



Locker Manual – Student Portal

Locker Management System

Qatar University

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Introduction

This manual provides operational guidelines for students using the Key Locker Management System at Qatar University. It is intended to help students understand the features and functionalities available in their portal, including locker booking, key requests, activity tracking, notifications, and support resources.

1. Login to Student Portal

Follow the steps below to access the Key Locker Admin Portal from any web browser:

Steps to Login:

1. Open any browser (Chrome, Firefox, Edge).
2. In the address bar, enter the following URL: <http://khazna.qu.edu.qa/locker/public/students/login>
3. Enter the Username and Password shared by the Locker Admin (Figure 1).
4. Click Sign In to open the Student Portal.



Figure 1: Student Portal Login Page

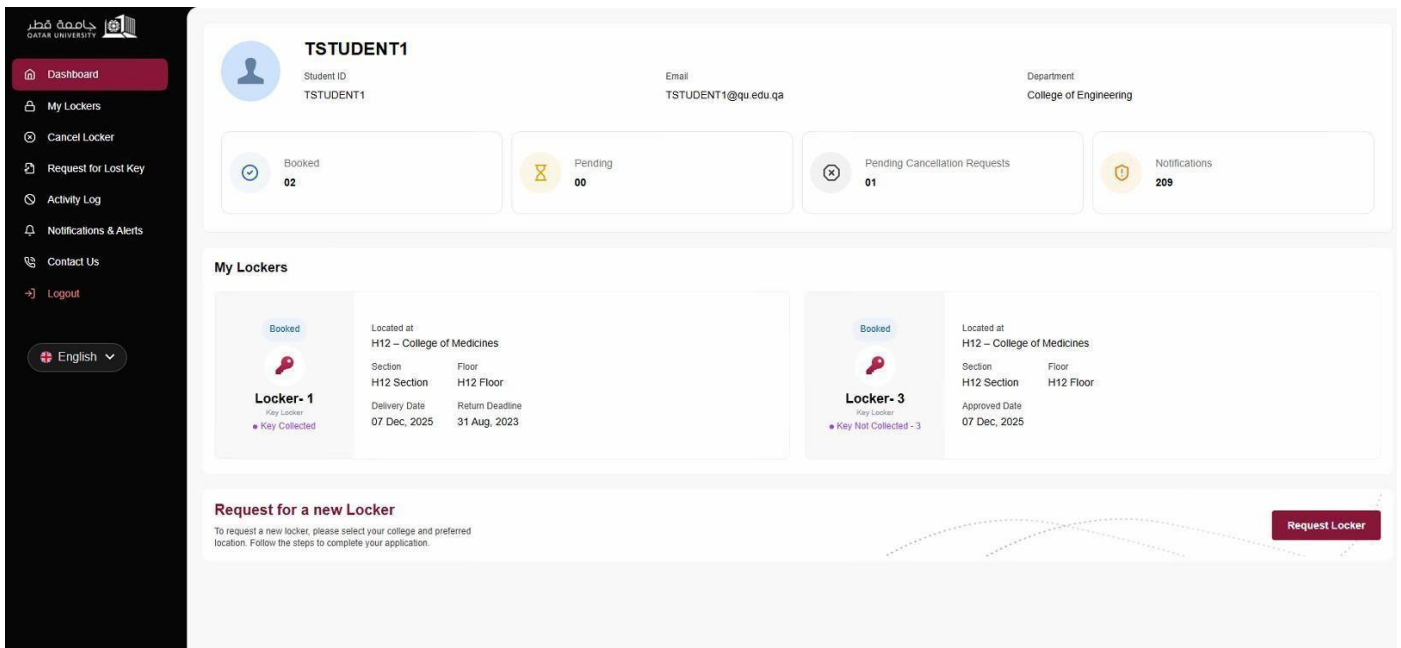


Figure 2: Student Portal Dashboard

1.1 Student Portal Dashboard

The Student Portal Dashboard provides students with a clear and organized overview of all locker-related information and actions.

It displays the student's details, including name, ID, department, and email. The dashboard also shows the current locker status, such as booked lockers, pending requests, pending cancellation requests, and notifications.

In the My Locker section, students can view their assigned locker along with its status and location details.

Additionally, the dashboard offers an option for students to request a new locker if they do not currently have one or are eligible to apply.

2. My Lockers

The My Locker section in the side menu displays all lockers currently booked/reserved by the student. Here, students can view the locker's status, check the exact locker location (Building, Section, and Floor), and easily identify the type of locker assigned.

Smart lockers are represented with a lock icon, while key-operated lockers are shown with a key icon, as illustrated in the (Figure 3).

