

UAEU

جامعة الإمارات العربية المتحدة
United Arab Emirates University



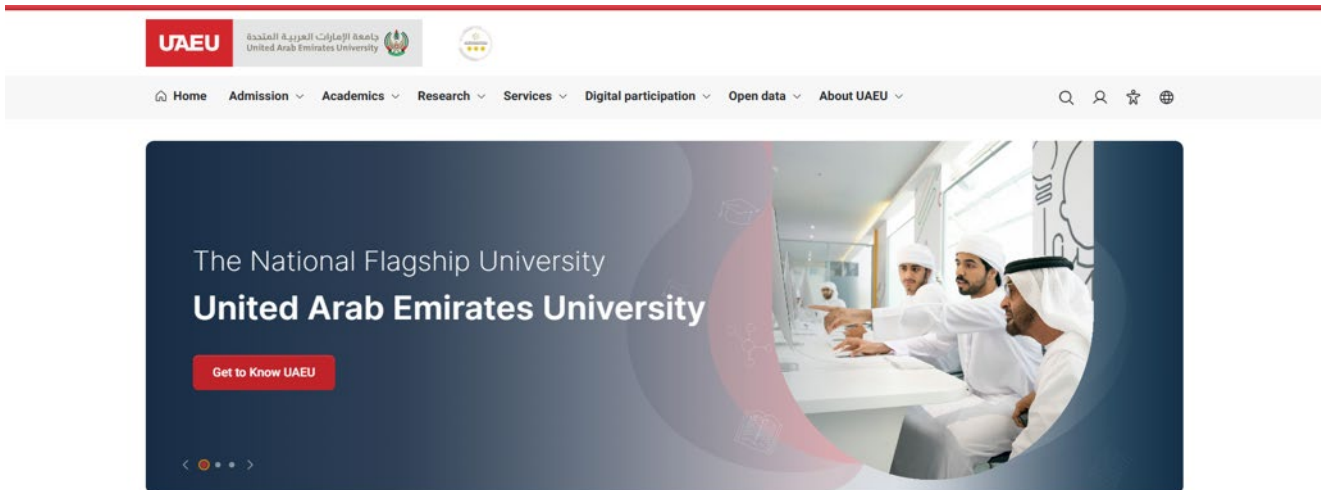
Extracting Graduate's Students Documents

UAEU Services Website
User Guide

Version 2.0

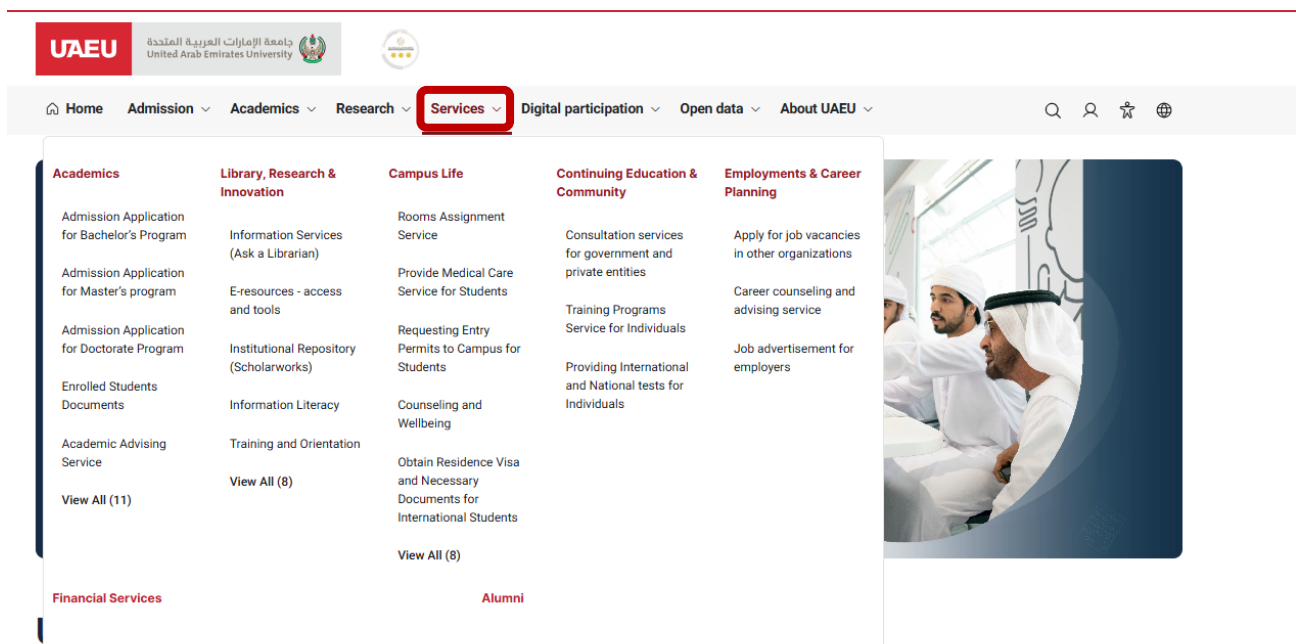
Accessing the University Website:

1. Start by visiting the official website of the United Arab Emirates University at <https://www.uaeu.ac.ae>



Accessing the Service:

2. From the main page click on "Services" tab.



3. On the services page, search for “**Extracting Graduate's Students Documents**”
4. Then click on the card to view the service information.

All Services

All

Academics

Library, Research, & Innovation

Campus Life

Employment & Career Planning

Financial

Alumni

Continuing Education & Community

Help and Support

Search For any Service

Showing 1-12 Of 42 Results

Academic Advising Service

This service provides support and guidance to students throughout their university journey by advising them o...

Start Service →

Rooms Assignment Service

This service enables newly admitted and enrolled students to apply for on-campus student housing, and...

Start Service →

Register in An Academic Course

Through this service, UAEU allows students to register courses for each semester.

Start Service →

Inter-college transfer

Through this service, UAEU allows students to transfer from one college to another within the University...

Start Service →

Current Students Documents

This service enables currently enrolled Students to request official academic documents electronically through th...

Start Service →

Financial aid service

Through this service, UAEU provides Financial Aid Fund to support deserving Undergrad students from...

Start Service →

Extracting Graduate's Students Documents

Through this service, Alumni can request documents such as transcripts and certificates. This...

Start Service →

Apply for job vacancies in other organizations

The Center for Career Placement and Alumni ensures that its graduates stay informed by delivering a curated...

Start Service →

Providing electronic devices to financial ailing students

Through this service, UAEU provides laptops and Tablets devices to support deserving students from lo...

Start Service →

Accessing the Service:

5. Click on “**Start Service**”, You can also access the service directly via the link: [Extracting Graduate's Students Documents](#)

Service Details

Extracting Graduate's Students Documents

Start service >

About this service

Through this service, Alumni can request documents such as transcripts and certificates. This service allows the option to request either printable or digital documents.

Procedure

- 1 Log in to Portal or UAEU App via UAE Pass or UAEU email
- 2 Select " Extracting Graduate's Students Documents"
- 3 Select degree and document types (digital/printed), delivery method, and desired documents (transcript, attestation in Arabic or English, To Whom It May Concern, diploma).
- 4 Pay the fees (for printed documents only) and submit the request.

Service completion duration

10 minutes

Service fee

- Printed Transcript: 30 AED
- Printed Graduation Certificate: 25 AED

Service Channels





Service Delivery Time

3 days, Digital documents: 3 hours

Required documents

- No documents required

Questions? Contact

Sign in:

6. Sign in to the website using UAE PASS or your UAEU Username and Password.

Sign In

USERNAME

PASSWORD

[Sign In](#)

[Forgot password?](#)

Switch to [login with UAE pass](#)

Sign In

 **Sign in with UAE PASS**

Need a UAE PASS account? [Create an account](#)

[Use other login option](#)

Document Selection

7. Please select the academic degree (Bachelor's, Master's, Doctorate), then choose the document type (Digital or Printout).

- If you select **"Digital Document:"**

- A copy will be sent automatically to your University Email.
- If you wish to receive an additional copy on your personal email, please fill out the **"Alternative Email"** field.
- Select the specific document(s) you require.
- Click **"Submit"**.

Extracting Graduate Students' Documents

Degree *
Bachelor

Document Type *
☒ Digital
 ☐ Printout

Alternative E-mail
 xxxxx@gmail.com
 Your digital documents will be delivered to both your UAEU email account and the specified alternative email account. Also, you can visit [My Passport](#) to review digital documents previously issued by UAEU.

Documents List

☐ Academic Transcript (English) ⓘ
 ☒ Academic Transcript (Arabic) ⓘ
 ☒ English Attestation ⓘ
 ☐ Arabic Attestation ⓘ

☒ To Whom It May Concern ⓘ

Cost

Total Cost: 0 AED

- You will receive a notification confirming that your request has been received and is being processed.



جامعة الإمارات العربية المتحدة
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Hi

مرحباً

Thank you. We have received your request for the digital graduation document. The documents will be emailed to you within an hour. According to the following information:

شكراً. لقد تم استلام طلبك للنسخة الرقمية لوثائق التخرج بنجاح. سيتم إرسال الوثائق خلال ساعة عبر البريد الإلكتروني الخاص بك. وفقاً للبيانات التالية:

- Your university ID:
- Your request reference number is .

