Frequently Asked Questions (FAQs)

(For technical queries)

Q-1. Where I can find information related to Approval Process 2019-20?

Ans: Information related to Approval Process 2019-20 can be found on AICTE Home page under Quick Links (Approval Process 2019-20).

Q-2. How can I get New User-id and password (login credentials) for AICTE Web Portal?

Ans: Please click on Request for New User Id link on AICTE Web-portal or go to link http://portal.aicte-india.org/partnerportal_enu. Also User Manual for Obtaining USERNAME and PASSWORD is available in AICTE website

Q-3. I have forgotten password for logging in AICTE Web Portal. What is the procedure to recover this?

Ans: Please refer User Manual for Forgotten Password available @ https://www.aicte-india.org/sites/default/files/User%20Manual%20for%20Forgot%20Password_14012019.pdf

Q-5. Is PAN No. field mandatory for 'Forgot Password' form?

Ans: No, PAN No. is not mandatory. Only User Id or any one of the Application Ids is required.

Q-6 When I try to login with Institute's Credentials, error message 'Invalid username and password' is displayed. What should I do?

Ans: Recheck the login credentials (Case sensitive). Confirm whether someone else has logged in with the same credentials (Please note that per user only 3 sessions are allowed. Hence, if someone tries for 4th session then again invalid user name and password message will popup). If no session is live and still getting an invalid username and password message, then the password might be incorrect. In such cases, you can "Request for forgot password".

Note: Please refer FAQ Q-3 above.

Q-7. I am not able to find some tabs in AICTE Web Portal.

Ans: All sub tabs are available under drop down or You may find all available tabs in one page by Sitemap option. Sitemap option is available in Navigate Menu. Shortcut Keyboard key for Sitemap is **Ctrl+Shift+A.**

Q-8 I am not able to generate report?

Ans: Please refer "User Manual for Report Generation" to generate Reports.

Q-9. How to delete old faculty details?

Ans: Faculty record cannot be deleted. Faculty can be marked as Duplicate or Left the Institute in Faculty Details tab.

Q-10. Is Aadhaar/PAN details mandatory to update faculty details in AICTE Web Portal?

Ans: Yes.

Q-11. How to add re-joined faculty in AICTE Web Portal Click on Left the Institute tab.

Ans: Enter date of re-joining. Automatically it will get reflected on Web portal.

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(For technical queries)

Q-12. I have made Online Payment but amount is not updated in portal.

Ans: Generally, payment receipt gets updated immediately. In case, your payment receipt is not updated then click on View Transaction Button under Payment tab. Otherwise, it will get updated within 48 working hours (2 working days). In case it is not updated even after that, please send details of the transaction (Transaction Id generated while making the payment) and application through Grievance form.

Q-13. I am not able to make payment because AICTE Website is not directing to Payment Gateway.

Ans: Please check whether your application has been submitted successfully or not. If submitted, then allow Popups for AICTE Website through Web browser URL.

Q-14. Who is Who button is not available in AICTE New Website.

Ans: Please Visit Directory on AICTE Website Home page (bottom).

Q-15. Where to send the queries related to portal, payment and approval related issues for the Academic Year 2019-20?

Ans: Raise a Grievance via grievance form available at https://www.facilities.aicteindia.org/Approval Process/apformEmail.php.

NOTE: Any grievance related to Approval Process 2019-20 communicated to any of the official e-mail(s) of AICTE (other than through Online Grievance rederessal) will NOT be entertained.

Q-16. Our Institution was allotted a User ID last year as a new Institution. Some information was uploaded but the application could not be submitted at that time. Now I want to know that the same User ID can be used for approval process 2019-20.

Ans: If you want to use existing user Id then raise online grievance with appropriate details. Else apply afresh.

Q-17. What we have to do in case we face server busy message?

Ans: If you are getting Server, busy message in this case please refresh your screen or try again after sometime.

Q-18. We want to change details which are non-editable / read-only?

Ans: The details which are seen non-editable cannot be changed beyond the specified schedule for uploading details; you may contact the Approval Bureau.

Q-19. I have saved my data. But same is not reflecting in "Calculate Deficiency" tab.

Ans: Please Click on calculate deficiency button, refresh the page and check.