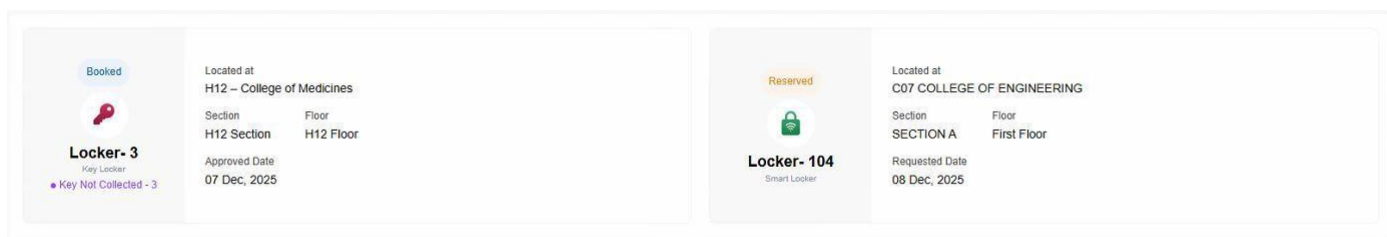


Figure 3: My Lockers

2.1 Steps for Requesting New Locker

To request a locker, follow the steps below:

1. Go to Side Menu → My Locker.
2. Select the Request Locker option. This option is also available on the Dashboard (Figure 2).
3. You will see the list of buildings. Here, you can identify the type of locker: Smart lockers are shown with a lock symbol, and Key lockers are shown with a key symbol, as illustrated below. (Figure 4)

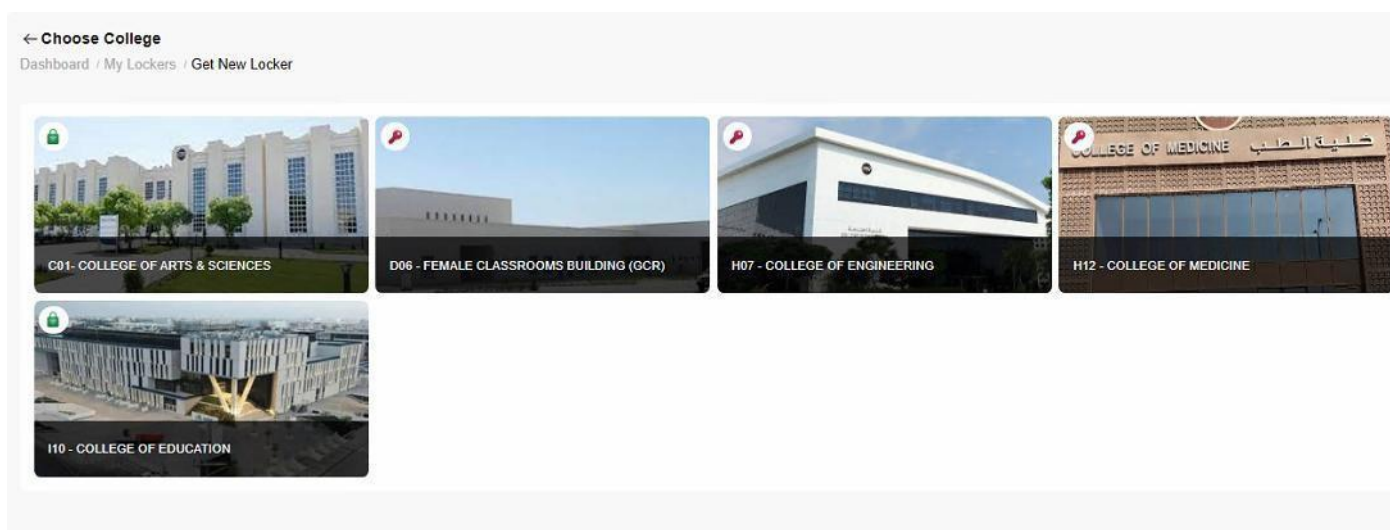


Figure 4: My Lockers - Building List

4. Select the Building. Then choose the Section, followed by the Floor where you prefer to reserve a locker. The system will display lockers with their actual representation, showing their status (Available / Not Available).
5. Select the locker you want to reserve and click Book Now. (Figure 5)

