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1. INTRODUCTION

This guide contains information on how to complete the pre-enrolment application form for master's degrees offered by Andalusian universities. All the information provided can be found at https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/sguit/?q=masteres

- Before applying, we recommend that you carefully read the regulations governing the application process:
  https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/sguit/?q=masteres (go to Normativa [Regulations].)

- Refer to the calendar as well:
  https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/sguit/?q=masteres (go to Fechas más relevantes del proceso [Key dates in the process].)

- You can consult the catalogue with all the master's degrees on offer by clicking on the following link:
  https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/sguit/?q=masteres (go to Catálogo de másteres [Catalogue of master's degrees]). It is important that you check if the master's degree you are interested in has specific access requirements. You can check this and the priority of access associated with each degree programme by clicking on the icon Ver ficha (View sheet).

On the website of the International School for Postgraduate Studies (EIP) you can also find a list of all the master's degrees offered by the UGR, along with their curricula: https://escuelaposgrado.ugr.es/pages/masteres_oficiales/oferta_formativa

- On the website of the "Distrito Único Andaluz (DUA)" Platform for University Admissions in Andalusia there is a FAQ section that may help you (in the drop-down menu Acceso a [Access to], select Másteres Oficiales [Official Master's Degrees]):
  https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/sguit/?q=faq

- For technical issues, please contact the Servicio de Atención a Usuarios/as (User Helpdesk):
  https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/sguit/?q=sat

  The application itself helps you throughout the process. Look for the icon (Contextual help) if you have any questions.

Requirements for the correct performance of the pre-enrolment platform:

1. Use Mozilla Firefox or Google Chrome.
2. Do not navigate using the buttons of your browser but the ones that appear within each page.
3. All documents attached to the application must be in PDF format.
2. WHAT DO I NEED TO KNOW BEFORE APPLYING?

- **The whole process consists of three stages:**
  Stage 1: Intended only for applicants who have obtained their entrance qualification in a foreign country.
  Stages 2 and 3: Open to all applicants who hold an entrance qualification that gives access to a master's degree. This degree must have been awarded within the period established in the call for applications.

- **Documentation you will need:**
  1. The university degree with which I wish to access the master's degree.
  2. **Official academic transcript showing your average mark.**
  3. Certificate of foreign language proficiency (in the case of master's degrees that require it, e.g. the Master's Degree in Teacher Training).
  4. If you hold a foreign degree: entry certificate to master's degrees in the country of origin and certificate of grading system (minimum and maximum marks that may be used to grade the courses of your entrance qualification).
  5. For the specific requirements of each master's degree you are applying for: all the documents **required for each master's degree.** For example, if you have to submit your CV for two of the master's degrees you are applying for, you must attach it to both requests, as the academic committee of each master's degree can only access the documentation provided for their specific sections.

- **I have paid for the issuing of my degree certificate, but I have not yet received it. What should I do?**
  You can submit any of the documents listed below instead. However, if you obtain a place on a master's degree and successfully complete it, you will be required to submit your final degree certificate in order to obtain the master's degree diploma. You can submit:
  - Degree certificate issued by your home university, signed (with electronic or handwritten signature) and stating the date of payment of the issuing fees.
  - Degree certificate request form, registered at your home university and accompanied by proof of payment.
  Failure to submit either of these documents will lead to the exclusion of your application at the end of the deadline for the submission of documentation.

- **What is an official academic transcript? Why do I need it? What if I do not have it?**
  This is a certificate issued by your home university stating all the courses and credits you have passed to complete your degree. It must indicate the final average mark obtained and must be signed (with an electronic or handwritten signature). Please note that access to all master's degrees depends to some extent or entirely on the average mark of your academic transcript, and this mark must be officially certified by your university. If you do not submit your academic transcript within the application period, during the period for submission of documentation or by filing a complaint in the period following the publication of the provisional or final allocation, your application will be assigned a minimum pass mark (5).
  **IMPORTANT NOTE:** Copies of academic transcripts, informative documents, academic reports or any other document other than those indicated in the previous paragraph will NOT be accepted.

