

Application Portal FAQs

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When will I receive a response to my application?

How do I defer my place?

I can't delete my uploaded documents

Unfortunately it is not currently possible to delete uploaded documents from the online application form.

You may either:

- Start a new application and upload the correct documents, or
- Submit the existing application with incorrect documents, and then email the correct replacement documents to the course admissions team. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

How do I provide new or additional documents after submitting my application?

Contact the academic school admissions team. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

I entered my Name, Title or Date of Birth incorrectly

If you have entered your name or date of birth incorrectly, please contact the relevant admissions team directly as they will be best placed to assist you. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

My Personal Statement is not being accepted

If a personal statement is required, this must be at least 300 words. This section of the form will show as incomplete if the word count has not been met.

To complete this section, amend the length of your statement so that it meets the word count requirement, then click on "**check my information**". The section should then be marked as complete with a green tick in the left-hand menu.

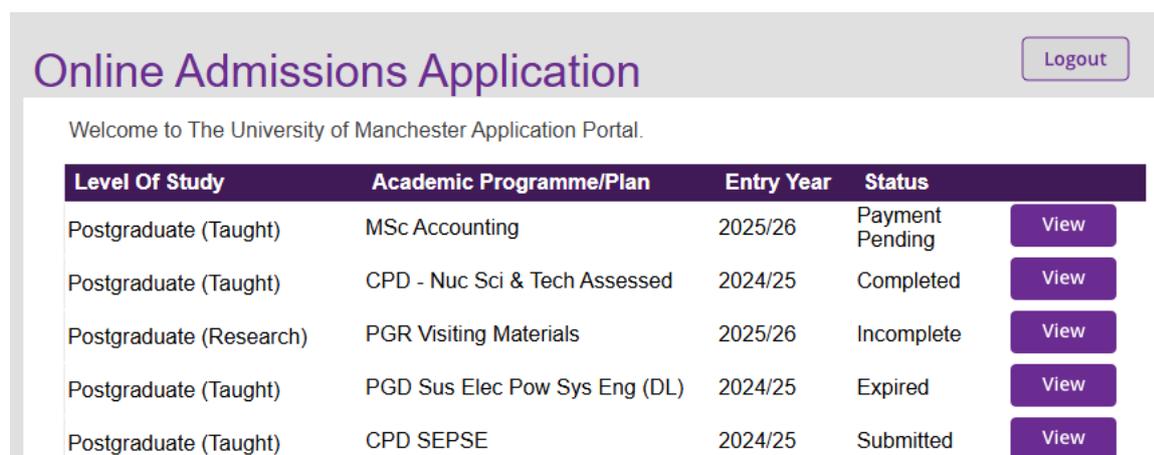
I can't find the Personal Statement section

Some courses do not require a personal statement. In these cases, the personal statement section will not appear in the application form. If you are unsure whether a personal statement should be required, contact the academic school. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

I haven't received any confirmation of my application submission

If your application has been submitted successfully, you will have received an email confirming this, please check your spam folder. If you have not received any notification, log back in to the application portal to check that your application has been submitted.

In the Home screen, you will see a list of your applications and their status.



Online Admissions Application Logout

Welcome to The University of Manchester Application Portal.

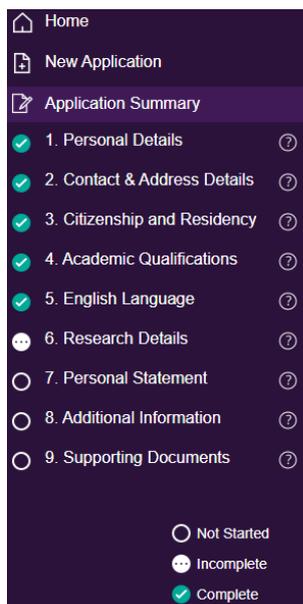
Level Of Study	Academic Programme/Plan	Entry Year	Status	
Postgraduate (Taught)	MSc Accounting	2025/26	Payment Pending	View
Postgraduate (Taught)	CPD - Nuc Sci & Tech Assessed	2024/25	Completed	View
Postgraduate (Research)	PGR Visiting Materials	2025/26	Incomplete	View
Postgraduate (Taught)	PGD Sus Elec Pow Sys Eng (DL)	2024/25	Expired	View
Postgraduate (Taught)	CPD SEPSE	2024/25	Submitted	View

Submitted: Your application has been submitted and will be reviewed by the academic school. You will receive an automatic acknowledgement email including your ID number within 2 working days of submission. To track your application after submission, follow the instructions [here](#).

If you have a question about your submitted application, contact the academic school. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

Completed: You have completed all sections of the application, but it has not yet been submitted. Click the **View** button. In the left-hand menu click on **Submit Application**. Follow the on-screen instructions to complete this section and submit your application.

Incomplete: At least one section of the form is incomplete. Click the **View** button. The left-hand menu shows the status of each section. If the section is not marked with a green tick, the section is incomplete. Click into each incomplete section, fill out the details and click "**Check my information**" to complete the section. If the section is not marked as complete after clicking "**Check my information**", an error message should be displayed which may help you solve the issue.



Payment Pending – some courses require an application fee to be paid before the application can be considered. To pay the application fee, click on the **View** button and read the on-screen instructions. You will need to click the box to agree to the terms and conditions, then click the "**Pay application fees**" button to be taken to the payment provider.