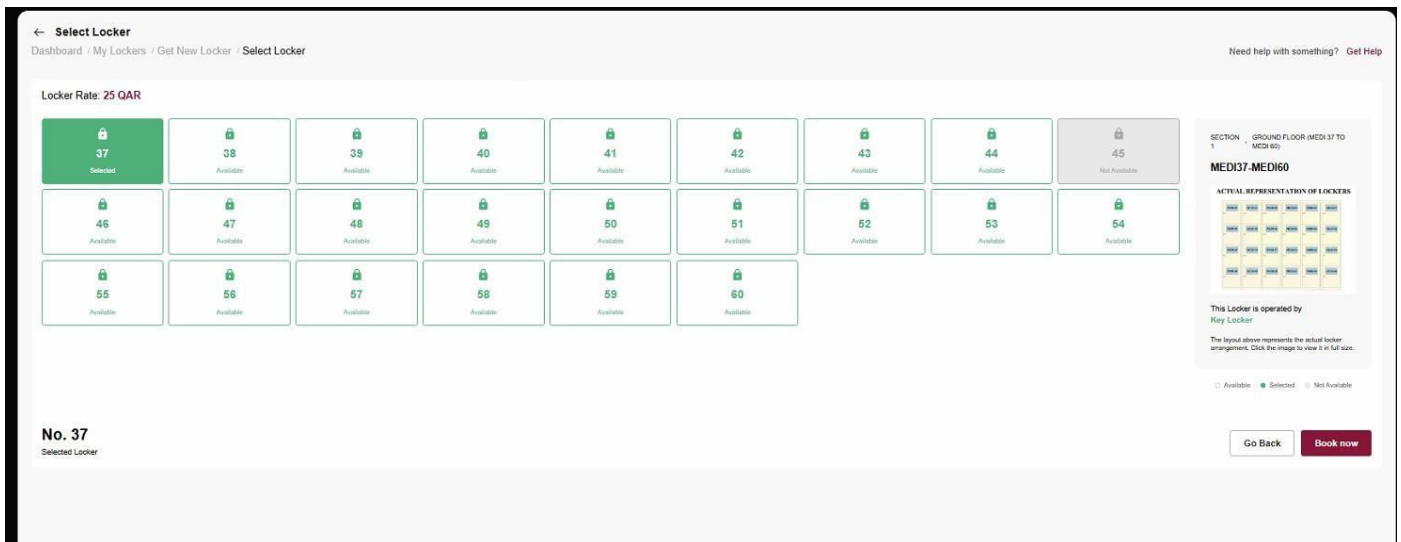


Figure 5: My Lockers - List of Lockers

6. Terms and Conditions popup will appear. Click Agree and Continue.
7. A confirmation popup will appear showing Locker booking request sent successfully.
8. The locker will be reserved in your portal. The Key Status will show as Key Not Collected. (Figure 6) Once the admin approves your request, please collect the key from Locker Admin. After collecting the key, the status will change to Key Collected. (Figure 7)



Figure 6: My Lockers - Key Not Collected



Figure 7: My Lockers - Key Collected

After the key status changes to Key Collected, the system will prompt you to provide feedback on your experience with the key-locker booking process. You can rate the service and share your valuable comments. Your feedback helps us improve the system and enhance the overall user experience. (Figure 8)

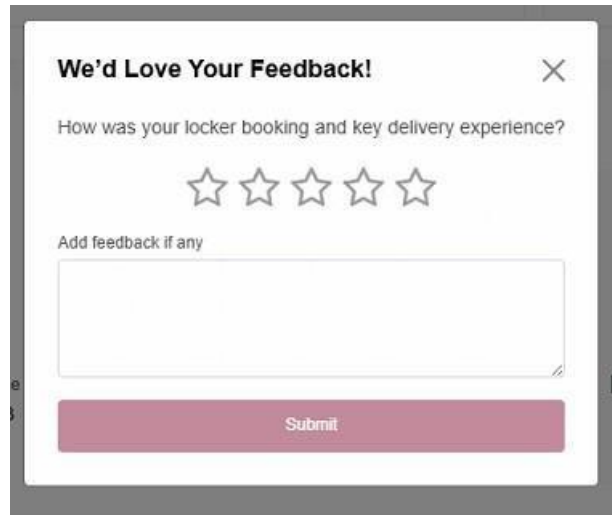


Figure 8: Rating and Feedback

3. Cancel Locker

If a student has previously booked/reserved a locker and wishes to cancel it, they can use the Cancel Locker option available in the portal.

3.1 Steps for cancel locker

1. Go to Side Menu → Cancel Locker.
2. The page will display all lockers that are currently booked or reserved (Figure 9).

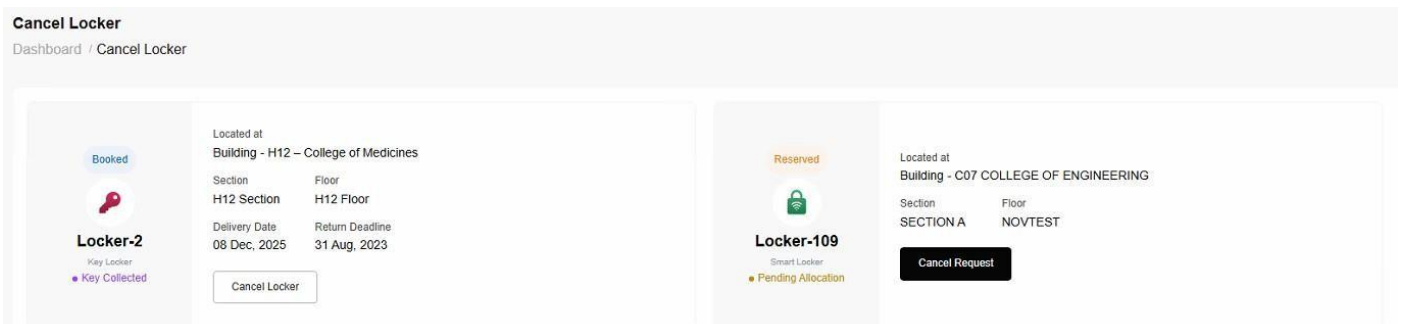


Figure 9: Cancel Locker

3. For lockers in Reserved status, simply click Cancel Request. The locker will be removed from My Lockers immediately, without admin approval and without any penalty.
4. For lockers in Booked status, click Cancel Locker (Figure 9).
5. A cancellation request prompt will appear displaying important instructions (Figure 10).

