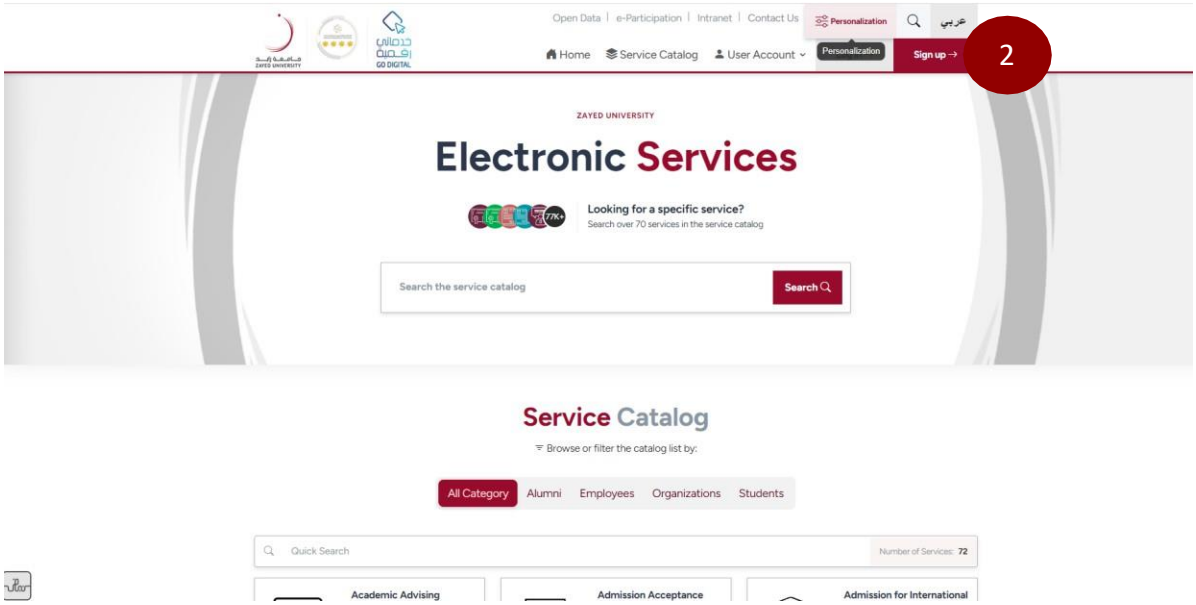
جـامـعـة زايـد
ZAYED UNIVERSITY

إدارة تقنية المعلومات
Information Technology Department

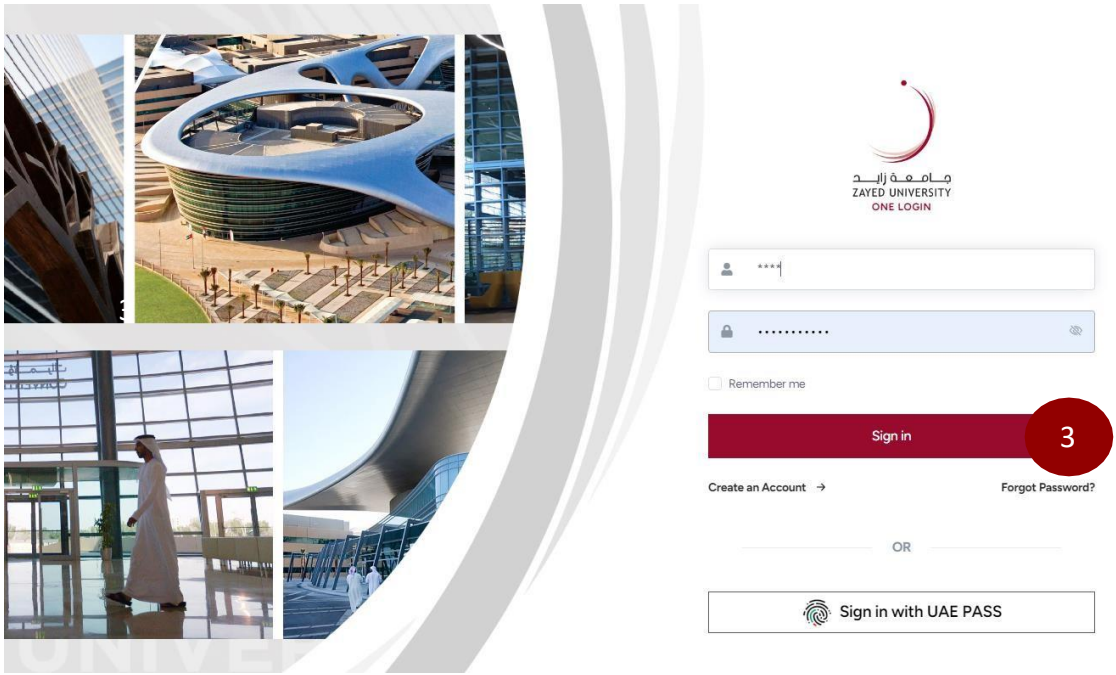
Applying to Financial Aid

End-User Guide

1. Visit https://eservices.zu.ac.ae/main/Services/Servicecard
2. Click on “Log in” Or “Sign up” on the top right side.

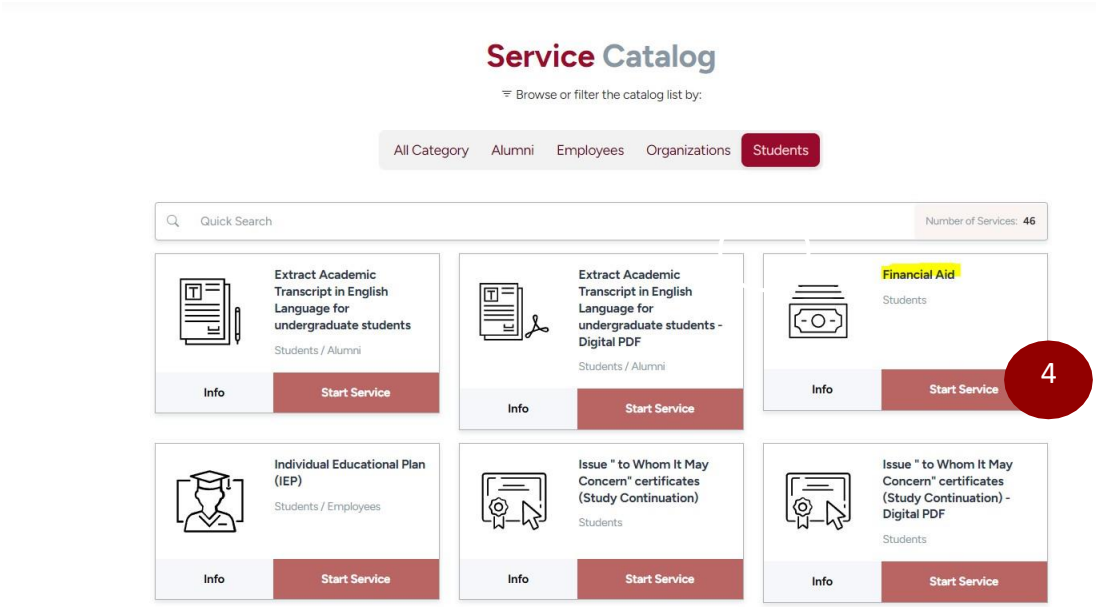


3. Log with your ZU ID and password, then click sign in.

