UNIVERSITY OF CAMBRIDGE

A Guide to Using the Postgraduate Applicant Self-Service

Updated February 2024

Contents

Introduction

If you are made a conditional offer of admission, you will receive access to your Self-Service account. You User ID and password for logging in will be emailed to you.

The Self-Service account is the way that we will communicate with you and let you know about the progress of your offer(s). It is important that you check it frequently to find out if you need to do anything or if we have sent you any messages. If you do not, you might miss a deadline and risk having your application withdrawn.

You will be able to upload documents to support your application and maintain your personal details in your Self-Service account, and you will find links to useful information elsewhere on the University's website. You will also be able to withdraw your application or request a deferral from here.

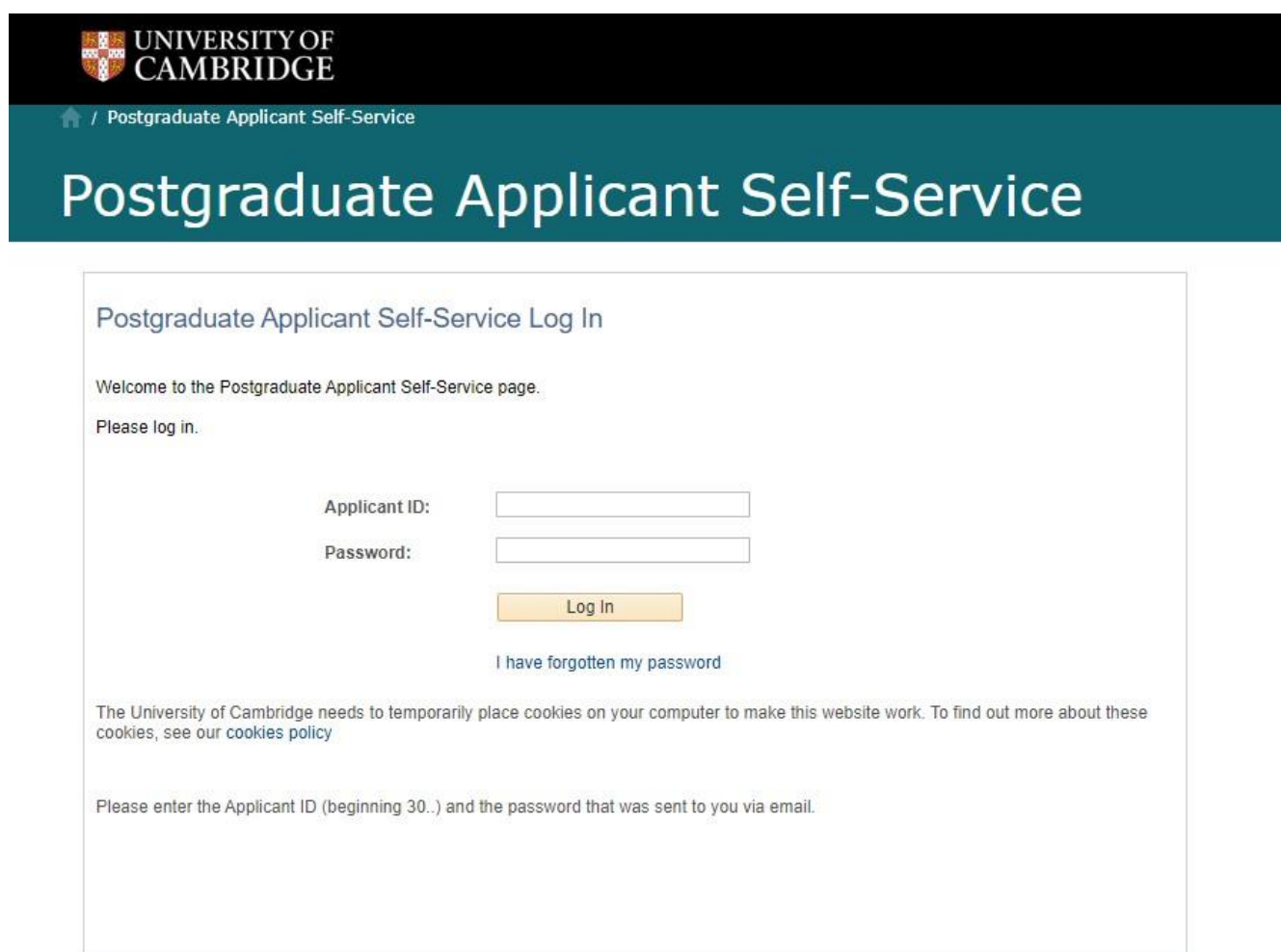This document explains how to use your Self-Service account at each of the stages of your application.

