

## THE UAM USER ACCOUNT.

Your academic UAM user account (with format [name.surname@estudiante.uam.es](mailto:name.surname@estudiante.uam.es)) grants you access to different online services, including the institutional UAM webmail, the Moodle platform, and the on-line query of your current registration to our courses.

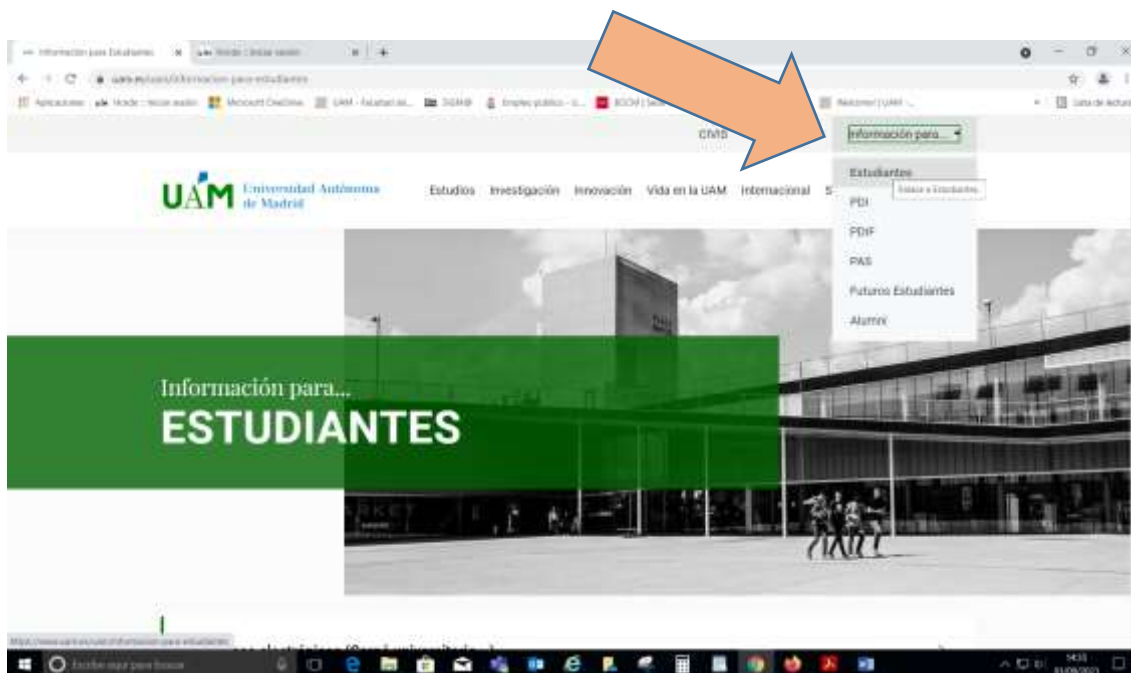
However, your account will not be functional unless you have completed the online activation process (by choosing your password for the account for the first time). If you did not complete the activation or you need to retrieve your password, please refer to the last page of this leaflet.