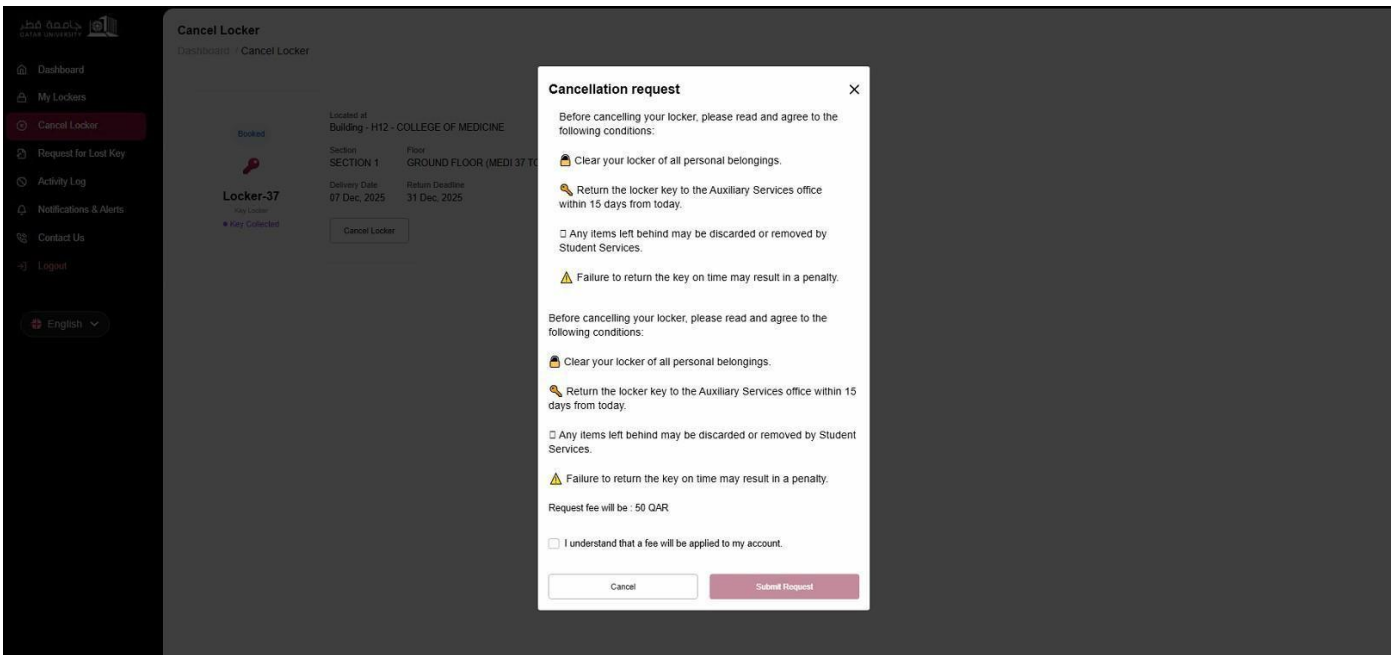


Figure 10: Cancel Request - Instructions before cancelling the Booked Locker

6. Carefully read the instructions, then check the box “I understand that a fee will be applied to my account.” Click Submit Request to complete the cancellation.
7. Once submitted, the locker status will update to Cancellation Requested.

3.2 Upload Image

1. Once the cancellation request is approved by the Locker Admin, students must upload a clear picture of the same locker after removing all their belongings.
2. After approval, the Upload Image option will appear for the respective locker (Figure 11).

