



## NEW RECRUITMENT PROCESS

### Q & A

To make your recruitment easier, we have gathered in one spot the questions that appear most frequently. If you do not find the answer here, you can always contact the Admission Office.

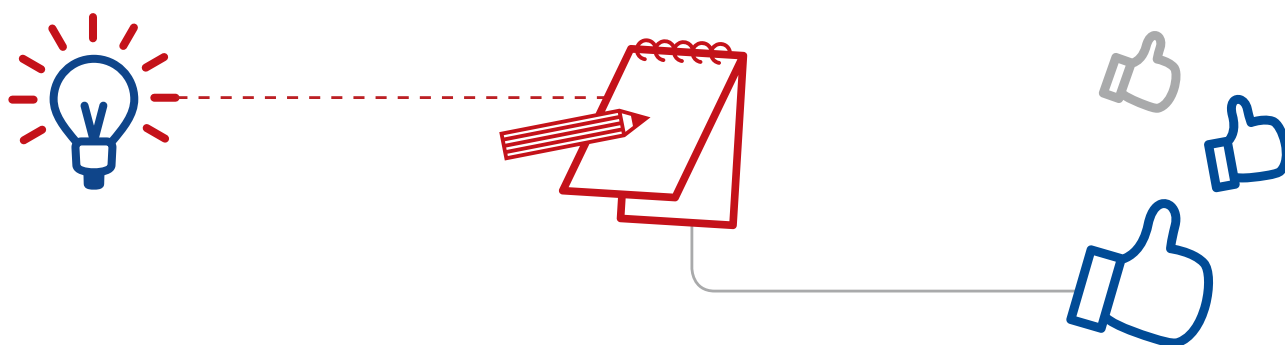


# CANDIDATE **ACCOUNT ACTIVATION**



Questions	Answers
I haven't received the activation link.	<ol style="list-style-type: none"><li>1. The activation link may have been placed in the SPAM / OFFERS / COMMUNITIES folder. If the message is not in this folder, resend the request for the activation link.</li><li>2. At the login page for the Candidate Account, there is an option "Resend activation email."</li></ol>

Questions	Answers
I signed up online but without creating a Candidate Account. Then I clicked on the email saying I wanted to set it up but didn't tick that I wanted to see previous recruitments. After creating the account, I cannot see my registration. What should I do to complete the process and send the documents electronically?	No problem. All you need to do is report that you want to connect the previous enrollment with your Candidate Account to our employee at the Admission Office. Write an email asking to link the account with the signup.
If the data processing takes longer than 15 minutes, you have probably signed up for the same course twice. In the case of a change of specialization, the number of installments, language of study, contact the Admission Office.	If the data processing takes longer than 15 minutes, you have probably signed up for the same course twice. In the case of a change of specialization, the number of installments, language of study, contact the Admission Office.
I want to confirm the Candidate Account. Yet, the message "Unfortunately, this token has expired and cannot be used" pops up. What should I do in this case?	Your activation link may have expired. Resend the activation link request. If this does not help, it means that the set time limit for confirming the Candidate Account has been exceeded. In that case, you must <b>create your account again</b> .
What is a PESEL number?	The PESEL number is generated automatically through the system, suitable only for the application process. The foreign candidates enter only their date of birth.
Why can't I create the Applicant's Account without PESEL number?	Unfortunately, you cannot create an account once you've already registered. The foreign candidates must create their account during the registration.





