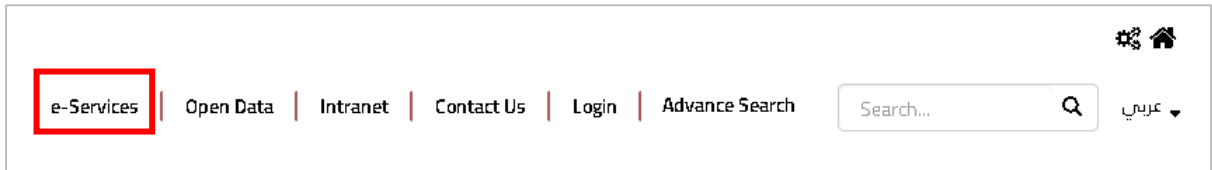


Issue " to Whom It May Concern" certificates (Study Continuation)

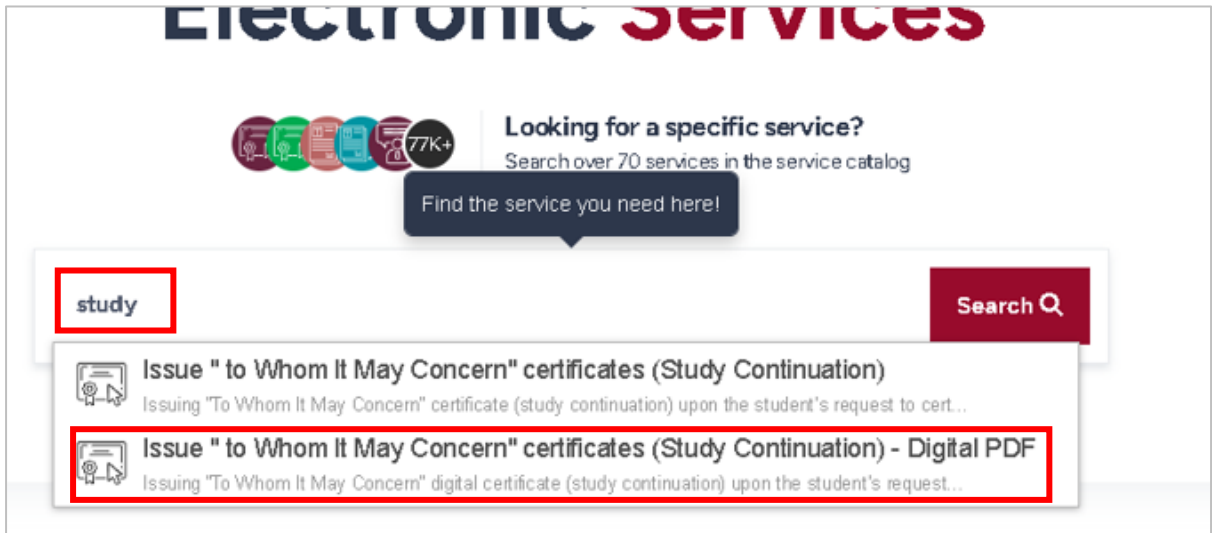
End-User Guide

1: Login

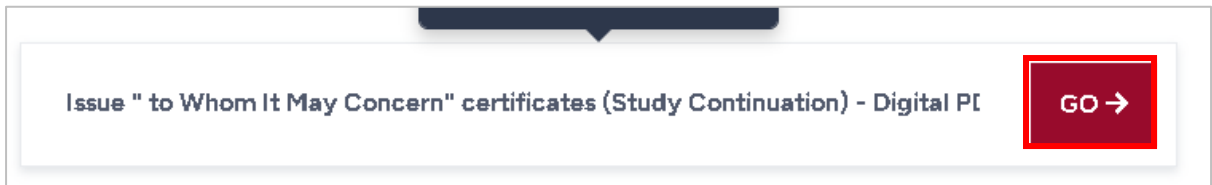
1. Under ZU Main website, click on **(e-Services)**.



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



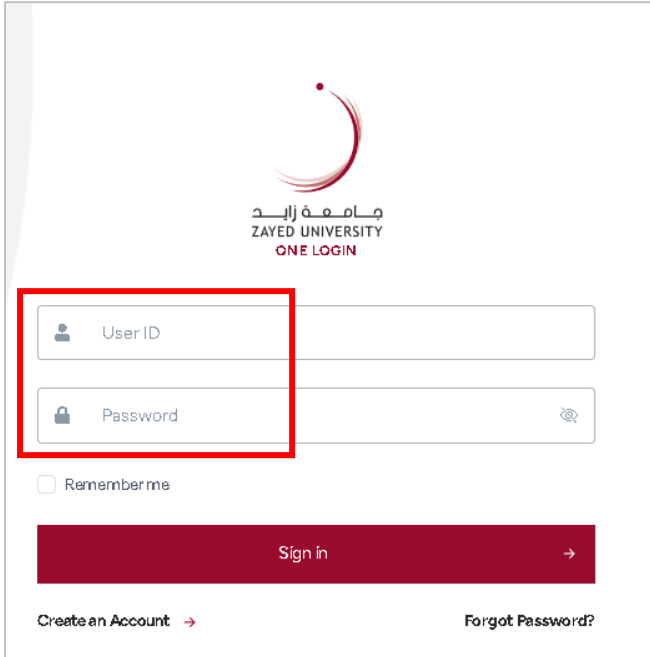
3. Once selected, click on **"Go"**.



