


## SECTION 2

### Frequently Asked Questions by the Students

Question	Answer
<b>01.</b> Why is it compulsory to apply for university admission online?	It will help to reduce the time lost for processing paper applications, which enable UGC to release cut off marks easily. Safety and security of the online application system is guaranteed by the UGC.
<b>02.</b> How can I get detailed instructions to fill this online application for university admission?	All the instructions are given in the Part Five of the Admissions Handbook valid for the Academic year 2016/2017.  Also you can find Tooltips by holding the cursor on  icon in every section of the application. Those tooltips instruct you to fill the application.  Also you can contact Government Information Center through 1919 for more information.
<b>03.</b> What do I need to prepare before registration for this online service?	You need to have; <ul style="list-style-type: none"><li>• Identity Card used at the G.C.E. (A/L) Examination 2016.</li><li>• Scanned copy of the Identity Card (both sides) used at the G.C.E. (A/L) Examination 2016. <b><i>If a student has used a certified photograph, should upload a scanned copy of an affidavit certifying the identity instead of the certified photograph.</i></b></li><li>• Valid email account</li><li>• Mobile phone number ( Mobile Phone Number can be yours/your Father's/Mother's/Guardian's or anybody closer to you)</li></ul>
<b>04.</b> Can everybody register for this online service?	Candidates who have obtained at least "S" Grades in all three approved subjects at G.C.E. (A/L) Examination 2016 can only register for this online system.
<b>05.</b> Who are not eligible to register for this online service?	Candidates who were/are registered as internal students of a Higher Educational Institute as per the Section 1.7 of the Admissions Handbook.
<b>06.</b> Can I use Sinhala or Tamil language to fill the application online?	No. You can view the content in your preferred language but you should fill the application only in English.

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### Answer

**07.** Do I need to register and complete the application at the same time?

No. You can complete the registration process first. If you wish; you can fill the application later.

**08.** Do I need to complete all 4 steps of the application at the same time?

No. you can save and logout at any step. Then you can continue later from the step where you stopped.

**09.** If you didn't receive emails of this online system ?

Please check Spam/ Junk folder of your email account.

**10.** Can I use a CDMA phone instead of a mobile phone for the purpose of getting SMS code?

UGC recommends to enter a mobile phone number.

**11.** I haven't received the verification link. How can I get that?

Click on the "Click here to Login" button on Homepage. Then regenerate the verification link, by clicking on "Regenerate" button.



If the email verification link and SMS code not received, click this option to regenerate the email and SMS

Then you will receive both verification link and SMS code again. Then you can use new link and new SMS code to activate your account.

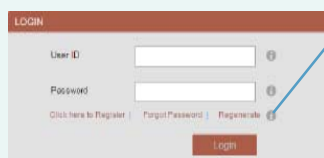
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### Question

12. I haven't received the SMS code. How can I get that?

### Answer

Click on the "Click here to Login" button on Homepage. Then regenerate the SMS code by clicking on "Regenerate" button.



The screenshot shows a login form with fields for User ID and Password, and buttons for "Click here to Register", "Forgot Password", and "Regenerate". The "Regenerate" button is highlighted with a blue box and a callout arrow pointing to a text box.

If the email verification link and SMS code not received, click this option to regenerate the email and SMS

Then you will receive both verification link and SMS code again. Then you can use new link and new SMS code to activate your account.

13. How can I use "Regenerate" button to regenerate verification link or SMS code?

Click on the "Click here to Login" button on Homepage. Then you can find the "Regenerate" button.



The screenshot shows a login form with fields for User ID and Password, and buttons for "Click here to Register", "Forgot Password", and "Regenerate". The "Regenerate" button is highlighted with a blue box and a callout arrow pointing to a text box.

If the email verification link and SMS code not received, click this option to regenerate the email and SMS

Click on the "Regenerate" button, and enter you NIC No and submit.

Then enter the characters immediately preceding the '@' sign of your email address (Eg: **abc**@yahoo.com) and last four digits of your mobile no used at registration of UGC online Service (077\*\*\***1596**).



The screenshot shows a form titled "RE GENERATE EMAIL LINK AND SMS CODE" with fields for "NIC Number" (931485331V), "Email Address" (with a dropdown menu showing "@yahoo.com"), and "Mobile Phone Number" (077\*\*\*). A "Submit" button is at the bottom.

Then you will receive the "Verification Link" to your email account and "Activation Code" to your mobile.

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14. I can't login to UGC online Service because the error message "Invalid profile for User ID" is popped up. What can I do?

### Answer

It means; you have not registered under UGC Online Service. In order to login to the Online Service, you have to register as a user.

To register as a user, click the "Click Here to Register" button on Homepage.

15. I can't remember my password for UGC online service. How can I get a new password?

Click on the "Click here to Login" button on Homepage. Then you will see the sections in which the NIC number & password should be entered.

Then you can find the "Forgot Password" link. Click on the "Forgot Password" link and enter your NIC No and Submit.

Then enter the characters immediately preceding the '@' sign of your email address (Eg: **abc**@yahoo.com) and last four digits of your mobile no used at registration of UGC Online Service (077\*\*\***1596**).

Then you will receive the "Forgot password reset Link" to your email account and "Forgot password Code" to your mobile.

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<p><b>16.</b> When trying to use “Forgot Password” option, can’t reset the password because the error message “profile not activated” is popped up. What can I do to activate my profile?</p>	<p>Go to your email account and click on the verification link sent by UGC Online Service.</p> <p>If it is not there; Click on the “Click here to Login” button on Homepage. Then regenerate the verification link by clicking the “Regenerate button”.</p>
<p><b>17.</b> How can I delete the results / schools mistakenly entered by me from the system?</p>	<p>Click on the “X” sign at the end of the each record shown in the table.</p>
<p><b>18.</b> When I’m selecting my G.C.E. (Advanced Level) subjects, the subject which I’m looking for is not shown in the subject list. What can I do?</p>	<p>This happens with regard to “History” subjects. See whether you have appeared for one of the below mentioned 03 subjects.</p> <p>25A- Indian History 25B-European History 25C- History of Modern World</p> <p>If so, you have to select “History” for any of the above 03 subjects.</p> <p>If this problem is not with regard to “History”, you can contact UGC for clarifications.</p>
<p><b>19.</b> My previous year / years A/L results are not shown in the system.</p>	<p>If you have not obtained minimum of “S” passes for all three subjects, the relevant examination year is displayed without results.</p> <p>You can contact UGC for more information.</p>
<p><b>20.</b> My School Name is not found in the list given. How can I enter my school name?</p>	<p>You can proceed selecting “Not in the List” option and write your school name manually in the printout of the filled application generated at the end of this process.</p>

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21. How can I delete course or university entered by me from my preference order?	Click on the particular course or university, which you want to delete. Then select blank space given at the top of the drop down list and click “Add” button.
22. Can I print the application on both sides?	UGC recommends you to print only on single sides.
23. My application has more pages than my friend’s application. Why is that?	It is not an issue to worry about.  The number of pages of one particular application form depends on the amount of details filled by each student.
24. Is there any difference between the barcodes printed with the applications of school candidates and private candidates?	Yes, There are more barcodes in the applications of private candidates than school candidates.
25. How can I change my preference order?	You are allowed to change your order of preference within one month of the closing date for applications.  However, this option is visible only after submitting the application to UGC.
26. How do I contact the UGC?	You can contact the UGC by using the contact numbers given in the back page of UGC Handbook valid for Academic year 2016//2017.  Tel: 011-2695301 / 011-2695302 011-2678731 / 011-2685758 Fax: 011-2691678  e-mail : help@ugc.ac.lk