

# Issue “To Whom It May Concern” Certificate (Study Continuation) - Digital PDF

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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.

The screenshot shows the ZU eServices portal for the service "Issue 'To Whom It May Concern' Certificate (Study Continuation) - Digital PDF". The page is titled "Undergraduate" and "Issue 'To Whom It May Concern' Certificate (Study Continuation) - Digital PDF". A red button labeled "Login to start the service" with a circular "1" is highlighted. Below it, the service details are listed: [Reg-01-D] - Issue "To Whom It May Concern" Certificate (Study Continuation) - Digital PDF. Information Last Updated: Oct 20, 2021. Service Time: - The average time for application submission: 5 minutes - The average time to issue the digital document: 2 working days. Service Fee: N/A. Service Channels: User guide and tools, Transactions: 8,615, Other Transactions: 0. A "Rate this service!" section shows a 1/5 star rating. A "CUSTOMER PULSE" section encourages users to click to participate in the survey.

**Description**

Issuing "To Whom It May Concern" digital certificate (study continuation) upon the student's request to certify he/she is a student at ZU.

**Procedures**

**Target Audience**

**Required Documents**

**Service Contact**

**Terms and Conditions**

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

The screenshot shows the ZU eServices login form. The form has two input fields: "Username" and "Password". A circular "2" is placed over the "Password" field. Below the fields is a red "Sign in" button. There is a "Remember me" checkbox and a "Use your ZU account to login." checkbox. Below these are instructions: "If you are a Student or Alumni, enter your Student ID as the username. E.g. 20151234567." and "Don't have an account yet? Click [here](#) to Register." and "Click [here](#) if you forgot your password or the answers to your security questions."

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

The screenshot shows the ZU eServices Security Question form. The form has a title "Security Question!" and a question "What is your ZU ID?". A circular "3" is placed over the input field. Below the field is a red "Sign In" button. Below the button is a link: "Click [here](#) if you forgot the answers to your security questions."

## Step 2: Service Completion

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

The screenshot shows the service page for 'Issue To Whom It May Concern Certificate (Study Continuation) - Digital PDF'. The page is titled 'Undergraduate' and 'Issue "To Whom It May Concern" Certificate (Study Continuation) - Digital PDF'. A red button labeled 'Start the service' with a play icon and the number '1' is highlighted. Below it, a star icon and the text '[Reg-01-D] - Issue "To Whom It May Concern" Certificate (Study Continuation) - Digital PDF' are visible. The page also features a 'Service Time' section with details: '- The average time for application submission: 5 minutes - The average time to issue the digital document: 2 working days'. A 'Service Fee' section shows 'N/A'. There are sections for 'Service Channels', 'User guide and tools', and a 'Rate this service!' section with a star rating of (1 / 5). A 'CUSTOMER PULSE' section is also present. A sidebar on the left contains a 'Description' section with a play icon, and a main content area with a 'Description' section containing the text: 'Issuing "To Whom It May Concern" digital certificate (study continuation) upon the student's request to certify he/she is a student at ZU.'

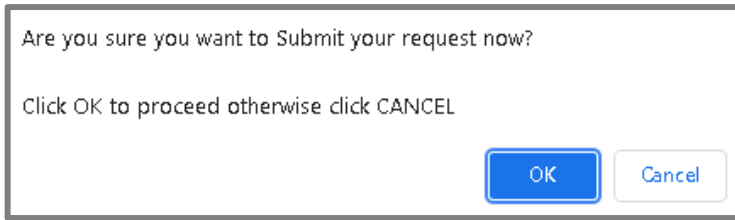
2- Enter your **comment**.

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

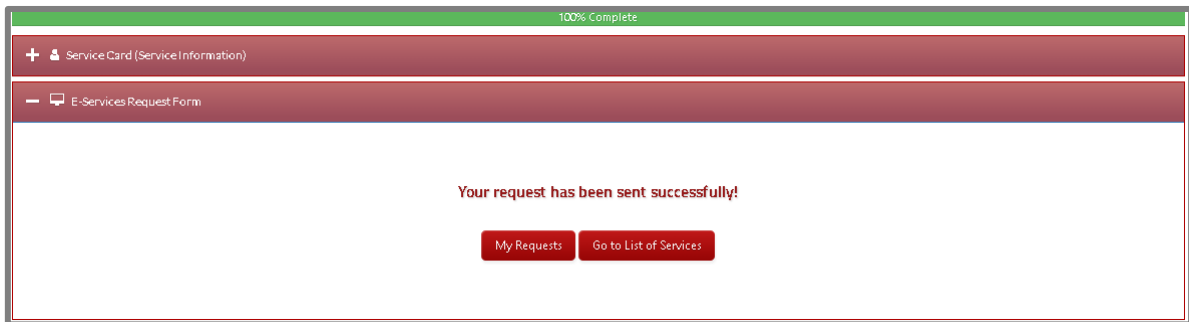
4- To save the form and submit it later, click on **(Save as Draft)**. Otherwise, click on **(Submit)**.

The screenshot shows the service completion form for 'Issue To Whom It May Concern Certificate (Study Continuation) - Digital PDF'. The page is titled 'Undergraduate' and 'Issue "To Whom It May Concern" Certificate (Study Continuation) - Digital PDF'. A progress bar shows '50% Progress'. The form includes a 'Service Card (Service Information)' and an 'E-Services Request Form'. The main content area is titled 'Issue "To Whom It May Concern" Certificate (Study Continuation) - Digital PDF' and shows 'Campus : Dubai'. A 'Your comment' section has a text area with a play icon and the number '2'. Below it, an 'Attached file:' section has a 'Choose File' button and the text 'No file chosen'. A reCAPTCHA section has an 'I'm not a robot' checkbox and a 'reCAPTCHA' logo with the number '3'. At the bottom, there are 'Save as Draft' and 'Submit' buttons with the number '4'.

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



6- The below window will appear confirming the submission of your request.



Thank you for using this tutorial



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