



PONTIFICIA  
UNIVERSIDAD  
CATÓLICA  
DE CHILE

# Frequently asked questions Online application form

International Mobility Coordination

Vicerrectoría Adjunta de Asuntos  
Internacionales

Pontificia Universidad Católica de Chile

## This guideline is organized according to the tutorial's steps.

- ✦ My **Home University's Faculty** is not included in the list of institutions of the application form, which option do I choose?
  
- ✓ If you are applying to the exchange program (no fee-paying at UC), please select your home University's full name, if the full name is not in the list either, please write a message to [exchange@uc.cl](mailto:exchange@uc.cl).
  
- ✓ If you are applying to the study abroad program (fee-paying at UC) and your university is not included in the list of the application form, please contact us to [exchange@uc.cl](mailto:exchange@uc.cl)
  
- ✦ I entered my **e-mail address** and there is an error message displayed, what can I do?
  
- ✓ Please send a screenshot of the error to [exchange@uc.cl](mailto:exchange@uc.cl)
  
- ✦ I try to complete the **application**, but it says I have a previous application, what can I do?
  
- ✓ Please send a screenshot of the error to [exchange@uc.cl](mailto:exchange@uc.cl)
  
- ✦ The **application** form does not accept my e-mail address, what can I do?
  
- ✓ The email address cannot be longer than 50 characters.


- ✦ I filled out the application form, but I made a mistake and want to re-submit it; however, it says I already have an application code linked to my e-mail address, what can I do?
  
- ✓ If you made a mistake on your application, please write to [exchange@uc.cl](mailto:exchange@uc.cl) so we can erase your application from the system. This will allow you to re-submit your application.

**Please do not try submitting a new application choosing a different mobility program.**

- ✦ I can't upload my **photograph**. What do I do?
  
- ✓ The system only allows the following sizes 20 kb to 60 kb. If the photograph you are trying to upload exceeds that format, the system will not allow you to upload it correctly. Check the size and quality of the photograph before uploading it.  
  
Also check if the format of your photograph is JPEG. The system does not allow any other format only JPEG.
  
- ✓ Please remember you have to upload a Passport-style color photograph. We do not accept Black & White photographs.
  
- ✦ My **study area** is not included in the list of the application form, which option do I choose?

- ✓ The study area you choose is only a reference and the options available were created in accordance with the existing Faculties at UC. If you do not find the exact study area related to your own degree, please select the closest one.
  
- ✿ In the section “**Proposed Study Plan**”, do I have to fill in the courses corresponding to the academic calendar of my Home University or of UC’s academic calendar?
  
- ✓ If you are applying to the first semester at UC, you have to fill in “March-July” semester. If you are applying to the second semester at UC, you have to fill in “August-December”. If you are applying for a full year, please fill out both semesters study plan.
  
- ✿ I am filling out the “**Proposed Study Plan**” section, where can I check the courses code numbers and names?
  
- ✓ You can check the courses code numbers and names on [“Buscador de Cursos UC”](#)
  
- ✓ Not all courses shown on [“Buscador de Cursos UC”](#) are available for exchange students. The study plan section is NOT a course registration and it is only for reference.
  
- ✿ Where can I check the schedule of the courses I want to include in my “Proposed Study Plan”?
  
- ✓ All necessary information related to the courses can be found on [“Buscador de Cursos UC”](#)

- ✓ It is important to note that schedules published on [“Buscador de Cursos UC”](#) are subject to change.
- ✦ In the section **“Proposed Study Plan”** the following question is included “Needed to complete your degree”, what does this mean?
- ✓ Select “Yes”, only when it is mandatory that you transfer the credits from the course you register at UC at your Home University and also when your study plan is not flexible.
- ✦ I am filling in the section **“Proposed Study Plan”**, but it says the courses I entered are not valid, what does it mean?
- ✓ Please use the code name at SIGLA column on [“Buscador de Cursos UC”](#) “SIGLA” Example: IHI2370. (letters and numbers)
- ✓ **Do not fill in the course code section with the NRC (numbers only). This number is used for administrative purposes only.**
- ✦ In the section **“Proposed Study Plan”**, should I include the credits using the grading scale from my Home University?
- ✓ No. You have to fill it in with the credits that are shown on [“Buscador de Cursos UC”](#)  
Example:

NRC	Sigla	Permite Retiro	¿Se dicta en inglés?	Sec.	¿Requiere Aprob. Especial?	Área de FG	Formato Curso	Categoría	Nombre	Profesor	Campus	Créd.
12655	 BIO100P	NO	NO	1	NO		Remoto		Ciencias Naturales	Carmona Martin, Rojas Mabel	San Joaquín	5

- ❖ After filling out the “**Proposed Study Plan**”, will I be automatically registered in the courses I selected?
- ✓ No. The course registration takes place when the semester starts. The courses you indicate in this section are only for reference.
- ❖ I want to upload the **supporting documents**, but I do not find the fields to upload them, can I send my application without uploading the supporting documents?
- ✓ No, you cannot. Before submitting your application, make sure you clicked the button right next the scroll option of study area at UC; otherwise, go back to this step and click again this button to see if the supporting documents section is correctly displayed. If it is not, make sure you chose the correct mobility program (exchange program [no fee paying at UC] or study abroad program [fee paying program at UC]).
- ❖ My **supporting documents** are not available in Spanish or English, should I translate them?
- ✓ Yes, the supporting documents have to be in Spanish or English.