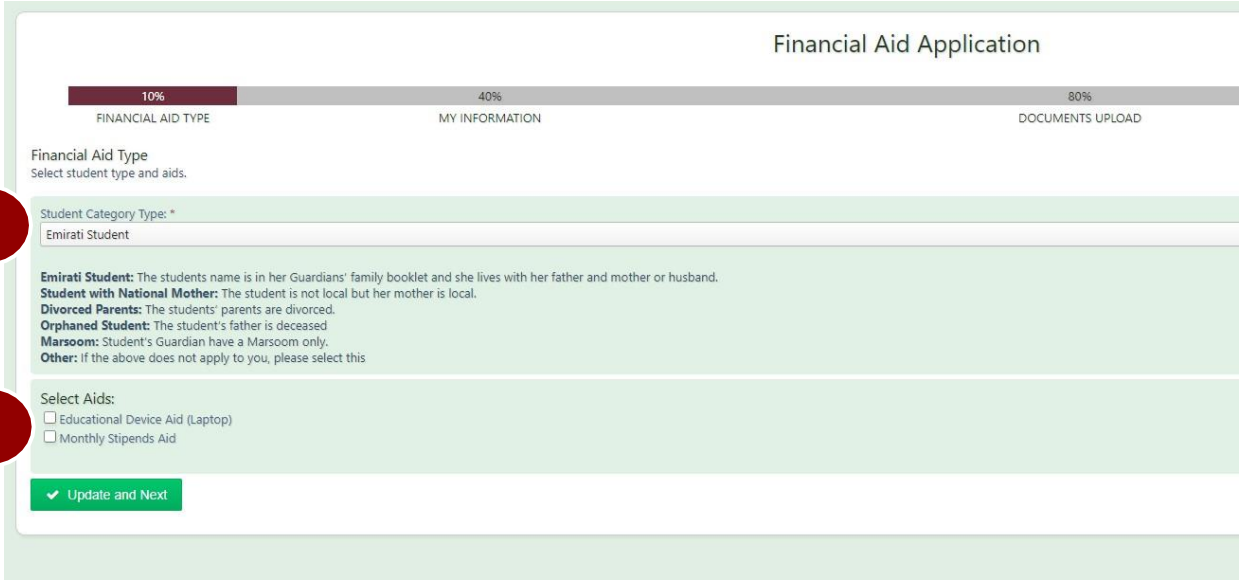


4. Go to Financial Aid, and click Start Service.

   The link will redirect you to our website to apply.



5. Choose the Student Category Type.
6. Choose Aid type, then click “Update and Next”.



Be careful of:

- *Choosing the wrong Student Category Type. Read the Category Type before you choose your category.*
- *Choose wrong aid to apply for. Please pay attention to the available aid services.*

