Guide to accessing the URJC pre-enrolment platform

How to access based on your personal situation?

The Universidad Rey Juan Carlos pre-enrolment system automatically identifies your status by entering your **ID number/foreign ID number/passport number** before you fill in the form.
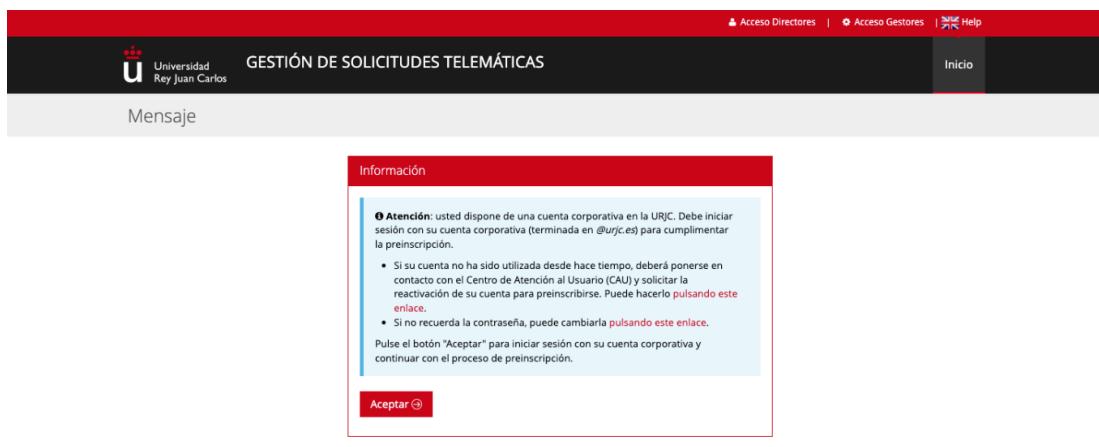
Depending on whether you have had previous contact with the University, you will see a different message.

This guide will help you understand what each case means and what you should do.

1. You already have or had an @urjc.es account (PDI/PAS staff or collaborator)

➤What appears?

A message indicating that you already have a **corporate @urjc.es account** (Photo 1).

➤ What should you do?

1. Log in with your **corporate account @urjc.es**.
2. If your account has been inactive for years, you must request **reactivation** through the **CAU**.
3. If you cannot remember your password, follow the recovery link provided in the message itself.

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2. You already have or had an @alumnos.urjc.es account (you were a student).

➤ What appears?

A message indicating that you have a **student account @alumnos.urjc.es** (Photo 2).

➤ What should you do?

1. Log in with your corporate student username.
2. If you cannot remember your username, you may recover it using the link provided.
3. If the account is inactive due to the time passed, you can **reactivate it yourself** using the links provided on the screen.

   Once recovered, you can continue with the pre-registration form.

3. You have not had a URJC account before, but there is a previous registration.

The system will detect whether you exist in the institutional database for having participated in:
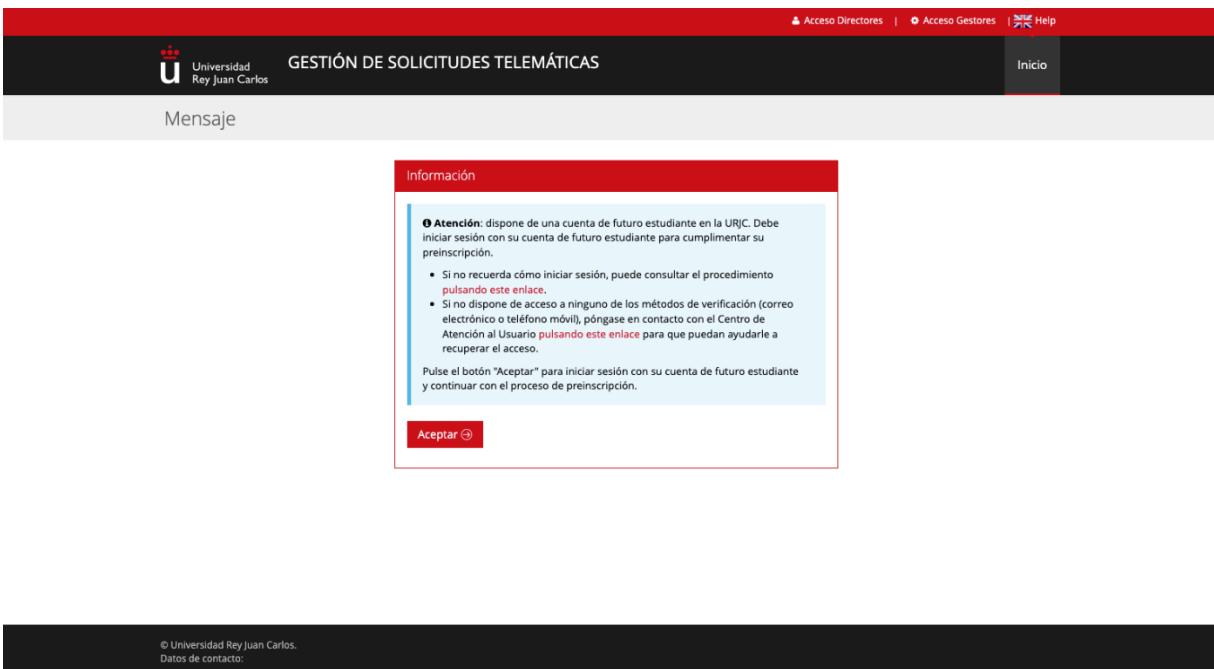
- selection processes,
- entrance examinations,
- courses, seminars,
- external collaborations, etc.