You will also find useful information on the 'What happens next?' pages of the Postgraduate Admissions website. For more detailed information on what you should do after being made an offer, visit https://www.postgraduate.study.cam.ac.uk/your-offer.

Section 1: Logging In

The link for Postgraduate Self-Service (PGSS) is on the Postgraduate Admissions website and is:
https://camsis.cam.ac.uk/psp/publicprod/EMPLOYEE/SA/c/UC_GRAD_APP_SELF_SERVICE.UC_GS_LOGIN.GBL?

When logging in your user ID will be your 9 digit student number usually beginning '30...'.

Section 2: Overview

The Postgraduate Applicant Self-Service (PGSS) allows you to:
- Maintain your personal data (your contact details)
- Track the progress of your offer(s)
- Review information or instructions that we send you
- Accept your offer
- Upload documents to meet your offer conditions, such as financial information, language test results and immigration documents
- Submit a photo for your Student ID
- Withdraw from your offer or request permission for a deferral
- Print a certificate of your offer

2(a): The Home Page

Please switch off your popup blocker, or set "camsis.cam.ac.uk" as an exception in your browser when you access the Postgraduate Applicant Self-Service.

Admissions Website   Help

[Name]   [Applicant ID]
Postgraduate Applicant Self-Service Home

Welcome to Postgraduate Applicant Self-Service

We aim to process your documents within seven working days from when you uploaded them to your self-service.

We are currently processing offer confirmations within six working days from when your final condition was marked as completed .

CAS (for visa applications) will be issued to offer holders who have met all their offer conditions, from June onwards.

Please note that your offer has two deadlines, one to accept or reject your offer, and one for meeting all the conditions of your offer.

You can find the deadline to accept your offer on your Certificate of Offer.

The deadline to meet all your conditions by is:

31 July 23 for Michaelmas start 2023

5 December 23 for Lent start 2024

10 March 24 for Easter start 2024

Please download the Guide to using the Postgraduate Applicant Self-Service where you will find information about how to use your account.

Please see the How to use the Self-Service Portal video for a demonstration of the Self-Service Portal.

Here you will be able to track the progress of your application(s), upload supporting documents, and update some contact details. Anything we need to tell you about your application (such as a change of status, materials you need to send us or important messages) will be shown here. Different pages and links will appear or become live as your application progresses.

Please check here regularly and take action promptly when we ask you to.

First, please upload a digital photograph of yourself. This is a requirement of your application, but will not be used as part of the selection process. You still need to upload a photograph to meet your condition, even if we already have one of you (e.g. because you have previously been a student here).

For more information about the deadline by which you need to submit all your documents to meet your offer conditions, please refer to the Offer Conditions Booklet in the Documents and Forms section.

If you have applied for University funding you should expect to receive a decision in March and April, although some funding may be awarded as late as July. If you have not heard by the end of July, you should assume you have not been successful in securing University funding.

Please switch off your popup blocker, or set "camsis.cam.ac.uk" as an exception in your browser.

Your Details

You can view and update your personal details by using these links:

Names   Addresses   Phone Numbers   Email Addresses   Photograph

Application Number	Course Description	Start Term	Status	College Membership	View/Amend
	MPhil in Multi-Disciplinary Gender Studies	Michaelmas Term 2023	College Membership Allocated	Accepted at Jesus College	View/Amend

In the top right corner there is a "Help" link. There is some information here about Postgraduate Applicant Self-Service. All the other Self-Service account pages have a similar link, which is context sensitive.

You can maintain your contact details (Addresses, Phone Numbers and Email Addresses) by using the links under the "Your Details" bar. However, while you can view your name, you cannot change it in the Self-Service account. If your name does need to be changed, please follow the instructions on the Names page.

You can upload a photograph of yourself – you will need to do this before you are admitted so that your University card can be issued. If you need to, you can also change the photograph. Further guidance on this can be found in section 3(a).

Below the "Your Details" bar is a list of the applications that you have submitted. Each application has a unique application number. Once your account is active, any new applications you submit will appear here. Online applications will normally appear within one working day of receipt of payment.

To view more detail about the application, or to send us information, click the "View/Amend" button next to the application.