Notes:

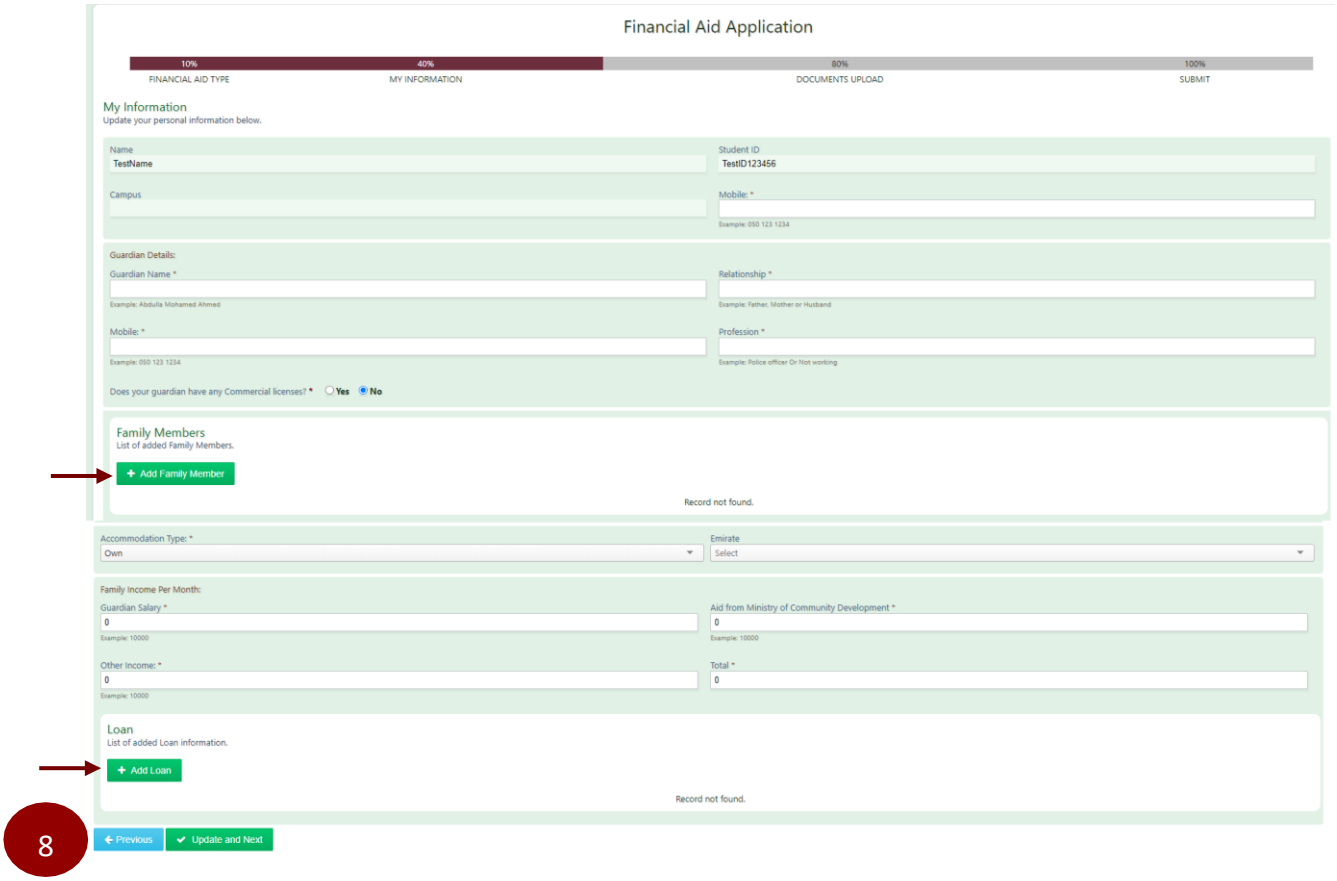
- *If you have an old application in the system, the Student Category Type will be copied. You can check the type and change if necessary.*
- *If you get message "Record exists for the selected Aid item(s)!", this means you have an application that is saved as draft. Complete that application and don't create new application.*