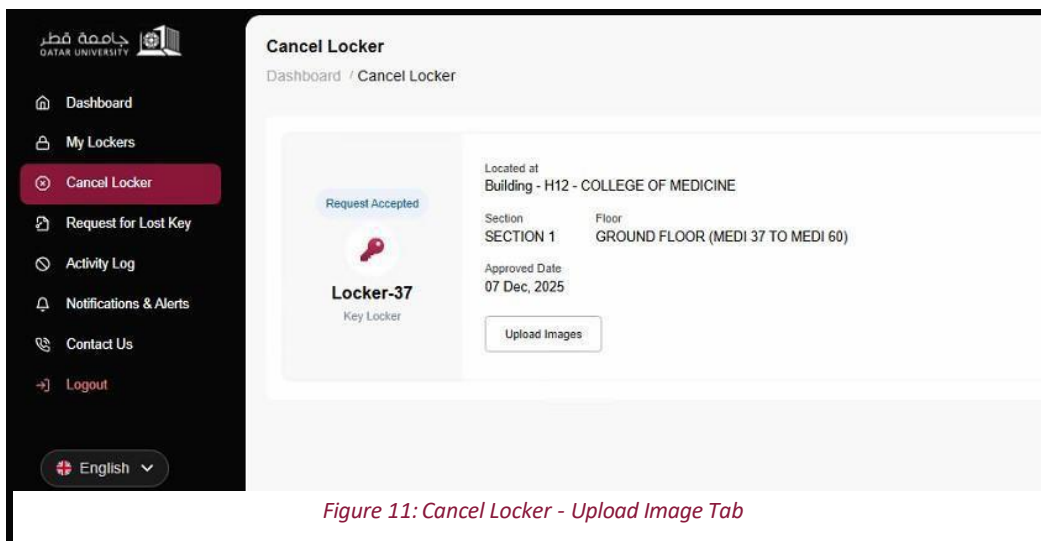


Figure 11: Cancel Locker - Upload Image Tab

3. Click on Upload Image. A popup window will appear prompting you to upload the locker picture. (Figure 12)

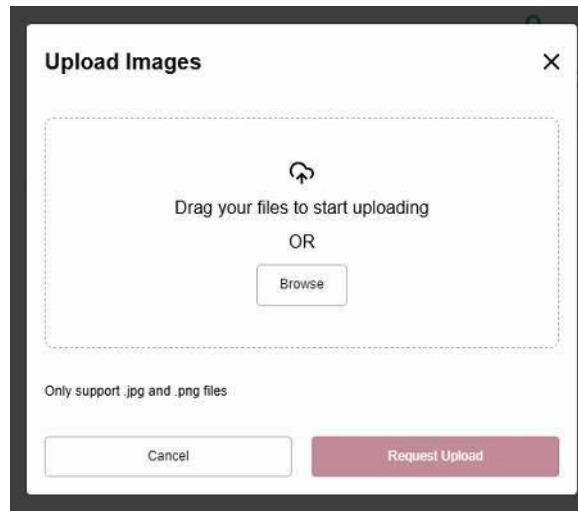


Figure 12: Cancel Locker - Upload Image Option



The image must be in .jpg or .png format. Ensure the locker is clean and empty; unclear or incomplete photos may result in rejection by the Admin.

4. Click Browse to select an image from your gallery, then click Request Upload.
5. After the image is uploaded, you can click View Image to verify it. If needed, you may delete the image and upload a new one (Figure 13).



Figure 13: Cancel Locker - View Images

6. Once the Admin approves the uploaded image, the locker status will change to “Return the Key” (Figure). Please return the key to the Locker Admin.



Figure 14: Cancel Locker - Return the Key

7. After returning the key, the locker will be removed from your My Lockers list.

4. Request for Lost Key

If a student loses the key to their locker, they can request a new key using this option.

4.1 Steps for Requesting New Key

1. Navigate to Side Menu → Request for New Locker.
2. Students can view their booked lockers along with the Request New Key tab (Figure 15).

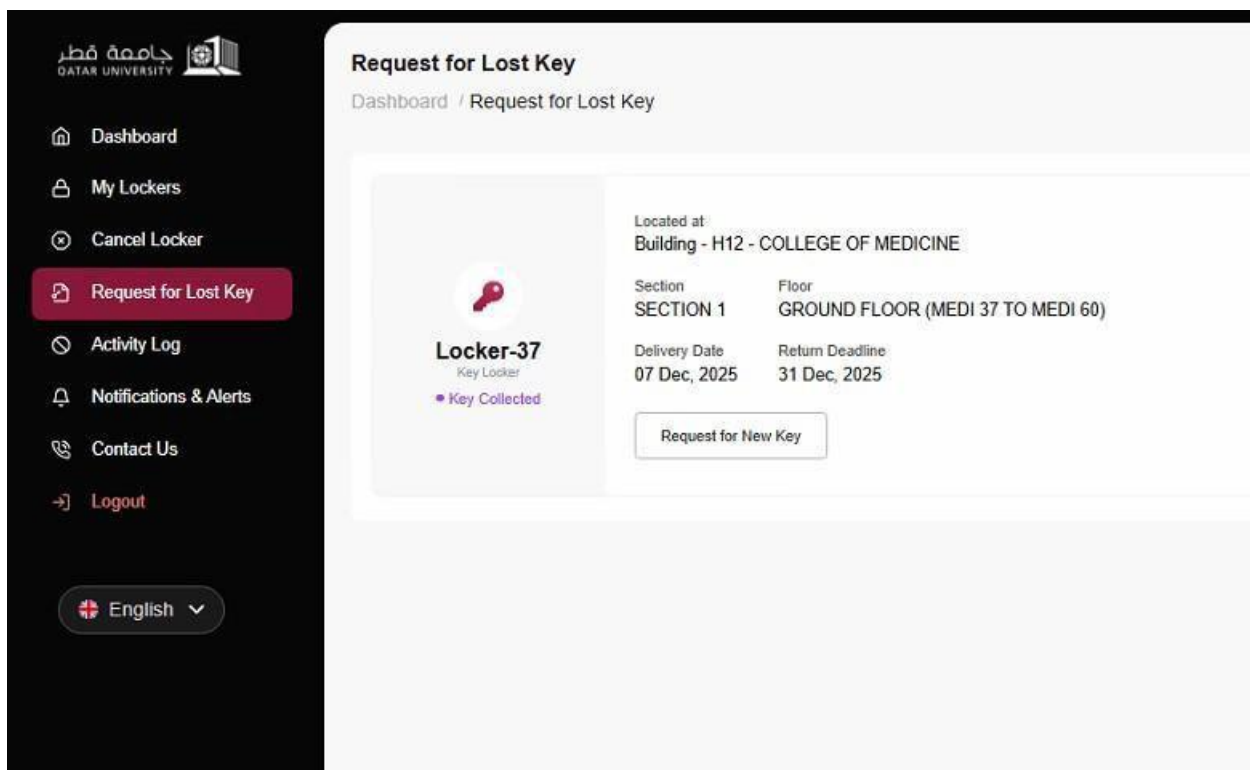


Figure 15: Request for Lost

3. A popup window will appear warning that a fee will be applied. Read the instructions carefully, then check the box “I understand that a fee will be applied to my account.” Click Request New Key to complete the process (Figure 16).