If you are made more than one offer, you will see one row for each application. Your applications will be treated separately by the University so their statuses will change at different times.

The "Status" column shows the progress of your application. A more detailed explanation of this is given when you click on the "View/Amend" button.

Once a College has offered you membership, its name will appear in the "College Membership" column (this will only happen after we have made you an offer of admission).

2(b): The Application Page

① Application Submitted ✓ ② Offer Made ✓ ③ Offer Accepted ✓ ④ Confirmed   Admissions Website   Help

Application Post-Offer

We have made you an offer of admission for this course. The links and information below explain what actions you need to take, and provide information about this part of the application process.

Welcome to Postgraduate Applicant Self-Service

Please download the Guide to using Postgraduate Applicant Self-Service where you will find information about how to use your account. We have also created a useful video here

Here you will be able to track the progress of your application(s), upload supporting documents, and update some contact details. Anything we need to tell you about your application (such as a change of status, materials you need to send us or important messages) will be shown here. Different pages and links will appear or become live as your application progresses.

Please check here regularly and take action promptly when we ask you to.

First, please upload a digital photograph of yourself. This is a requirement of your application, but will not be used as part of the selection process. You will still need to upload a photograph to meet your condition, even if we already have one of you (e.g. because you have previously been a student here).

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Computational Biology	Michaelmas Term 2023	Applicant Accepted Offer	Accepted at Clare Hall

Status: You have accepted your offer.

Messages and Warnings

[Notes left by the Postgraduate Admissions Office will appear here]

Application Information/Actions

Certificate of Offer   UK Immigration
View Offer Conditions/Comments
Tracking Your Finances   Withdraw Your Application
Documentation and Forms   Defer Your Application

Return To Homepage

You can view more detailed information about each application when you click the "View/Amend" button next to an application on the Home page.

At the top is a progress bar, which shows at a glance the status of your application. When the status changes the Application Information/Actions on the page will also change.

Underneath the summary of your application, there is a more detailed explanation of your application status. This might ask you to do something, so you should always read it.

There are several links under the Application Information/Actions bar, which you can use to find further information, to tell us something or to upload some documentation. These are described in the "Things to Do..." sections of this guide.

Section 3: Managing Your Personal Data

Your personal data is the same for all of your applications. If you change it, the changes will apply to all applications you have submitted.

Use the links on the Home Page to update your contact information or to upload a photograph of yourself. You cannot change your name here. If you need to tell us about a change of name, please follow the instructions on the Names page.

All the links are under the "Your Details" bar on the Home Page.

Your Details

You can view and update your personal details by using these links:

Names   Addresses   Phone Numbers   Email Addresses   Photograph

3(a): Adding Your Photograph

Please upload your photograph as soon as you can. The photograph must meet the criteria specified on the University of Cambridge IT Help and Support website: https://help.uis.cam.ac.uk/university-card-photo

Click the "Photograph" link.

Click "Attach your photo here".

If we already have a digital photograph, and you change it, the **original photograph** will continue to be displayed in your **Student Self-Service**, and your **new photograph** will be displayed in **Postgraduate Admissions Self-Service**.

If you would like the photo from your Postgraduate Admissions Self-Service to also display on your new student card when you begin your postgraduate studies, you will need to supply your College Tutorial Office with this photo and request that they upload this photo to the cards system.

Attach your photo here

Return To Homepage

Click "Upload photo"
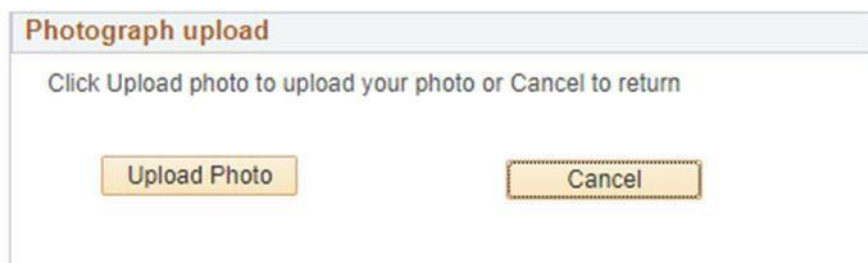
Use the File Attachment popup to browse your computer for your photograph.

