Supplementary ExamCard, and Special ExamCard. The '(semester\_2) ExamCard' tab is active, displaying a section for 'Previous Exam Card' with the following options:

Show exam card for previous semester.

[Download History](#)

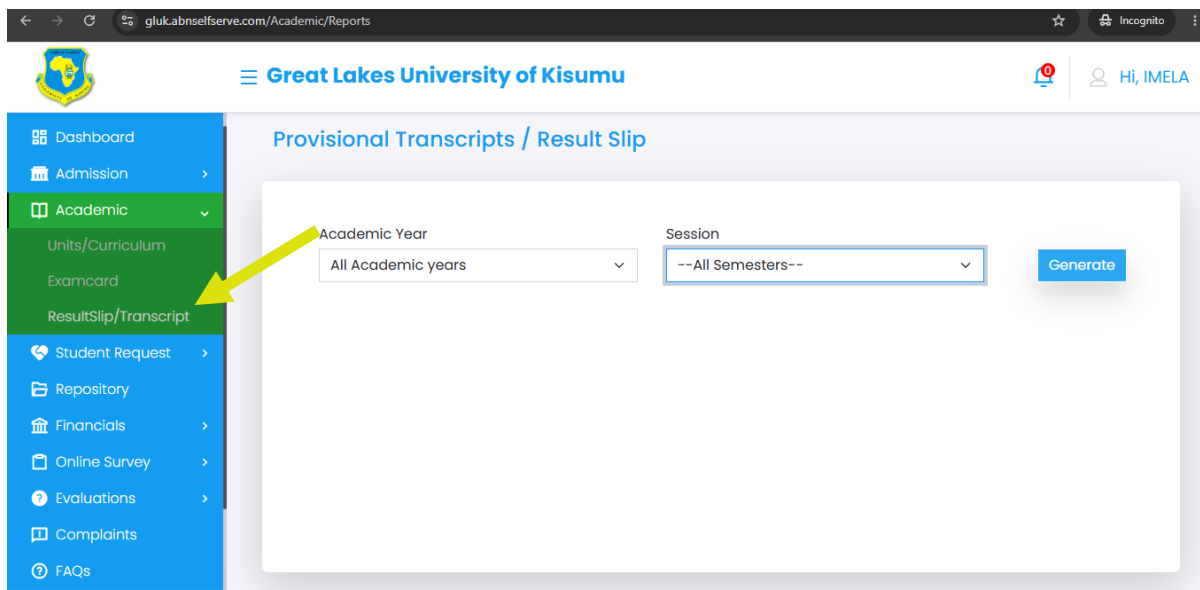
[Download](#)

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The Great Lakes University of Kisumu logo is visible at the bottom of the page.

