

Issue certified graduation certificate in English "Attestation"

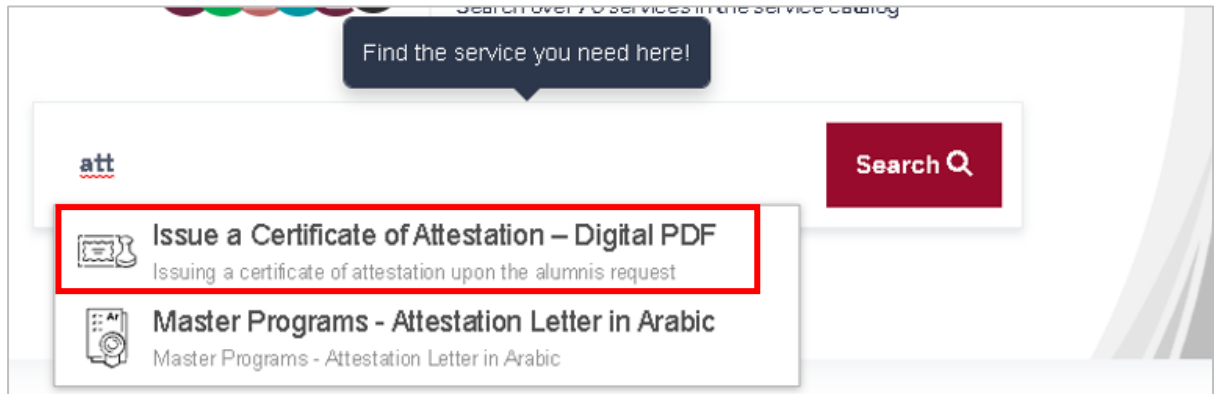
End-User Guide

1: Login

1. Under ZU Main website, click on **(e-Services)**.



2. Use the **search box** to find the service.



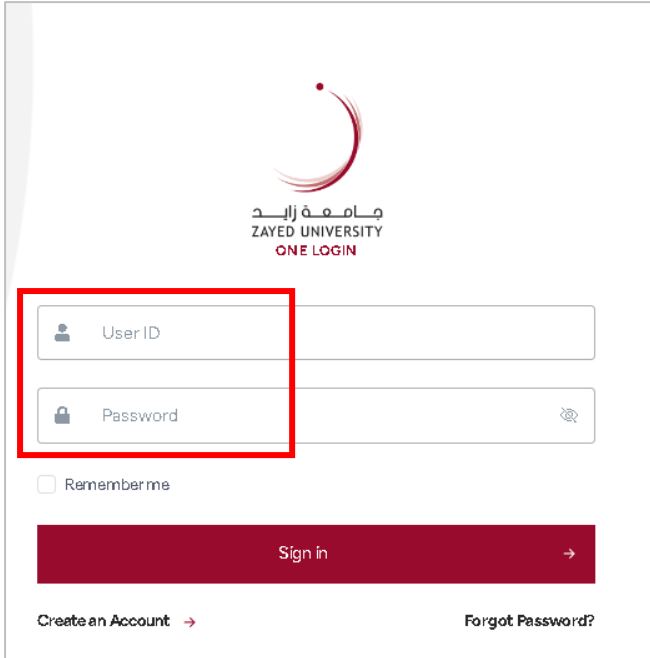
3. Once selected, click on **“Go”**.