- **Can I submit the Diploma Supplement?**
  Yes, you can submit it, but only the final Diploma Supplement will be accepted. The draft will NOT be valid.

- **Can I apply if I have not yet finished my degree?**
  Yes, but you should bear in mind the following considerations:
  If you have to pass one last course to obtain your degree but you expect to be able to apply for the issuing of your degree certificate within the deadline (e.g. I have taken my last exam but the results have not yet been published), you must indicate your current average mark when entering your entry
route and tick the option *Aún no conozco la calificación de mi título* (*I do not know the average mark of my degree yet*). This means that the mark you enter will only be an estimate. Depending on your provisional average mark, the system will temporarily assign you a place or put you on the waiting list. Please note that this provisional allocation may change once your final documentation has been validated, as you will need to provide your degree certificate by the established deadline.

- If you are not going to obtain your degree within the deadline specified in the call for applications, your application will be rejected because you do not meet the entry requirements.

**What is the deadline for submitting documentation?**

You must provide the documentation related to your admission route (degree certificate and official academic certificate) during the application period, except if you need to select "Nota estimada" (*Estimated mark*) in your application because you have not yet obtained your degree. In the latter case, you may attach these documents to your application at the latest before the deadline for the award of degrees specified in the call for applications. For instance:

- **If you have obtained your degree and paid the corresponding issuing fees within the application period:** you can attach the document to the application or submit it by filing a complaint within the period allowed after the FIRST ALLOCATION. Any documentation submitted at a later date cannot be accepted.

- **If you have paid the fees for the issuing of your degree after the application period:** you can attach the document to the application until the deadline for payment of issuing fees specified in the call for applications. You can also submit it during the complaint period allowed immediately after the deadline for fee payment.

These deadlines apply to documents relating to your admission route (degree certificate, official academic transcript and language certificate, provided that the latter requires administrative validation, e.g. for qualifying master's degrees).

Use the application to provide the supporting documents for the specific access requirements of each master's degree. These documents must be submitted by the deadline established for each stage.
Once the period for the submission of applications period is open, a new box will appear on the website of the Distrito Único Andaluz (hereinafter DUA) —https://www.juntadeandalucia.es/economiaconocimientoempresasyuniversidad/sguit/?q=masteres—:

Start the process by clicking on that box. You will be taken to the following screen:

You have two options here:

- Access the application.
- Check the regulations governing access (if you have not followed the recommendation in the first point of this guide, you can now access these regulations).

Once you have reviewed the regulations, click on **Acceso a la solicitud** (Access to the application).
Here you can choose to submit your application by entering your ID card or passport number, or by using the digital certificate installed on your computer.

**WHICH ID DOCUMENTS CAN I USE?**

1. Spanish citizens: NIF (DNI number plus the letter).
2. Foreign applicants with residency in Spain: NIE or passport.
3. Citizens of any country belonging to the European Higher Education Area: passport or identity card from your country.

**IMPORTANT NOTE:** The document number you enter CANNOT be changed at any time during the process. Therefore, if you think you will need some kind of supporting document or certificate for your application, you must first make sure that the document you enter in the application is the correct one.

**Why can I not change my document number?**

The document number you use to initiate and register the application will be associated with a registration number and a personal password that you will obtain once you have completed the application. These credentials will allow you to make queries and modifications.

- If you wish to submit the application using a digital certificate, you must first obtain it through the website of the Royal Mint of Spain ([www.fnmt.es](http://www.fnmt.es)) by following the corresponding instructions for requesting and downloading it.

Once you have selected the type of document you are going to use and entered its number, click on **CONTINUAR (Continue):**
On this screen you must enter your date of birth and, if known, the final mark of at least one of your entrance qualifications. If you enter these details correctly, you will allow the system to retrieve part of your personal details and data about your entrance qualifications if they have been taken at one of the Andalusian Public Universities. Once you have completed these fields, click on CONTINUAR (Continue).

On the next screen you will see six tabs. You must go through all of them to complete your application.

