



مركز النجاح الطلابي
Center for Student Success

ZUCSS

Accessing ARM (Advising and At-Risk Management)

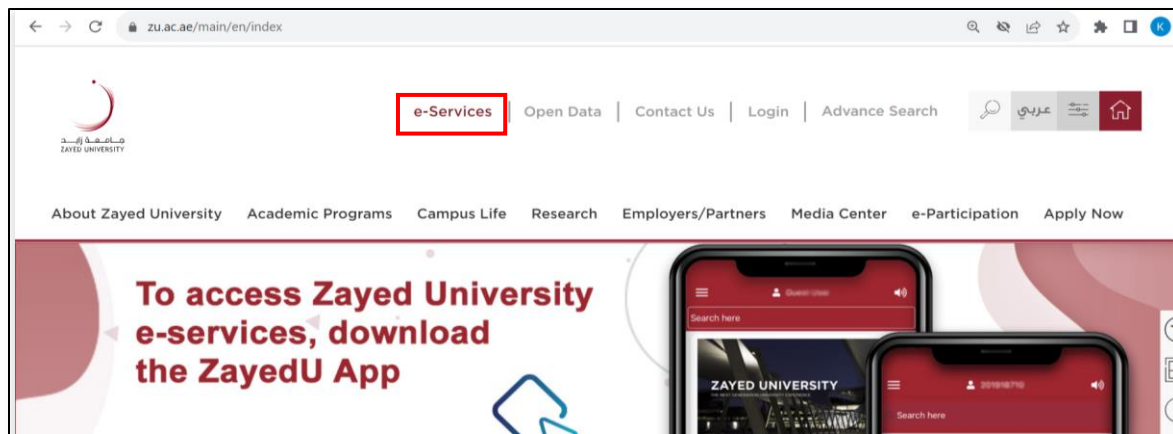
Center for Student
Success

Last updated on July 17, 2024

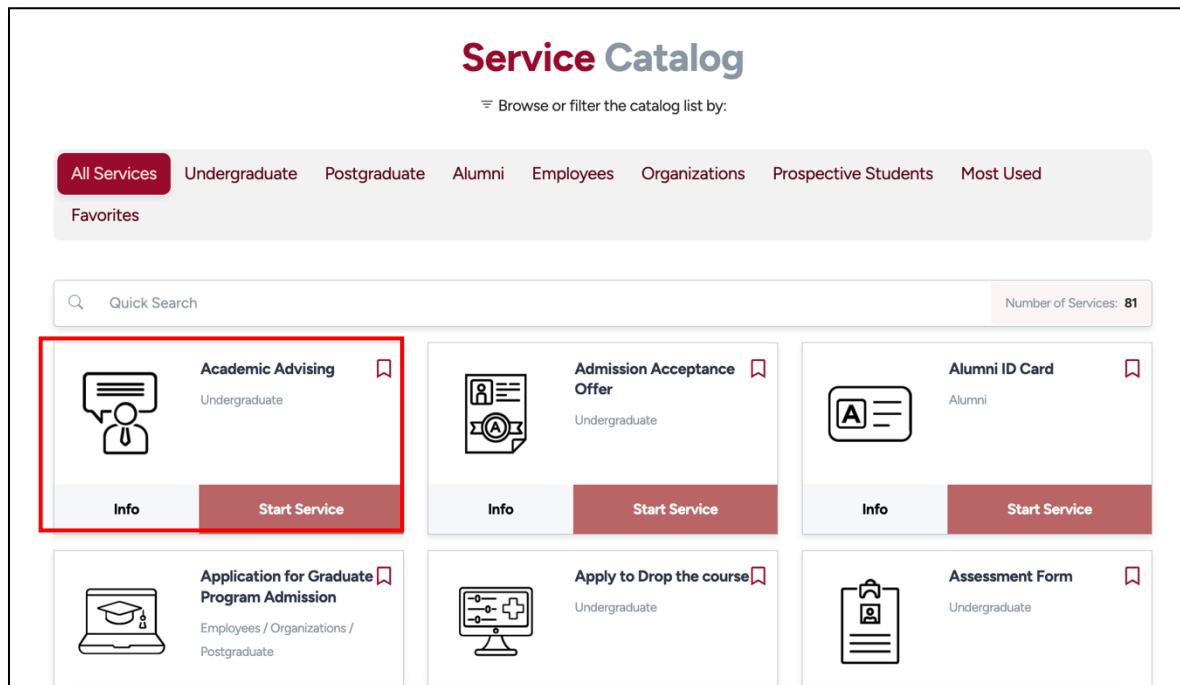
Accessing ARM (Advising and At-Risk Management)