Now you are in **My Information** section

7. Fill your information as required, then click "Update and Next".

   Make sure to add your Emirates ID, Guardian's Emirates ID, and Guardian's email correctly as they will affect other steps.

   - To add a family member, click on "+Family Members"
   - To add loans, click on "+Add Loan"
8. Click on "Update and Next" to save all your information and move to the next page.



Common Mistake:

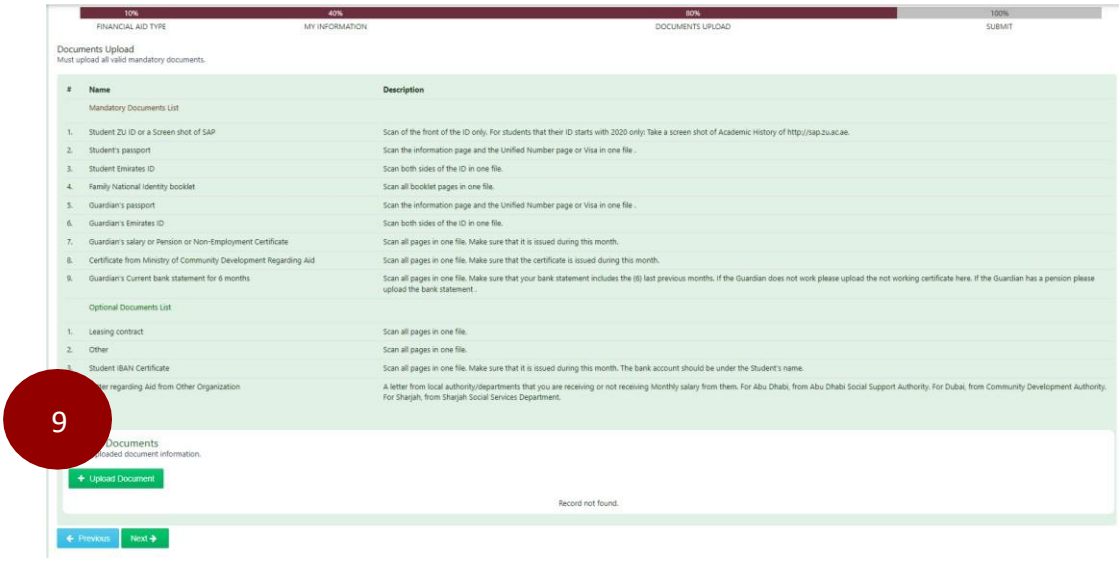
- The student has not added all family members in the "My Information" section. <u>Please make sure to include your mother, siblings, and any other family members who live with you in the household.</u>
- *In Student Information subsection, in Mobile field, the student adds their family member mobile, which is wrong. <u>Please add your mobile number.</u>*

