Information Technology Department

ZU e-Services Registration Manual
# Table of Contents

- Access to ZU e-Services................................................................. 3
- Start a Service ............................................................................. 4
- Login............................................................................................ 5
  - ZU Students (Internal Users)....................................................... 5
  - Register a profile (External Users) ............................................. 6
- My Request ................................................................................. 10
- Feature...................................................................................... 11
Access to ZU e-Services

1. To access ZU e-services, visit the following link: https://eservices.zu.ac.ae/
2. Or go to ZU main website http://www.zu.ac.ae
3. Click on (e-Services) from the top bar menu.

- You will have access to a variety of online services.

![Figure 1 shows the ZU website where you can find the e-service link](image1)

![Figure 2: shows the e-services site that show a wide variety of service cards details](image2)
Start a Service

- To start using an online service, you need to search for a service then click on the service card, or you can immediately click on the service card. After reading the service card details, click on (Login).

Figure 4: shows where you can search for a service

Figure 3: shows the service page with all the information related to the service, and where you can login to start for a request.
Login
ZU Students (Internal Users)

Steps:
1- Type in your (Username) and (Password).
2- Click on (Sign in).

**PLEASE NOTE** Students who have a ZU email address beginning with a letter ('u' or 'm') will have to log in using the 'u' or 'm' ID (eg. u2811111 or u2911111).

![Login Page](image)

*Figure 5: shows the e-service Login page.*
Register a profile (External Users)

- Once you click on (Login), the above window will appear.
- If you have do not have a ZU account, click on (Click here to Register)
1- For successful registration, make sure that your account details and contact information are updated by filling in the required fields.

2- You need to select one of the suggested questions from the list for the (Security Question). Make sure to memorize your answers as you will need them the next time you login to the e-services site.

![Profile Registration Page](image1)

Figure 7: shows the profile registration page where you will add your information.

3- Once you are done, click on (Submit)

![Submit and Reset Buttons](image2)

Figure 8: shows the submit button after filling the required information in the profile registration.
1. To start send requests through e-services.
2. Click on (All services) from service category menu
3. Select the service you were trying to start, or you can use the (Filter by unit) to find your service easily.

![Figure 9: shows the search field.](image)

4. Once you Click on the service icon from the service list it will direct you to your service choice.
5. Click on Start to start using the service.

![Figure 10: shows the service and where you can start sending request.](image)
6. Write your *(Comment)* in the box
7. Attach **Documents** (if required).
8. Enter the **Symbols** that seen in the picture
9. Click on *(Submit)*

**Figure 11**: screenshot shows the start of requesting for a service.

10. After submitting your request, the following window will appear so you can rate ZU e-services.

**Figure 12**: shows the ZU rate window
My Request

To view the list of your submitted requests and track their status

1. Click on (Account)
2. Select (My Requests)

To view and update your account information Click on (My Account).

Figure 13: shows where you can view your request status, and update account information.

You can see all your requests, and their status, Also You can make a new request from the same page

Figure 14: shows All requests made by your account and their status.
Feature

You can add your favorite services and it will be saved in **My services**

1. Click on **Add To Favorites** next to the start buttom.

![Figure 15: shows where to add your services in your favorites.](image)

![Success!](image)

2. You can remove the service from favorites by clicking on **Remove From Favorites**

![Figure 16: this is a notification box that confirm adding a service to MyServices.](image)

![Success!](image)

![Figure 17: shows where to remove your services from your favorites.](image)

![Figure 18: this is a notification box that confirm removing a service from MyServices.](image)
Thank you for using this tutorial