E-Service

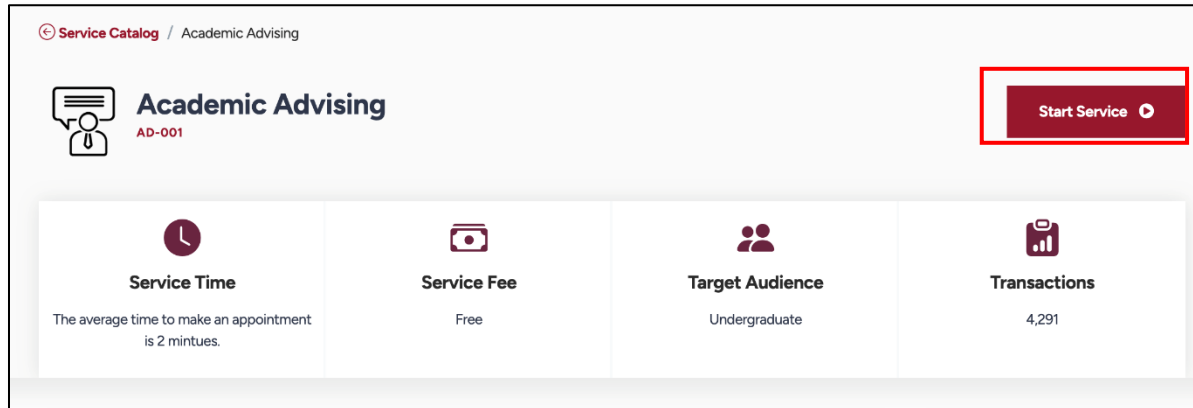
1. Go to ZU main page <https://www.zu.ac.ae/main/en/index> and then click on e-Services.



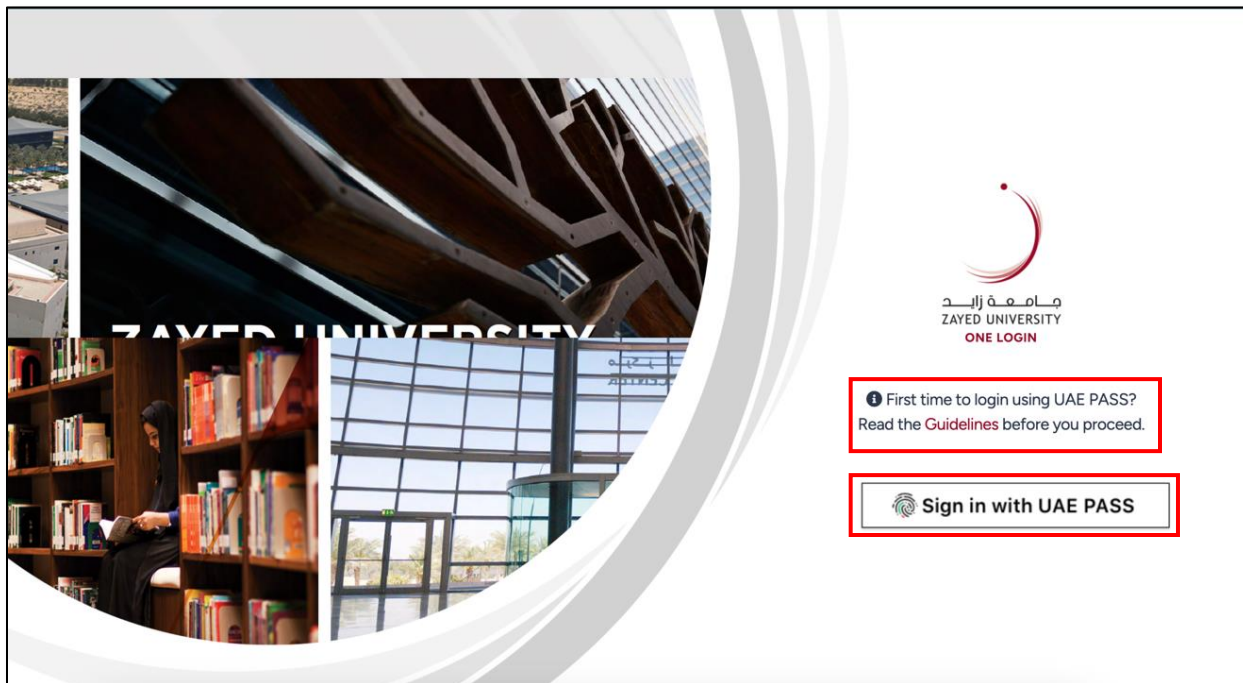
2. Click on Academic Advising - Strat Service.



