

UAEU

جامعة الإمارات العربية المتحدة
United Arab Emirates University



Rooms Assignment Service

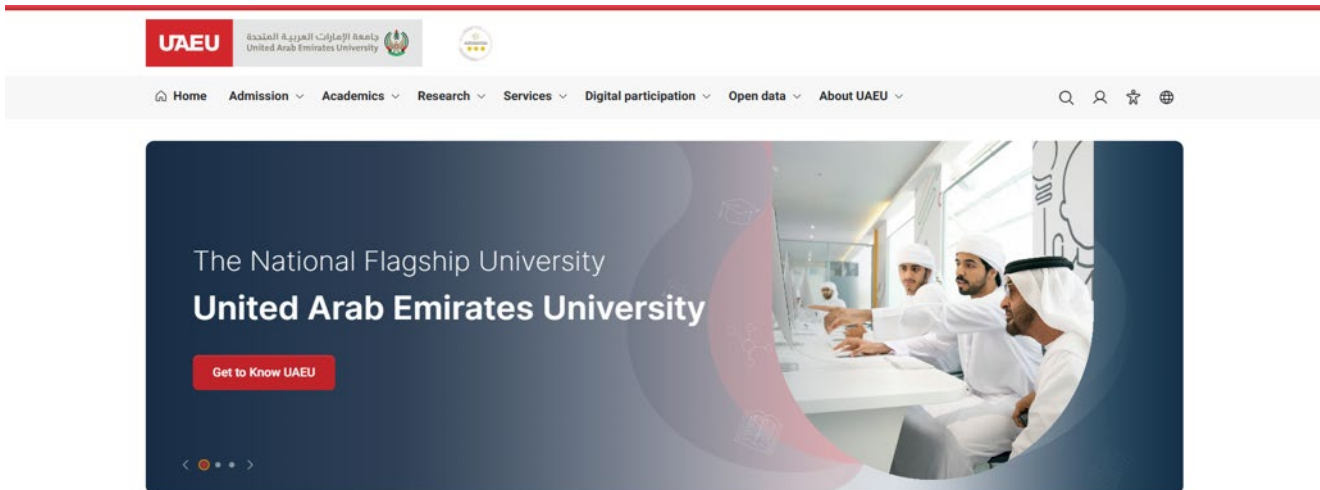
UAEU Services Website
User Guide



Version 2.0

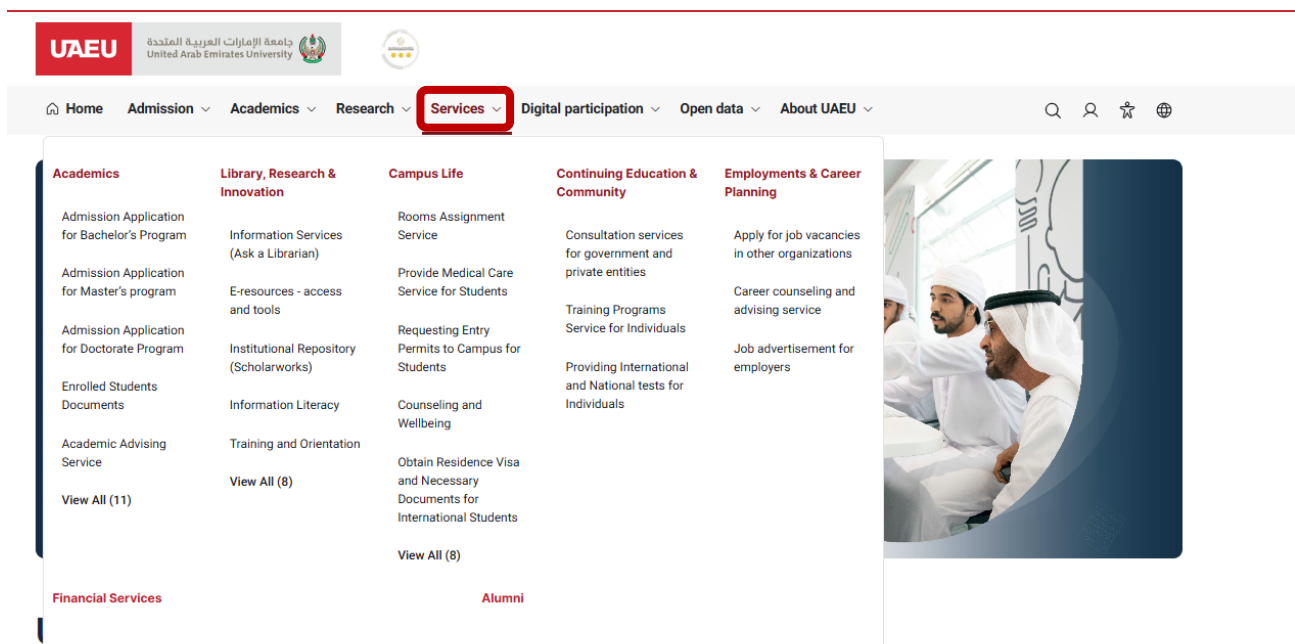
Accessing the University Website:

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



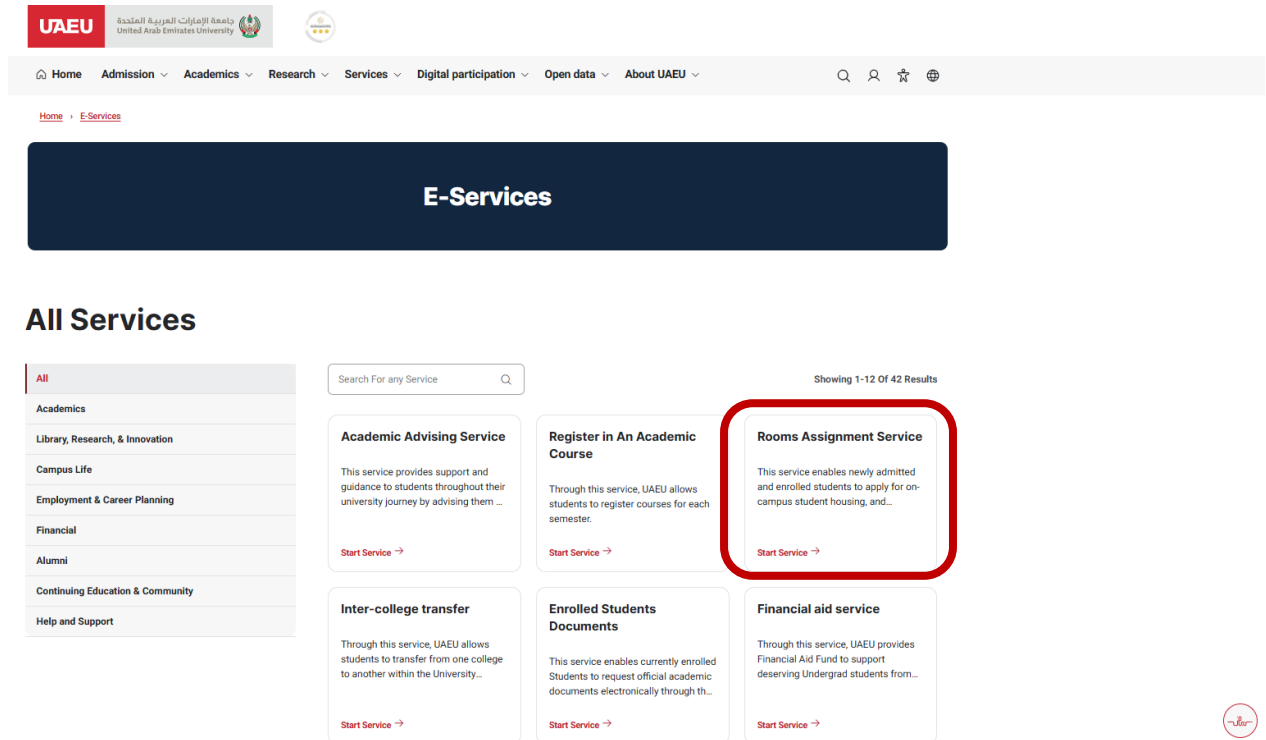
Accessing the Service:

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



3. On the services page, search for “**Rooms Assignment Service**”

4. Then click on the card to view the service information.

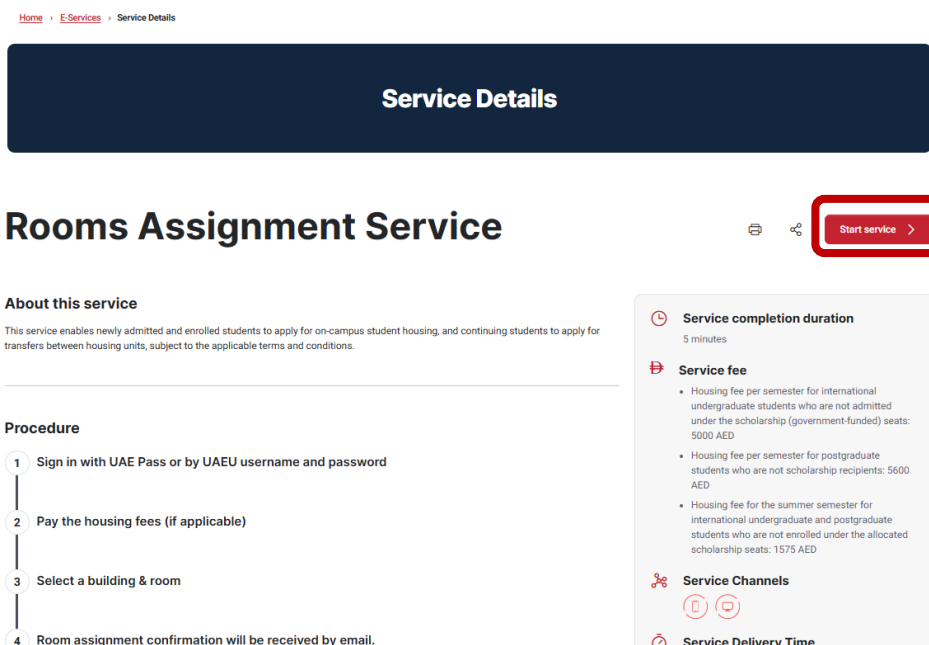


The screenshot shows the UAEU E-Services page. At the top, there is a navigation bar with links: Home, Admission, Academics, Research, Services, Digital participation, Open data, and About UAEU. Below the navigation bar, there is a search bar and a list of services. The 'Rooms Assignment Service' card is highlighted with a red box. The card contains the following information:

- Rooms Assignment Service**
- This service enables newly admitted and enrolled students to apply for on-campus student housing, and...
- [Start Service →](#)

Accessing the Service:

5. Click on “**Start Service**”, You can also access the service directly via the link: [Rooms Assignment Service](#)



The screenshot shows the UAEU E-Services page for the 'Rooms Assignment Service'. The page has a dark blue header with the text 'Service Details'. Below the header, there is a section titled 'Rooms Assignment Service' with a red box around the 'Start service' button. The page is divided into two main sections: 'About this service' and 'Procedure'.

About this service

This service enables newly admitted and enrolled students to apply for on-campus student housing, and continuing students to apply for transfers between housing units, subject to the applicable terms and conditions.

Procedure

- 1 Sign in with UAE Pass or by UAEU username and password
- 2 Pay the housing fees (if applicable)
- 3 Select a building & room
- 4 Room assignment confirmation will be received by email.

Service completion duration

5 minutes

Service fee

- Housing fee per semester for international undergraduate students who are not admitted under the scholarship (government-funded) seats: 5000 AED
- Housing fee per semester for postgraduate students who are not scholarship recipients: 5600 AED
- Housing fee for the summer semester for international undergraduate and postgraduate students who are not enrolled under the allocated scholarship seats: 1575 AED

Service Channels

Service Delivery Time

Sign in:

6. Sign in using your UAE PASS or choose “**Use other login option**”, then enter your username and password and click “**Login.**”

Sign In

USERNAME

PASSWORD

[Sign In](#)

[Forgot password?](#)

Switch to [login with UAE pass](#)

Sign In

 **Sign in with UAE PASS**

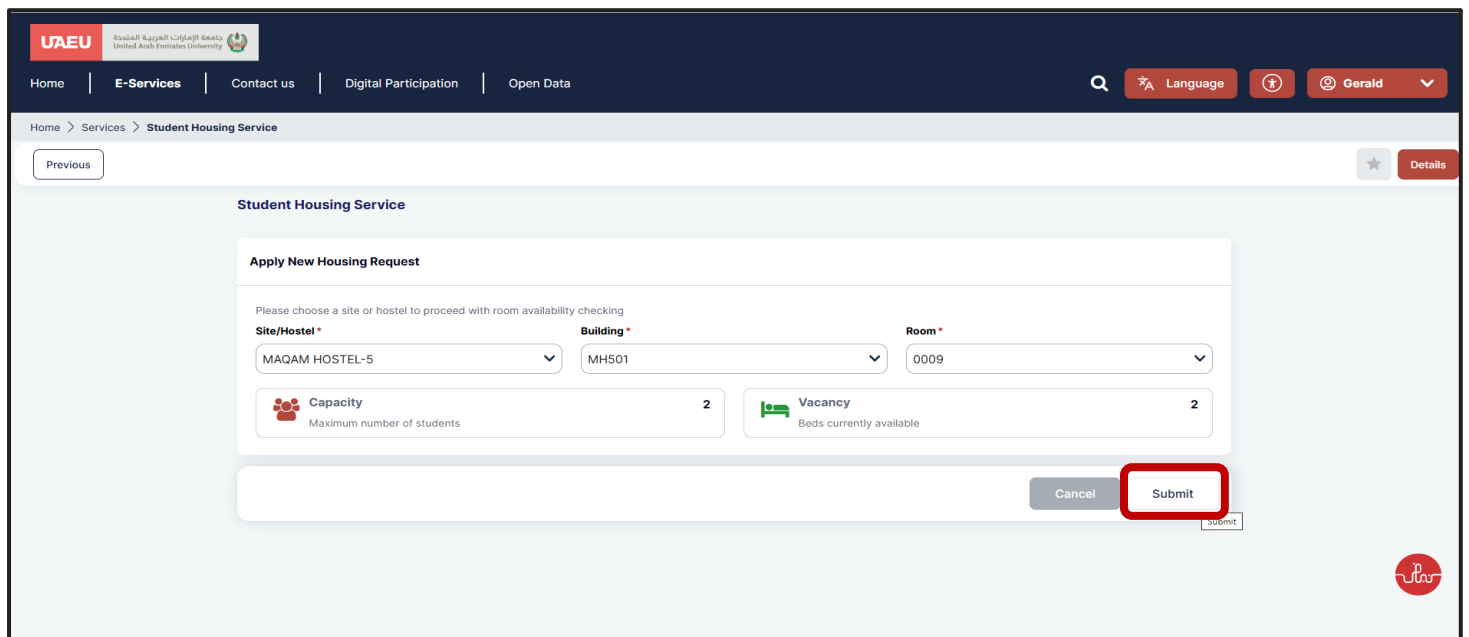
Need a UAE PASS account? [Create an account](#)

[Use other login option](#)

Note: The student housing system opens during a specific period before the start of each semester, and the dates will be announced in due time via email.

Room Selection:

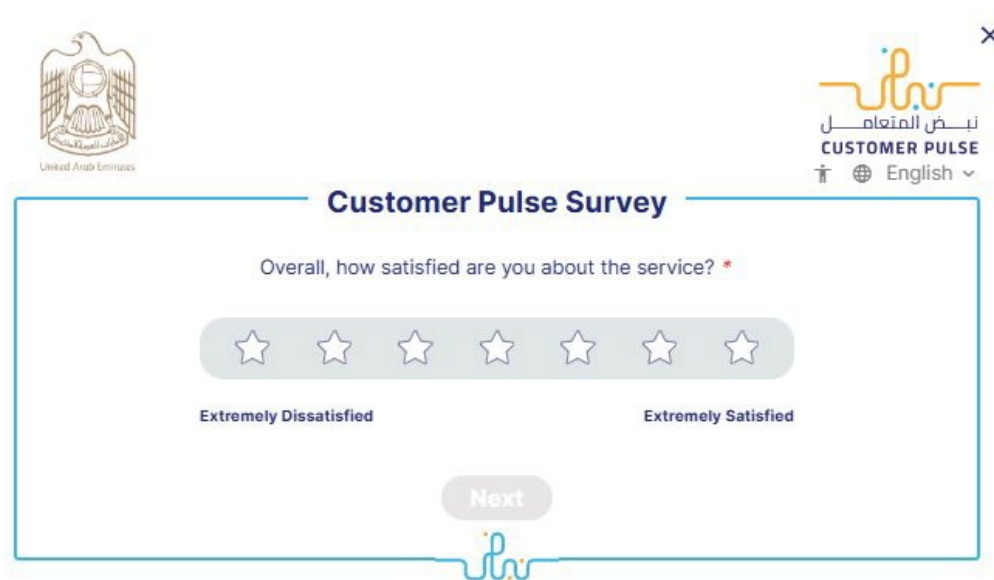
7. Select the Site/Hostel, then choose the required Building and Room. Check the room capacity and the number of available beds.
8. Click the “Submit” button.