- *Guardian Details Subsection, the student needs to add father information if their parents are married. Or mother information if the parents are divorced and the custody if with the mother. Or the guardian name, stated in the court document, if the student is an orphan.*

Now you are in Document Upload section

You will find a list with all the mandatory and optional document required to upload.

9. Click on "+Upload Document".



A new page will open,

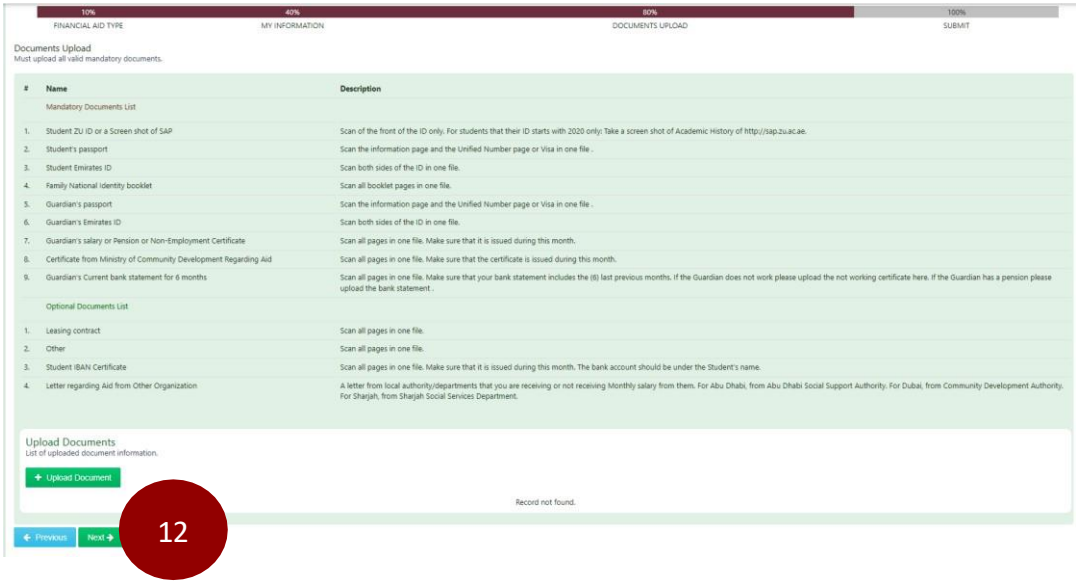
10. Click on "Choose file" to upload the document from your PC or mobile,

    If you click on Download Sample, you will find a sample document of the document required. System only accepts the following file format (jpg, jpeg, png, pdf). The maximum file size is 50 MB.

11. Click on "Upload" to save/upload the file. When all the required documents are uploaded.

    You can't proceed to the next page unless you upload all the mandatory documents.

12. Click on “Next” to move to the next section.



Note:

If you have an old application in the system, the documents that did not expire will be copied to this application, you need to only upload the missing documents if any.

Common Mistakes:

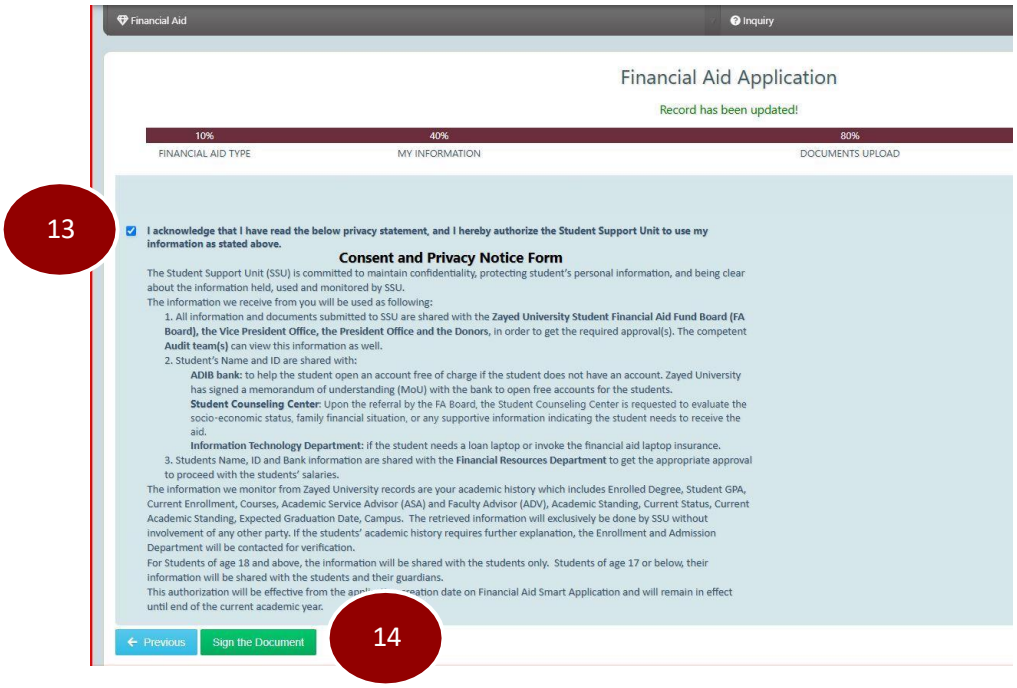
- Student uploads pictures are taken by the phone for the required documents. Please scan the documents.
- Student uploads he wrong file to the document type. Please pay attention when does select the file form your PC.
- Uploaded files are not clear. Make sure that the letters and numbers in the file are readable.
- Uploaded document that are expired, check the documents expiry date before you upload it or scan it.
- Student does not scan both sides of the Emirates ID in one file. Make sure you scan the front and back sides of the Emirates ID is in one file.
- Student does not scan Information page and Ethbara/Visa page of the passport in one file. Make sure that you scan the Information page and Ethbara /Visa page of the passport in one file.

You are in Submit Section

If this is your first application on the system, follow steps 13 to 16. If this is a second application for the same aid type or renewal application, follow steps 17 to 18.

13. Read "I acknowledge that….." and check the check box if you agree on the consent and privacy notice. If you don’t agree, don’t complete this application and it will expire in 7 days.

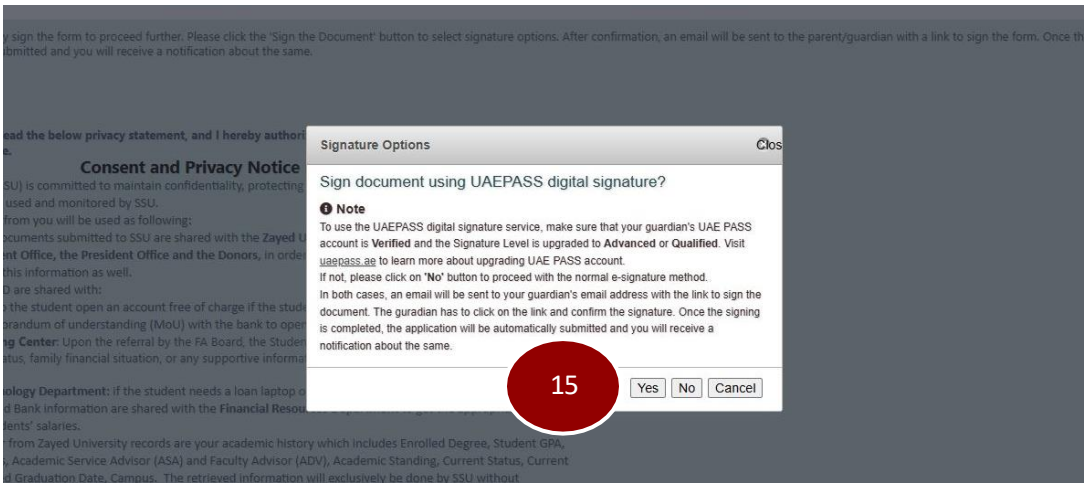
14. Click on "Sign the Document".