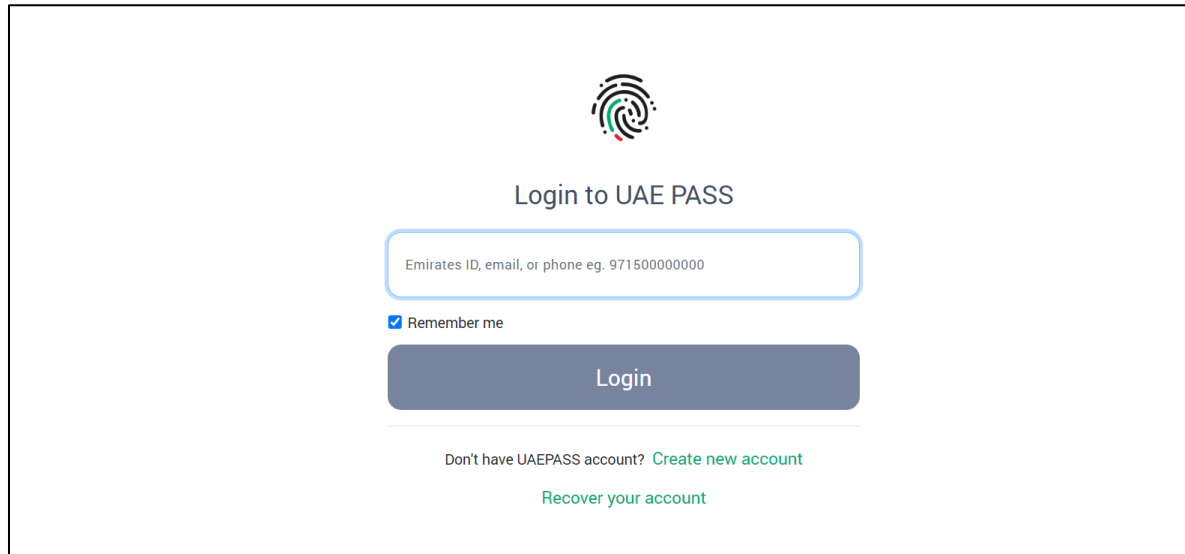
3. Click **Start Service** button.



4. **Sign in** with UAE Pass. You may refer to the Guidelines to go to “Login to ZU Online Services using UAEPASS” manual if it is your first time to sign in.