4. If you are not logged-in, click on **“Login to start the service”**.

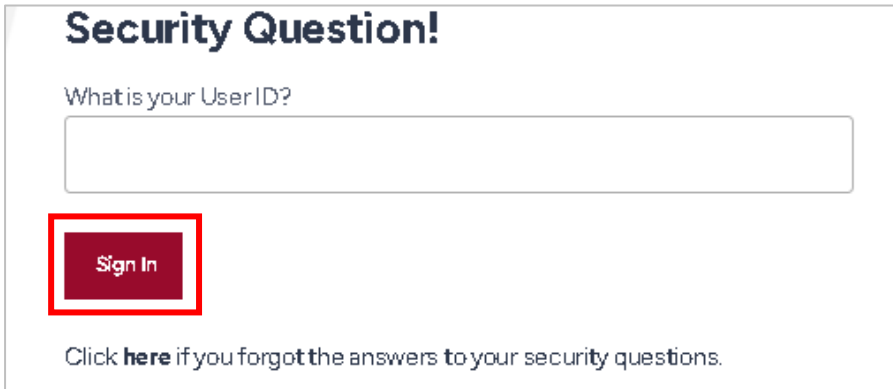


5. Enter the **User ID & Password** to login.



The image shows the login page for Zayed University's One Login system. At the top center is the university's logo, which consists of a stylized red and white circular emblem above the text "جامعة زايد" (Zayed University) and "ZAYED UNIVERSITY ONE LOGIN". Below the logo are two input fields: "User ID" and "Password". Both fields are highlighted with a red rectangular border. The "Password" field includes a small eye icon on the right side to toggle visibility. Below the input fields is a checkbox labeled "Remember me". A prominent red button with the text "Sign in" and a right-pointing arrow is positioned below the checkbox. At the bottom of the page, there are two links: "Create an Account" with a right-pointing arrow and "Forgot Password?" with a right-pointing arrow.

6. Answer the **Security Question** then click on **“Sign In”**.



The image displays a "Security Question!" page. The title "Security Question!" is in a large, bold, dark blue font. Below the title is the text "What is your User ID?" followed by a large, empty white input field. Below the input field is a red button with the text "Sign In", which is highlighted with a red rectangular border. At the bottom of the page, there is a link that says "Click **here** if you forgot the answers to your security questions."

7. Click on **“Start Service”**.



The image shows a "Service Catalog" page. At the top left, there is a breadcrumb trail: "Service Catalog / Issue a Certificate of Attestation – Digital PDF". Below this, on the left, is an icon of a certificate and the text "Issue a Certificate of Attestation – Digital PDF" with "REG-11-D" underneath. On the right side, there is a red button with the text "Start Service" and a right-pointing arrow. At the bottom of the page, there is a navigation bar with four icons: a clock, a camera, a group of people, and a bar chart.

2: Request for service

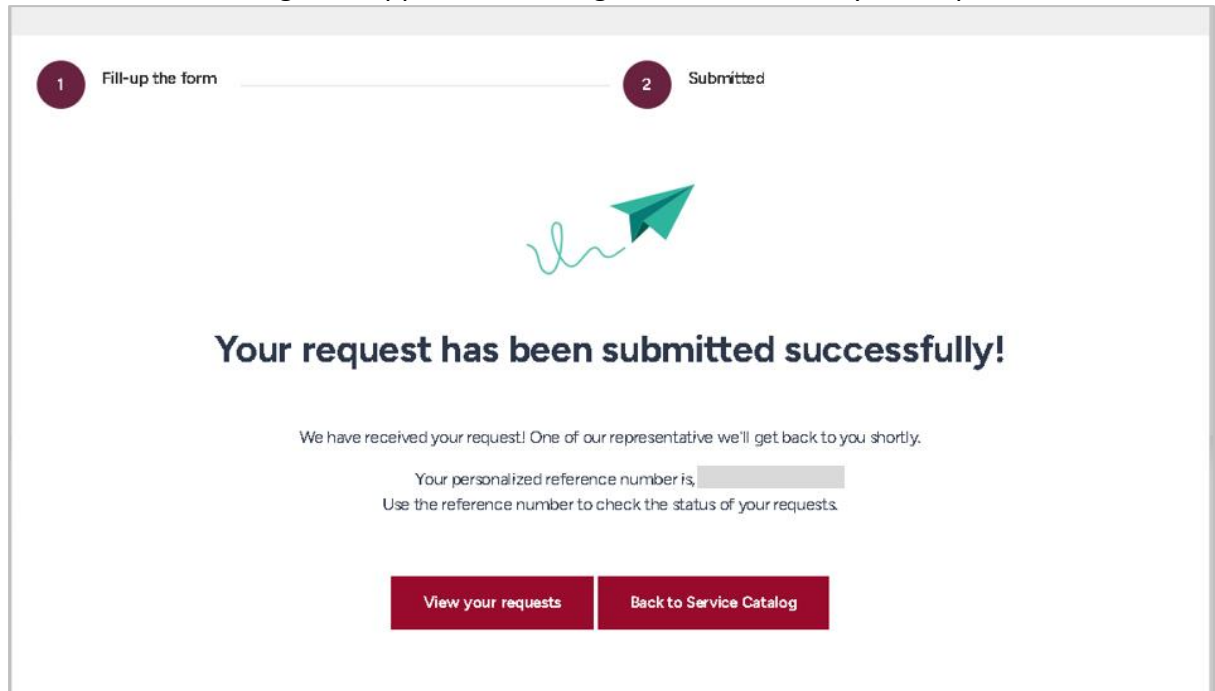
- 1- Enter your **comment**.
- 2- Tick the Check box next to (**I'm not a robot**).
- 3- To save the form and submit it later, click on (**Save as Draft**). Otherwise, click on (**Submit**).

