FAQ's Provisional Eligibility Certificate

1) **Not able to get Login-id/Password after registration on GUMS Eligibility portal.**
   a) Check if the Email-id entered while registration is valid
   b) In some cases it may take some time for the system to send the login credential due to technical issues.
   c) Kindly send an Email to arcolg@unigoa.ac.in requesting for the login credentials.

2) **Not able to login into the system for submitting the application on GUMS Eligibility Portal**
   a) Check if you are logging in to the correct link
      Correct link :- https://gums.unigoa.ac.in/gums/#/eligibilityStudentLogin

3) **Payment towards Eligibility fees deducted from the account but not updated in the system.**
   a) Wait for 12 hours and check if the payment is being updated.
   b) In case the payment is not updated, kindly send an Email with screenshot of payment details to the email-id arcolg@unigoa.ac.in
   c) Check the status of your payment in the Transaction details tab, if the transaction status shows "Failed" then the amount deducted will be credited back within 7-8 working days

4) **How long will it take to get my Provisional Eligibility Certificate?**
   It takes 5 working days to issue the Provisional Eligibility certificate after successful payment (subject to all the uploaded documents to be in proper order and valid and the payment is successful).

5) **How will I get my Provisional Eligibility certificate?**
   After the provisional Eligibility is approved, an email intimation will be sent on the email-id mentioned
   during registration. Provisional Eligibility certificate has to be downloaded by logging in to the portal using the login credentials used while applying.