## 4.2.3 Results Slip

**Step 1:** Click Academic > ResultSlip/Transcript.

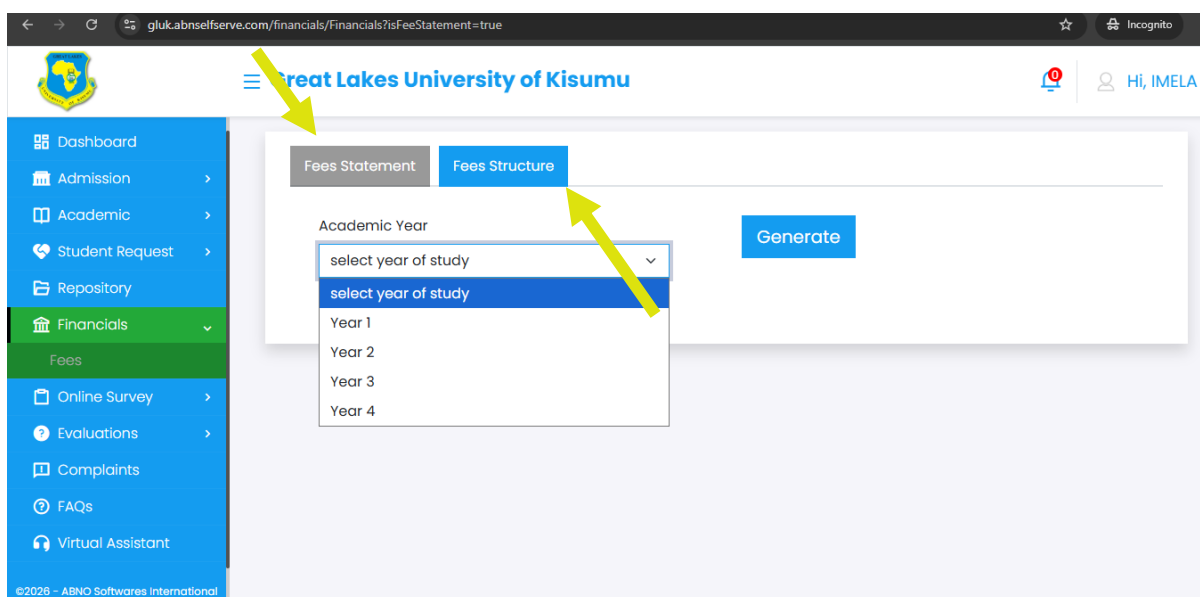


**Step 2:** Select the specific Academic Year or All Academic Year from the dropdown menu and choose the session and click “Generate”. The system will display your provisional results slip for that year, which you can print or download as PDF.

## 4.3 Financials Section

**Step1:** Navigate to Financials > Fees

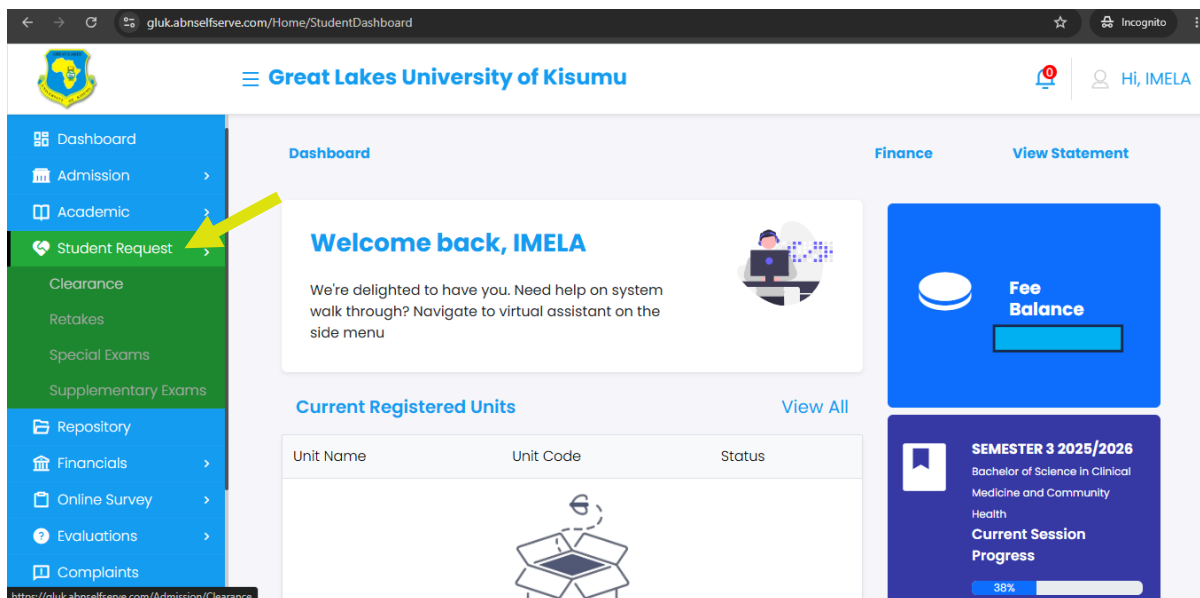
**Fee Statement:** Click here to view your personal financial ledger. It shows your total fees payable, payments made, and your current outstanding balance.