When you have identified the photograph you would like to use, click "Upload".
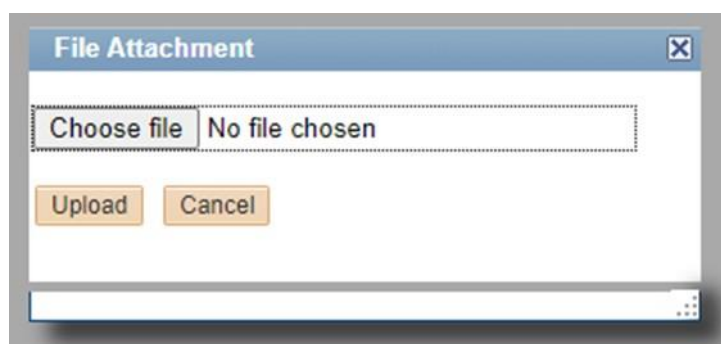
The photograph will be saved.

There is an explanation on the photograph page that tells you how we will use your photo.

If you want to change your photograph, first use the "Delete" button to remove the old photo, then upload a new one.

If you are unable to upload a photograph, please email pg.admissions@admin.cam.ac.uk. Please do not email or upload your photograph elsewhere as we will be unable to process this.

3(b): Viewing the Names page

Click the "Names" link in the Home Page to display the names page. Your name will be displayed at the bottom of the page. If you want to change it, follow the instructions on the page.

Names

To notify us of a change of name, please upload the details as a supporting document accompanied by a formal document,eg a marriage certificate, confirming the details of the name change. Use the "upload supporting documents" link in the relevant application. :

When we have made the change, you will see it here.

Name Type	Name
Primary	
Initials	

Return

Click "Return" to go back to the Home Page at any time.

3(c): Updating your addresses

Click on the addresses link on the homepage and follow the instructions to update your address details. The process is similar to the phone numbers and email addresses below.

3(c)(i): Phone numbers and email addresses

The process for maintaining these is very similar, so only phone numbers are shown in the example below.

*Phone Type	*Telephone	Ext	Country	Preferred	
Home				☑	

Add a Phone Number

Save

* Required Field

Return

Click "Phone Numbers" on the Home Page.

To add a new number, click "Add a Phone Number". To change an existing number simply overtype the details, then click "Save".

If adding a new number, set the phone type from the drop down menu and enter the new number. Set one of the numbers to Preferred by ticking the box. Click "Save".

If you change an email address, we will immediately try to contact your domain to validate the address. If we are not able to do this, you will see a warning message. Please check your typing to make sure that you have typed the address correctly.

Section 4: Managing your offer

Everything that happens after the Postgraduate Admissions Office makes you a formal offer of admission is referred to as "Post-Offer". You will see this expression in several places in your Postgraduate Applicant Self-Service.

4(a): Accept your offer

You will need to accept your offer before we confirm your admission to Cambridge.

Click "Accept/Decline Your Offer". You need to accept or decline your offer by the deadline stated in your offer email and offer certificate. This deadline will be no earlier than 5 weeks from the date your offer was issued. You do not need to wait until you have satisfied the conditions of your offer in order to accept.

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Physics	Michaelmas Term 2023	College Membership Allocated	Accepted at Darwin College

Status: A college has offered you membership.

I Accept Offer	I Decline Offer

Click "I Accept Offer".

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Physics	Michaelmas Term 2023	College Membership Allocated	Accepted at Darwin College

Status: A college has offered you membership.

Confirm Acceptance

Click "Confirm Acceptance".

The status of your offer will change to "Applicant Accepted Offer".
The progress bar along the top of your application will also show that you have accepted the offer.

4(b): Decline your offer

If you have decided that you do not want to take up the offer, you can decline it.

Once you decline the offer, we will be unable reinstate it should you change your mind so please ensure that declining the offer is your final decision.

Click the "Accept/Decline your offer" link.

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Physics	Michaelmas Term 2023	College Membership Allocated	Accepted at Darwin College

Status: A college has offered you membership.

I Accept Offer	I Decline Offer

Click "I Decline Offer".

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Physics	Michaelmas Term 2023	College Membership Allocated	Accepted at Darwin College

Status: A college has offered you membership.

Confirm Decline

Click "Confirm Decline".

Your Self-Service account will now show that your application is withdrawn. You will not be able to provide any further information about it.

You will now be invited to complete a questionnaire about your reason for declining your offer. This is to help us to improve our admissions service.

If you decide to complete the questionnaire (which is optional) a new window will open. Please complete the questionnaire in the new window.

4(c): Print certificate of offer

You can print a certificate with details of your offer. You can print certificates for as long as your offer is active.