## WHERE ARE THE ON-LINE ACADEMIC SERVICES AVAILABLE ON THE UAM WEBSITE?

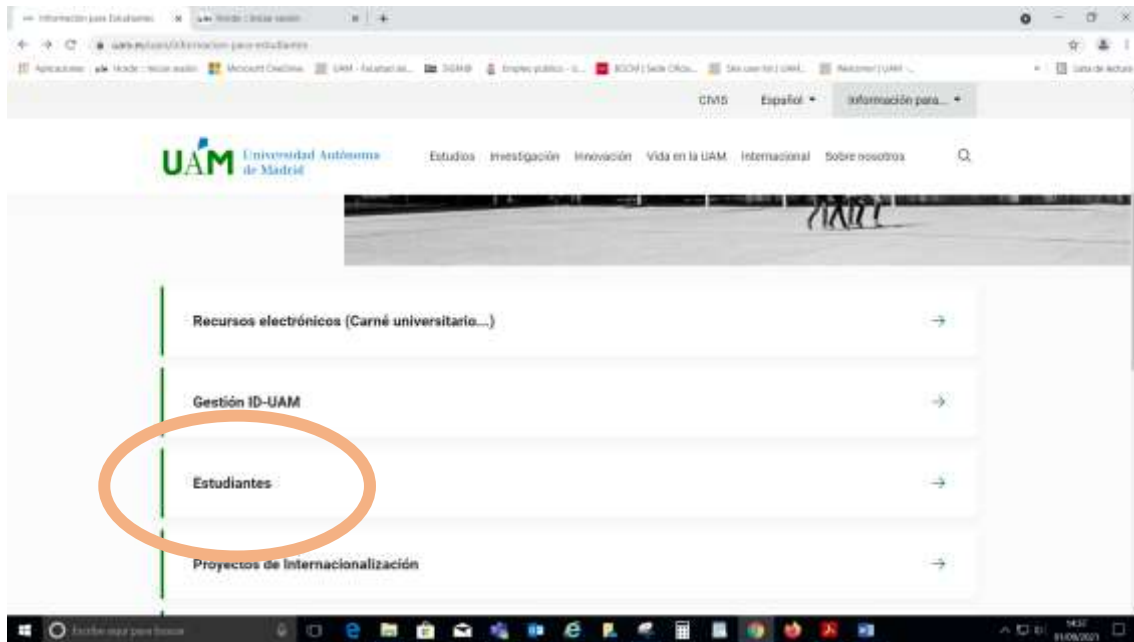
The upper bar of the UAM website [www.uam.es](http://www.uam.es) includes a specific menu for students .

**Unfold the “Información para ESTUDIANTES” menu**, so you can check the available options:

<https://www.uam.es/uam/informacion-para-estudiantes>



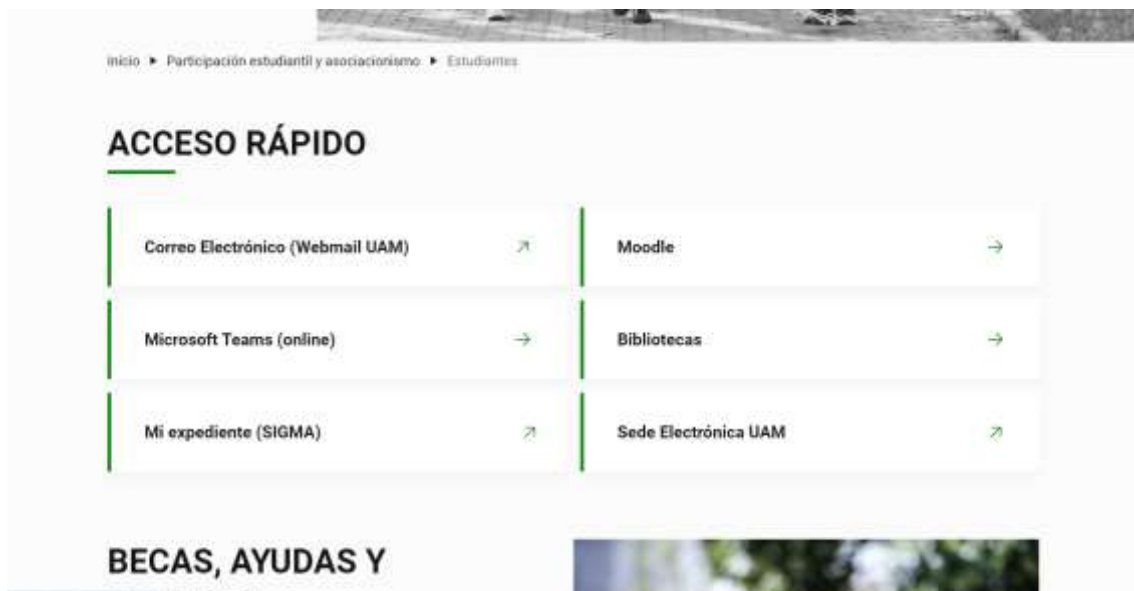
Among other options, there you will find the next group: “Estudiantes”