الرقم الجامعي:
الرقم المرجعي:

بإمكانك متابعة حالة طلبك من خلال الرابط التالي:

[من فضلك اضغط هذا الرابط](#)

Please follow the link below to check your request status.

ملاحظة:

[Please Click This Link](#)

The digitally issued graduation documents are authentic in their digital form and cannot be printed

وثائق التخرج التي يتم إصدارها رقمياً تعتبر رسمية بصورتها الرقمية فقط ولا يمكن طباعتها.

مع الشكر

Thank You

This is an automated message sent from Document Requests System - United Arab Emirates. If you have any suggestions or inquiries, please contact us via the email address helpdesk@uaeu.ac.ae

هذه رسالة تلقائية مرسلة من نظام طلب المستندات - جامعة الإمارات العربية المتحدة. إذا كان لديك أي استفسار أو ملاحظات يرجى التواصل معنا عبر البريد الإلكتروني helpdesk@uaeu.ac.ae



- B. If you select **"Printout"** :
 - Select the required document(s) and specify the quantity.
 - Click on **"Submit"**.

Extracting Graduate Students' Documents

Degree *

Bachelor

Document Type *

☐ Digital
 ☒ Printout

Documents List

Quantity *

☐ Academic Transcript (Arabic) ⓘ
 ☐ Academic Transcript (English) ⓘ
 ☐ English Attestation ⓘ
 ☐ Arabic Attestation ⓘ

Cost

Total Cost: 0 AED

Cancel

Submit

- The next page will display the payment information; click **"Pay"** to proceed with the transaction.

Transaction Information

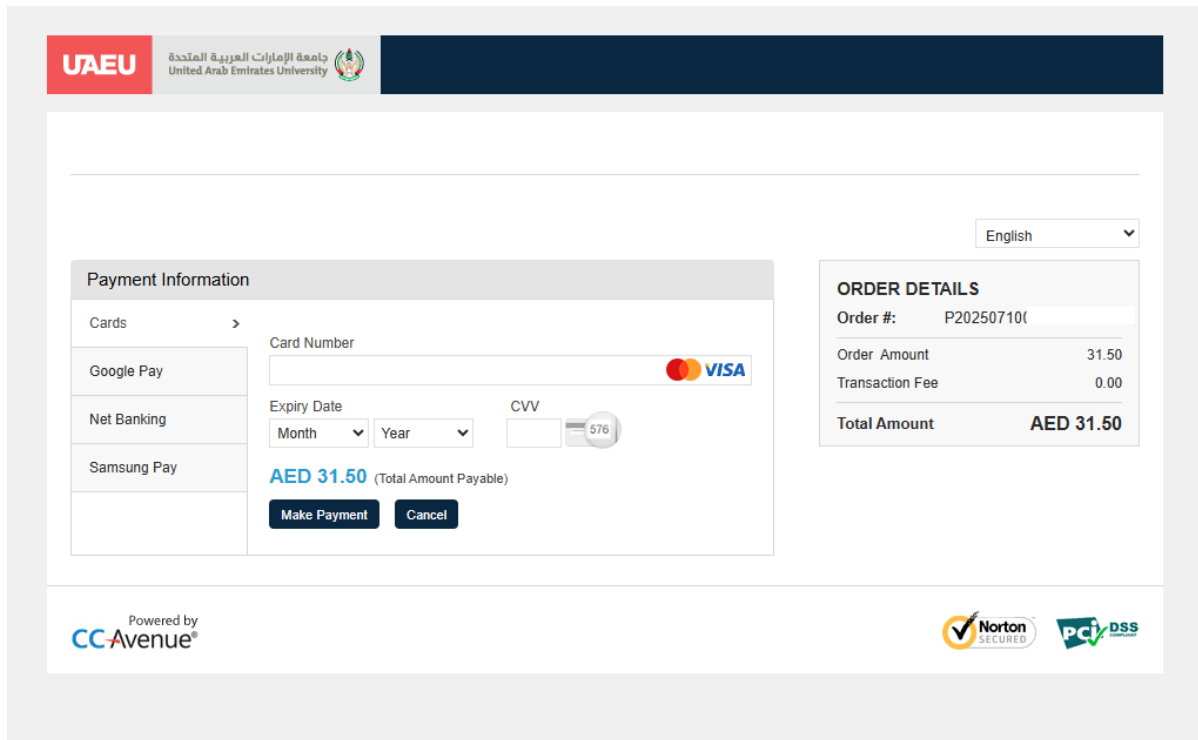
Name	
Email	
Amount	30
Vat Amount 5%	1.50
Bank Charge (Inclusive VAT) ⓘ	0.22
Grand Total	31.72

