



Helpful Tips for Applicants

Thank you for registering for the World Learning Student Portal. To help you better complete your application here are some tips about using the Student Portal.

- **Write down your password and your answers to the security questions and keep this information in a safe place!** This is very important because if you forget your password and security questions you'll need to request a password reset email be sent. This can take up to 2-3 business days. Your username will be the email address you used when you registered for the student portal.
- **Read all instructions carefully:** Most problems can be solved by reading the instructions provided on the website. Please be sure to read the Global UGRAD Step-by-Step. If you have difficulties, please contact exchangeprograms@worldlearning.org. Do not contact the U.S. Embassy for application support.
- **Know when to ask for help:** If you accidentally submit a form before you meant to or need help changing some of your personal information please contact exchangeprograms@worldlearning.org for assistance in making this change.
- **If you need help, be specific!** If you are having trouble with your account, please include as much information as possible with your message to help explain the problem. If possible, please take screenshots of the place on the website where you are having trouble.
- **If we don't respond right away, don't panic:** While you wait for an answer don't panic and make a new account under a different email address. It may take up to 2-3 to respond to your question.
- **When should I contact the embassy?:** Please contact the U.S. embassy in your country with any programmatic questions and questions about eligibility. Please make sure to email exchangeprograms@worldlearning.org with any questions about your UGRAD application.