Two situations may arise in this scenario:

3.1. You already had a previously generated guest account.

➤ What appears?

A message indicating that there is already a **guest account** associated with your data (Photo 3 1).
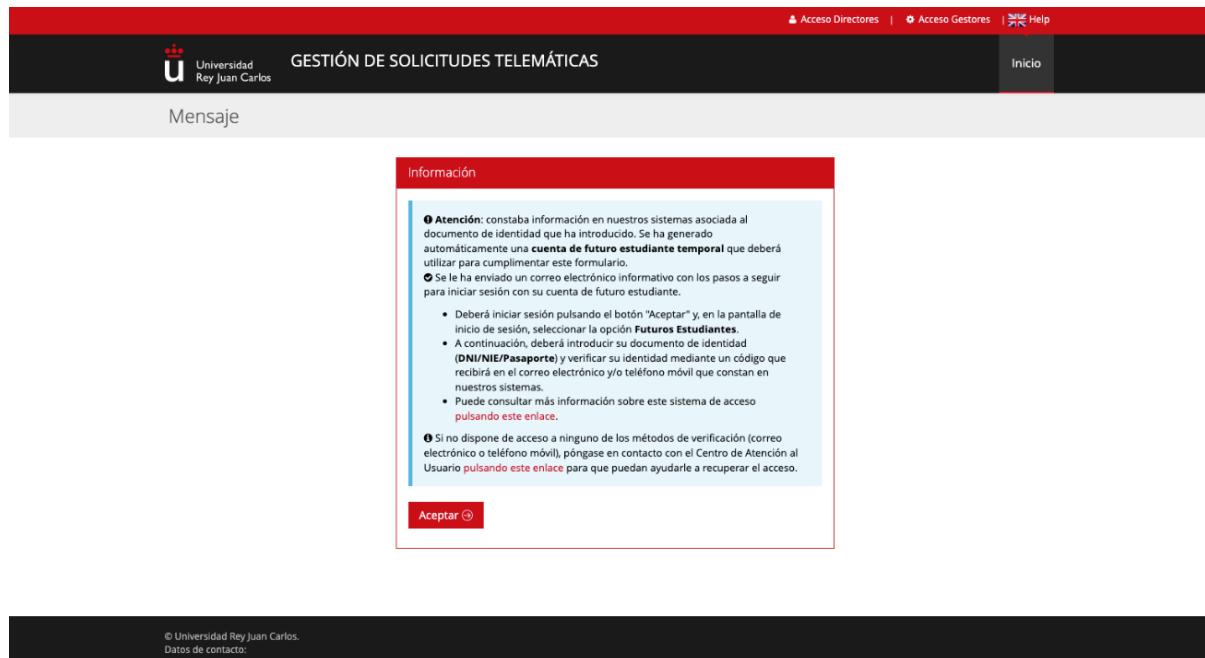
➤ What should you do?

Access the system using that guest account by following the instructions in the message.

3.2. You did not have a guest account, but your email address is registered.

➤ What appears?

A message indicating that a **temporary future student account** has been automatically generated for you (Photo 3 2).

➤ What should you do?

1. You will receive an email with instructions on how to access the site.
2. The screen will also show you how to log in.
3. If your phone is registered, you can also use it as an alternative verification method.

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4. There is insufficient information about you in the system.

➤ What appears?

The system will allow you to **fill in the complete pre-registration form.**

➤ What should you do?

1. Complete all the requested information.
2. Your information will be updated when you submit the request.
3. From that moment on, you will be able to use your new future student account.

Importance of sending screenshots when incidents occur

If you encounter any problems, we recommend that you send them via the Student Help Mailbox.

- a screenshot of the message that appears, or
- the full text of the notice.

This allows you to quickly identify which of the above cases you are in.