Pay

Important Notes :

- You will be forwarded to the ePayment Gateway to enter the credit card information and complete the payment online
- Don't close the browser before you see the payment receipt
- Print the payment receipt for reference

- Proceed to the E-Payment Gateway to enter your credit card information and complete the payment online



UAEU جامعة الإمارات العربية المتحدة United Arab Emirates University

English

Payment Information

Cards >

Google Pay

Net Banking

Samsung Pay

Card Number

Expiry Date

Month Year

CVV

576

AED 31.50 (Total Amount Payable)

Make Payment **Cancel**

ORDER DETAILS

Order #: P20250710

Order Amount 31.50

Transaction Fee 0.00

Total Amount AED 31.50

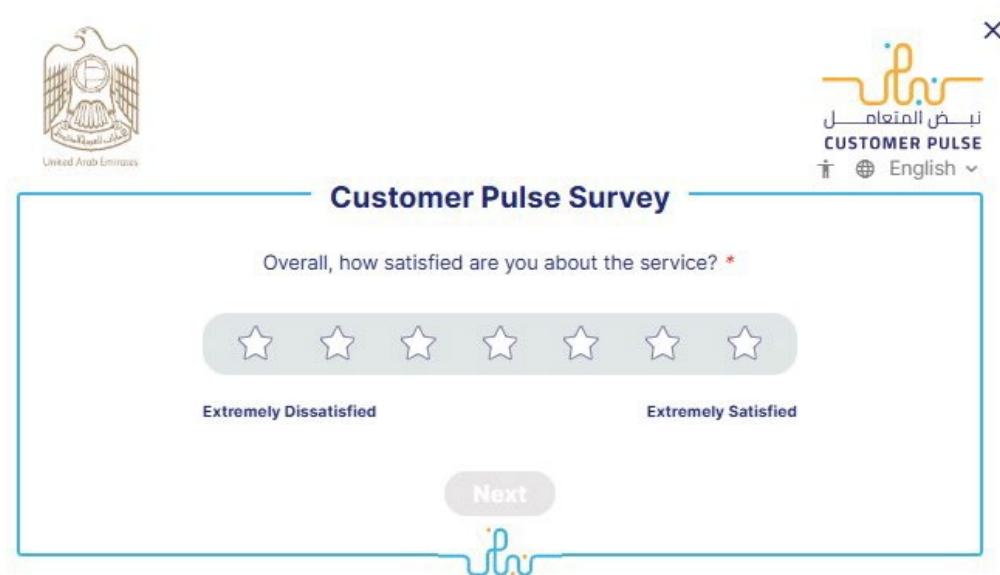
Powered by CCAvenue

Norton SECURED PCI DSS

Document Type	Fees
Digital	Free
Arabic Transcript	30 ة
English Transcript	30 ة
Arabic Attestation	25 ة
English Attestation	25 ة
English Diploma	50 ة
Arabic Diploma	50 ة

Customer Pulse Survey:

8. You can evaluate your experience with the service through the customer pulse survey screen shown below.



Receiving Documents:

- **Digital Document:** The digital document will be sent to you via email within one hour after it has been processed.
- **Printed Document:** You will receive an email within one hour that the documents will be ready to pick up from the University during official working hours.

Responsibility for Printed Document Delivery

You can collect the printed document via:

- In-Person Pick-up: From the Registration Department at the Crescent Building, room D4 008.
- Delivery Service: Via the approved courier (the student is responsible for tracking, shipping fees, and providing delivery details).

Updating Personal Data

If you need to change any of your personal information such as name or nationality, you must contact the Registration Department directly at Registration_department@uaeu.ac.ae and submit the required documents to make the changes in the system and pay the fees “60 ₪”.

Important Notes:

- **Graduates who completed their studies before the year 2000:**

Please contact the Registration Department to ensure your Emirates ID is updated in the University system. This is required to link your profile with UAE PASS for secure login and electronic document requests.

- **Graduates who completed their studies before the Second Semester of the 1998/1999 Academic Year:**

Digital documents are not available for this period; printed documents only can be requested. Please contact the Registration Department directly at Registration_department@uaeu.ac.ae and provide the required supporting documents.

UAEU

جامعة الإمارات العربية المتحدة
United Arab Emirates University



Working Hours (UAE Time – GMT+4)



Monday – Thursday: **8:00 AM – 5:00 PM**

Friday: **8:00 AM – 3:00 PM**



Toll-Free: **800 8238 (UAEU)**

International: **+971 3 701 7111**

