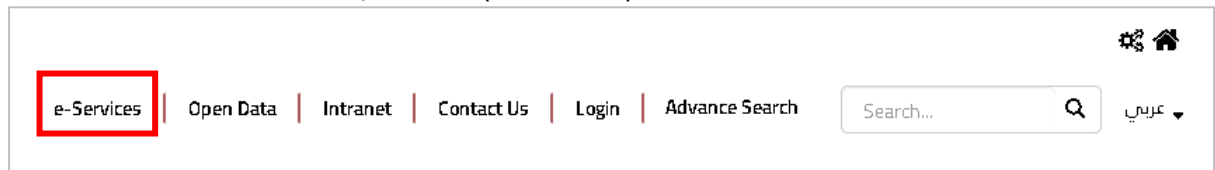


Extract Academic Transcript in English Language for undergraduate students

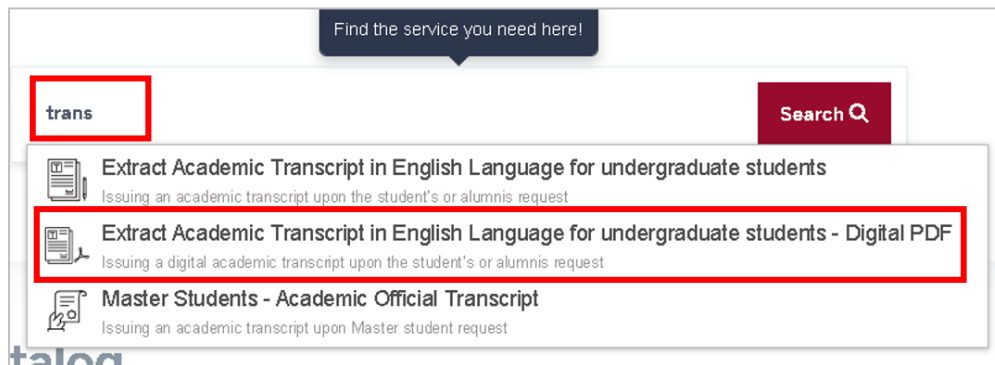
End-User Guide

1: Login

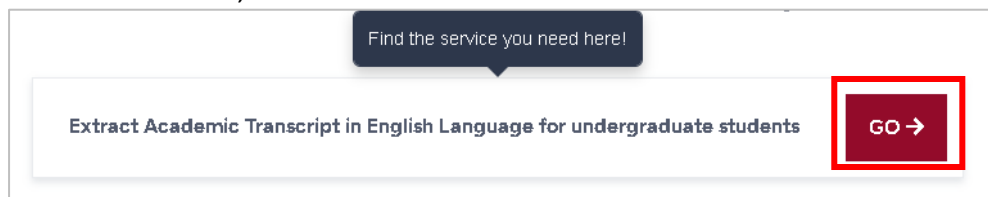
1. Under ZU Main website, click on **(e-Services)**.



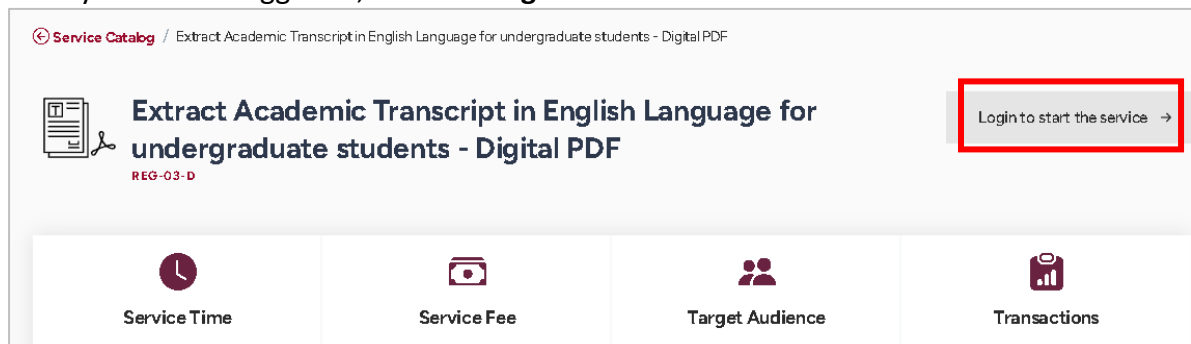
2. Use the **search box** to find the service.