The screenshot displays the 'Student Housing Service' web application. The header includes the UAEU logo and navigation links: Home, E-Services, Contact us, Digital Participation, and Open Data. A search bar and user profile (Gerald) are also present. The main content area is titled 'Student Housing Service' and contains a 'Previous' button and a 'Details' button. The 'Apply New Housing Request' form is the central element, with instructions to 'Please choose a site or hostel to proceed with room availability checking'. It features three dropdown menus: 'Site/Hostel' (selected: MAQAM HOSTEL-5), 'Building' (selected: MH501), and 'Room' (selected: 0009). Below these are two summary boxes: 'Capacity' (Maximum number of students: 2) and 'Vacancy' (Beds currently available: 2). At the bottom right of the form are 'Cancel' and 'Submit' buttons, with the 'Submit' button highlighted by a red rectangle.

Customer Pulse Survey:

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



The screenshot displays the 'Customer Pulse Survey' interface. At the top left is the United Arab Emirates coat of arms. At the top right is the 'CUSTOMER PULSE' logo with the text 'نبض المتعامل' (Nabz al-Mutamall) and a language selector set to 'English'. The main survey area contains the question 'Overall, how satisfied are you about the service? *' followed by a seven-star rating scale. The first star is highlighted. Below the stars, 'Extremely Dissatisfied' is on the left and 'Extremely Satisfied' is on the right. A 'Next' button is centered at the bottom of the survey area.

Reservation Confirmation:

10. You will receive an email confirming your room reservation, including details of your residence, building, and assigned room number.

 	
Dear Student,	عزيزي الطالب،
Thank you for using the Online Housing Request System.	نشكركم لاستخدامكم نظام حجز الغرف الإلكتروني.
Your Current Room Assignment:	تخصيص السكن الحالي:
Site: MAQAM HOSTEL-1	المسكن: MAQAM HOSTEL-1
Building: MH103	المبنى: MH103
Room: 1048	الغرفة: 1048
Luggage Delivery Service:	خدمة توصيل الأمتعة:
Please use the Luggage Delivery application and select your residence, building, and room number. Then, print the delivery tag and attach it to the student's luggage before arriving at the university residence.	يرجى استخدام تطبيق Luggage Delivery واختيار السكن والمبنى ورقم الغرفة، ثم طباعة بطاقة التوصيل وتثبيتها على أمتعة الطالب قبل التوجه إلى السكن الجامعي.
If you have any concerns, please contact the Student Housing Office via email at shr.office@uaeu.ac.ae	في حال وجود أي استفسارات، يرجى التواصل مع مكتب إسكان الطلبة عبر البريد الإلكتروني shr.office@uaeu.ac.ae
This is an automated message sent from {System Name} - United Arab Emirates University. If you have any suggestions or enquiries, please contact us at the following contact information. Department Name Tel : +971 3 7670000 Fax : +971 3 7130000 E-mail : office@uaeu.ac.ae	هذه رسالة تلقائية مرسلة من اسم النظام جامعة الإمارات العربية المتحدة. إذا كان لديك أي استفسارات أو ملاحظات، يرجى التواصل معنا عبر بيانات التواصل التالية. اسم الإدارة هاتف : +971 3 7670000 فاكس : +971 3 7130000 البريد الإلكتروني : office@uaeu.ac.ae

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**