15. Click “Yes” if your guardian UAEPASS is active. Click on “No” if there are any issues with your Guardian UAEPASS.

16. An email will be sent to your guardian's email address with the link to sign the document. The guardian has to click on the link and confirm the signature. Once the signing is completed, the application will be automatically submitted and you will receive a notification in your ZU email account.

The application will not be submitted if the Gurdian did not complete the digital signature.

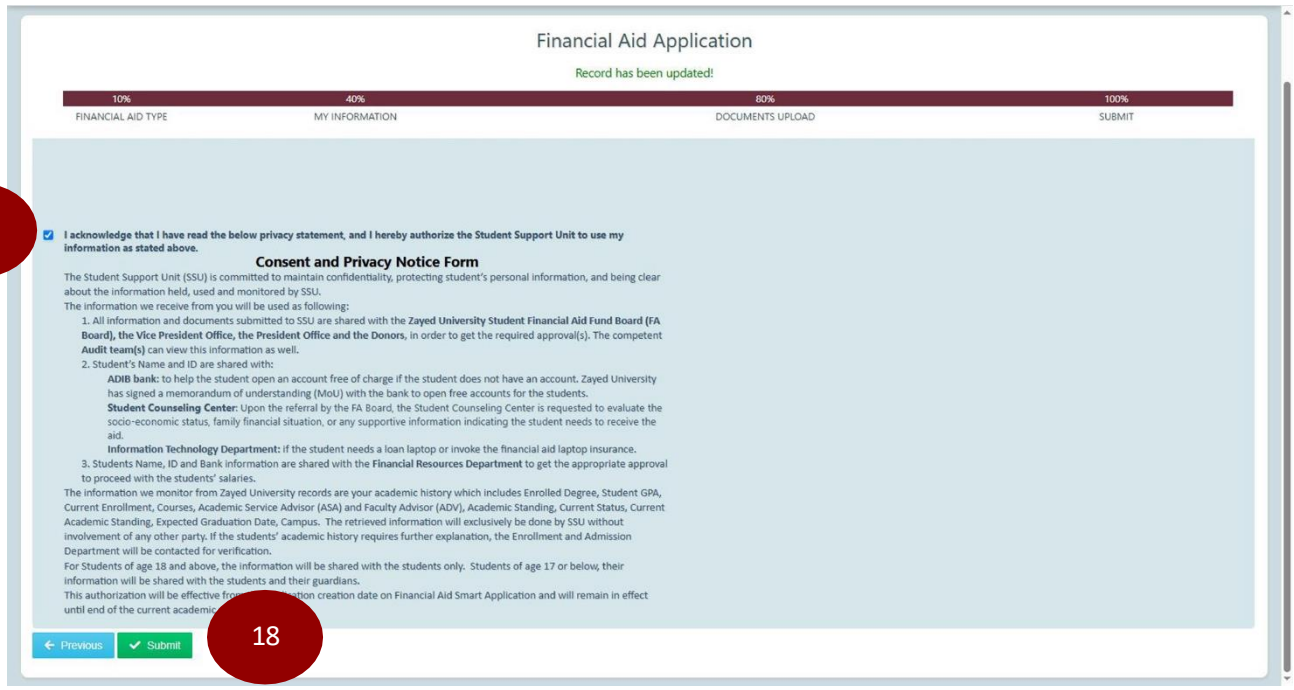


Note:

- Make sure that your guardian's UAEPASS account is verified, and the Signature Level is upgraded to Advanced or Qualified.
- Please wait for a half day for the application to be submitted after your guardian complete the signature.
- If the application is not submitted within half of a day, submit an enquiry to help you via the following link: https://fa.zu.ac.ae/Enquiries/EnquirySurvey?f=1
- If your guardian did not receive the email, check the email added in step 7.
- If the UAEPASS has any issues, repeat step 14 and click on “No” in step 15.

The below steps are dedicated for a second application of the same aid type or renewal application:

17. Read "I acknowledge that….." and check the check box if you agree on the consent and privacy notice. If you don't agree don't complete this application and it will expire in 7 days.
18. Click on "Submit".



Wait until you get the Happiness meter survey to ensure that the application is submitted.

-The End-