

# Student FAQs

## Qualifications

### 1. How do I enter my qualifications?

Please enter your qualification title in the search box.

Search for the qualification title not the subject – for example, 'A level' and not the subject 'chemistry'.

You can watch a video giving advice about entering your qualifications at [www.ucas.com/fillinginyourapplication](http://www.ucas.com/fillinginyourapplication).

You can also find further help in Apply.

### 2. What to do if you can't find your qualification

Try searching for the qualification title not the subject – for example, 'A level' and not the subject 'chemistry'. Please note the search facility does not have a spellchecker, so check you have spelt it correctly. If you still can't find it, enter 'Other' in the search box and then select the relevant option from the list.

If you are resitting a qualification you may need to enter it twice: once as a completed qualification with the grade you achieved, and then again as a qualification with the result 'Pending'.

All qualifications have to be entered – transcripts cannot be attached.

## Personal statement

### 3. Can I amend my personal statement?

You cannot amend your personal statement once it has been sent to UCAS. If you decide you want to change it, contact your university and college choices to ask if you can send them an amended version directly. If your application is with your school or college but hasn't yet been sent to us, they can return it to you so you can make changes.

For personal statement advice visit [www.ucas.com/personalstatement](http://www.ucas.com/personalstatement).

## Apply and Track

### 4. Why can't I sign in to Apply?

Check you are definitely at the Apply sign in page, and that you haven't accidentally gone to the Track page. Apply only asks for your username and password.

Sign in details are case sensitive. If you are copying and pasting your username and password into the boxes, try typing them instead.

If you still can't sign in, use the login reminder service on the Apply page. Then your username will be sent to your email address. If you've forgotten your password we'll email a password reset link to you.

### 5. Why can't I sign in to Track?

Check you are definitely at the Track sign in page, and that you haven't accidentally gone to the Apply page. Track only asks for your Personal ID and password.

Make sure you are entering your Personal ID exactly as it appears on your welcome email, and without any spaces or dashes. Please note, the password is case sensitive.

If you still can't sign in, use the login reminder service on the Track page. If you've forgotten your password we'll email a password reset link to you.

### 6. Where can I find my sign in details?

Your Personal ID is on the welcome email we send to you. You can also use our login reminder service in Track and Apply, or your school can reset your Apply password.

## References

### 7. How do I attach and send the reference?

If you're applying through a school or college, your school will add the reference once you've sent your application to them. They will then be responsible for sending the application to UCAS.

If you are applying independently, get a reference from a teacher, adviser, or professional who knows you. Add their email and phone number to the reference page, then click 'Ask referee to complete reference'. First we'll email them with a link and password to the reference page of your application, then we'll ask them to confirm their identity before writing it. (If for any reason they decline we'll let you know.)

Alternatively, in 'Options/Opsiynau' you can 'Ask a registered school, college, or centre to write a reference' – contact them first to see if they'd be happy to, then enter their buzzword. The school name will be displayed for you to check it's correct. Please give your referee plenty of time to complete your reference.

## Deadlines

### 8. By what time on 15 January do I need to submit my application?

If your chosen courses have a deadline of 15 January, your application needs to be with UCAS by 18:00 (UK time) on this date, but try to send it earlier if you can. If you're applying through a school, they need to send your completed application to us by this time for it to meet the deadline. Your school may ask you to submit your application earlier to give them enough time to add the reference and submit it before this deadline.

### 9. When will I start getting offers from my university choices?

If you applied by 15 January, universities and colleges can make their decisions any time until 3 May. However, we ask them to try to make all their decisions by 31 March.

If you applied after 15 January, the universities and colleges can make their decisions any time until 12 July. Our 'Key dates' page shows all decision and reply deadlines: [wwwucas.com/apply/key-dates](http://wwwucas.com/apply/key-dates).

## General

### 10. When will I receive my welcome email?

Once your application has been sent to UCAS by you or your school, it takes around 24 – 48 hours to be processed. You will then be sent your welcome email.

### 11. I accidentally registered independently – how can I link my application to my school or college?

If you have registered but not yet linked your application, ask one of your tutors for the 'buzzword' for your school or college, then click on 'Options/Opsiynau' when you are signed in to Apply.

Click on 'Link your application to your school, college or organisation' and type in the buzzword. The school name will be displayed for you to check it's correct. Your request is then sent to your school or college for them to accept, so let them know once you've done it.

### 12. Can I change my course at my chosen university?

If you change your mind about the course you've applied for, it is sometimes possible to change it. It's up to the university or college to decide, so contact them to discuss it.

### 13. Can I substitute a choice to apply to a different university or college?

You can substitute a university choice within 14 days of the date on your welcome email (with day one being the date on the email). You can do this in Track – just go to 'Your choices' section and click on the choice you want to change. You'll then have the option to substitute it.

If a course is discontinued, the uni or college will let you know and they should do their best to consider you for an appropriate alternative course. If this is not possible or if you'd prefer to apply to a different university, contact us on 0371 468 0 468 with the UCAS codes for the new university and course. One of our advisers will then make the change. Do not cancel the choice.

### 14. What is the status of my application?

Sign in to Track for the most up-to-date information about your application.

If you receive an email saying your Track status has changed, this will often be because a university has made a decision. You'll also receive this email if there's been a change to something else, such as the course code or start date, or even if you've asked us to change your address.

### 15. How will UCAS contact me?

We may contact you by post and email. Email is our major communication channel, so it is important to make sure your email address is kept up-to-date.

## Got a different question?

There are lots of other ways to get answers from us:



[www.facebook.com/ucasonline](http://www.facebook.com/ucasonline)

See previous answers and what others have asked on our Facebook page.



[www.twitter.com/ucas\\_online](http://www.twitter.com/ucas_online)

See previous answers and announcements on our Twitter feed.