



**LUMS**

# Orientation 2025 – FAQs

Compiled by: Fatima Khalid

Last updated: 27/06/25

## Table of Contents

---

|                                                                          |   |
|--------------------------------------------------------------------------|---|
| Key Dates & Information for Students & Their Families Arriving on Campus | 2 |
| Information about Admission Procedures for Incoming Students.            | 3 |
| Technology at LUMS                                                       | 4 |
| Information about Financial Resources                                    | 4 |
| Accommodation & Hostels                                                  | 4 |
| Security & Safety Measures.                                              | 5 |
| Orientation                                                              | 5 |
| Enrollment for First Semester                                            | 6 |

## Key Dates & Information for Students & Their Families Arriving on Campus

### 1. When do I have to submit my A-Levels results?

*You will receive an email with all the deadlines from the LUMS Admission Office closer to the announcement of the A-Levels result. A step by step guide on how to upload the A-Levels results on the Admissions Portal will also be mentioned in that email.*

### 2. When does Orientation start online?

*Your online Orientation will begin from Monday, August 18th, 2025 onwards.*

### 3. When does Orientation Start on Campus?

*Your on-campus Orientation will begin on Monday, August 25th, 2025. Registration will take place on-campus on Sunday, August 24th.*

### 4. Is Orientation mandatory?

*Yes, attendance at orientation sessions is mandatory for all incoming first-year students.*

### 5. When can I move into my hostel at LUMS?

*Hostel/ Residence check-in day for incoming hostel students will be held on August 24th 2025. The check-in will begin in the morning from 9:00 am till 5:00 pm, more details will be communicated to you via email closer to the date.*

### 6. How will I receive my email login & password information?

*An email will be sent to all admitted students with their LUMS email address & password information.*

### 7. When can I enroll into my classes for the first semester?

*Enrollment for incoming students will take place during Orientation.*

**Note: Please make sure to check the Orientation Schedule for the date, time and location of your course enrollment so that you can be on time for your enrollment. Each school has different enrollment plans and time slots.**

### 8. When is my first day of classes?

*Your first day of classes of the first semester will begin on September 1, 2025*

### 9. Who do I contact if I have questions about the admissions process and deadlines?

*You can email the admissions office at the following address: [admissions@lums.edu.pk](mailto:admissions@lums.edu.pk).*

### 10. When will the Registration happen?

*Registration for Hostel Residents and Day Scholars will take place on Sunday, 24th August 2025. For **hostelites**, the registrations will be from **9:00 AM-5:00 PM**. For **day scholars**: **MGSHSS/SAHSOL: 10:00 AM-1:00 PM. SDSB/SBASSE 1:00 PM-5:00 PM***

### 11. What documents do I need to bring with me for my Registration on campus?

*You will need to carry with you the following documents for verification on the first day of arrival on campus which is your registration day.*

- CNIC or Passport (*If you are under 18 and don't have a CNIC, please bring any proof of identification, such as a school or college identity card that includes your name and picture.*)
- Conditional Admissions Offer Letter

*Students and Parents will be asked to show their CNIC/Passport and Conditional Admissions Offer Letter at the main gate. After these documents are verified by LUMS Security, only then they will be directed to their next location inside LUMS. **All under 18 students MUST CARRY A PHOTO ID SUCH AS SMART CARD OR PASSPORT OR Family Registration***

## 12. What shall I do if I have missed my registration on the Registration day?

If you are a hostel resident or a day scholar and have missed registration on August 24, you will need to take the following steps:

- **For All Late-Comers (during office hours 10:00 am to 4:00 pm);** bring your verification documents (CNIC, Conditional Admissions Offer Letter with you when you arrive on campus. After your documents have been verified, you will be directed towards OSA, where our office will issue you your smart card & welcome packet
- **For Day Scholars;** if you arrive **after office hours (after 4:00 pm)**, you will be informed about the office timings and the OSA office location to visit the next working day.
- **For Hostel Students** if you arrive **during office hours (10:00 am - 5:00 pm)** you will be directed towards hostel check-in after verification of all your documents at OSA. If you arrive **after hours (after 5:00 pm)** you will be directed towards temporary accommodation until the next working day.
- **Please keep in touch with your PALs/school advising units** as listed on your orientation App and website profiles to obtain any information about missed sessions and any other essential details. Please login to access your profiles [here](#). (note: this information will be live soon on the orientation App and website)

