

Frequently Asked Questions

Subject:Sign up

Question : Even though all my entered information during sign up is correct , I am receiving the error “Information do not match with the records”.

The information entered during sign up must exactly match your student certificate/ student ID. If they do not match, you get this error. If they match and you get the same error again you can contact us using “Contact us” button.

Question: I cannot get password for sign up.

After you sign up, the system will send a username and a password to the e-mail/mobile phone you entered. For this reason, the entered e-mail and telephone number must be the ones that you are currently using. If you are trying like this and still are not receiving the username and password, you can contact us using the “Contact us” button.

Question: I completed my sign up but still I cannot receive any username and password.

After you sign up, the system will send a username and a password to the e-mail/mobile phone you entered. For this reason, the entered e-mail and telephone number must be the ones that you are currently using. If you are trying like this and still are not receiving the username and password, you can contact us using the “Contact us” button.

Question: I cannot sign up – I get an error during signing up.

You should be clear about the error you are receiving. If you are facing such a problem, please contact us using the “Contact us” button and send us a clear e-mail explaining the situation. If you do this, we can help; otherwise we will not be able to help you efficiently.

Question: The information found at “Personal Information” part, is not the same with the information I entered during sign up.

The information found at “Personal Information” part, is information sent by your school to the ministry; these are not the information entered by you during sign up. In other words, this information is taken from the ministry by the system. For this reason, if you are willing to change any of this information you should apply to the registrar's office of your school.

Question: I get the error “Your information has not been sent to the ministry” error when signing up.

This error received during sign up is not related with the system. It is related with your school not sending your information to the ministry or ministry have not received your information yet. When the ministry receives your information, you should be able to sign up.

Subject: Login

Question: I cannot login with the username and password sent.

After a successful login, you must have changed your password. Due to this, when you are logging in to the system again, you should use the username sent to you and the updated password. If you are facing this issue due to another reason, you can contact us using the "Contact us" button.

Subject: Personal Information

Question: My e-mail and mobile phone is correct but it seems that I have to confirm them. I did not receive any confirmation. How am I going to confirm my e-mail and password?

There is not any requirement such as mail/mobile phone confirmation in the system. A username and password for log in will be sent to the entered mail and telephone number. For this reason, your mail address and telephone number is required during sign up.

Question: I want to change my mobile phone number.

If you think you made a mistake about your contact details, you can change them using "Change Telephone" and "Change E-mail" buttons found at "Personal Information" part.

You can check the user guide for the relevant screenshots about this topic.

Subject: Health Report

Question: I cannot upload my health report as PDF.

You should select the health report that you want to upload from your computer and click on "Upload" button. When you click on this button, your report will be uploaded successfully. You can check the user guide for the relevant screenshots about this topic. If you try like this and still get an error you can use "Contact us" button to contact us.

Subject: Immigration

Question: I completed my immigration process last year(previously). Do I have to repeat again?

Because of the change in law, if your immigration have expired and you do not have a valid immigration; you should repeat these steps. (You should sign up to the system and the system will lead you.)

