

Annex V Translation-GENERATION OF PERSONALIZED AUTHENTICATION CREDENTIALS ON THE ULPGC WEBSITE AND CONTACT METHODS

IMPORTANT NOTE: TO ACCESS THE REGISTRATION PROCEDURE AND OBTAIN A USERNAME AND PASSWORD, IT IS NECESSARY TO HAVE A DIGITAL CERTIFICATE, CL@VE, OR ELECTRONIC ID CARD (except for foreign nationals who are not residents in Spain).

- 1. Generation of Personalized Authentication Credentials on the ULPGC Website**
To access university services via the University of Las Palmas de Gran Canaria (ULPGC) website, you must have a user ID and a unique university password (hereinafter referred to as "CUU").

If you are a new student (via pre-enrolment or transfer of enrolment), you can use the [USER REGISTRATION](#) service to obtain your user ID and CUU free of charge. You will need to provide a valid email address that you currently have access to.

The credentials (user ID and CUU) are valid for 24 hours from the time of generation. Therefore, it is advisable to request them only when you are about to access ULPGC's online services for the first time. Once pre-enrolment is completed, the validity of your credentials will be automatically extended.

If a student forgets their CUU, they may use the online password recovery system at: <http://recuperaclave.ulpgc.es>

If your first contact with ULPGC was some time ago and you cannot currently access online services or recover your CUU because the university does not have a valid or current email address on file, you must contact the Administration Office of the building where the degree you were enrolled in is based. They will update your email address in your personal data.

Foreign nationals who are not residents in Spain must complete the above authentication process by selecting "passport" as their means of identification. Important: This option should only be used if you do not have a DNI or NIE due to your status as a non-resident foreigner. If you use this option despite being eligible to obtain a digital certificate or Cl@ve (i.e., if you have a DNI or NIE), you may encounter issues

later that could affect your acceptance (for example, your pre-registration may not be accepted).

IMPORTANT

NOTE:

To access the ULPGC Document Submission Platform, you must first obtain your CUU. The first document that must be submitted via this platform is the Declaration of Data Veracity (Annex VI), which can be downloaded from the platform and must be uploaded again once signed.

2. **Contact for the university enrolment procedure:**
BUILDING ADMINISTRATIONS where the corresponding degree program has its administrative office.
<https://www2.ulpgc.es/index.php?pagina=titulaciones&ver=inicio>