## Information about Admission Procedures for Incoming Students.

### 1. I joined LUMS but have decided to withdraw, what is the process?

*If you plan to withdraw from the UG Programme before the commencement of classes, then you need to submit the Withdrawal Form available at the [LUMS Online Admission](#) Portal.*

*If you plan to withdraw from the UG Programme after the commencement of classes, you can write to the Registrar's Office at [helpdeskro@lums.edu.pk](mailto:helpdeskro@lums.edu.pk) for further guidance.*

### 2. How can I submit my final grades of May/June 2025 exams?

*The details and schedule of result submission have been shared by the Admissions Office, please keep checking your emails.*

### 3. My A-Level result is pending. Can I still join the Orientation Sessions?

*Please contact the Admissions Office at [admissions@lums.edu.pk](mailto:admissions@lums.edu.pk). If the Office allows then you can **conditionally** join the Orientation session.*

### 4. I got a conditional admission offer, what will happen if I do not meet the required A' level grades requirement?

*If you do not meet the stipulated minimum grade requirement, your admission will be canceled. You will not be able to join LUMS this year. The fee will be refunded according to the given policy.*

### 5. I did not meet the required A level grade requirement, but have received the Orientation details, can I join the Orientation session?

*If you did not meet the given grade requirement; your admission will be canceled. Please do not join the Orientation session or classes.*

### 6. I did not meet the minimum grade requirement and have applied for paper rechecking. Can I join the Orientation session or classes?

*In case you do not meet the stipulated grade requirement, please do not join the Orientation session or the classes. Your admission will be canceled. However, you may contact the Admissions Office once you get the revised grades (if any) after paper rechecking.*

### 7. I got a conditional admission offer but my Intermediate (ICS/ICOM/FA/FSc.) final results will be announced after the Orientation/commencement of classes. Can I join the Orientation session and classes?

Yes, you can join the Orientation session and classes **conditionally**.

#### 8. Who do I contact if I have questions about the admissions process and deadlines?

You can email the admissions office at the following address: [admissions@lums.edu.pk](mailto:admissions@lums.edu.pk).

### Technology at LUMS

#### 1. I have accepted a revised offer from another school, how do I get my updated login information?

You can email [helpdesk@lums.edu.pk](mailto:helpdesk@lums.edu.pk) to request your updated login information.

#### 2. What is a LUMS Campus Email Address?

A campus email address has been allotted to you by Information Systems and Technology (IST) via email. If you have not received any email yet please email [helpdesk@lums.edu.pk](mailto:helpdesk@lums.edu.pk).

### Information about Financial Resources

#### 1. Who do I contact if I have questions about Financial Aid?

You can contact the Office of Financial Aid at the following address: [helpdeskofa@lums.edu.pk](mailto:helpdeskofa@lums.edu.pk).

#### 2. Who should I contact to know more about my NOP stipend?

Please contact [helpdeskofa@lums.edu.pk](mailto:helpdeskofa@lums.edu.pk) for all information regarding the NOP programme.

#### 3. How much will the fee be refunded if I withdraw from the UG Programme?

The fee will be refunded according to the **Fee Refund policy** shared with you at the time of admission offer. For further details, please write to [helpdeskfinance@lums.edu.pk](mailto:helpdeskfinance@lums.edu.pk)

### Accommodation & Hostels

#### 1. Can I come for my hostel check-in without Payment?

No, your payment needs to be cleared before you come for your hostel check-in.

#### 2. What do I do if I miss the deadline for applying for accommodations?

The Residence Office is incharge of setting deadlines for accommodations. For more information please email us on the following email address, [residence@lums.edu.pk](mailto:residence@lums.edu.pk).

**Note: This is only for out of city new students.**

#### 3. Can I pick my roommate?

No, new students do not have the option to choose their roommate.

#### 4. What is included in the accommodation charges?

The accommodation charges are only for your hostel room.

#### 5. Are meals included in these charges?

No, meals are not included in the accommodation charges.

#### 6. Do I need to pay for laundry charges?

Yes, laundry charges need to be paid by all residents.