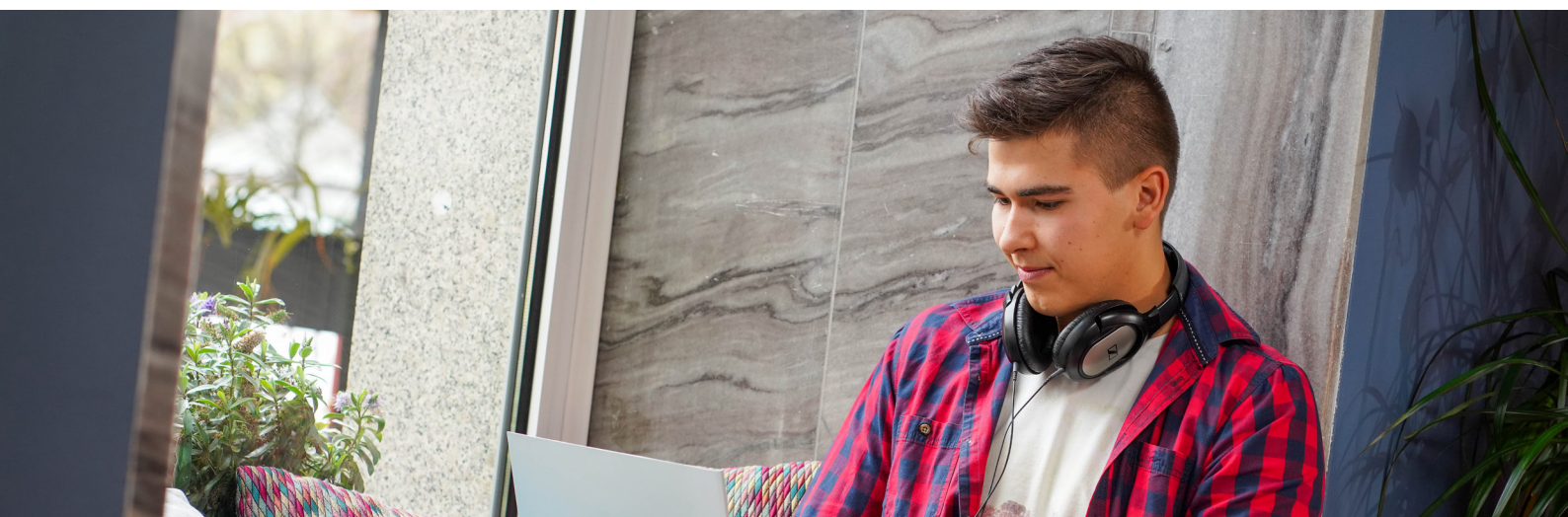
# PHOTOS AND DOCUMENTS



Questions	Answers
<p>I have no scanner, and my photo is unreadable.</p> <p>Can I send original documents to university for an employee of the Admission Office to scan them?</p>	<p>You don't need a scanner to scan a photo. Use a photo application that you download from Google Play or App Store. Some smartphones can take pictures of documents. This quality should be enough to send documents to the Admission Office.</p>
<p>I'm a DSW University graduate. In the Admission Office, I heard that I don't have to provide a diploma; the diploma defence information is enough. However, on the Candidate Account, I can still see that the diploma is to be uploaded. What should I do to proceed with the recruitment process?</p>	<p>It's normal to see the diploma to be uploaded. If a certificate has been uploaded to the Candidate Account, the diploma will be delivered at a later stage, or it will be directly approved by the Admission Office for you.</p> <p>* Keep in mind that the option of direct approval of the diploma by the Admission Office is only available when you are being enrolled at the university of which you are a graduate.</p>
<p>Where can I find all the necessary regulations, e.g., study regulations?</p>	<p>All documents that you should read can be found in the "Regulations and documents" tab.</p>
<p>Why do I have to provide the original document?</p>	<p>You can go through the entire recruitment process online; however, some documents must be verified by the Admission Office with the original due to legal requirements.</p>

Questions	Answers
I have uploaded a document, e.g., a diploma, but I do not have access to the agreement. In addition, I can see that the recruitment process is 0% despite the diploma uploaded. What does it mean?	<p>This means that the uploaded documents have not yet been approved. The Admission Office has not unlocked the possibility of signing.</p> <p>Documents for signature are blocked until all scans are uploaded and accepted. When it is possible to sign the agreement, you will receive an email with this information. This option will appear in the Candidate Account.</p> <p>* Keep in mind that after each document has been upload, the Admission Office has 72 hours to approve it.</p>
I am trying to upload my photo, but it won't upload properly.	Check that all technical parameters are met. The photo should be of the correct size and format. If the system does not accept your photo, use the <b>Passport Photo Online</b> app provided in the link in the Candidate Account. The app will help you set the correct photo parameters so that the system reads them correctly.
I want to complete the recruitment, but the message "Registration closing date" pops up when uploading the documents. What does it mean?	Such information may mean that the limit of places for studies has been exhausted or that the enrollment in a given field of study has been completed.
I saved and received an email with my documents. I have created a Candidate Account, but I cannot upload it electronically. Where is the problem?	<p>Possible explanations:</p> <p>A) You created a Candidate Account after the first enrollment for studies. Still, you did not check the option of following previous registrations. In this case, write an email to <a href="mailto:reklamacje-zpi@dsw.edu.pl">reklamacje-zpi@dsw.edu.pl</a> with a request to link the accounts.</p> <p>B) You are being recruited via the Candidate Account but have provided the first document as a hard copy. In this case, you must also provide the other documents as hard copies.</p>
Do I need to obtain an apostille or legalise my education certificates if I earned a high school diploma in Poland?	No. An apostille or other certification (legalization) is required only to documents issued outside Poland.

# MISCELLANEOUS



Questions	Answers
Is it possible to delete the Candidate Account? If so, in what way?	It is possible to delete the Candidate Account. Log in to your account, then go to <b>My Account&gt; Edit Data&gt; Account Deletion</b> . You can also report such a desire by writing to the email address <b>reklamacje-zpi@wsb.pl</b> .
How can I submit my resignation from my studies?	Report the intention to resign to the appropriate Admission Office. You can find the email address and telephone number at <b>www.dsw.edu.pl/kontakt</b> .
I delivered the documents on time and signed the application. However, in the "To Pay" tab, instead of the PLN 0 registration fee, there is PLN 400. Should I ignore this fee?	The fee is shown only when the deadline for completing the documents, which determines the receipt of the special offer, has passed. In this case, you should report to the appropriate Admission Office. You can write an email or call us.
Can I log in to the Candidate Account via the USOS system?	The Candidate Account and USOS are two different systems, therefore you have to log in separately. There is no way of logging in to the Candidate Account using the USOS account data.
I can sign neither the agreement nor the application. The button „Sign up” is not active (remains greyed out).	Please log in to your mailbox. A signed mail should be delivered.
I signed both the application and the agreement but I cannot see the signature.	Please click on „Finish” button in the right upper corner.



# ULS ADMISSION OFFICE



DSW University of Lower Silesia is one of the most important academic centres both in Wrocław and in the whole Lower Silesia region. Each year we educate more than 3000 students.

We are glad you want to join us!

If you have further questions regarding the recruitment process, please contact our Admission Office.

ul. Strzegomska 55  
53-611 Wrocław

admission's helpline: +71 757 28 63 (Polish language)

## **first and second cycle studies**

phone: 539 670 477; 539 670 452; 693 010 162

e-mail: [admission@dsw.edu.pl](mailto:admission@dsw.edu.pl) for international admissions

## **postgraduate studies**

phone: +48 539 670 414, +48 539 670 409

e-mail: [dsp@dsw.edu.pl](mailto:dsp@dsw.edu.pl)