1.- DATOS PERSONALES (Personal details)
2.- VÍAS DE ACCESO (Entry routes)
3.- OTROS DATOS (Other data)
4.- PETICIONES (Requests)
5.- SIMULTANEAVIDAD (Concurrent degree programmes)
6.- VALIDACIÓN (Validation)

The tabs will change colour as you progress. Blue means that a tab has not yet been accessed, green means that it is completely filled in, and red means that a field has not been filled in or a document has not been provided.

You will not be able to switch tabs until the previous tab has been completed (or at least consulted in its entirety). Follow the instructions and CAREFULLY read the warning messages displayed.
1. **Datos personales (Personal details) tab**

   1. **If the system has retrieved your data**, you will see the following screen. You will only need to fill in the details that have not been retrieved:

   ![Screen shot of data retrieval](image1)

   2. **If the system has not retrieved your data**, it may be because the information you have entered is not correct or because your entrance qualification is not from an Andalusian Public University. If this is your case, you will have to fill in all the information requested.

Once you have completed all the necessary details, you must indicate whether you have a recognised degree of disability equal to or greater than 33%. If so, you must provide documentary proof of this. To do this, use the following drop-down menu (if it is not visible, use the side scroll bar located on the right):

![Drop-down menu](image2)

If you indicate that you have a recognised disability, the system will ask you for more information. Remember to have your disability certificate at hand. Once you have entered the requested data, the system will indicate whether it has been able to retrieve your information. If your details are not retrieved, it is **ESSENTIAL** that you attach your disability card, otherwise you will participate in the process under the general quota.

In the last section of this tab, **Datos sobre idioma (Language data)**, you must attach the corresponding language certificates for the master's degrees that require them as a specific access requirement (e.g. the Master's Degree in Teacher Training).
IMPORTANT NOTE: If you apply for more than one master's degree, please note that the assessment committees of the master's degrees you add later will not have access to this section. Therefore, if the other master's degrees also require you to submit a language certificate, you must provide it in the corresponding section of the master's degree.

In both cases you can attach documents by clicking on Gestionar documentación (Manage documents).

2.- Vías de acceso (Entry routes) tab

If the system retrieved your data, the following screen will show your entrance qualifications, provided that you have obtained your degree(s) from an Andalusian Public University and have paid the corresponding issuing fees. If this is your case, you will only have to check the data obtained automatically and you will NOT have to provide a copy of your degree certificate or official academic transcript.

If any qualifications are missing or the system did not retrieve your data, you will have to enter them yourself. Click on Agregar nueva vía (Add new route). If you click on the contextual help icon of this screen, the system will give you instructions on how to enter the route correctly:
Adding the new route opens a new screen divided into three sections:

**SELECCIONAR VÍA DE ACCESO (Select the entry route)**

There are three possible options. Entering the entry route correctly can facilitate the correct assessment of your application.

1. You hold a Spanish university degree that qualifies you for access to official master's degrees. The degree may be: undergraduate degree (Graduado/a); full undergraduate degree in Architecture (Arquitecto/a), Engineering (Ingeniero/a) or other (Licenciado/a); 3-year undergraduate degree in Architecture (Arquitecto/a Técnico/a), Engineering (Ingeniero/a Técnico/a), primary teacher training (Maestro/a) or other (Diplomado/a).

2. You hold a university degree obtained abroad that has not been officially recognised in Spain (homologado) and that qualifies you for access to official master's and undergraduate degrees or other equivalent programmes in your country of origin.

3. You hold a university degree obtained abroad and officially recognised in Spain (homologado) that qualifies you for access to official master's degrees (you need to provide the official certificate of recognition issued by the Spanish Ministry).

**DATOS DE LA VÍA DE ACCESO (Entry route data)**

Depending on the chosen entry route, you will have to enter different data. Be sure to complete the requested details in full.

**APORTAR DOCUMENTACIÓN (Provide documentation)**

In this section you must provide the required documentation.

In all cases:
- ID card or passport for verification of the data you provide in your application:
- University degree: Click here if you have paid the fees for your degree certificate but do not yet have the final document. Click here if you have not yet completed your studies.
- Official academic transcript. Click here for more information.

If you have a foreign degree, you must also provide the following document:
- Certificate of access to master's degrees in your home country signed and stamped by your
If your university does not have a standard model of this certificate, you can use the model available [here](#).