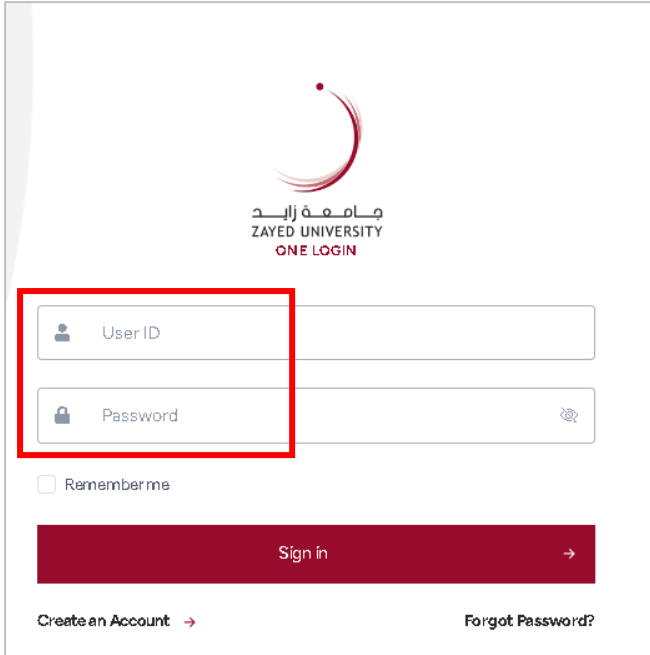
3. Once selected, click on **“Go”**.



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

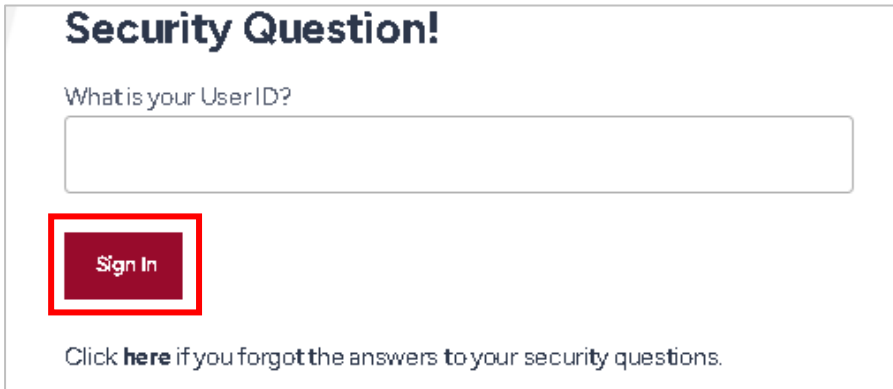


5. Enter the **User ID & Password** to login.



The image shows the login page for Zayed University. At the top center is the university's logo, which consists of a stylized red and white circular emblem. Below the logo, the text "جامعة زايد" (Zayed University) is written in Arabic, followed by "ZAYED UNIVERSITY" and "ONE LOGIN" in English. The main content area contains two input fields: "User ID" and "Password". Both fields are highlighted with a red rectangular border. Below the "Password" field is a "Remember me" checkbox. A large red button labeled "Sign in" with a right-pointing arrow is positioned below the input fields. 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 shows a "Security Question!" page. The title "Security Question!" is displayed in a large, bold, dark blue font. Below the title, the text "What is your User ID?" is followed by a large, empty text input field. Below the input field is a red button labeled "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 / Extract Academic Transcript in English Language for undergraduate students - Digital PDF". Below this, there is a service card. On the left side of the card is an icon of a document with a checkmark. To the right of the icon, the text "Extract Academic Transcript in English Language for undergraduate students - Digital PDF" is displayed in a bold, dark blue font. Below this text is the code "REG-03-D". On the right side of the service card, there is a red button labeled "Start Service" with a right-pointing arrow, which is highlighted with a red rectangular border. At the bottom of the page, there is a navigation bar with four icons: a clock, a calendar, 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**).

REQUEST FORM Back to Service Card

Extract Academic Transcript in English Language for undergraduate students - Digital PDF
Reg-03-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

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

REQUEST FORM Back to Service Card

Extract Academic Transcript in English Language for undergraduate students - Digital PDF
Reg-03-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 **Submitted**

Your request has been submitted successfully!

We have received your request! One of our representative we'll get back to you shortly.

Your personalized reference number is,
Use the reference number to check the status of your requests.

[View your requests](#) [Back to Service Catalog](#)

6- Complete the **(Customer Pulse)** survey.

English

Customer Pulse Survey

Overall, how satisfied are you about the service? *

Extremely Dissatisfied Extremely Satisfied

[Next](#)

Thank you for using this tutorial



إدارة تقنية المعلومات
Information Technology Department