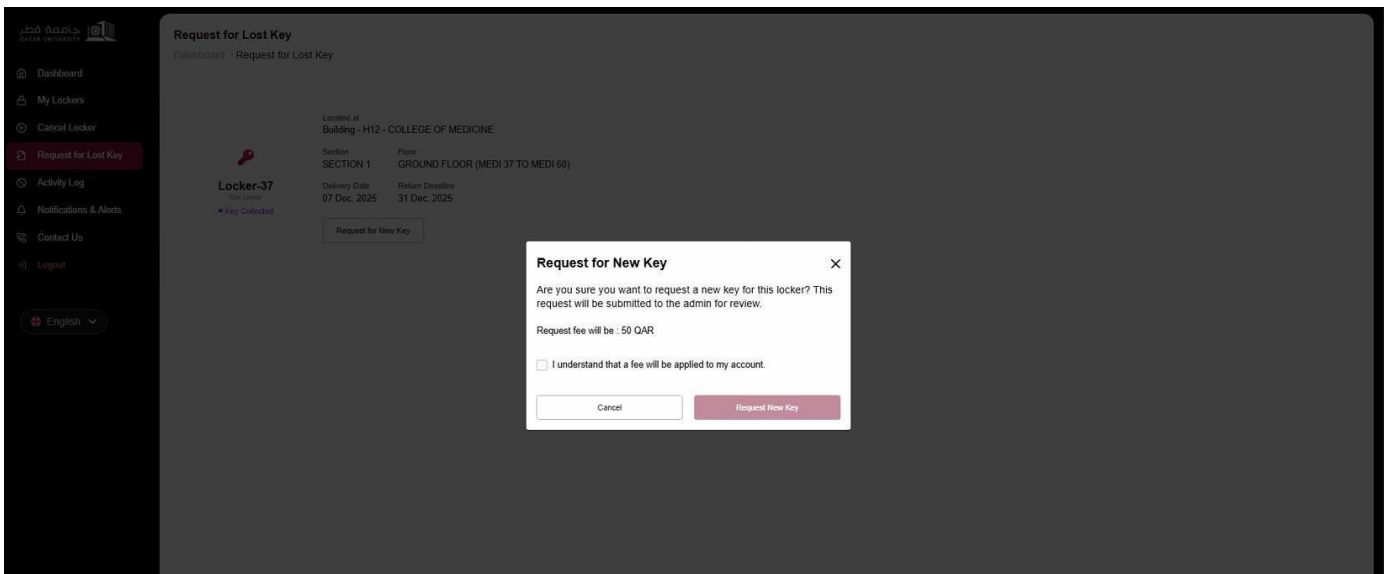


Figure 16: Request for New Key - Fee instructions

- After the request, the locker status will change to “Key Requested”. There will also be a Withdraw option. If the student recovers the lost key, they can withdraw the request to avoid the fee by clicking Withdraw. A popup will appear with instructions before withdrawing (Figure 17).

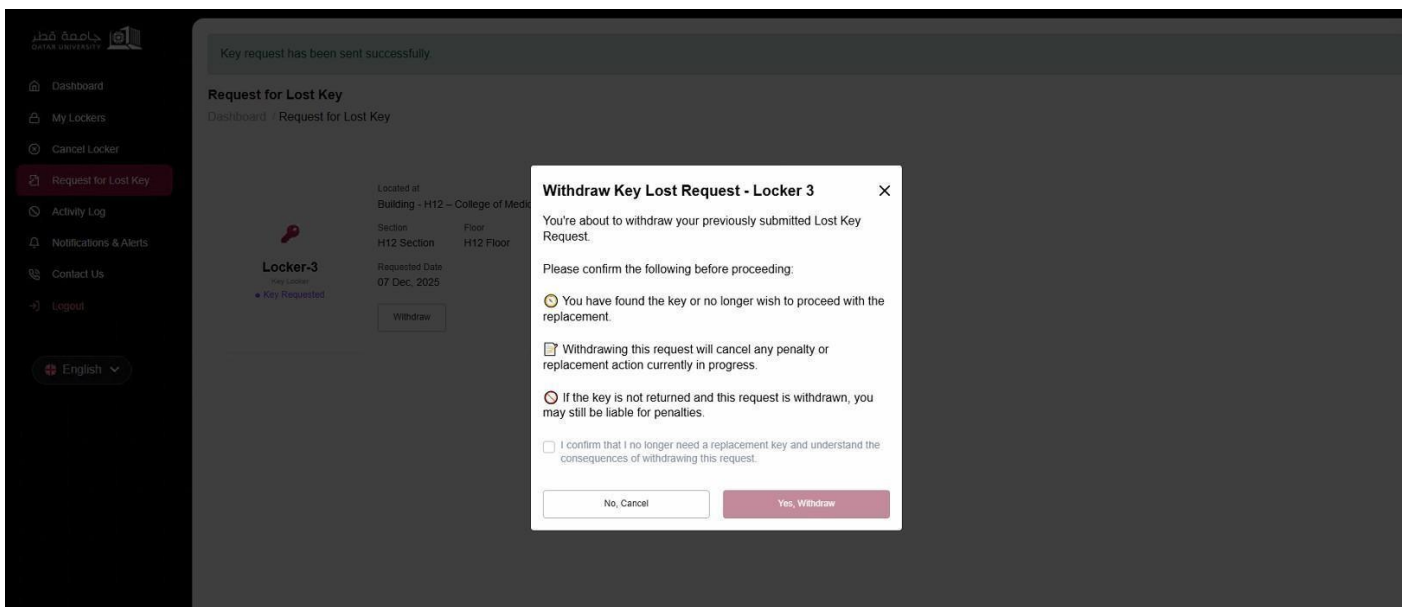


Figure 17: Request for New Key - Withdraw

- Once the Admin approves the request, the locker status will update to “Key Not Collected – 2”, where “2” indicates this is the second key for the same locker (Figure 18).

