



**The American  
University in Cairo**

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School of Sciences  
and Engineering

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Engineering and Science Services

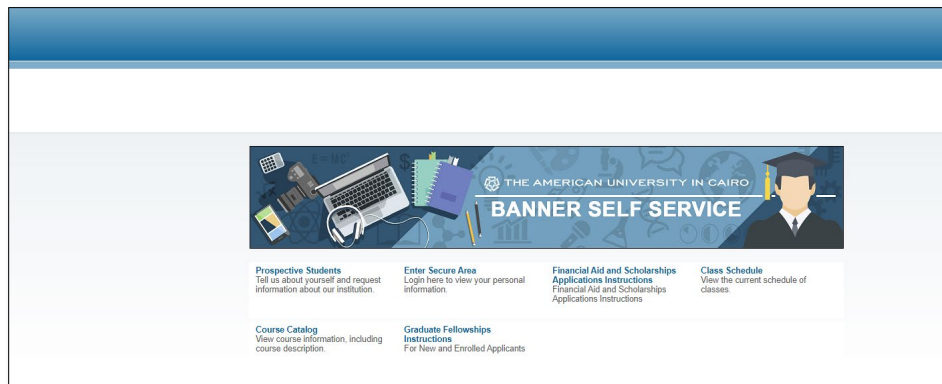
# STEPS TO REQUEST A CERTIFICATE

For technical issue: [essit@aucegypt.edu](mailto:essit@aucegypt.edu)

Thanks for joining AUC, ESS courses. To request a certificate/letter, please follow the below steps:

## Step 1

Log in to your [self-service](#) account.



### User Login

**WELCOME TO BANNER SELF SERVICE!**

- To protect your privacy, please exit and close your browser when you are finished.

**Password guidelines:**

- To reset email password: <https://aucpwd.aucegypt.edu/accounts/Reset>
- Please make sure that the new password does not include your username, three consecutive letters or numbers( abc, 123 ), your name (first and last), and it can not contain consecutive characters from your old password
- Choose one of the following special characters only . - \_ @ ! noting that "space bar" is not a special character.
- If you are using your **mobile** to login to SSB, make sure that there are no spaces before and/or after your username and/or password.

**SUPPORT:**

- For login problems, please contact the IT help desk: [support@aucegypt.edu](mailto:support@aucegypt.edu) or 2615.1200
- For Engineering Services problems, please email [essit@aucegypt.edu](mailto:essit@aucegypt.edu)
- For School of Business Executive Education problems, please email [execedregistration@aucegypt.edu](mailto:execedregistration@aucegypt.edu)
- For School of Continuing Education (SCE) or Graduate School of Education, Professional Education Programs (GSE-PED). IT problems, please email [sceregis@aucegypt.edu](mailto:sceregis@aucegypt.edu) or call 16723

AUC Username:

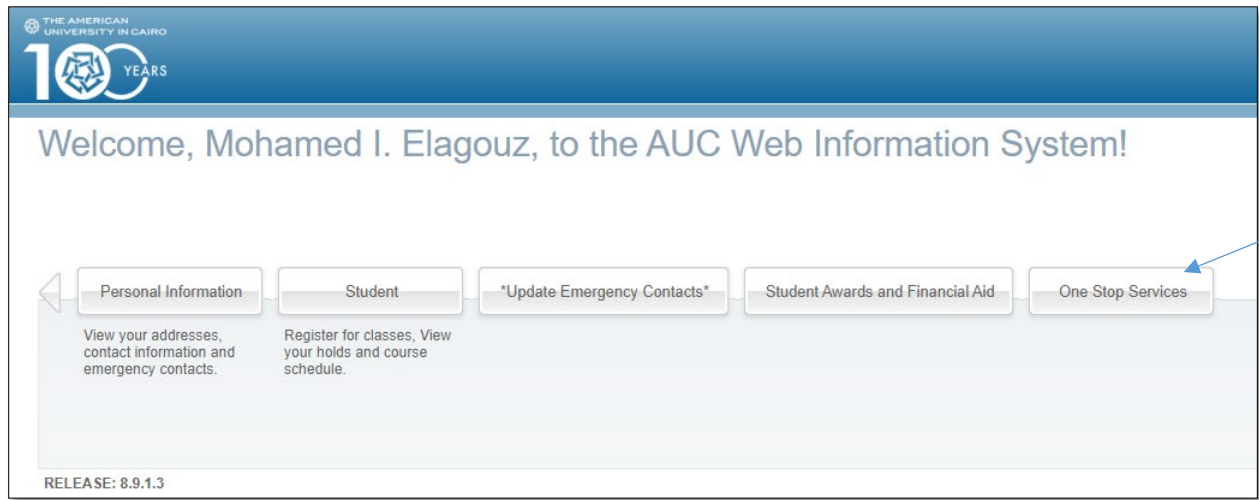
Password:

Login

[Click Here for Help with Login?](#)

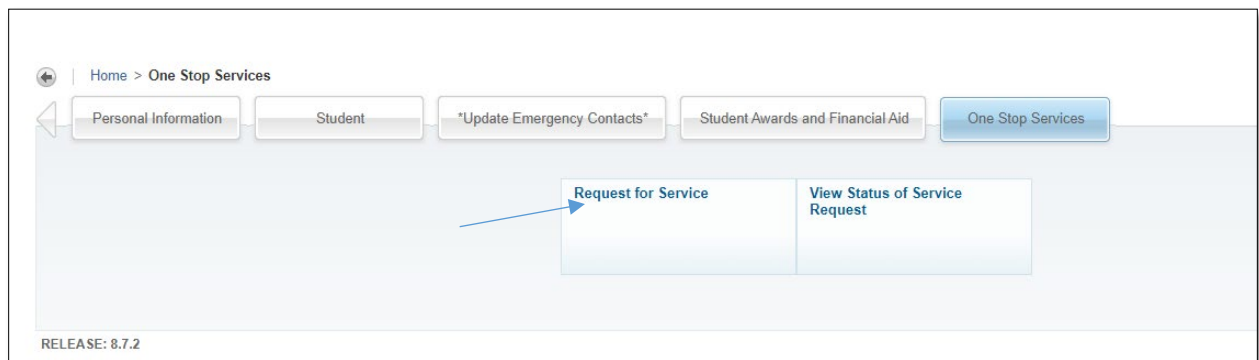
## Step 2

Press on “One Stop Services”.



## Step 3

Press on “Request for Service”.



## Step 4

Select the required service after choosing “Engineering and Science Services” then press continue.

The screenshot shows the "Request for Service" form. At the top, there is a breadcrumb trail: "Home > One Stop Services > Request for Service". Below this, there is a legend: "\* Indicates required field". The form has two dropdown menus: "Category: \* Engineering And Science Services" and "Service: \* None". A blue arrow points to the "Service" dropdown menu. At the bottom, there are three buttons: "Continue", "Cancel", and "Search by Text".

## Step 5

Choose number of copies, delivery method (where you want to pick up your request, whether Tahrir or New Cairo, then press save.

### Service Request Detail

← | [Home](#) > [Service Request Detail](#)

\* Indicates required field

Service: Issue Letter

Service Description:

Estimated Delivery Date: Sep 19, 2023

Number of Copies: \*

Delivery Method: \*

Total Amount:  EGP

Comments to service:

Now, you can see all your requests and their status.

