

# Issue an English Proficiency Letter – Digital

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End-User Guide

## Step 1: Login

1- Click on **(Login to start the service)**. If you are already logged in, skip to Step2.

Undergraduate  
**Issue an English Proficiency Letter – Digital**

1 Login to start the service

[Reg-09-D] - Issue an English Proficiency Letter – Digital

Information Last Updated: Oct 20, 2021

**Service Time**  
• The average time for application submission: 10 minutes • The average time to issue the certificate: 2 working days

**Service Fee**  
No fee required

**Service Channels**  
User guide and tools  
Transactions: 420  
Other Transactions: 0

**Rate this service!**  
★★★★☆ (4 / 5)

Scan the QR code to make a request using your mobile device

**Description**  
Issuing an English Proficiency Letter upon the alumni's request

Procedures  
Target Audience  
Required Documents  
Service Contact  
Terms and Conditions

2- Enter your **Username (ZU ID)** and **Password**, then click on **(Sign in)**.

eServices

Username

Password

2 Sign in

Remember me

Use your ZU account to login.

If you are a Student or Alumni, enter your Student ID as the username. E.g. 20151234567.

Don't have an account yet? Click [here](#) to Register.

Click [here](#) if you forgot your password or the answers to your security questions.

3- Answer the **Security Question**, then click on **(Sign In)**.

eServices

**Security Question!**

What is your ZU ID?

3

Sign In

Click [here](#) if you forgot the answers to your security questions.

## Step 2: Service Completion

1- Click on **(Start the service)** to start.

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Undergraduate  
**Issue an English Proficiency Letter – Digital**

**Start the service** 1

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2- Enter your **comment**.

3- Tick the Check box next to **(I'm not a robot)**, then click on **(Next)**.

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50% Progress

+ Service Card (Service Information)

+ E-Services Request Form

**Issue an English Proficiency Letter – Digital**

Campus : Dubai

Your comment

2

Attached file:  
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

3

Next

4- **Rate** the service, and finally click on **(Submit)**.

Undergraduate > Undergraduate > Issue an English Proficiency Letter – Digital

100% Complete

+ Service Card (Service Information)

+ E-Services Request Form

**Issue an English Proficiency Letter – Digital**

How would you rate the effectiveness of ZU eServices in providing you the information about this particular service?  
☆☆☆☆☆ Poor

Your Comment

4

Back Submit

Thank you for using this tutorial



إدارة تقنية المعلومات  
Information Technology Department