The screenshot shows a form with two progress steps: '1 Fill-up the form' and '2 Submission'. The 'Fill-up the form' step is active. A red box highlights the 'Your comment *' text area, which contains the placeholder text 'Leave your comment here...'. Below this is an 'Attachment (optional):' section with a 'Choose File' button and 'No file chosen' text. A small informational note states: 'Common image file types are accepted including ms office files or pdf. File size limit is 5mb. For multiple files, please combine them in one ZIP file.' Another red box highlights the 'I'm not a robot' checkbox and the reCAPTCHA logo. At the bottom, a red box highlights the 'Save as Draft' button, the 'Submit' button with a right arrow, and the 'Cancel' button.

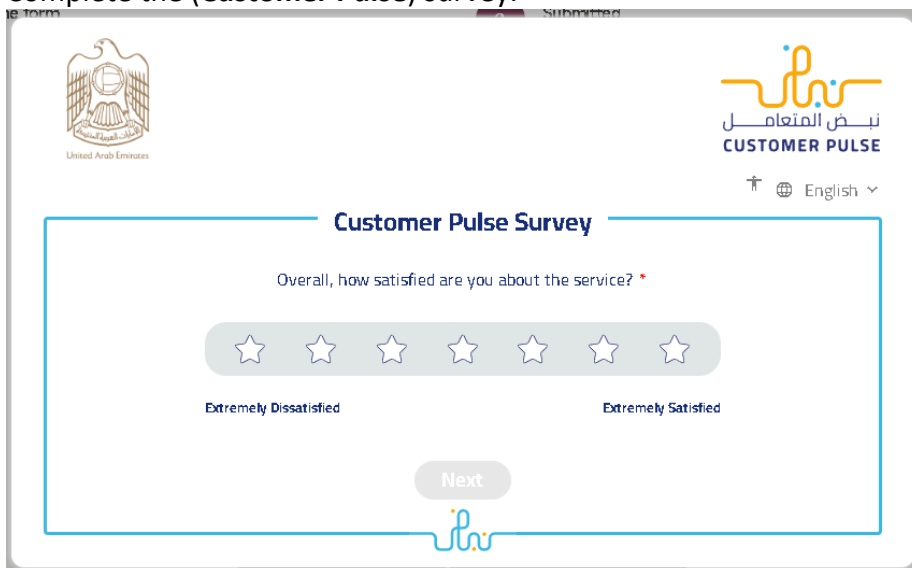
- 4- Click on (**OK**) if you see below pop-up message.

The screenshot shows a confirmation pop-up message with the text: 'Are you sure you want to Submit your request now?' and 'Click OK to proceed otherwise click CANCEL'. At the bottom right, there are two buttons: 'OK' (highlighted with a red box) and 'Cancel'.

5- The below message will appear confirming the submission of your request.



6- Complete the (Customer Pulse) survey.



Thank you for using this tutorial



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