**7. When will the new students be notified regarding their accommodation confirmation in LUMS?**

*You shall receive your final accommodation confirmation from LUMS closer to the date of Orientation, along with further details about your check-in via email.*

**8. Are there any restrictions on entry into the hostels for parents or helpers while transporting luggage?**

*There is no restriction on parents or helpers entering hostels to help with the moving in process. HOWEVER, male personnel (parents/friends/family members/helpers) cannot enter the female hostels and vice versa.*

**9. Am I allowed to have guests for an overnight stay in my hostel room?**

*No, guests and visitors are not allowed to stay overnight in the hostels. It is a violation of the Student Code of Conduct and can lead to disciplinary action.*

**10. Is there a curfew in the hostels?**

*Currently there is no curfew in the hostels.*

**11. Who do I contact for further information about accommodations in LUMS?**

*You can contact our Housing Office for all residential related queries at the following address, [residence@lums.edu.pk](mailto:residence@lums.edu.pk)*

## Security & Safety Measures.

**1. What do I need to show to Security when I come to LUMS for hostel check in & Orientation?**

*You need to show your Conditional Admissions Offer, CNIC or Passport at the gate for verification.*

**2. Can my parents/siblings/grandparents accompany me to my hostel check in & Orientation?**

*No, only your parents or guardians can accompany you to your hostel check in & Orientation.*

**3. Who do I contact for all security related queries?**

*You can contact the LUMS Security Office at the following address - [campus.security@lums.edu.pk](mailto:campus.security@lums.edu.pk)*

**4. Who do I contact in case of an emergency in LUMS?**

*You can send an email at [campus.security@lums.edu.pk](mailto:campus.security@lums.edu.pk) Or you can call at our 24/7 Emergency Number: 042-35608877.*

**NOTE: This number is for extreme emergency purposes; for any student-related queries regarding Security please email at the given email address.**

**5. Who do I contact if I lose my smartcard?**

*You can email the Security Office at [campus.security@lums.edu.pk](mailto:campus.security@lums.edu.pk) to report your lost smartcard.*

**6. Is there a curfew in LUMS?**

*No, currently there is no curfew in LUMS*

**7. Can I bring guests in with my smartcard?**

*No, you cannot bring in guests with your smartcard.*

## Orientation

**1. Is LUMS Orientation taking place online or on campus?**

*LUMS Orientation 2025 is going to be hybrid, which means there will be in person sessions AND some online sessions.*

## 2. Where can I access the links for the Online Orientation sessions?

Online Orientation 2025 will take place from Monday, 18th August. Links for these sessions will be shared by your PALss via email. You will also be able to view the links on our [Orientation website](#). Please login to view your school-specific schedule and Zoom links and make sure that you have internet access.

## 3. Where can I access the Orientation Schedule?

You can access the complete Orientation Schedule 2025 on our [orientation website](#). You will also receive a printed version of it in your LUMS Welcome Packet from the registration desk once you arrive at LUMS and complete your registration process. Please login to view your school-specific schedule and Zoom links.

## 4. How do I get access to the Orientation Website 2025?

You can access the Orientation website on the following link: <https://orientation.lums.edu.pk/>

## 5. Are my parents also invited to Orientation 2025?

Yes, all parents are invited on August 25, 2025 for Orientation. You can view the details of the sessions for your parents in the Orientation Schedule.

## 6. Who can students & parents coordinate with when they arrive on campus for the first time?

Student Coordinators will be available on campus to help you with the hostel check in & registration process.

## 7. Who can I contact if I want more information about Orientation 2025?

You can email our Office of Student Affairs at [orientation@lums.edu.pk](mailto:orientation@lums.edu.pk) for more information.

# Enrollment for First Semester

## 3. How do I enroll in my courses?

You can enroll in your courses online (through a system called 'Zambeel'). There will be a detailed session on enrollment during Orientation where members of the Registrar's Office and your school's Advising Unit will guide you step by step on how to enroll in your courses.

**Note: Please view your Orientation Schedule for the date, time and location of your Zambeel tutorial for course enrollment.**

## 4. How many credits can I enroll in for my first semester?

You must enroll in a minimum of 12 credit hours for your first semester. **Note: The maximum number of credit hours that you can enroll in differs depending on your school. This will be clarified in orientation sessions that cover course-enrollments.**

## 5. What does it mean if I am force-enrolled into courses?

Force-enrollment means when your school automatically adds a course to your schedule. This means that you do not have to pick the course yourself on Zambeel. You will receive further information & guidance during orientation.

## 6. Who do I contact for my Zambeel login details?

Please email [helpdesk@lums.edu.pk](mailto:helpdesk@lums.edu.pk) for any login related queries.

## 7. What is a course outline and how can I access it?

The course outline will be a document given to you on the first day of class or will be available to you beforehand on the [RO portal](#).\* It will contain essential details about why and how a course is taught and what you will need to do to succeed in the course.

Please use the below navigation of LUMS portal to obtain the outlines of the courses offered in current term:

