

## FAQ concerning the online application system

### Creating an application

**Q:** How do I show which of my applications is priority 1?

**A:** If you make more than one application at RUC, you will be asked to enter your priorities. Please note that there is no coordinated prioritizing applications to different universities. You are to make the prioritizing separately; e.g. priority 1 and 2 applications for your application to Roskilde University and priority 1 and 2 for your applications to the University of Copenhagen.

**Q:** I do not have a Danish university logon or NemID. How do I log on?

**A:** You create a personal user profile by clicking the button "Set me up as a user" on the Welcome page.

**Q:** When I am making a new profile, the page asks me for a "National ID". What is this?

**A:** The National ID is supposed to be your national identification number, similar to the Danish CPR number or the British national insurance number. If you do not have such a number, write "0000000000" to get past the question.

**Q:** I do not understand the page "Collection of data".

**A:** You can use this option to let you import any educational details, if you have completed a degree or courses or at a Danish university, so that you do not have to upload these details manually. To do this, you must complete two steps:

1. Check the boxes next to the universities you have attended. Roskilde University will be selected automatically.
2. Click the button called "Collect data". This will start the collection.

The text next to the selected universities will change to "Data collected", but the collection is not fully finalized until the status has changed to a date and time.

**Q:** I am waiting for the status of the data collection to change, but nothing is happening.

**A:** The status will not update itself automatically while you are still on the page. If you click on to the next page, and then back again, the status will have changed to a date and time if the collection is complete. If the collection fails, you have to upload your educational data manually.

**Q:** In some questions, after I have uploaded a document, the page says that the question is not finished and it is highlighting an empty text field with red. Why?

**A:** The text field is meant to be filled in, please use it to describe the nature of the documents you have uploaded.

**Q:** I need to submit a certain type of documentation, but I am not able to acquire it before the submission deadline. What to do?

**A:** Simply write up a Word document explaining why you do not have the documentation and when you will be able to get it, and upload that document instead.

**Q:** I do not know what to do, nobody is replying to my emails, and the deadline for application is in ten minutes. Help!

**A:** Do not panic. Simply upload placeholder documents if necessary explaining your questions or problems, and submit the application. The application will not be automatically disqualified by not including all the relevant information, although be aware that the ability of our case workers to treat applications with missing information currently varies depending on the amount of submissions we receive and what kind of information is missing.

**Q:** I am now finished with my application. How do I log out?

**A:** The portal does not have a logged in / logged out status once you have accessed it through WAYF. You exit the application simply by closing all internet browser windows that you have been using.

## Managing your application

**Q:** I have submitted my application, but I have not received any kind of confirmation. Why not?

**A:** Confirmation emails are generated and sent to the address listed on your profile in the system. If you have not received yours, most likely the email has been intercepted as spam by your spam filter. The sending email address will be [no-reply@umit.dk](mailto:no-reply@umit.dk). If you wish to check the status of your application, you can do so on the tab called "See status of applications". Also feel free to contact us by email – see below.

**Q:** I would like to look at the status of my application, but the link I followed just tells me that the application period is now over.

**A:** The direct links to specific programmes only work while the application period is open. To log into the open application portal, which is always accessible, use the following link: [The Online Application Portal](#).

**Q:** How do I log in when I want to go back and view the status of my application?

**A:** You log in the same way you logged in when you first made the application. Your user identity is connected to your email address, so as long as you use a login method where the same email address is used, the system will recognise you as the same user.

**Q:** If I have saved my application as a draft, how do I get back to it?

**A:** You can see and access it under the tab called "See status of applications". Here, you can see all the applications you have made using the system, and edit them using the "Edit application" button.

**Q:** What do I do if I have made a mistake on my application?

**A:** Contact [fulldegree@ruc.dk](mailto:fulldegree@ruc.dk) and describe the nature of the problem. Depending on timing, it may be possible to correct the error before the application is processed, though this cannot be guaranteed.

**Q:** I have been asked to re-submit a kind of documentation that was faulty or missing from my original application. How do I do that?

**A:** When you have been asked to re-submit documentation, your application will be unlocked so that you can edit it again and change the uploaded documents in specific parts of the application form. First, follow the instructions above on how to log in and edit a draft of your application. Then, look thoroughly through the entire application, looking for sections that have been re-opened and that have an orange "Upload" button. Re-upload the documentation you have been asked for, then go back and send the application again. You will then receive another confirmation email.

**Q:** I have received offers from both RUC and another university – who should I respond to?

**A:** RUC cannot see applications for other universities and will not be informed if you have accepted an offer at another university. Therefore, please always respond to all received offers. If you accept an offer from RUC, but regret, please inform us. Send an e-mail to [fulldegree@ruc.dk](mailto:fulldegree@ruc.dk).

## System errors

**Q:** The system is giving me error messages and is not working properly. What should I do?

**A:** There are a number of different things you can do, such as trying a different browser – the system seems to run better on IE in Windows than on a Mac, for example. However, the most important thing to do is to try and complete the application as best you can, and also document as many of the technical problems as you

can with screen images and then contact the University ([fulldegree@ruc.dk](mailto:fulldegree@ruc.dk)). It is always preferable to send in an application with errors than to not send in the application on time, and all missing information can generally be handled afterwards.