- ✦ My **grades** at my Home University are not ready yet, so my **transcript** has not been updated, could I upload the transcript from last semester?
- ✓ Yes, you can upload the transcript of the previous semester.
- ✦ I transferred myself from one university to another, could I use the **transcript** from my previous university?
- ✓ No, you have to upload the transcript of your current university.
- ✦ My **passport** number expired or it is about to expire, can I still fill out the online application form?
- ✓ Yes, you can. Upload the old version of your passport. Once you have the new passport, please upload it to your Dropbox folder and send an e-mail to us, saying the copy of the new passport is available for assessment. Make sure you do this before the application deadline.
- ✓ It is important to note that the acceptance letter will not be issued unless you provide the scanned copy of your new passport.
- ✓ If you have dual citizenship you will need to choose which one you will use through the whole mobility process. You won't be able to change your choice after the process has started.

- ✦ I am a Spanish native speaker, do I still have to upload the **Spanish certificate**?
  
- ✓ If you are a Spanish native speaker, in the Spanish certificate field, please upload again the nomination letter or your transcript. This is only applicable to students whose native language is Spanish.
  
- ✦ Which kind of documents do you accept for the **Spanish B2-level certificate**?
  
- ✓ We can accept official certificates like DELE/Siele or a letter of the Spanish department of your home University or other university in your country showing that you have Spanish proficiency equivalent to a B2 level.

We do not accept high school certificates or transcripts.

- ✦ I could not reach the required **Spanish B2-level**, can I still apply with a B1 level?
  
- ✓ Yes, you can fill in the application. We will still evaluate your application documents.
  
- ✦ I do not have my **Spanish B2-level certificate** at hand, which document can I upload in my application to replace it?



- ✓ For the purpose of completing the application before deadline, you can upload a letter indicating the exact date you will receive your Spanish proficiency document.
- ✓ Applications of Students who do not upload their Spanish certificate will not be considered.
  
- ✦ One of the documents is a **Nomination/Presentation Letter** issued by the International Office at my Home University, what exactly does this mean?
  
- ✓ In case you are applying to the Study Abroad program (fee paying at UC), you have to upload a Presentation Letter in which your university allows you to participate in the study abroad program and informs the payment modality of the program fees (if the fees will be paid directly to UC by your home university or yourself).

Usually, this letter is addressed to the Head of the Exchange Program for International Students, and it includes the exchange coordinator's signature and university stamp.

- ✦ What is "UC special format nomination letter"?
  
- ✓ It is a PDF document that has to be filled in, signed and sealed at your home university's international office. You will also have to sign it. You can download the PDF template of this letter at our website.

- ✦ I am applying for Architecture, and one of the required documents is a **Portfolio**, but when I tried uploading this document the option was not available, what can I do?
- ✓ Check that in the section “Main study area at UC” you chose Architecture and you clicked on the button “Validate study area at UC”. If you are not sure you completed this step, go back to this section and do it again.
  
- ✦ In the section for **supporting documents** you request a copy of the photograph, can I use the same one I uploaded when completing the personal data section?
- ✓ Yes, you can upload the same photograph. Please remember this must be a Passport-style color photograph of 20 to 60 KB in JPEG format. We do not accept photographs in black and white.
  
- ✦ What is the “**Formulario de solicitud adecuaciones académicas**” form?
- ✓ In case you have any disability, you need to indicate this information in this form. If you don’t have any disability, you will need to select the “no necesito adecuaciones académicas” option. If you have any disability, you will need to select any of the options listed (you may select more than one). After you’ve filled out the form, you will need to upload it in the respective field of the online application form.
  
- ✦ I filled in all the required fields, but the system keeps sending an **error** message that there are still fields to be completed, what can I do?

- ✓ All fields in the application are mandatory. If you are leaving blank fields, the system will not accept the application.
  
- ✓ If one field is blank, a window will pop up with a message pointing at the blank section. Go back to that section and double-check you've completed that field.
  
- ✦ I completed only a part of my **application**, but there are still some fields that I need to complete, can I save my application for later?
  
- ✓ No, you have to complete all the fields at once.
  
- ✦ I submitted my **application**, where can I check the documents?
  
- ✓ Once you submit your application, the system will automatically send to your e- mail address a **Dropbox** invitation. The invitation will be sent to the e-mail address you provided in your application.
  
- ✓ Make sure you check your spam folder.
  
- ✦ I did not receive the **Dropbox** invitation, what should I do?
  
- ✓ Make sure you check your spam folder. If you already checked, but could not find it, please write a message to [exchange@uc.cl](mailto:exchange@uc.cl) indicating your application code.

- ✦ I submitted the **application** but forgot to save the PDF, can I retrieve it?
  
- ✓ Check the **PDF** copy in your Dropbox folder, the PDF is automatically generated and saved there once you submit your application.
  
- ✓ If the PDF is not in your Dropbox, you will have to re-submit your application as the PDF can be generated only once. If this is your case, please write a message to [exchange@uc.cl](mailto:exchange@uc.cl)
  
- ✦ I checked the PDF of my application form in my Dropbox folder, but the photograph was not included on the PDF, do I have to add the photograph to the PDF?
  
- ✓ No, it is not necessary. The photo will still be in our database.