

UAEU

جامعة الإمارات العربية المتحدة
United Arab Emirates University



Extracting Graduate's Students Documents

**United Arab Emirates University Website
User Guide**

Version 1.0



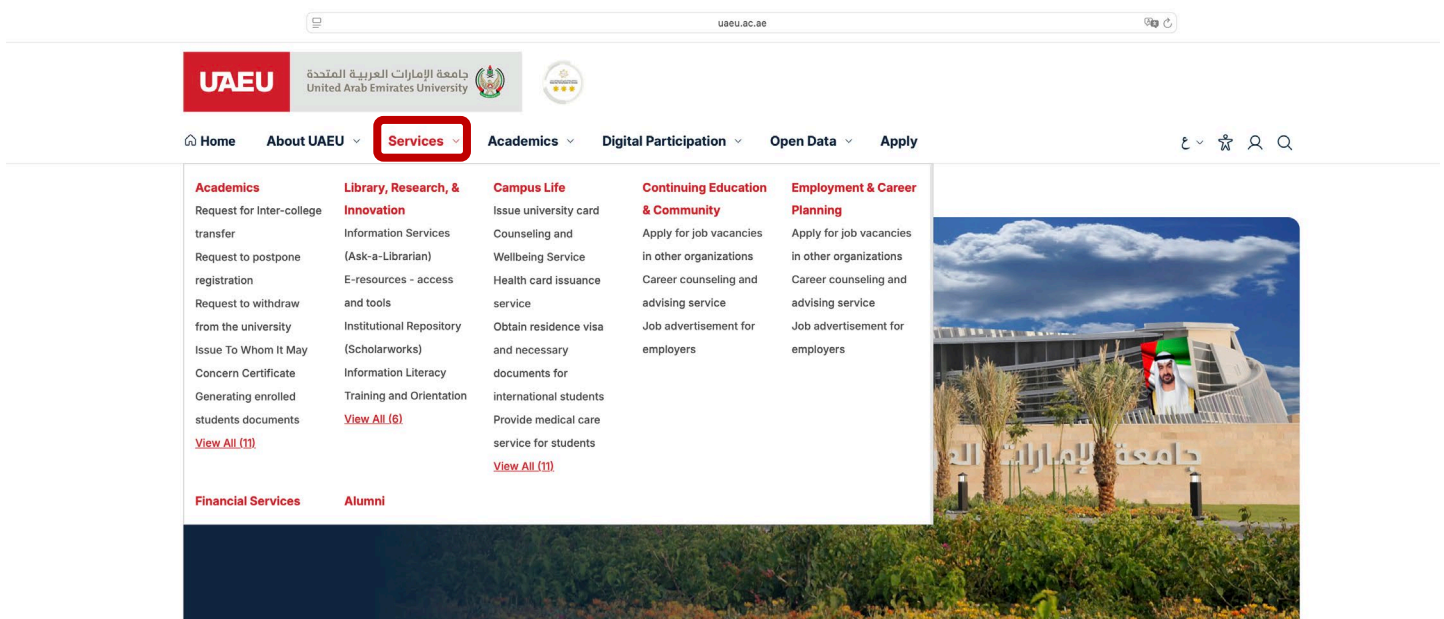
Accessing the University Website:

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



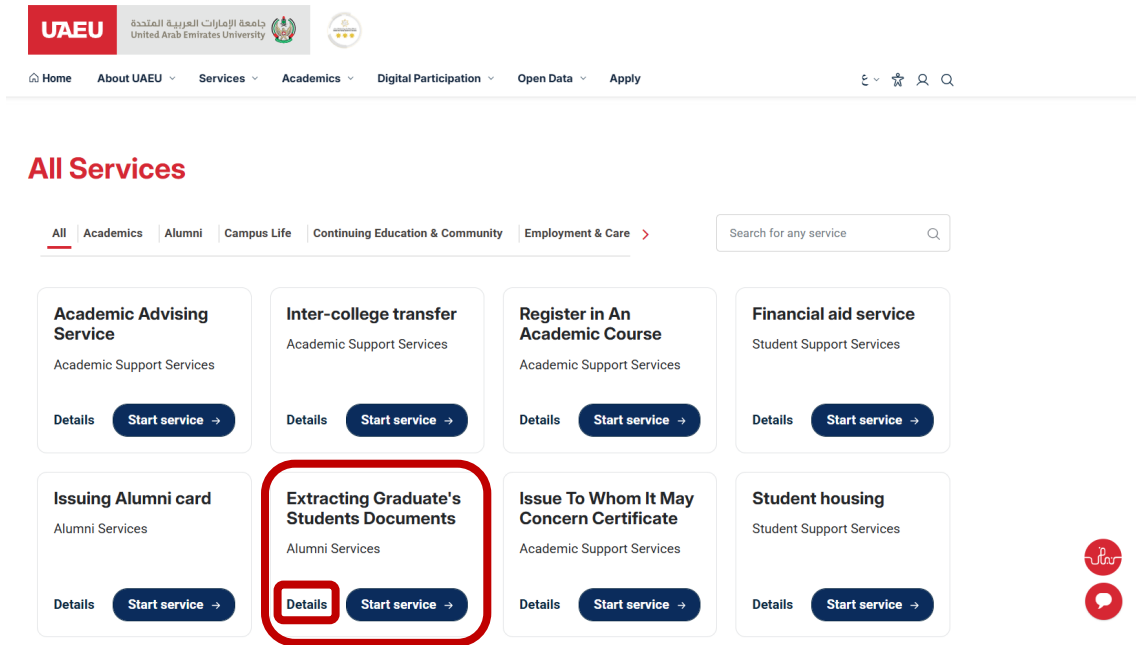
Accessing the Service:

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



3. On the services page, search for “**Extracting Graduate's Students Documents**”

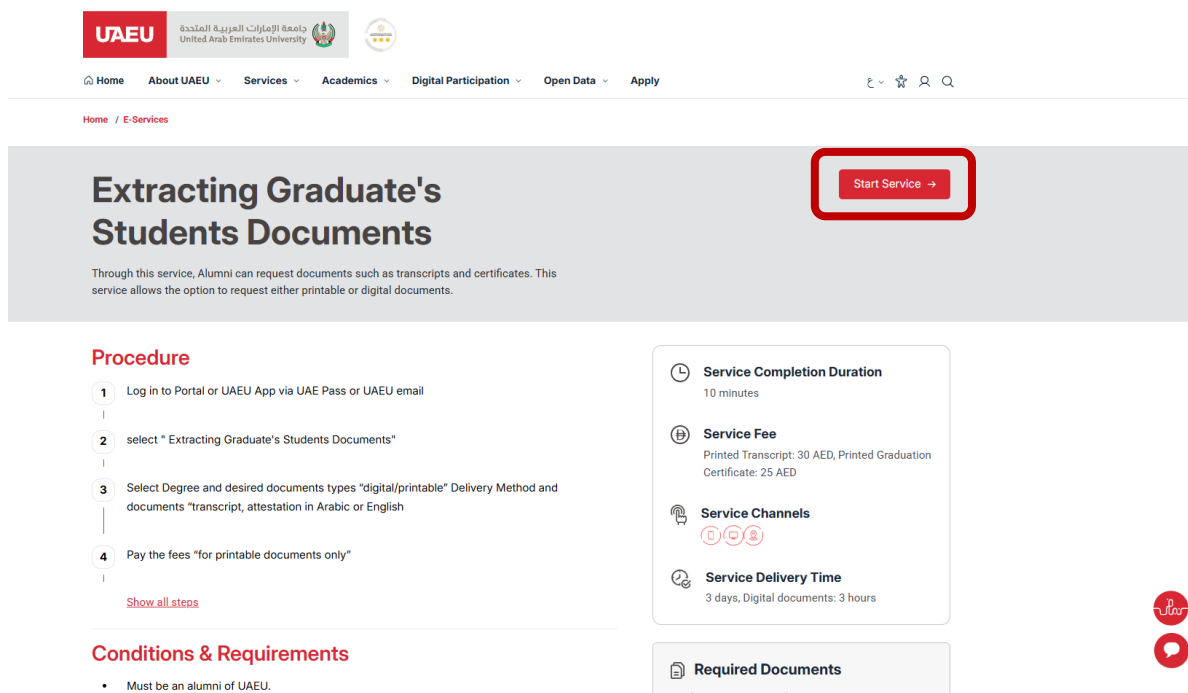
4. Click on “**Details**”



The screenshot shows the UAEU Services page. The navigation bar includes Home, About UAEU, Services, Academics, Digital Participation, Open Data, and Apply. The 'All Services' section is active, and a search bar is present. The 'Extracting Graduate's Students Documents' service card is highlighted with a red box, and its 'Details' button is also highlighted with a red box.

