

School of Sciences and Engineering

Engineering and Science Services

STEPS TO REQUEST A CERTIFICATE

For technical issue: 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 <u>self-service</u> account.



lleor	login
0361	LUYIII

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: <u>support@aucegypt.edu</u> or 2615.1200
 For Engineering Services problems, please email <u>essit@aucegypt.edu</u>
 For School of Business Executive Education problems, please email <u>execedregistration@aucegypt.edu</u>
 For School of Continuing Education (SCE) or Graduate School of Education, Professional Education Programs (GSE-PED). IT problems, please email sceregis@aucegypt.edu or call 16723

AUC Username: Password:	
	Login Click Here for Help with Login?

Press on "One Stop Services".

Velcome, Moh	amed I. Elag	jouz, to the AUC	Web Information S	ystem!
Personal Information	Student	*Update Emergency Contacts*	Student Awards and Financial Aid	One Stop Services
View your addresses, contact information and emergency contacts.	Register for classes, View your holds and course schedule.			
View your addresses, contact information and emergency contacts.	Register for classes, View your holds and course schedule.			

Step 3

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Press on "Request for Service".

Personal Information	Student	*Update Emergency Conta	student Av	vards and Financial Aid One St	op Services
		Reques	st for Service	View Status of Service	
				Request	

Step 4

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



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

Service Request De	tail
Home > Service Request Detail	
 Indicates required field Service: Issue Lett Service Description: Estimated Delivery Date: Sep 19, 20 Number of Copies: * Delivery Method:* New Cair Total Amount: Comments to service: Save Cancel 	er D23 ro - ESS helpdesk 200.00 EGP per copy 200.00 EGP y company with the courses duration in Fall semester

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

View Status of S	ervice Request					
Home > One Stop Services	s > View Status of Service Request					
Requested Services						
Service Number	Estimated Delivery Date	Entry Date	Service	Delivery Date	Status	Pa
147	Sep 19, 2023	Sep 12, 2023	Issue Letter	No Delivery Date	Requested	
146	Sep 15, 2023	Sep 10, 2023	Issue Letter	No Delivery Date	Requested	
145	Aug 30, 2023	Aug 23, 2023	Issue Certificate extra copy	No Delivery Date	Requested	
144	Jul 26, 2023	Jul 19, 2023	Issue Certificate extra copy	No Delivery Date	Requested	
143	Jul 26, 2023	Jul 19, 2023	Issue Certificate extra copy	No Delivery Date	Requested	
141	Jun 28, 2023	Jun 21, 2023	Issue Certificate extra copy	No Delivery Date	Cancelled	
New	Request a new Service					

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

Personal Information	Student*Upda	te Emergency Contacts*Student Awar	rds and Financial Aid	top Services	
		Registration and Schedule Add/Drop classes, Check your registration status, View your class schedule and course catalog.	**Unofficial Transcript*** View your unofficial transcript	Grades View your Midterm and Final grades	Student Account View your account summary.
		 Apply for Deferred Payment 	 AUCPay Online 	 Pay Online 	
		 Upload Bank Transfer 	 View Holds 	 Account Su 	mmary 9X
		 Account Detail by term 9X 	 US Tax Notification 	9X Account Inf	ormation 9X
		 Statement and Payment Histor 	y 9X Payment and Depo	sit Processing 9X	

Step 8

Press on "EGP".

ome > NZSKMCTX	.P_ShowCurrency		
Availables Curre	ency Codes.		
Currency Code	: Description:		
FOR	Equation Pounds		

Step 9

Press on (Pay Online in EGP) then on "Agree".