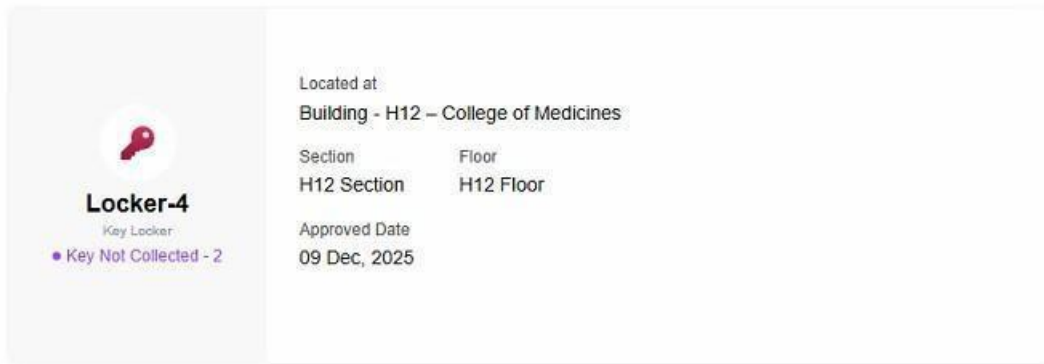


Figure 18: Request for New Key - Key Not Collected - 2

- After collecting the key from the Locker Admin, the locker status will change to “Key Collected – 2” (Figure 19).

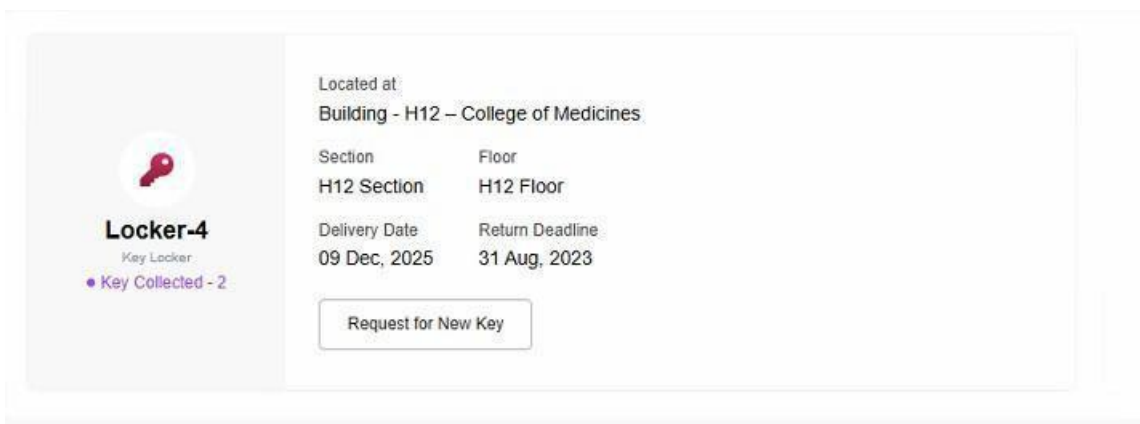


Figure 19: Request for New Key - Key Collected - 2

5. Activity Log

The Activity Log displays all actions performed by the student within the Locker System. It provides a date-wise record of activities including key requests, lost key requests, and locker cancellations etc. Each activity is detailed with the corresponding activity information, including Building, Section, Floor and Locker Number (Figure 20)

SI No	LOCKER NO	FLOOR	SECTION	BUILDING	ACTIVITY	DATE & TIME
1	4	H12 Floor	H12 Section	H12 – College of Medicines	Lost key request submitted for locker number 4	09 Dec, 2025 20:41
2	4	H12 Floor	H12 Section	H12 – College of Medicines	Allocation request submitted for locker number 4	09 Dec, 2025 20:34
3	2	H12 Floor	H12 Section	H12 – College of Medicines	Cancellation images uploaded for locker number 2	09 Dec, 2025 19:54
4	2	H12 Floor	H12 Section	H12 – College of Medicines	Cancellation request submitted for locker number. 2	09 Dec, 2025 19:39
5	2	H12 Floor	H12 Section	H12 – College of Medicines	Allocation request submitted for locker number 2	08 Dec, 2025 21:56
6	1	H12 Floor	H12 Section	H12 – College of Medicines	Cancellation images uploaded for locker number 1	08 Dec, 2025 20:51
7	1	H12 Floor	H12 Section	H12 – College of Medicines	Cancellation request submitted for locker number. 1	08 Dec, 2025 20:50
8	3	H12 Floor	H12 Section	H12 – College of Medicines	Lost key request submitted for locker number 3	07 Dec, 2025 20:40
9	3	H12 Floor	H12 Section	H12 – College of Medicines	Cancellation request submitted for locker number. 3	07 Dec, 2025 20:33
10	3	H12 Floor	H12 Section	H12 – College of Medicines	Lost key request withdrawn for locker number 3	07 Dec, 2025 20:32

Figure 20: Activity Log

6. Notifications & Alerts

Students will receive notifications and alerts in this section regarding their locker activities. This includes updates such as locker booking approvals, key deliveries, lost key request approvals, and locker allocation approvals by the Locker Admin. All notifications and alerts are also sent to the student’s registered email, ensuring they are informed promptly and can take necessary actions accordingly (Figure 21).