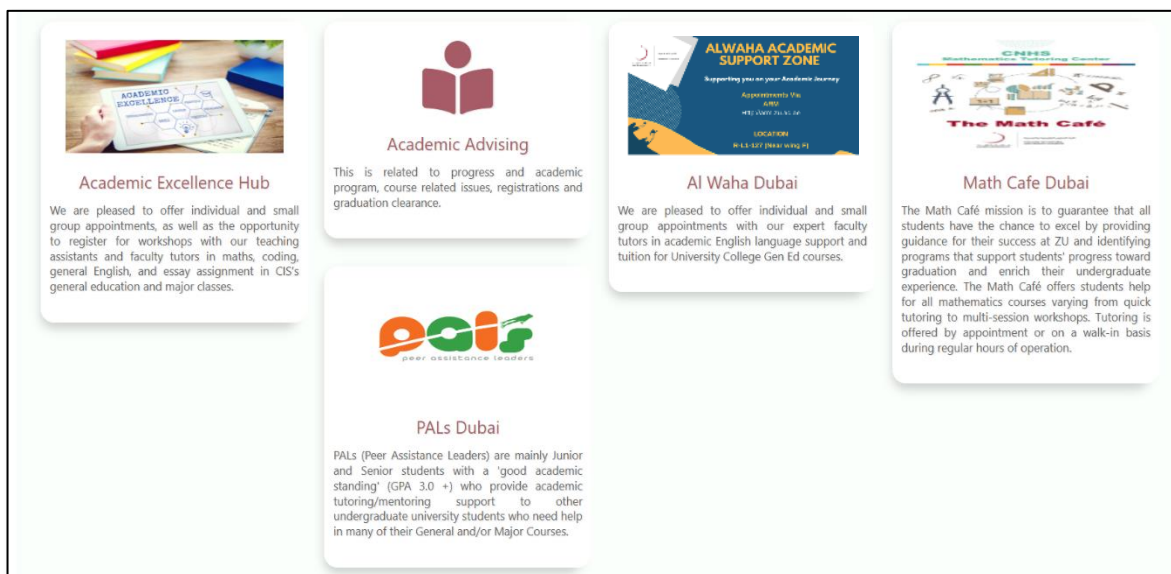


Login to UAE Pass.



The screenshot shows the UAE PASS login interface. At the top center is the UAE PASS logo, a stylized fingerprint icon. Below it is the text "Login to UAE PASS". There is a text input field with the placeholder "Emirates ID, email, or phone eg. 971500000000". Below the input field is a checked checkbox labeled "Remember me". A large blue "Login" button is centered below the checkbox. At the bottom, there are two links: "Don't have UAEPASS account? [Create new account](#)" and "[Recover your account](#)".

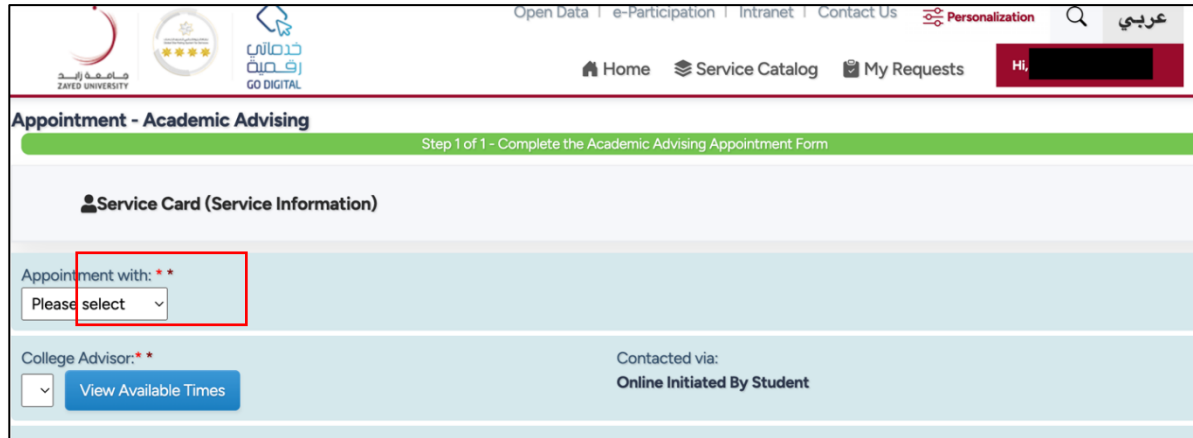
5. Choose the service: **Academic Advising, Academic Excellence Hub, Al Waha, Math Café, Pals.**



The grid contains four service cards:

- Academic Excellence Hub:** Features an image of a hand holding a pen over a document titled "ACADEMIC EXCELLENCE". Text: "We are pleased to offer individual and small group appointments, as well as the opportunity to register for workshops with our teaching assistants and faculty tutors in maths, coding, general English, and essay assignment in CIS's general education and major classes."
- Academic Advising:** Features an icon of an open book. Text: "This is related to progress and academic program, course related issues, registrations and graduation clearance."
- Al Waha Dubai:** Features a blue banner with "ALWAHA ACADEMIC SUPPORT ZONE" and "Supporting you on your Academic Journey". Text: "We are pleased to offer individual and small group appointments with our expert faculty tutors in academic English language support and tuition for University College Gen Ed courses."
- Math Cafe Dubai:** Features an image of a math-themed poster. Text: "The Math Café mission is to guarantee that all students have the chance to excel by providing guidance for their success at ZU and identifying programs that support students' progress toward graduation and enrich their undergraduate experience. The Math Café offers students help for all mathematics courses varying from quick tutoring to multi-session workshops. Tutoring is offered by appointment or on a walk-in basis during regular hours of operation."
- PALS Dubai:** Features the "eqls" logo (peer assistance leaders). Text: "PALS (Peer Assistance Leaders) are mainly Junior and Senior students with a 'good academic standing' (GPA 3.0 +) who provide academic tutoring/mentoring support to other undergraduate university students who need help in many of their General and/or Major Courses."

6. Start booking the appointment by clicking on **Appointment with**.

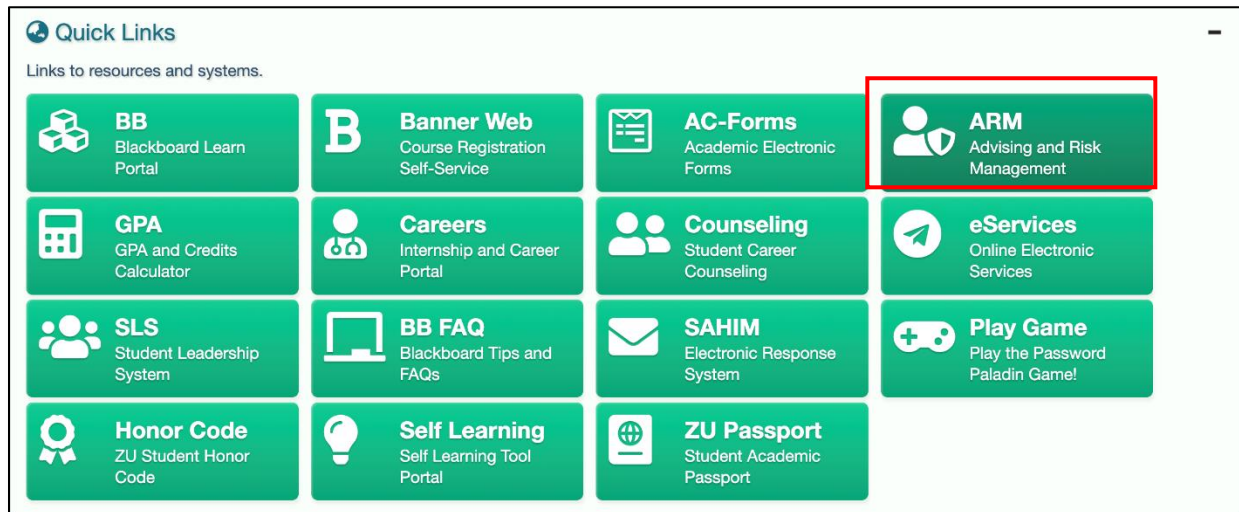


The screenshot shows the 'Appointment - Academic Advising' page. At the top, there are navigation links: Open Data, e-Participation, Intranet, Contact Us, Personalization, and a search icon. Below these are logos for Zayed University and 'GO DIGITAL'. The main header includes 'Home', 'Service Catalog', and 'My Requests'. A user greeting 'Hi, [redacted]' is visible. The page title is 'Appointment - Academic Advising' with a sub-header 'Step 1 of 1 - Complete the Academic Advising Appointment Form'. A 'Service Card (Service Information)' section contains the following fields:

- Appointment with: ****: A dropdown menu with 'Please select' as the current selection. This field is highlighted with a red box.
- College Advisor: ****: A dropdown menu with a downward arrow.
- View Available Times**: A blue button.
- Contacted via:**: A label with the value 'Online Initiated By Student'.

Student Access Program

1. Go to SAP (Student Access Program) <https://sap.zu.ac.ae/>
2. Go to **Quick Links** - click on **ARM** button



ARM Link

1. Use ARM direct link: <https://arm.zu.ac.ae/Account>
2. Login with your ZU Student ID and Password OR Sign in with UAE PASS.

