

STUDENT FAQs

Application toolkit

How do I start an application?

Go to ucas.com and create yourself an account by clicking 'Sign in' in the top right, then Students. Click 'Register' and complete the short form – making sure your password is memorable.

Once you've registered work your way through the wizard so we know a bit more about you – like when you want to start studying, where you live and what you're interested in so we can direct you to the right information. After registering you'll be taken to your UCAS Hub account where you can access lots of handy tools and you'll see an option to begin 'Your application'

How do I reset my password?

Go to the student login screen and click the reset password option. Work your way through the steps.

Where can I find my Personal ID?

Your Personal ID is available from your application, it'll also be included on the welcome email you receive from us.

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'll then send your application to us. If you're applying independently, you'll need to fill in your referee's details and we'll email them instructions on what they need to do.



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Qualifications

How do I enter my qualifications?

Enter your qualification title in the search box. Then 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/applying.

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

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 ucas.com/personalstatement.

Deadlines

By what time on 26 January do I need to submit my application?

If your chosen courses have a deadline of 26 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 may ask you to submit your application earlier to give them enough time to add the reference and submit it before this deadline.

After you apply

When will I start getting offers from my choices?

If you applied by 26 January, universities and colleges can make their decisions any time until early May. We ask them to try to make all their decisions by 31 March.

If you applied after 26 January, decisions may take until July. Head to ucas.com/apply/key-dates for more information.

When will I receive my welcome email?

Applications take up to 48 hours to be processed, after this you'll receive your welcome email.

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. Click on 'Link your application to your school, college or organisation' and type in the buzzword. Once linked, your request is sent to your school or college for them to accept.

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.

Can I substitute a choice to apply somewhere else?

You can substitute a university choice within 14 days of applying. Login to your application and click on the choice you want to change and you'll have the option to substitute it. If a course is discontinued, the uni or college will let you know and they should 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 with the UCAS codes for the new university and course. One of our advisers will then make the change.

How will UCAS contact me?

Email is our main communication channel, so it is important to make sure your email address is kept up-to-date.

FOR MORE ADVICE HEAD TO UCAS.COM/APPLYING.