Viewing the Service Information Before Proceeding:

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



The screenshot shows the 'Extracting Graduate's Students Documents' service page. The 'Start Service' button is highlighted with a red box. The page includes a description of the service, a procedure section with four steps, a conditions and requirements section, and a service completion duration section.

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 desired documents types "digital/printable" Delivery Method and documents "transcript, attestation in Arabic or English"
- 4 Pay the fees "for printable documents only"

[Show all steps](#)

Conditions & Requirements

- Must be an alumni of UAEU.

Service Completion Duration
10 minutes

Service Fee
Printed Transcript: 30 AED, Printed Graduation Certificate: 25 AED

Service Channels
[Icons for various channels]

Service Delivery Time
3 days, Digital documents: 3 hours

Required Documents
No documents required

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](#)

Important Note:

Graduates who graduated before the year 2004 must contact the Registration Department to ensure their personal ID number is registered in the university system. This number will be linked to the UAE PASS system to enable them to access and request documents.

Document Selection

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

A. Digital Document

- You will be prompted to enter an "Alternate Email".
- Then select the desired document (Academic Transcript in Arabic, Academic Transcript in English, English Attestation, Arabic Attestation).
- Click on "Submit".

Extracting Graduate Students' Documents

Degree *
Bachelor

Document Type *

☒ Digital
1-3 Hours

☐ Printout
1-3 Business Days

Alternative E-mail
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 (Arabic) ☐ Academic Transcript (English) ☐ English Attestation ☐ Arabic Attestation

Cost

Total Cost: 0 AED

Cancel Submit

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

UAEU جامعة الإمارات العربية المتحدة United Arab Emirates University

Hi مرحبا

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:

شكرا. لقد تم استلام طلبك للنسخة الرقمية لوثائق التخرج بنجاح. سيتم ارسال الوثائق خلال ساعة عبر البريد الالكتروني الخاص بك. وفقاً للبيانات التالية:

- الرقم الجامعي:
- الرقم المرجعي:

• Your university ID:

• Your request reference number is .

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 اصدارها 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@uae.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@uae.ac.ae

Note:

Graduates who graduated before the academic year (Spring 1998/1999) cannot request digital documents.



B. Printed Document:

- Choose the delivery method.
- Then select the desired document (Academic Transcript in Arabic, Academic Transcript in English, Attested in English, Attested in Arabic) and the number of copies.
- Click on "Submit".

Extracting Graduate Students' Documents

Degree *
Bachelor

Document Type *

☐ Digital
1-3 Hours

☒ Printout
1-3 Business Days

Delivery Method *
Please Select *

Documents List

Quantity *

☐ Academic Transcript (Arabic) ⓘ 0

☐ Academic Transcript (English) ⓘ 0

☒ English Attestation ⓘ 0

☐ Arabic Attestation ⓘ 0

Cost

Total Cost: 0 AED

Cancel Submit

- The following page displays payment information. Click "Pay".

Transaction Information

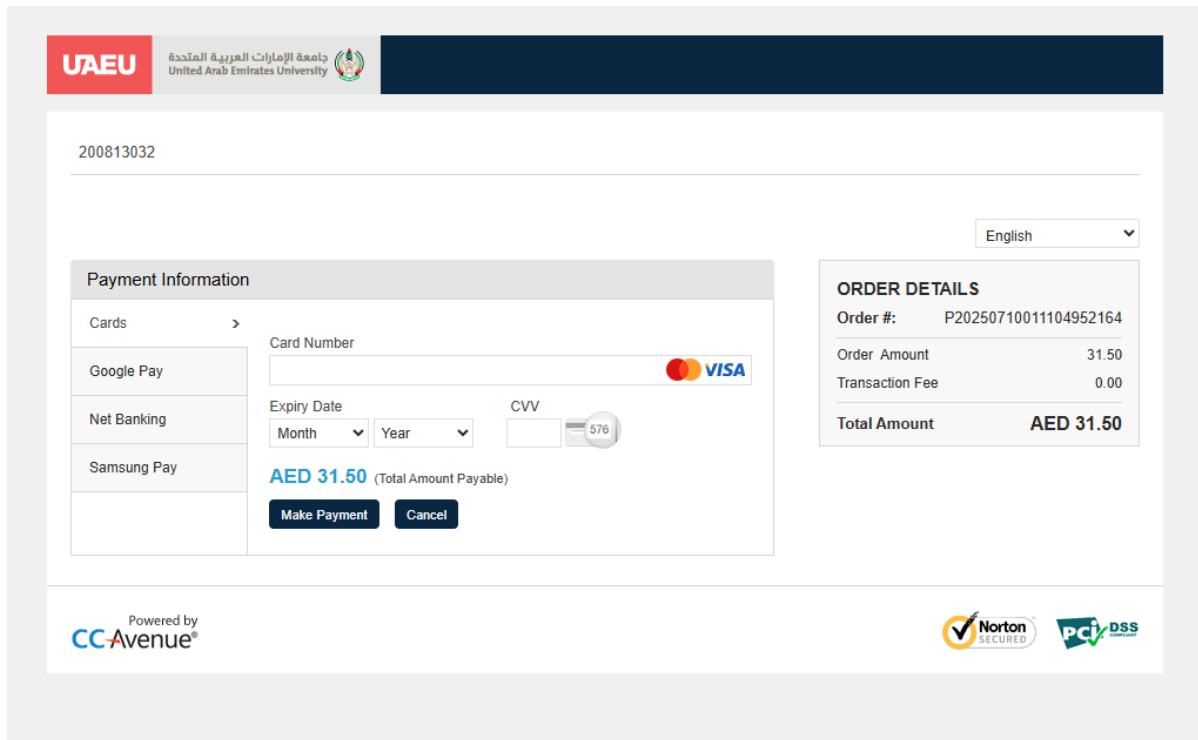
Name	Reem Saeed Alqahtani
Email	reemsaeed@uaeu.ac.ae
Amount	30
Vat Amount 5%	1.50
Bank Charge (Inclusive VAT) ⓘ	0.22
Grand Total	31.72