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Development Studies	Michaelmas Term 2023	College Membership Allocated	Accepted at Downing College

Status: A college has offered you membership.

Certificate of Offer

Click "Certificate of Offer".

A new window or tab will open in your browser to show the certificate. You can print this or save it as a PDF.

4(d): View offer conditions and comments

You can view your offer conditions by clicking "View Offer Conditions/Comments" on the **Application Post-Offer** page.

This will list all of your offer conditions and their respective statuses (Outstanding, Completed and Waived). Click on the triangle next to each one to open up a description of the condition.

Your offer conditions - Click on the lefthand arrow(s) to the detail of each condition

Academic (Outstanding)
You must graduate from your Master's degree with a Pass. You must read section 3.4 of the Offer Conditions Booklet for further information on how to meet this condition.

Academic (Completed)

Language (Completed)

Passport (Completed)

Accept (Completed)

Photograph (Completed)

Finance (Completed)

College (Completed)

The Self-Service account is our primary means of communicating with you. We will leave you any messages there, which can be viewed on this page under 'Messages and Warnings'.

4(e): Defer your course

Some courses offer alternative term start dates. If this is the case, it is possible for you to request to defer your course of study to an alternative term. Please check the online postgraduate prospectus or speak with your department regarding this possibility.

Please note: it is not possible to defer between academic years. You may only defer between terms within the same academic year which runs from Michaelmas Term (October), through Lent Term (January), to Easter Term (April). If you would like to move your application from one academic year to the next, you will need to withdraw your current application and reapply with a new application, incurring a new application fee and undergoing the admissions process again.

If your place has already been confirmed, you will need to email the Postgraduate Admissions Office to request a deferral: pg.admissions@admin.cam.ac.uk

Click "Defer Offer".

Status: A college has offered you membership.

Select the term that you wish to start studying [▼]

Reason for Deferral: [   ]

[Submit Deferral]

Select a new term of admission from the dropdown. All these terms will be in the same academic year as your original term of admission.

Select the term that you wish to start studying [Lent Term 2014 - starting 5 January 2014   ▼]

Reason for Deferral: [I have applied for and obtained a scholarship, but my sponsor wants me to undertake some preliminary work with them before I come to Cambridge.]

[Submit Deferral]

Provide a reason for your deferral request and then press the "Submit Deferral" button. This reason will be viewed by the Department and College and should reflect your intentions for undertaking the course at a later date.

Application Number	Course Description	Start Term	Status	College Membership
	PhD (Probationary) in History	Michaelmas Term 2013	Deferral Requested	Accepted at Wolfson College

Status: Your request for deferral of your application has been received.

Deferral Request Details entered

Term that you wish to start studying   Lent Term 2014 - starting 5 January 2014

I have applied for and obtained a scholarship, but my sponsor wants me to undertake some preliminary work with them before I come to Cambridge.

You have now requested a deferral. We will consider you request and will let you know whether or not you will be allowed to defer. You will receive updates

4(f): Upload documents

> We only accept one type of document: **.pdf** (Adobe Acrobat). PDFs must not be password protected or digitally signed. If you want to upload other types of document, please convert them to this format first.

This is the most important page of your Self-Service account because it is where you provide the documents to meet your offer conditions. Use it carefully. If you make a mistake when you are uploading a document, for example by uploading a transcript and mislabeling the document type, or by uploading something to the pre-decision area instead of the post- offer area, we may not be able to locate the document, and your application could be withdrawn.

Please note that the list of offer conditions will not automatically update for Post-Offer items as the Postgraduate Admissions Office must scrutinise the documents that you have submitted in order to ensure that they meet the conditions of your offer. This can take several working days (and processing times vary depending on the time of year). Please keep checking your Self-Service account for updates and comments.

How to upload documents:
Click the "Upload Supporting Documents" link on the Application Pre-Decision page:

Upload Documents

Return To Homepage   Return To Application

Click "Upload Documents" on the document upload page.

*Select Document Type

Cancel

****WARNING - Do not upload documents with punctuation or non-English characters in the filename****

Select the type of document that you would like to upload from the drop down list.

At this stage of your application please use only documents where the type is **Post-Offer**. If you use the Pre-Decision type, your document will not reach us.

Click "Upload Documents".

Use the File Attachment popup to browse your computer for the document that you wish to upload. When you have found it click "Upload".

You will see the document in your list on the "uploads" page.