**Note:** You do not need to provide any documentation that the DUA may already have in electronic format. The system will automatically retrieve data on the degree(s) you hold and your average mark(s) if you have graduated from an Andalusian university. The computer system will tell you what documentation you need to provide. Where necessary, academic documentation (e.g. degree certificate, academic transcript) must be translated into Spanish.

If you have not provided the corresponding documents, the system will display a message. You can attach the documents now or continue without doing so. However, your entry route will not be valid until you complete it:
3.- *Otros datos* (Other data) tab

In this tab you can indicate and attach supporting documentation related to your languages, professional goals and any other information of interest for the assessment of your application.

**NOTE:** You can check the types of accepted language certificates [here](#).

4.- *Peticiones* (Requests) tab

In this tab you can select the master's degrees you want to apply for. You can search by university or by master's degree (by entering a keyword).
The maximum number of requests that can be entered is six, and requests for qualifying master’s degrees that are taught at all universities (e.g. the Master's Degree in Teacher Training or the Master's Degree in General Health Psychology) will be counted as a single request. It is VERY IMPORTANT that you order your requests according to your preferences, as the system will always try to assign you the master's degree with the highest preference.

Selecting a specific master's degree will take you to a new screen with three different tabs:

**Criterios y requisitos** (Criteria and requirements)

An information screen will appear with the admission criteria established in the master's degree validation report. You will also find here, among other information, the additional requirements and assessment criteria that will be applied by the corresponding academic committee. This screen will be different for each master's degree:

If you click on *Gestionar documentación* (Manage documentation), you will be able to provide the document marked in red as not provided.
Note: You must attach your language certificate in this section of the master's degree (even if you have provided your language certificate in previous sections) so that the academic committee has access to it and can assess it. Otherwise, you may be excluded or not be correctly marked, which could result in you not obtaining a place and being placed on the waiting list because your score is lower than that of the last admitted applicant.

Access preference according to entrance qualifications

This tab shows the access priority of the degrees you have entered as entry routes for the requested master's degree.

Why is this information important? Applicants whose degree has a high access preference for a master's degree will have priority over applicants with a medium access preference, regardless of their entrance score. For example, if your degree has a high access preference and your final access score is 5, you will be placed ahead of another applicant with a degree with a medium access preference and a total entrance score of 10.

Grants and other information

If you have obtained a scholarship or grant to study a master's degree thanks to a national or international agreement between universities, you can specify it and attach the corresponding supporting documentation in this section.

Only official documents issued by the awarding body which explicitly state that the grant HAS BEEN AWARDED to the applicant will be accepted. Documents generated during the application stage of a grant will therefore not be accepted.

The most common types of grants are listed in the drop-down menu.

IMPORTANT NOTE: General scholarships of the Spanish Ministry of Education and Vocational Training do not appear in this section as they do not improve your access score. Applicants who are awarded this grant are exempt from paying registration fees. Therefore, if you obtain a place on a master's degree, you must indicate that you have been awarded this grant at the time of enrolment so that the exemption can be applied.
Next, for information purposes only, please indicate the projection and level of dedication to the master's degree (compulsory fields).

If the selected master's degree requires it, an additional field will appear in which you can enter specific information for access to the master's degree.

Once you have completed all the tabs for each master's degree you have applied for, the system will show you a list of these masters sorted in the order of preference you have chosen. Before continuing, please check the order of preference in which the master's degrees appear, as the system will try to assign you the master's degree with the highest possible preference. If you mistakenly assign a higher preference to a master's degree in which you are less interested than the rest of your requests and you are assigned a place on it, you will have lost the option of at least getting on the waiting lists for your other requests. You can use the arrows on the right to reposition each of your requests.
5. **Simultaneidad** (Concurrent degree programmes) tab

In this tab you must indicate if you want to **study at the same time** (and choose if applicable) **TWO OFFICIAL PROGRAMMES** from the Andalusian Public Universities. You can combine any undergraduate and master's degrees offered on the DUA, whether they are taught in the same or in different universities.

If you indicate that you want to study two master's degrees at the same time, the system will try to assign you the one placed higher in your application. The system will not try to assign you a second master's degree until the last stage, and will do so only if there are still places available.

