

## USER MANUAL FOR PSYCHOSOCIAL SUPPORT ONLINE SYSTEM.

### 1. Logging in to the system

Open the system by clicking on: <https://upss.ur.ac.rw>

To log in, enter your Registration Number in the designated field and wait a few seconds. Next, you'll see a field for your password. Enter your password (the default is "12345"). After a moment, the "Login" button will appear. Click it to log in.



## Sign In

Dear Scholar, please use your Registration Number

Registration Number

→ Password

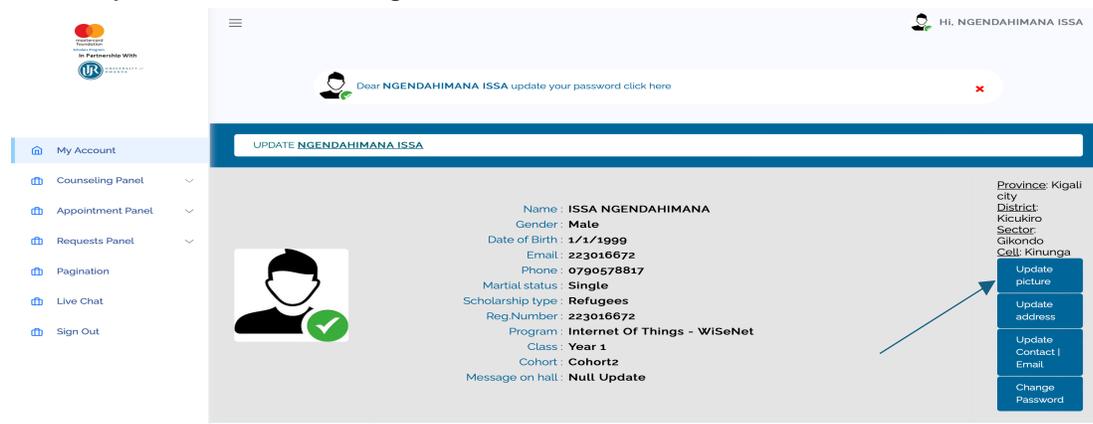
### Online Psychosocial Support System

#### We're glad you're here!

This platform is designed to provide you with the support and resources you need to thrive during your academic journey and beyond. Whether you're seeking guidance, tools for self-care, or someone to talk to, you're not alone. Explore our range of services, connect with peers, and find the help that fits you best. It is okay to not be ok, let's take this journey together!

### 2. To update your password

When you access your dashboard, you'll see a message prompting you to update your password. Click on the message, which will take you to the "Change Password" section. Enter a new, strong password that you can easily remember for future logins.



Dear NGENDAHIMANA ISSA update your password click here

UPDATE NGENDAHIMANA ISSA

Province: Kigali  
city: Kigali  
District: Kicukiro  
Sector: Gikondo  
Cell: Kinunga

Name: ISSA NGENDAHIMANA  
Gender: Male  
Date of Birth: 1/1/1999  
Email: 223016672  
Phone: 0790578817  
Marital status: Single  
Scholarship type: Refugees  
Reg Number: 223016672  
Program: Internet Of Things - WiSeNet  
Class: Year 1  
Cohort: Cohortz  
Message on hall: Null Update