E Rev	iew summarized charges and payments to yo	ur account. Plei	ase note that it	is preferable to	visit your account in BOTH egyptian pounds (EGP) and US Dollars (USD)							
For	Online Payment FAQ: click the link http://w	www.aucegypt.e	edu/IT/Pages/I	EPayment-FAQs								
	Please note that all payments must be made within the set deadlines. Non-Environments from the set deadlines.											
	itudents enrolled in the School of Continuin	ng Education a	nd Engineerin	g and Science S	ervices programs should pay their fees in Egyptian pounds.							
	gyptian students enrolled in undergraduate,	, graduate and	nondegree ac	ademic program	s, except for the Executive Master of Business Administration (EMBA) program, are required to pay both portions of their tuition (U.S. dollars and Egyptian pounds). All EMBA students must pay in U.S. dollars.							
Davi Ori												
Pay On	ine in EGP											
Summary	- EGP (Egyptian Pounds)											
	Account Balance: 0.00											
Account	Balance:			0.00								
Account Detail C	Balance: ode Description	Charge	Payment	0.00 Balance								
Account Detail C 0B01	Balance: Description ESS Discounts EGP	Charge -4,655.00	Payment	0.00 Balance -4,655.00								
Account Detail C 0B01 0T01	Balance: Description ESS Discounts EGP Engin. Tui. Rev. EGP	Charge -4,655.00 7,875.00	Payment 0.00 0.00	0.00 Balance -4,655.00 7,875.00								
Account Detail C 0B01 0T01 0T09	Balance: Description ESS Discounts EGP Engin. Tui. Rev. EGP ESS-Special Courses STRP	Charge -4,655.00 7,875.00 2,300.00	Payment 0.00 0.00 0.00	0.00 Balance -4,655.00 7,875.00 2,300.00								
Account Detail C 0B01 0T01 0T09 0T10	Balance: Description ESS Discounts EGP Engin. Tui. Rev. EGP ESS-Special Courses STRP ESS-Professional Programs PFPR.	Charge -4,655.00 7,875.00 2,300.00 37,025.00	Payment 0.00 0.00 0.00 0.00	0.00 Balance -4,655.00 7,875.00 2,300.00 37,025.00								
Account Detail C 0B01 0T01 0T09 0T10 0T12	Balance: Description ESS Discounts EGP Engin. Tui. Rev. EGP ESS-Special Courses STAP ESS-Professional Programs PFPR ESS-Intensive Courses EDVP	Charge -4,655.00 7,875.00 2,300.00 37,025.00 1,800.00	Payment 0.00 0.00 0.00 0.00 0.00	0.00 Balance -4,655.00 7,875.00 2,300.00 37,025.00 1,800.00								
Account Detail C 0B01 0T01 0T09 0T10 0T12 0T13	Balance: ESS Discounts EGP ESS Discounts EGP Engin, Tui, Rev. EGP ESS-Professional Programs PFPR ESS-Profest Managment PRMG	Charge -4,655.00 7,875.00 2,300.00 37,025.00 1,800.00 1,900.00	Payment 0.00 0.00 0.00 0.00 0.00 0.00	0.00 Balance -4,655.00 7,875.00 2,300.00 37,025.00 1,800.00 1,900.00								
Account Detail C 0801 0701 0709 0710 0712 0713 0V01	Balance: ESS Discounts EGP Engin. Tui, Rev. EGP ESS-Professional Programs PFPR ESS-Professional Programs PFPR ESS-Froject Managment PRMO ESS Unnoved Funds EGP	Charge -4,655.00 7,875.00 2,300.00 37,025.00 1,800.00 1,900.00 4,655.00	Payment 0.00 0.00 0.00 0.00 0.00 0.00 0.00	0.00 Balance -4.655.00 7,875.00 2,300.00 37,025.00 1,800.00 1,900.00 4,655.00								

ľ	Online payment is one option for fullton 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 parcent convenience fee will be assessed for payment by credit card
	3. The convenience fee is nonrelundable.
	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 kallion frees (U.S. dollars and Egyptian pounds) by the announced payment deadline. If shudents pay only one portion of their hallion (either U.S. dollars or Egyptian pounds), this partial payment will be automatically refunded by AUC, and their kallion will be considered unpaid.
	Online payment may take a few minutes to process, so please be patient. After entering your credit card information, <u>do not hum off your browser or</u> or <u>click the "Back" buttoon</u> until you receive payment confirmation or a declined payment message. An acknowledgement page will show after your bansaction is complete, and you a confirmation email once your payment has been received.
	If your finit payment attempt cannot be completed, do not submit another payment to avoid a duplicate charge to your cand. Please contact your credit card provider for assistance.
	If your first payment altempt cannot be completed, do not altempt 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 epsymetriQaucegypt edu
	Please cick agree to continue
	Agree

Press on "Make Payment".

Student Account	ID: xxxxx0068
Balance	EGP2,795.00
	View Activity Make Payment

Step 11

Press "Add" then "Continue".

Payment Date: 9/12/23		Ê				
Select Payment Option						
Current Account Balance EGP2,795.00				O 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						
			li		Pavment Total	EGP0.00
					,	Continue

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

Account	Payment			
Am	\$ nount	Method	Confirmation	Receipt
Amount:	EGP2,795.00			* Indicates required information
Method:*	Select Method	~		Back Cancel Continue
Debit and Credit C	Card - We accept the followin	ng credit and debit cards.		

Account	Payment			
Amo	bunt	Method	Confirmation	Receipt
				* Indicates required information
Amount:	EGP2,795.00			
Method:*	Credit or Debit Card	*		
Account Infor	mation			
* Indicates required *Card number:	fields			Back Cancel Continue
Debit and Credit Ca	rd - We accept the following	credit and debit cards.		
VISA	DISCOVER BCcard	DinaCard		