6. **Validación** (Validation) tab

Finally, to complete the application, you must validate it. In the event that in any of the sections seen so far you have left any document or data pending to be entered, the screen will show you an error in **yellow** (if you have only filled in part of the section) or in **red** (if you have not completed a compulsory field).
As long as your application contains errors, you will not be able to validate it.

Once the errors have been corrected, you will be able to register your application. To do this, you need to enter your mobile phone number and email address. It is IMPORTANT that these details match those entered in the Datos personales (Personal details) section:

Once you have registered your application, you can consult the receipt in PDF format. This way you can make sure that all the required documents have indeed been provided and that the details entered are correct.
You will be able to modify this application as many times as you wish within the established deadline.

**IMPORTANT NOTE: Each time you modify or cancel your application, the system will assign you a new password. Remember to always keep and use the last password, otherwise you will access a cancelled application.**

Subsequently, you will receive an SMS and an email from the DUA confirming that your application has been registered. If you have not received this email after 24 hours, please check that your application is registered in the system by logging in.
4. AFTER SUBMITTING YOUR APPLICATION

- Once I have submitted my application, is there anything else I need to do?
  - We recommend that you check that the application has been registered correctly, that you have attached the correct documents and that you have been received the corresponding notification. Make sure you do not have the DUA email address marked as spam, otherwise you may miss important notifications.
  - If any of the documents sent are not correct, you will receive a request to correct them when the administrative validation of your application is carried out. You will also be informed of the deadline you have to make this correction. Please read this request carefully and do not re-attach the document that you previously sent. If you are being required to submit it again, it means that the previous document was not valid.

- I have a query about one of the documents provided, who can I speak to?
  You can contact any of the pre-enrolment offices using the means of communication that suits you best. However, it is advisable that you contact the office that will be in charge of validating your application, i.e. the one corresponding to your first request.
  If your query concerns academic issues of the master's degree you are applying for or the documentation provided for the specific requirements of a master's degree, it is advisable to contact the coordinators of that master's degree directly.

- Can I change my application?
  Yes, you can. Log in to the application, enter the password assigned to you and click on Modificar solicitud (Modify application). Once you have made the desired changes, do not forget to register your application again. At this point, the system will assign you a new password. If you lose your password, you will have to contact the university of the master's degree you have applied for as your first choice.

- I applied assuming that I would obtain my degree but in the end I did not. Will I be able to pre-enrol during the next stage?
  Yes, you can do this, but in order to avoid problems with the new application you must choose one of the following actions:
  1.- Using the password provided by the system in the previous stage. Select the option Anular solicitud (Cancel request). This will restart the process with all data and documents correctly dated.
  2.- Using the password provided by the system in the previous stage. Select the option Modificar solicitud (Modify request). By doing so, the data and documents entered will be maintained. However, on the screen where the entry routes appear, you will have to delete the route associated with the previous stage and enter the details of your entrance qualification, which will be automatically associated with the new stage.

IMPORTANT NOTE: When a modification is made at a later stage, the requests associated with the previous stage are no longer considered valid, so you must ensure that your application contains requests associated with the stage in which you are participating.
5. PLACES HAVE BEEN ALLOCATED. WHAT DO I HAVE TO DO?

Upon publication of each allocation of places and list of results, you will receive an SMS and/or email from the DUA asking you to check your status. If you do not receive this email, it is VERY IMPORTANT that you check your spam folder.

To check your status, you must access the publication link on the DUA website and enter your ID number (including any letters it may contain and distinguishing between upper and lower case letters) and the password provided by the system (distinguishing between upper and lower case letters).

Once logged in, you will be able to access all the information about your status. We will take a look at the different possibilities:

1. I have been provisionally allocated a place.

If at the time of submitting your application you forgot to attach some documentation or you attached an incorrect file, the system will assign you a place based on the data entered but will not allow you to enrol until the application is validated.

- How do I provide the documentation?

Preferably by filing a complaint. As soon as your complaint is resolved, you will receive a message from the system informing you of the result of the validation.
- What documentation do I have to submit?