<https://www.uam.es/uam/estudiantes>

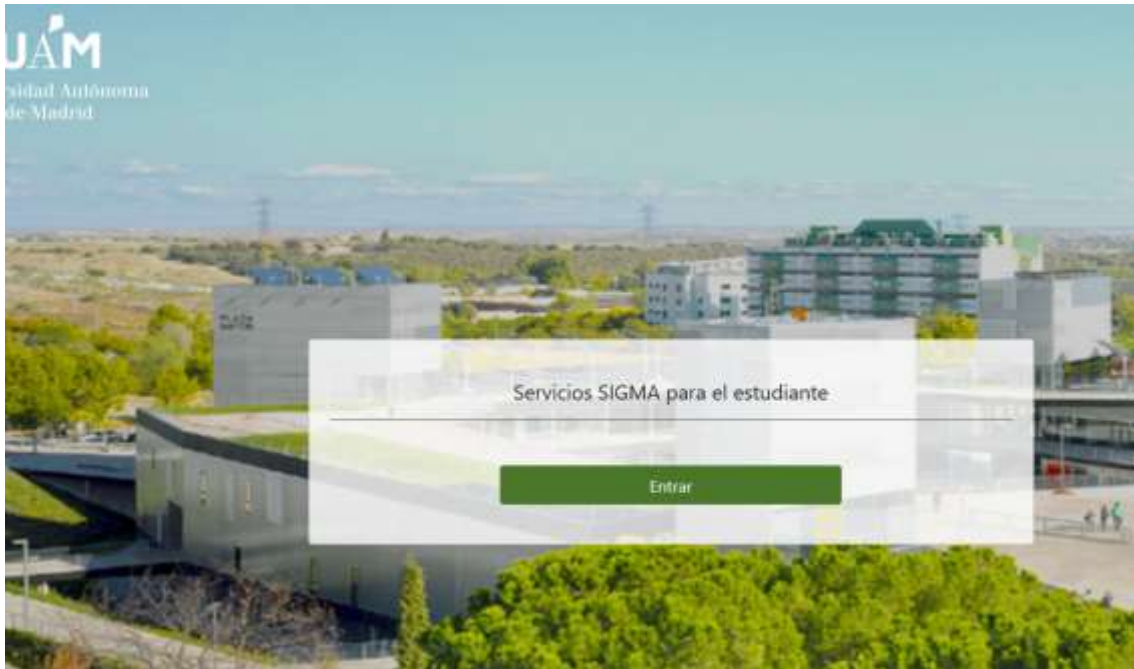
There you will find the links to:

- **UAM Moodle platform** “Acceso a Moodle de Grado” (Bachelor) / “Acceso a Moodle de Posgrado” (UAM masters).
- Webmail or “Correo electrónico”
- **Servicios SIGMA para el estudiante – matrícula / expediente (enrollment, grades)**
- **Library (online service)**



**HOW CAN I CHECK THE STATUS OF MY REGISTRATION TO THE UAM COURSES?**

On the abovementioned menú, click on “**SERVICIOS SIGMA PARA EL ESTUDIANTE**” or open the URL [https://secretaria-virtual.uam.es/Navegacion/InicioAlumno\\_cons.html](https://secretaria-virtual.uam.es/Navegacion/InicioAlumno_cons.html) with your webbrowser:



Click on “ENTRAR” and proceed **with your @estudiante.uam.es user and password**.

Once you have logged in with your **@estudiante.uam.es** user and password. select the next options on the menu displayed on the left of the screen:

**Matrícula > Consulta de Matrícula** : a PDF document with the list of courses (XXXXX), the group assigned for each group (XXX), and the language of instruction is downloadable from there.

**Consulta de expediente** : by the end of each semester, grades and info about exam reviews are included there.

Please, bear in mind that **the UAM – Servicio de Idiomas** language courses (Spanish for foreigners) are not displayed as part of your actual Bachelor / Master enrollment list.

### I HAVE NOT COMPLETED THE ACTIVATION OF MY @ESTUDIANTE.UAM.ES USER ACCOUNT. HOW CAN I ACTIVATE IT?

After your Exchange application was accepted, you received an automated email from

[noreply-thisemail@uam.es](mailto:noreply-thisemail@uam.es)

with the information required for your **@estudiante.uam.es account activation**. The email was addressed to your personal email account or the institutional account you registered during the on-line application procedures –make sure it was not sent to the SPAM folder of your incoming mail tray.

If you did not receive the activation code or you lost your password, new activation codes can be requested by means of the online form <https://autoservicio.uam.es> . If case you had problems with the activation of your @estudiante.uam.es account, please **contact the IT support department “Centro de Atención a Usuarios”** at [cau@uam.es](mailto:cau@uam.es), providing them with the required ID information.