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



200813032

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 #: P20250710011104952164

Order Amount 31.50

Transaction Fee 0.00

Total Amount AED 31.50

Powered by CC-Avenue®

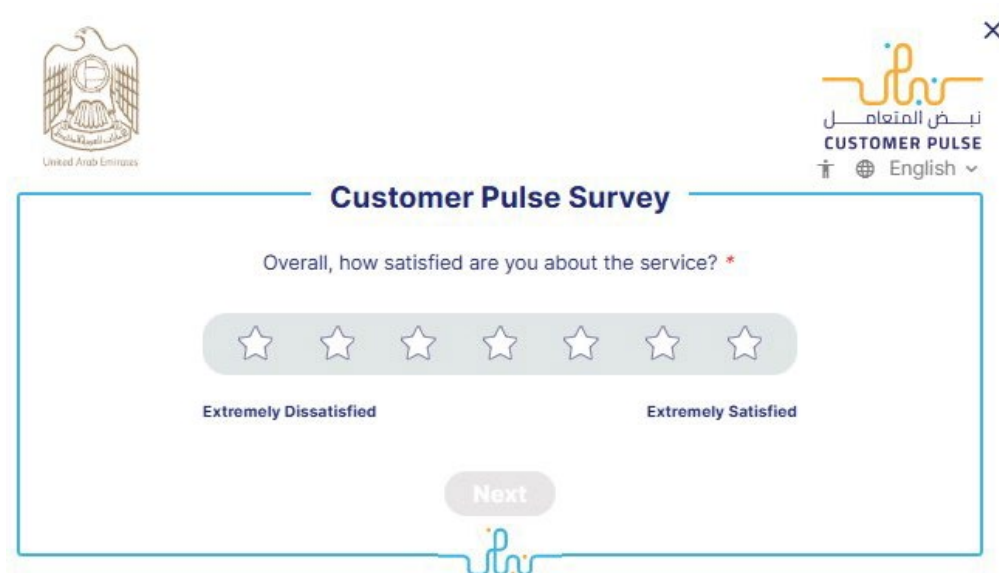
Norton SECURED

PCI DSS

Document Type	Fees
Digital	Free
Arabic Transcript	30 AED
English Transcript	30 AED
Arabic Attestation	25 AED
English Attestation	25 AED

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:** Its preparation and processing will take a maximum of 3 working days. This period may be longer if you graduated before the academic year (Spring 1998/1999).

Responsibility for Printed Document Delivery

You will receive an email confirming that the documents have been issued. You can come to collect them from the Crescent Building, Registration Department, or contact a delivery company. Following up on the delivery process, any fees, information or data required will be your responsibility.

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 AED".

Additional Information

- For Assistance: If you encounter any difficulties or have inquiries, you can contact the Admission & Registration Deanship via UAEU's toll-free number: 800-8238.
- Instructional Video: An explanatory video is available to help you use the service. (The link is provided within the service details on the university website).