**Degree certificate, final official academic transcript showing your average mark and, if necessary, foreign language certificate.**

- What is the deadline for submitting my degree certificate, official academic transcript and B1 language certificate?

It will depend on the date on which you obtained your entrance qualification:

A) **Degree certificates issued before the application deadline or after the application deadline but before the first allocation of places.**

Any missing or required documentation can be attached to the application through the documentation link provided by the DUA. The deadline for attaching documentation will be the end of the complaint period corresponding to the first allocation. If you do not provide the corresponding documentation, you will lose the place provisionally allocated to you and your application will appear as **excluded** in the next allocation.

B) **Degree certificates issued after the first allocation but within the maximum deadline set in the call for applications.**

The deadline for submitting your entrance qualification, as well as the official academic transcript or the B1 language level certificate (if applicable), is the same as the deadline for obtaining the entrance qualification established in the call for applications. You can provide these documents through the link to attach documentation provided by the DUA or by filing a complaint.

It is strongly recommended that, once the fees for the issuing of your degree certificate have been paid, you submit the documentation as soon as the next complaint period opens. As long as your documentation has not been verified, the system will keep your provisional allocation only until the deadline for obtaining the entrance qualification established in the call for applications. If you do not provide the corresponding documentation, you will lose the place provisionally allocated to you and your application will appear as **excluded** in the next allocation.

- Can I lose the place I have been provisionally allocated?

Yes, but only in these cases:

- If you do not provide the documentation within the established deadlines or the documentation you do provide is not official as stated in the call for applications and in this guide.
- If the information entered in the application (degree, average mark and language certificate) does not match the documentation provided.
- If you do not reserve a place in case the master's degree you are allocated is not your first choice.

2.- **I have been allocated the master's degree that I listed as my first preference.**

If you obtain a place for the first of your requests, you must formally enrol at the corresponding university.
If you have obtained a place on a UGR master's degree, you will receive an email on the first day of the enrolment period containing the link and instructions for the enrolment process. If you do not find this email in your inbox, please check your SPAM folder.

You can also consult an enrolment tutorial at the following link.

VERY IMPORTANT NOTE: If you do not enrol by the deadline indicated in the calendar and at the time you receive the various notifications, you will lose your place. If at any time during the enrolment process you encounter a technical failure on the university platform, please contact us by email (epmasters@ugr.es) informing us of the error and attaching a screenshot. We will respond to your enquiry as soon as possible so that you can complete the process.

- I no longer want to take a specific master's degree, can I change my application?

The DUA allows you to change the order of your requests and add new ones you may now be interested in. However, please note that new requests will not be processed if they have a waiting list.

3.- I have been allocated a master's degree which is not my first preference.

In this case there are two possible options:

a. You decide to take your assigned master's degree instead of waiting to obtain a place on one of the higher priority master's degrees: if you choose to do so, you will have to enrol once you receive the email from the corresponding university. By doing this, you will be giving up your position on the waiting lists of the master's degrees you listed with a higher priority and your pre-enrolment process will have finished.

b. You would not mind taking the master's degree you have been allocated but you would prefer to
take any of the ones you listed with a higher preference: in this case, you must NOT enrol as long as it is not compulsory. On the application consultation screen, you must RESERVE your allocated place and CONFIRM your wish to continue on the waiting lists.

NOTE: On the application consultation screen, the DUA will provide information on the actions you can take and the corresponding deadlines. It is very IMPORTANT to read this information carefully.

If you wish to remain on the waiting list for a place in a higher preference master's degree, you must reserve the place you have obtained and confirm your wish to remain on the waiting list for the rest of master's degrees. To do this, you can click on any of the spots marked in red in the following image. This will allow you to make both the reservation and the confirmation within the same process:
You will be taken to the following screen:

The system displays the most favourable option, but if you click on Confirmar (Confirm) and/or Reservar (Reserve), the system will show you the actions you can take, e.g. withdraw if you are no longer interested in any of your requests.