**Fee Structure:** Click here to view the official fee schedule for your specific academic program and cohort. Use this to cross-check your personal statement

## 4.4 Other Services (Student Support)

### a) Student Requests



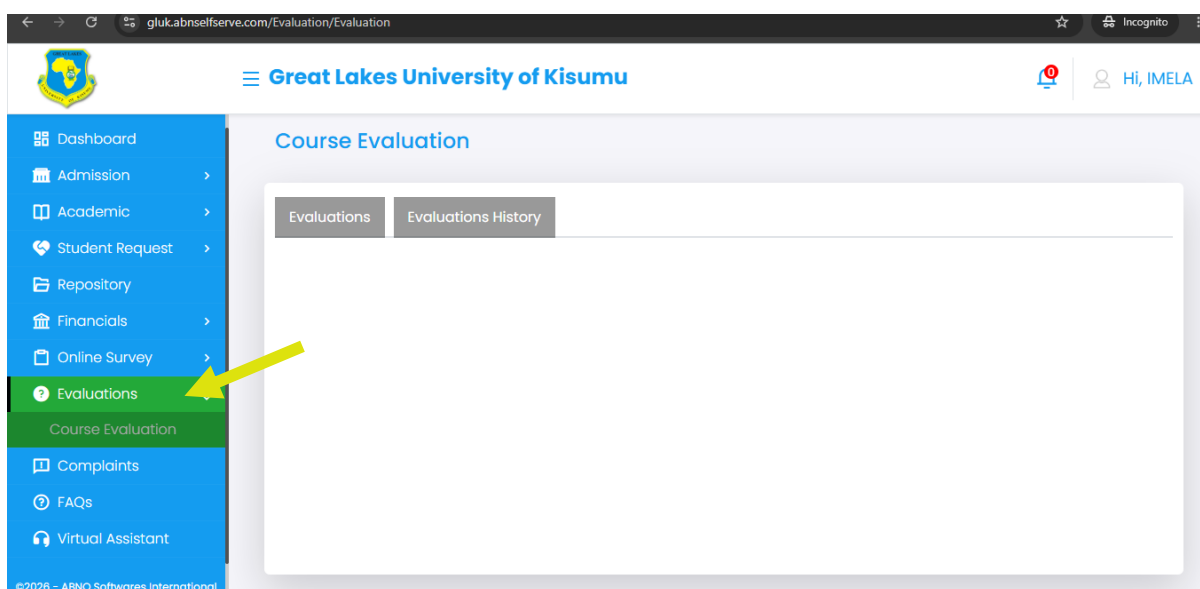
The screenshot shows the Great Lakes University of Kisumu Student Dashboard. The left sidebar contains a menu with the following items: Dashboard, Admission, Academic, Student Request (highlighted with a yellow arrow), Clearance, Retakes, Special Exams, Supplementary Exams, Repository, Financials, Online Survey, Evaluations, and Complaints. The main content area displays a welcome message for IMELA, a 'Current Registered Units' table with columns for Unit Name, Unit Code, and Status, a 'Fee Balance' card, and a 'SEMESTER 3 2025/2026' progress card showing 38% completion.

This section offers:

- **Clearance:** Apply for academic/administrative clearance when completing your studies or transferring.
- **Retakes:** Apply here if you failed a Core unit and are required to retake the entire class.
- **Special Exams:** Apply for this if you missed a scheduled exam due to a valid, documented emergency (e.g., sickness).
- **Supplementary Exams:** Apply for this if you scored between 40-49% in a unit and are eligible for a supplemental exam to try and improve your grade.

