## **APPOINTMENT**

#### WARNING: YOU WILL NOT BE ATTENDED WITHOUT AN APPOINTMENT

# PROCEDURE

1.-You can **REQUEST YOUR APPOINTMENT** in 2 different manners:

a) ONLINE: via the **ciges.ugr.es webpage** or the IOS/Android app. Here you will have more available appointments and no waiting is required, turning it into the best means to obtain your appointment.

You can request an appointment up to 7 days prior to the date of the appointment.

- Guide to request an appointment
- Guide to cancel an appointment

**b) PHYSICALLY** via the TOTEM situated on the hall of the International School for Postgraduate Studies (EIP). During certain registration or other special situation periods there could be too many users. This implies that you will have to wait on a queue to obtain your appointment. This is why the ONLINE procedure is preferible.

2.-VALIDATE YOUR APPOINTMENT. It does not matter whether you obtained your appointment online or physically, you have to validate your appointment in both cases.

Once the appointment has been obtained and prior to the hour assigned to it, you have to go to the centre and validate your QR code via the TOTEM (you can do it with your printed code, or directly from the screen of your smartphone). This step is obligatory and you have to do it before the hour assigned to your appointment so that the system knows that you are waiting.

You appointment code will pop up on the screen situated on the hall of the International School for Postgraduate Studies (EIP) as "EN ESPERA" (WAITING).

- Guide to validate your QR code

#### 3.-WAIT TO BE CALLED

**IMPORTANT**: Validate before the hour assigned to your appointment so that the system can call you; OTHERWISE, YOU WILL NOT BE ATTENDED.

For example: given that you appointment hour is 11:30 and you validate it at 10:30, if no one else is waiting, the system may call you before your appointment hour.

if you have already validated, the system has called you, and yet you did not enter, your code will pop up again as "PENDIENTE DE VALIDAR" (VALIDATION PENDING) and you will be able to validate it again as long as it is before your appointment hour.

### **IMPORTANT**

The UGR has an E-Administration: https://sede.ugr.es/sede

Via this E-Administration you can directly complete your requests (Special Call, Certificate Request, Total Drop Out, etc). through a generic request template for any request, eliminating the need to physically attend the International School for Postgraduate Studies (EIP).