

Subject: Launch of the Upgraded KFUPM Mustanad System

As part of the ongoing digital transformation initiatives at KFUPM, the IT department is pleased to announce the official launch and go-live of the newly upgraded KFUPM Mustanad System on **Sunday, October 19, 2025**. Following this date, the old Mustanad System will be discontinued and will no longer be available for any regular daily operations. All the existing transactions are already migrated to the new system.

The old Mustanad system will also not be available for any use from 04:00 pm, Thursday, October 16, 2025 onwards to Saturday October 18, 2025 due to the cutover and migration activities.

We are confident that the new Mustanad System will significantly enhance productivity and deliver a more seamless and efficient user experience.

How to Access the New Mustanad System

You can access the new Mustanad System through [KFUPM Portal](#) using your KFUPM credentials.

User Guides and Tutorials

 [IT Corner](#) → “Mustanad” menu under “User Guides” on the left-hand side.

How to Get Support

Our IT team is committed to ensuring a smooth transition and providing assistance in case of any technical or functional issues. You may reach us through the following channels:

- Submit a support ticket under “**Mustanad Services**” in **E-Desk Service Catalog**.
- Call us directly at 3967 / 2937 / 1590 / 7570 for prompt assistance.



Information Technology

Telephone: +966 (13) 860 3111, Email: info@kfupm.edu.sa, Website: www.kfupm.edu.sa/IT

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