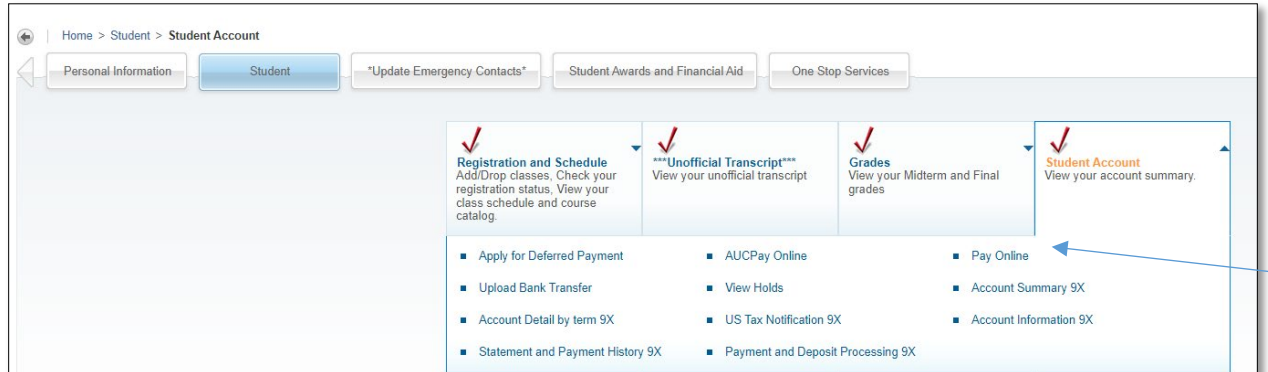
### View Status of Service Request

← | [Home](#) > [One Stop Services](#) > [View Status of Service Request](#)

Requested Services						
Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status	Pa
<a href="#">147</a>	Sep 19, 2023	Sep 12, 2023	Issue Letter	No Delivery Date	Requested	
<a href="#">146</a>	Sep 15, 2023	Sep 10, 2023	Issue Letter	No Delivery Date	Requested	
<a href="#">145</a>	Aug 30, 2023	Aug 23, 2023	Issue Certificate extra copy	No Delivery Date	Requested	
<a href="#">144</a>	Jul 26, 2023	Jul 19, 2023	Issue Certificate extra copy	No Delivery Date	Requested	
<a href="#">143</a>	Jul 26, 2023	Jul 19, 2023	Issue Certificate extra copy	No Delivery Date	Requested	
<a href="#">141</a>	Jun 28, 2023	Jun 21, 2023	Issue Certificate extra copy	No Delivery Date	Cancelled	
<a href="#">New</a>	Request a new Service					

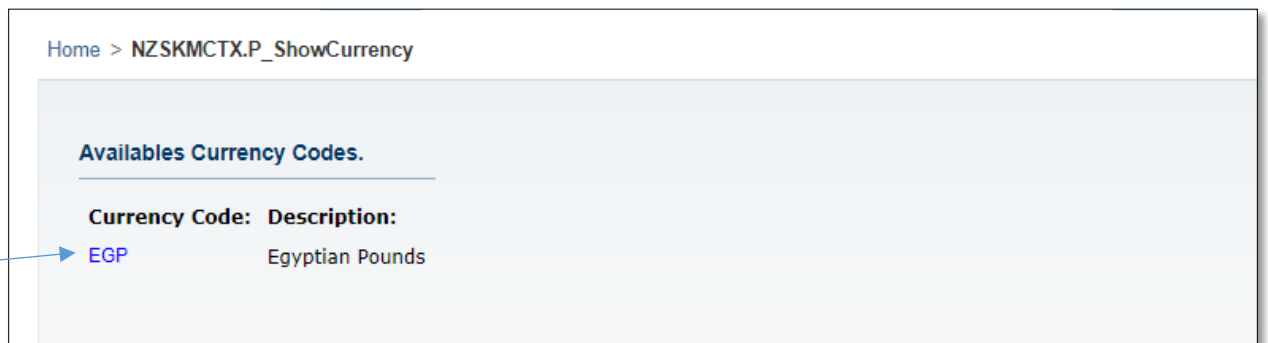
## Step 7

Go back to “Student” menu and press on “Student Account” then on “Pay Online”.