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

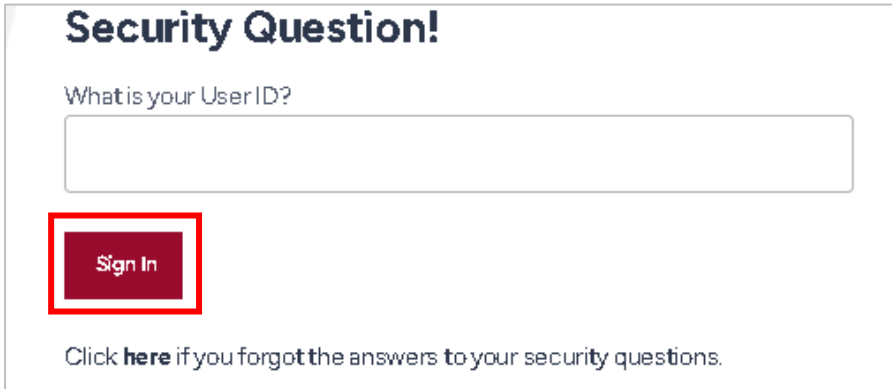


5. Enter the **User ID & Password** to login.



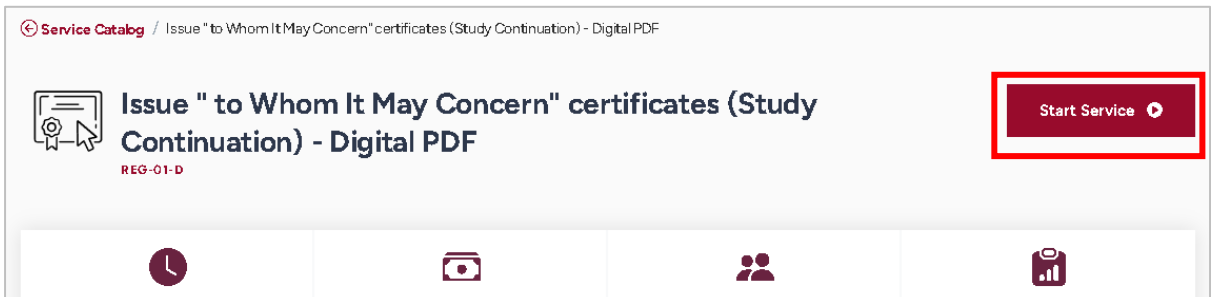
The image shows the login page for Zayed University's One Login system. At the top center is the university's logo, which consists of a stylized red and white circular emblem above the text "جامعة زايد" (Zayed University) and "ZAYED UNIVERSITY ONE LOGIN". Below the logo are two input fields: "User ID" and "Password". Both fields are highlighted with a red rectangular box. The "Password" field includes a small eye icon for toggling 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?".

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



The image displays a "Security Question" page. At the top, the heading "Security Question!" is written in a large, bold, black font. Below the heading is the question "What is your User ID?" followed by a text input field. A red rectangular box highlights a red button labeled "Sign In" located below the input field. 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 "to Whom It May Concern" certificates (Study Continuation) - Digital PDF". Below this, on the left, is an icon of a document with a checkmark and a cursor, followed by the text "Issue "to Whom It May Concern" certificates (Study Continuation) - Digital PDF" and the code "REG-01-D" in red. On the right side of the page, a red button labeled "Start Service" with a right-pointing arrow is highlighted with a red rectangular box. At the bottom of the page, there is a navigation bar with four icons: a clock, a camera, a group of people, and a document with 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**).

REQUEST FORM Back to Service Card

Issue "to Whom It May Concern" certificates (Study Continuation) - Digital PDF
Reg-01-D


Service Time: - The average time for application submission: 5 minutes - The average time to issue the digital document: 2 working days

1 Fill-up the form **2** Submission

Your comment *
Leave your comment here...

Attachment (optional):
Choose File No file chosen

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.