Update picture  
Update address  
Update Contact | Email  
Change Password

### 3. To request for a counselor support

## Scholars Program



Live chat - Panel of LILIOSE MUTESI

My total chats: 0 | All chats: 11

My Account

Counseling Panel

Appointment Panel

Requests Panel

Pagination

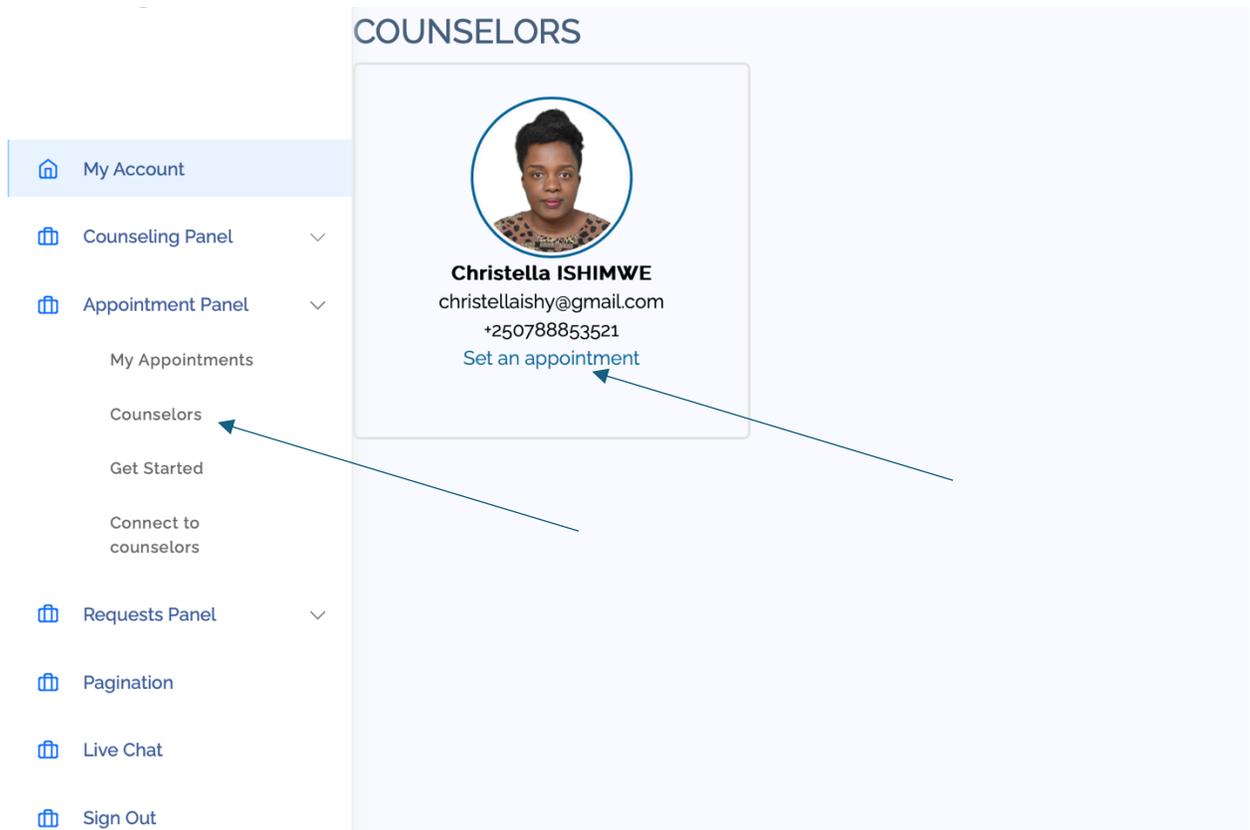
Live Chat

Sign Out

Dear LILIOSE, feel free to ask your question about psychology, and we shall do our best to provide you with a helpful answer.

Send

1. If you have a question for a counselor, you can use the live chat feature to ask. Please note that messages sent in the live chat are visible to all counselors, and any of them may respond. However, if you prefer to speak with a specific counselor, you can continue the conversation with them directly.



### COUNSELORS

My Account

Counseling Panel

Appointment Panel

My Appointments

Counselors

Get Started

Connect to counselors

Requests Panel

Pagination

Live Chat

Sign Out

**Christella ISHIMWE**  
christellaishy@gmail.com  
+250788853521  
[Set an appointment](#)

## Scholars Program

- To schedule a 1:1 online session with a counselor, go to the Appointment Panel, select "Counselors," and choose the counselor you'd like to work with. Then, click on their profile and select "Set an Appointment." You'll be directed to a page similar to the one below, where you can choose a date and time that works best for you. Once you book the appointment, you'll receive a confirmation email, and your counselor will be notified as well. A reminder will also be sent to you 30 minutes before your session.

-  60 min appointments
-  Google Meet video conference info added after booking

Hello, you can schedule a day and time that works for you for our counseling session in the available slots.

[Show more](#)

### Select an appointment time

(GMT+02:00) Central Africa Time - Maputo

December 2024							<	>			
S	M	T	W	T	F	S					
1	2	3	4	5	6	7	<	M 2	TUE 3	WED 4	>
8	9	10	11	12	13	14	—	—	10:00am	—	—
15	16	17	18	19	20	21	—	—	11:00am	—	—
22	23	24	25	26	27	28	—	—	1:00pm	—	—
29	30	31	1	2	3	4	—	—	3:00pm	—	—
5	6	7	8	9	10	11					