## In case you need assistance of the International Relations Office, contact us via CAU: <a href="https://www.ual.es/cau">https://www.ual.es/cau</a>

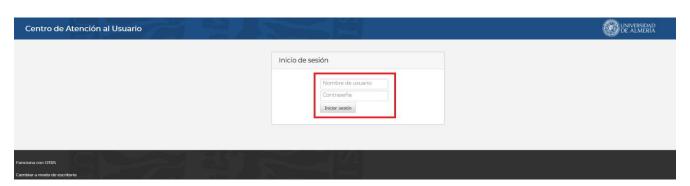
Please, follow these steps:

- **Step 1**, click "CAU de Administración y Servicios".





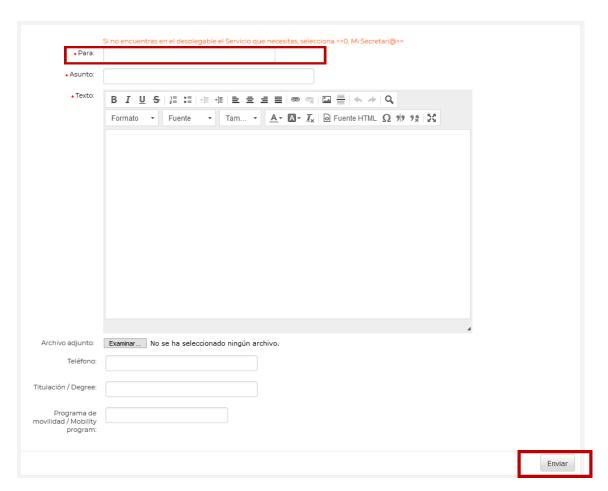
- Step 2, enter your Username and Password of Campus Virtual.



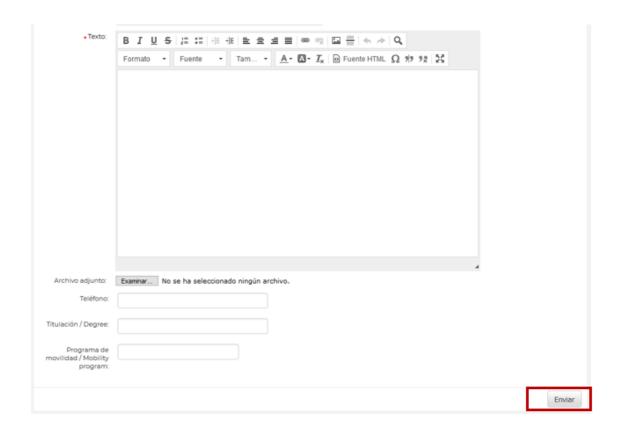
- **Step 3**, click "Ticket Estudiante".



- Step 4, For the filed 'Para' select: "Relaciones Internacionales".
It is obligatory to fill in the fields: the issue: 'Asunto' and the message: 'Texto'.
You can attach a document clicking "Examinar"



- Step 5, Once your message is ready, click "Enviar".



<u>Consultation</u>, Use the link provided in the emails received from CAU. You can also access the platform and check all your tickets selecting "Todo", Open "Abierto", and Closed"Cerrado".



<u>Add your comments</u>, Go to the ticket and scroll down to the bottom where you find "Responder". You can add comments even when the ticket is closed.



**IMPORTANT:** Please open just one ticket for each matter, otherwise it will take us longer to help you.