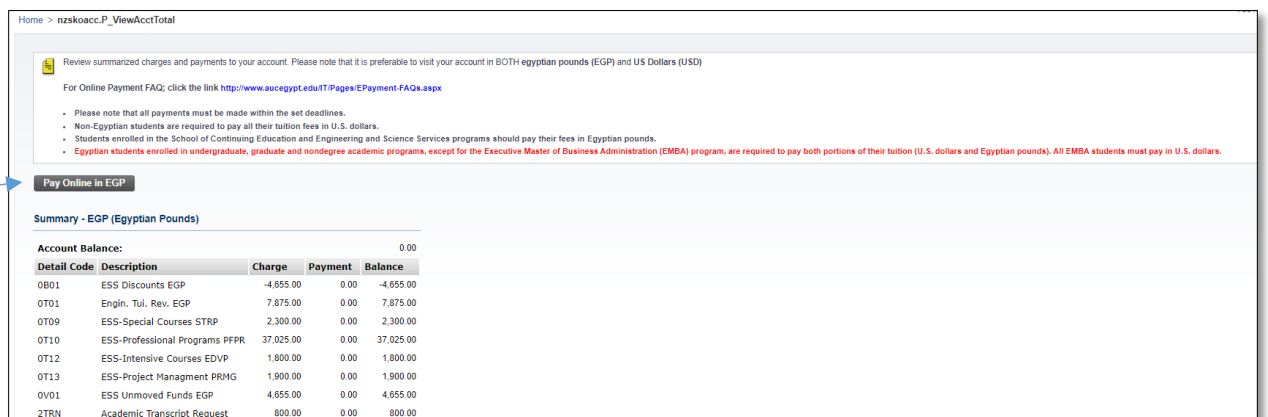
## Step 8

Press on “EGP”.



## Step 9

Press on (Pay Online in EGP) then on “Agree”.



Online payment is one option for tuition payment at AUC.

Please read the following terms of service before choosing your online payment method.

1. AUC currently accepts Visa, MasterCard, and Discover for online payments only. Credit cards are not accepted at the Student Service Center cashier.
2. A 1.27 percent convenience fee will be assessed for payment by credit card.
3. The convenience fee is nonrefundable.
4. AUC will refund any payments made by credit card back to the same card.
5. Your credit card provider may subject your transaction to an exchange rate different from the one offered by the Central Bank of Egypt.
6. Egyptian students should pay both portions of their tuition fees (U.S. dollars and Egyptian pounds) by the announced payment deadline. If students pay only one portion of their tuition (either U.S. dollars or Egyptian pounds), this partial payment will be automatically refunded by AUC, and their tuition will be considered unpaid.

Online payment may take a few minutes to process, so please be patient. After entering your credit card information, **do not turn off your browser or click the "Back" button** until you receive payment confirmation or a declined payment message. An acknowledgement page will show after your transaction is complete, and you will receive a confirmation email once your payment has been received.

If your first payment attempt cannot be completed, do not submit another payment to avoid a duplicate charge to your card. Please contact your credit card provider for assistance.

If your first payment attempt cannot be completed, do not attempt to submit another payment to avoid a duplicate charge to your card. Please contact your credit card provider for assistance if needed.

For more information, please contact the Office of Student Accounting at [epayment@aucegypt.edu](mailto:epayment@aucegypt.edu)

Please click agree to continue

**Agree**

## Step 10

Press on “Make Payment”.

<b>Student Account</b>	ID: xxxxxx0068
<b>Balance</b>	EGP2,795.00
<div><div>View Activity</div><div><b>Make Payment</b></div></div>	

## Step 11

Press “Add” then “Continue”.

Payment Date: 9/12/23

### Select Payment Option

☒ **Current Account Balance**  
EGP2,795.00

☐ **Pay By Term**  
Select which semester terms to pay

### Current Account Balance

Click 'Add' to include in the payment total.

Engineering | EGP2,795.00

EGP

2,795.00

**Add**

### Personal Note

Enter a brief payment note

Payment Total


EGP0.00


**Continue**


## Step 12


Choose “Method” then “Continue”. Add the “Card number” then continue and finally submit your payment.

### Account Payment

  
Amount

  
Method

  
Confirmation







  
Receipt

\* Indicates required information


Amount: EGP2,795.00


Method:\*


**Debit and Credit Card** - We accept the following credit and debit cards.




### Account Payment

  
Amount

  
Method

  
Confirmation

  
Receipt

\* Indicates required information

Amount: EGP2,795.00

Method:\*

#### Account Information

\* Indicates required fields

\*Card number:

**Debit and Credit Card** - We accept the following credit and debit cards.