Notification Title	Details	Date & Time
Key Delivered	Your key for locker no.4(Building : H12 – College of Medicines) has been delivered.	9 Dec 2025, 08:43 PM
Key Lost Request Accepted	Your key lost request for locker no.4(Building : H12 – College of Medicines) has been accepted. Please collect the key from the Student Affairs Building, First Floor, Office C 204.	9 Dec 2025, 08:41 PM
Key Delivered	Your key for locker no.4(Building : H12 – College of Medicines) has been delivered.	9 Dec 2025, 08:39 PM
Locker Allocation Accepted	Your locker allocation request for Locker No.4 (Building : H12 – College of Medicines) has been accepted. Please collect the key from the Student Affairs Building, First Floor, Office C 204.	9 Dec 2025, 08:39 PM
Locker Key Returned	Your key for locker no.2(Building : H12 – College of Medicines) has been marked as returned.	9 Dec 2025, 07:58 PM

Figure 21: Notifications & Alerts

7. Contact Us

In this section, students can find contact details for support and assistance. It includes information for the Main Call Center, Student Call Center, and the physical location where students can reach out in case of any issues or queries related to the Key Locker System (Figure 22).

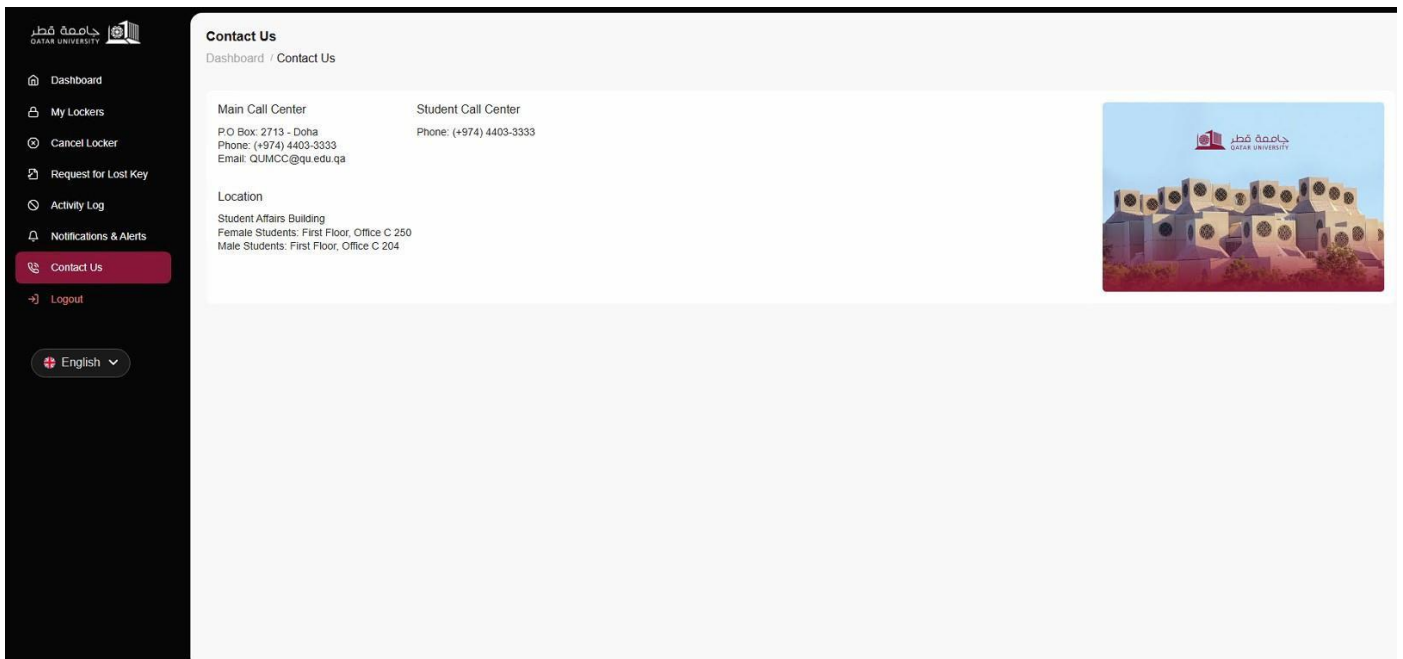


Figure 22: Contact Us

8. Acknowledgement

Thank you for reviewing this Student Portal Manual. Your cooperation and careful adherence to the procedures outlined here help ensure the smooth and efficient use of the Key Locker System at Qatar University.

For any further assistance or clarification, please contact the Student Call Center.