4(g): E-transcripts

If your current institution uses an e-transcripts service, do not send us a copy of your e- transcript. Instead, please share the transcript to bgstranscripts@admin.cam.ac.uk. More information on how to share your transcripts can be found at https://www.postgraduate.study.cam.ac.uk/application-process/what-happens-next/your-offer.
We will make a copy of your transcript and store it in our own student information system.

4(h): Withdraw your application

Please be aware: If you do this, it will withdraw your application immediately and permanently, so be careful with this function.

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Development Studies	Michaelmas Term 2023	College Membership Allocated	Accepted at Downing College

Status: A college has offered you membership.

Withdraw Application

Click "Withdraw Application" on the "Withdraw your application" page.

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Development Studies	Michaelmas Term 2023	College Membership Allocated	Accepted at Downing College

Status: A college has offered you membership.

Confirm Withdrawal

A new page will appear and will ask you to confirm withdrawal. Click "Confirm Withdrawal" if you wish to proceed.
This will withdraw your application and will change its status.

You will now be invited to complete a questionnaire about your reason for withdrawal. This is to help us to improve our admissions service.

If you decide to complete the questionnaire (which is optional) a new window will open. Please complete the questionnaire in the new window.

Your Self-Service account will now show that your application is withdrawn. You will not be able to provide any further information about it.

Section 5: When you have met all the conditions of your offer

The progress bar at the top of the Application page will show that your admission is confirmed:

1 Application Submitted ✓ 2 Offer Made ✓   3 Offer Accepted ✓   4 Confirmed ✓

The actions at the bottom of the page will have changed also:

Application Information/Actions		
Print Certificate of Confirmation	Defer Your Application	Upload Supporting Documents
UK Immigration		
Tracking Your Finances	Documentation and Forms	

You can still review your application information and "Print Certificate of Confirmation".

If you require a Tier 4 visa to study, you should soon be able to access your CAS Statement as a PDF via the "UK Immigration" section. Your CAS Statement will also be sent to you by email. You can apply for your visa from 3 months prior to your course start date and you are advised to make the application as soon as possible after you have received your CAS. Further information is outlined at www.internationalstudents.cam.ac.uk/immigration

You can update your visa application status in the 'UK Immigration' section, by clicking on 'Visa Application Status' and following the instructions.

Please do not do anything else. Your admission is complete – we have all the information we need and have made the decision to admit you.

5(a): Print your certificate of confirmation

Application Number	Course Description	Start Term	Status	College Membership
	MPhil in Advanced Computer Science	Michaelmas Term 2023	Admission Confirmed	Accepted at Trinity College

Status: You have satisfied the conditions of your offer and your admission to the University of Cambridge has been confirmed.

Print Certificate of Confirmation

Click the link "Print Certificate of Confirmation". Your certificate will open in a new window.
You will be able to print or save it.

Section 6: Guidance for scanning documents

We only accept one type of document: **.pdf** (Adobe Acrobat). PDFs must not be password protected or digitally signed. If you want to upload other types of document, please convert them to this format first.

If your computer cannot create PDFs, there are several plugins or converter applications that you can download from the internet. Use one of these to convert your documents to PDF format before uploading them.

If your file cannot be converted to PDF (for example, because it is a music file) then you should post or send it by courier. Instructions on how to do this are in the section "How to send us documents by post or courier".

The maximum size of a document that you can upload is 2.5MB. Documents larger than this will not upload.

If you cannot upload a document that you have scanned, because the file size is too large, please try one of the following:

Online compression:
There are many websites that offer a free file compression service.

Image Type:
Try to find out if the software you are using allows you to set the 'image type' of the document you are scanning. Scanners usually offer a choice of Black and White (often referred to as Line Art), Greyscale or Colour. If you are scanning a document of text (no photos) it is sufficient to use a setting of Black and White **unless it is an academic document, which must be in colour**.

Resolution:
Try to find where your scanning software allows you to set the image resolution of the document you are scanning. For most documents a resolution of 200dpi will be sufficient.

File Format:
If your scanning software allows you to pick a file format for you scanned image try using JPEG. JPEG images are compressed so will be smaller than most other types.

You will need to convert to JPEG file to PDF format so that you can upload it.

Area Scanned:
If your scanning software allows you to select parts of a document to scan and you are scanning a document with large blank borders, try selecting only the part of the document containing the information. Scanning the blank borders will increase the file size unnecessarily.