### b) Evaluations (Course Evaluation)

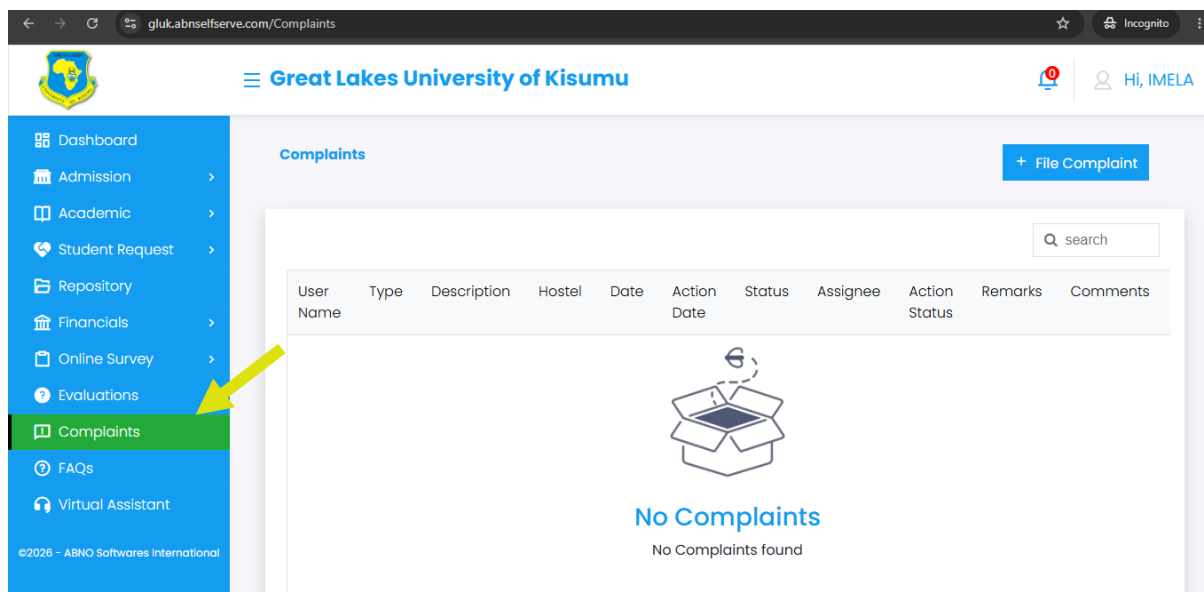
Towards the end of the semester, you will be required to fill out this questionnaire to evaluate your lecturers and the course content. It is mandatory before you can view your final results.



The screenshot shows the Great Lakes University of Kisumu Course Evaluation page. The left sidebar contains a menu with the following items: Dashboard, Admission, Academic, Student Request, Repository, Financials, Online Survey, Evaluations (highlighted with a yellow arrow), Course Evaluation, Complaints, FAQs, and Virtual Assistant. The main content area displays a 'Course Evaluation' section with tabs for 'Evaluations' and 'Evaluations History'.

## c) Complaints

Use this section to formally lodge any academic or administrative grievances you have (e.g., missing marks, lecturer issues).



The screenshot shows the Great Lakes University of Kisumu portal. The left sidebar contains a menu with the following items: Dashboard, Admission, Academic, Student Request, Repository, Financials, Online Survey, Evaluations, Complaints (highlighted in green), FAQs, and Virtual Assistant. A yellow arrow points to the 'Complaints' menu item. The main content area is titled 'Complaints' and features a '+ File Complaint' button. Below this is a search bar and a table with the following columns: User Name, Type, Description, Hostel, Date, Action Date, Status, Assignee, Action Status, Remarks, and Comments. The table is currently empty, and a message in the center reads 'No Complaints' and 'No Complaints found'.

## 5. Quick Troubleshooting & Tips

- **"Report First" Error:** If the system refuses to let you register units, go back to Admission > Self Reporting and complete it. The system is designed to block registration until you report.
- **Browser Issues:** If buttons aren't clicking or PDFs aren't generating, try clearing your browser cache or switching to Google Chrome.
- **Printing/PDF:** When you open your Exam Card or Result Slip, use the browser's print option and select "Save as PDF" to keep a digital copy offline.

## 6. Need Further Assistance?

- **ICT Helpdesk:** For technical login or system errors.
- **Registrar's Office:** For issues regarding unit registration, exams, or result slips.
- **Finance Office:** For questions regarding your fee statement.