I'm not a robot 
reCAPTCHA
Privacy - Terms

Save as Draft **Submit** **Cancel**

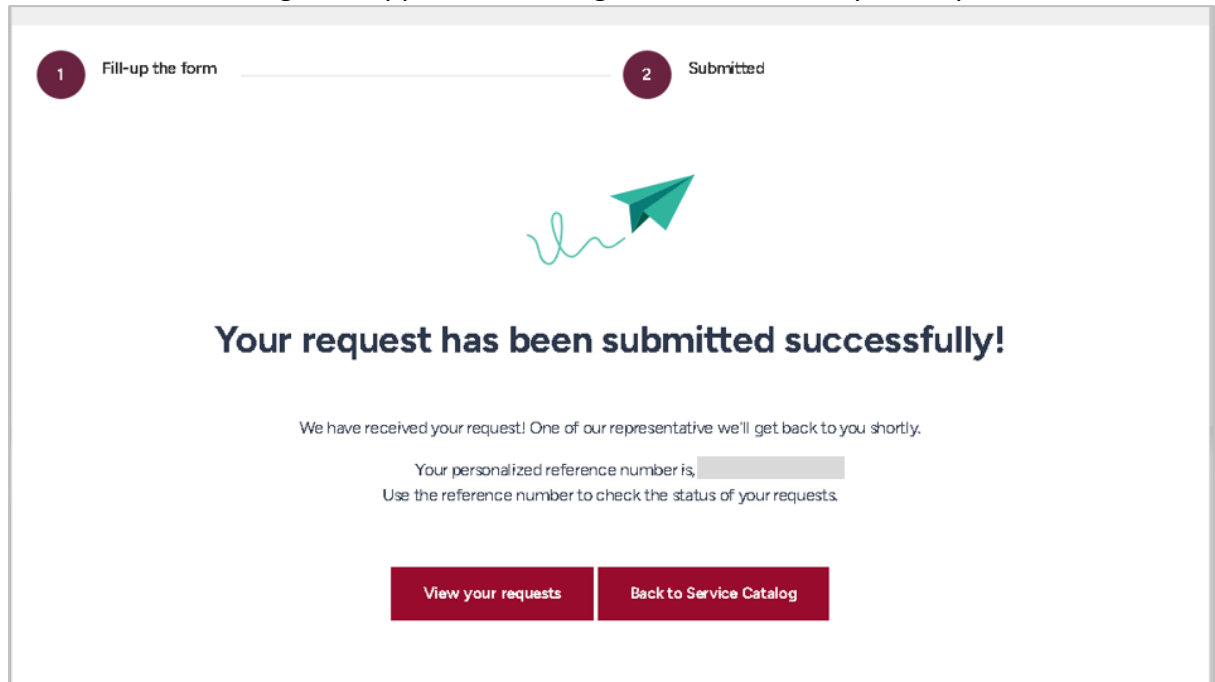
- 4- Click on (**OK**) if you see below pop-up message.

Are you sure you want to Submit your request now?

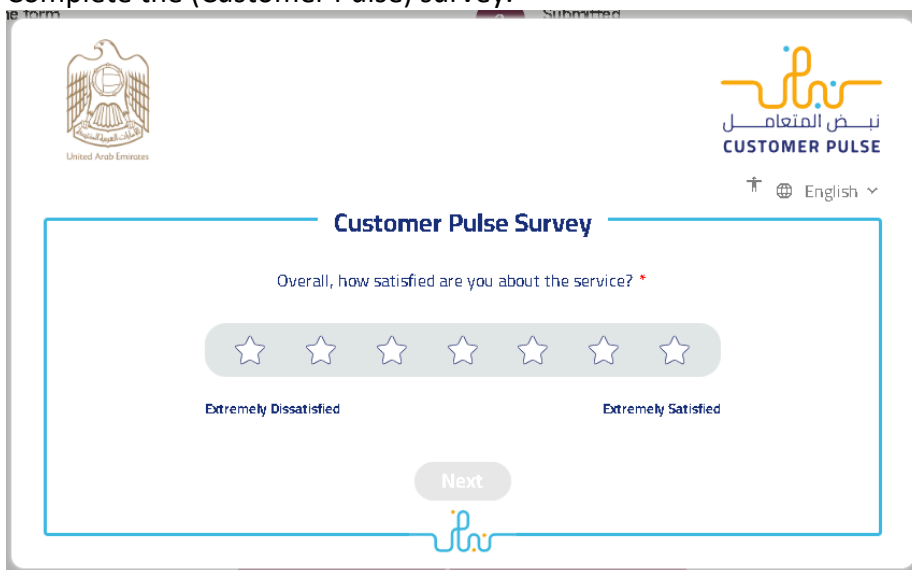
Click OK to proceed otherwise click CANCEL

OK 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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Information Technology Department