If you believe you have already made payment, or believe the payment should be waived, please contact the academic school. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

Expired – The closing date for applications for this course has passed.

If you believe this is incorrect, please contact the academic school. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

The application form is stuck on the Intake screen and will not let me create a new application

Select any intake month and on the *Confirm Application Details* screen, click the **Cancel** button. This will return you to the main screen. Click **New Application** from the left hand menu and you should then be able to proceed as normal.

I have been provided with a Direct Entry Key/Direct Link to a course application, but it is not displaying the correct course

A Direct Entry Key is a unique link which takes you directly to the application form for a specific course and year at the University of Manchester. Please ensure you have followed the steps in the [Direct Entry Key – Instructions for Applicants](#) guide.

If you are presented with a course search screen, there may be an issue with how you have accessed the link.

1. Clear your web browser's cache
2. Ensure you log back in via the link you have been provided by the academic School admissions team

If this does not resolve the issue, please contact the academic School. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

I am a University of Manchester student and I cannot log in to the application portal

The log in to the application portal is different from your university IT account. You will therefore need to create an application portal account if you have not done so previously.

I cannot find the course I wish to apply for

Check you have selected the correct level of study and intake. If you still cannot locate the correct course, contact the academic School. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

I need to change my referee(s)

Please email your new referee details to the School admissions team. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

My referee has not received a reference request email

Please ask your referee to check their spam/junk mail. If the email is not located, contact the academic school admissions team. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

My referee is having problems logging in to/using the referee portal

Please ask your referee to send a pdf reference letter to the academic school admissions team. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

Error messages

***Only alphanumeric and numeric characters are allowed at the first and last position.
(0,0)***

Please check the addresses you have entered in the **Contact and Address Details** section of the form and remove any symbols or non-standard characters.

Data saved but Section is incomplete due to the following:

Please ensure that the Year value entered is correct

This error often appears in the **Professional Memberships** section. The Year in the Date of Membership needs to match the year in the Expected Completion Date field.

7. Professional Memberships Logout

In this part of the form, you will need to tell us about any professional qualifications and/or memberships you have achieved or are working towards.

If you have multiple professional qualifications, click the 'Add' button to add further qualifications. You can also press the 'Delete' button to remove unwanted entries.

Professional Qualifications/Memberships

*Do you have a professional qualification or membership?

*Professional Qualification Title

*Have you completed the qualification?

*If not, what level are you studying?

*Start Date

*Expected Completion Date

*Name of the Body/Organisation

Date of Membership *Month *Year

Data Saved but Section is Incomplete due to the following:
• Please ensure that the Year value entered is correct

Data saved but Section is incomplete due to the following:

You must enter at least one of the following fields: ADDRESS1, ADDRESS2, ADDRESS3, ADDRESS4

This error indicates that you need to complete your Mailing address. You can simply click the “copy from home” button if this is the same as your home address.

Error during application save, Contact the Administrator (0,0)

This error message usually occurs where formatted text has been pasted into the application form, commonly in the personal statement, professional memberships or work experience sections.

To resolve the issue, either type directly into the form or paste in plain text only.

You have entered an invalid character as last sign of the street. (0,0)

In the **Contact & Address Details** section, check there are no non-standard characters in your address, particularly at the end of the street name, such as exclamation marks.

I cannot find my university/institution name in the qualifications section

For best results when searching for your university name, select the Country in which studied and then click on the lookup icon. In the pop-up, change the drop-down next to **Institution Name** to 'contains', enter your search term and click **Look Up**.

If your institution is not listed, contact onlineapplicationsupport@manchester.ac.uk

My university/institution appears in the search but there is an error when I select it

Please delete the text in the name of university field, then click on the **lookup icon**. In the pop-up, change the drop-down next to Institution Name to 'contains', enter your search term, e.g. 'National Institute of Design' and click **Look Up**. You should then be able to select the relevant option from the results without error.

I am losing my application progress each time I log out and back in

If you have been provided with a direct entry key to create your application – if you log out of the portal before submitting your application, when logging back in to continue, please ensure you log in via the standard application portal link to avoid creating a new application: <https://pgapplication.manchester.ac.uk/apply/signon.html>

After logging back in via the above link, you should see a list of applications including your incomplete application – click the **View** button next to it to continue with the application. If you do not see the list of applications, please log out and clear your browser's cache before logging back in via the above link.

I have not yet received my ID number/acknowledgement of my application

You will receive an automatic acknowledgement email confirming your submission and providing your ID number within 2 working days of submitting your application. At peak times the email may take longer to arrive.

For application updates or any other queries, use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.

When will I receive a response to my application?

Some courses may advertise a timeframe for a response depending on when you submitted your application. Please check the Application and Selection tab of the course

webpage:

Postgraduate Taught course list:

<https://www.manchester.ac.uk/study/masters/courses/list/>

Postgraduate Research course list:

<https://www.manchester.ac.uk/study/postgraduate-research/programmes/list/>

If there is no published response time, or you have further questions, please use the [Contact details tool](#) to find the appropriate admissions team contact details.

How do I defer my place?

To enquire about deferring, please contact the academic school admissions team. Use the [Contact details tool](#) to select your level of study and course to view the appropriate contact information.