**Note:** This step of reservation and confirmation of the waiting list must be done after the publication of each list. Otherwise, the system will understand that you have withdrawn your requests and will exclude you from the process. At the last allocation, the system will offer you to enrol (compulsory enrolment) on the programme corresponding to your assigned request. You will also be offered to confirm the waiting list with a view to possible movements in the updated waiting list for preferred options.
Once you have chosen the option you are going to take, you must register your reservation and/or confirmation. To do so, the system will ask you some details:

Once you have completed these details, click on Grabar (Register) and you will obtain the PDF document of your reservation. It is IMPORTANT to keep this document as, in case of error, you will have to provide it in your complaint.

Once you have made your reservation, you can change it at any time while the reservation period is open by repeating the whole process. You can go back to the application consultation screen or to any step prior to registering your reservation by clicking on the bar at the top of your screen, which will have changed colour after each completed step:
4.- I did not get a place and I am on the waiting list.

In this case the only option is to confirm your place on the waiting list in order to remain on it. To do this, you can click on any of the spots marked in red in the following image. This will allow you to confirm all the requests in your application:

In addition, if you click on the spot marked in blue, you can consult the result of the assessment of your application. If you believe that any point in this section is incorrect, you can file a complaint.

The system will display the most favourable option, but if you click on Confirmar (Confirm), the system will show you the actions you can take, e.g. withdraw if you are no longer interested in some of your requests.

**Note:** You must confirm your place on the waiting list after the publication of each list. Otherwise, the system will understand that you are no longer interested in your requests and will exclude you from the process.

Once you have chosen the option you are going to take, you must register your reservation and/or confirmation. To do so, the system will ask you some details:
Once you have completed these details, click on Grabar (Register) and you will obtain the PDF document of your reservation. It is IMPORTANT to keep this document as, in case of error, you will have to provide it in your complaint.

Once you have made your reservation, you can change it at any time while the reservation period is open by repeating the whole process. You can go back to the application consultation screen or to any step prior to registering your reservation by clicking on the bar at the top of your screen, which will have changed colour after each completed step:

- **I am on the waiting list, can my position be improved?**

  Yes, your position can change after each list publication. For example, applicants with a higher score than you may withdraw their application or may be admitted to another master's degree listed in their application with higher preference. In such cases, these applicants will be removed from the waiting list.

- **I am on the waiting list, can my position be lowered?**

  Yes, your position may drop if a complaint from another applicant with a higher score than yours is accepted, either because they were excluded, because the revision of their documentation was not contemplated on the list or because they were ranked lower than you on the list.
5. **My application has been excluded from the process.**

If you believe there has been an error, your only option to stay in the process is to file a complaint. We will take a look at different examples so that you know to whom you should address your complaint. This will speed up the process. We recommend filing complaints through the platform itself. You can access the complaints screen by clicking on **RECLAMACIONES** (Complaints) in the top right hand corner of the screen (depending on your computer settings this button may not be visible - use the scroll bars to scroll to the right).

The first thing you should check is whether you have been excluded from all your requests or only from some of them. If you have been excluded from all your requests, this is due to an administrative problem. Your complaint must be addressed to the administrative and support staff (PAS) and include the documentation that has not been validated, which you can consult by clicking on **MOTIVOS DE EXCLUSIÓN** (Reasons for exclusion).
If, on the other hand, your academic data appear as validated, your exclusion has been decided by the academic committee of the master's degree after assessing your application, so you should address your complaint to this committee:
I am not sure to whom I should address my complaint. What if I do not do it correctly?

The most important thing is that you file your complaint within the deadline. If you address it to the wrong person, it will be redirected.

How many complaints can I file?

If your complaints are addressed to the academic committee, you may submit one for each request in your application that you consider to have been incorrectly assessed.
If your complaint is addressed to the administration, you can only file one complaint. You will be able to modify your complaint (by cancelling it and submitting a new one) within the deadline established in the call for applications, provided that it has not been resolved.

How will I know if my complaint has been accepted?

As soon as it is resolved you will receive an email with the decision.

When are complaints resolved?

It is normal practice that all complaints are resolved before the next allocation. If this is not possible due to deadlines, please note that an accepted complaint takes effect from the date the applicant was entitled to a place or entered the waiting list, so you will not lose your entitlement to a place at any time.