

FAQ eCandidat

(the Frequently Asked Questions about eCandidat)

1. Technical problems and bugs

- I don't see the training for which I want to apply.
 - The application campaign is not open yet (look at the column « application dates »).
 - The applications and registrations for this training are not managed by the application eCandidat. Verify this information on the web site of the UFR or IUT which offers it, or take contact by phone with the registrar's office of this component of the University.
- My number of eCandidat file of another University doesn't work.
 - The eCandidat application of the University of Franche-Comté is deployed locally. You have to create a new account.
- I have created my account, but I don't manage to connect to the application.
 - You have to valid the creation of your account. To do this, click on the link (if it's not active, copy it on your navigator) mentioned in the confirmation email of the creation of your personal account.
- I created my account, but there is an error in the email address.
 - Contact the support service at the email address ecandidat-assistance@univ-fcomte.fr

2. Complete the file and submit applications

- I lost my account number of eCandidat file. .
 - To get your file number, click on the button :

 [J'ai perdu mon code d'activation](#)

And follow instructions. :

[J'ai perdu mon code d'activation](#) + ×

Saisissez votre adresse mail utilisé pour la création de votre compte, nous vous renverrons ce mail contenant votre login, un nouveau mot de passe et la procédure de validation de votre compte.

Adresse mail *

× Annuler

➤ Envoyer

- I forgot my number and password.

→ Click on the button  [J'ai oublié mes identifiants](#) and follow instructions :

[J'ai oublié mes identifiants](#) + ×

Saisissez votre adresse mail utilisée pour la création de votre compte, un mail vous sera envoyé contenant votre login et un nouveau mot de passe

Adresse mail *

- I entered my INE number, but I've got a message specifying me it's incorrect :
 - Verify first the entry of the « O » and of the « 0 » (zero) is correct because there might be a confusion.
 - The INE number shall not be entered in capital letters.
 - If this doesn't work, contact the support service at the email address ecandidat-assistance@univ-fcomte.fr
- I am a student at the University of Franche-Comté and there are errors in my pre-filled file, but I can't rectify them.
 - The pre-filled information is imported from the Apogée application, a data basis where your University file is recorded from your administrative registration of the various years to the results of these years.
 - Take contact with your former registrar's office so that amendments are made to your University Apogée file and so that they are afterwards synchronized with your eCandidat file.
- What shall I enter in the « intern cursus » ?
 - If you have entered an INE number and you were at the University of Franche-Comté, the information about your cursus should appear automatically. If it's not the case, contact the support service at the email address ecandidat-assistance@univ-fcomte.fr
 - If you weren't at the University of Franche-Comté, you have nothing to fill
- What shall I enter in the “extern cursus” ?
 - All your study years and your diplomas. If you were at the University of Franche-Comté and have entered an INE number, these information should appear automatically in the “intern cursus”.

- I've done a stay abroad, where shall I mention it ?
 - If this stay took place within a scholastic or academic background, please indicate it in the section « cursus externe ».
 - If this stay was a professional experience, please indicate it in the section « Expérience pro » (Professional experience) or « Stages » (work placements / internships).
- Shall I mention all my professional experience ?
 - Enter preferably only the professional experience related to your application or whose functions allow you to add value to your application.
- To which academic level may I apply ?
 - On an administrative point of view you may apply for a training as long as you have the **required level** ; for example, with a Baccalauréat (« Bac ») + 3 you may apply to a training level « Bac » + 4 ; with a « Bac » + 2, you may apply for a training «Bac» + 3, etc.. In the absence of the required level, a validation of prior learning is necessary and can be asked for when the application is submitted.
 - Concerning the **field of studies**, a reorientation to another discipline than your initial field, may it closely related to it or not, requires the study of your training programme with regard to the selected training. This examination is carried out by an Admission Commission which focuses on the application file to the selected training. The Commission examines the whole supporting documents of the application file. After this review it may accept a registration in the requested level and require from the applicant to catch up on some courses or suggest a registration at a lower or higher level.
 - Please refer to the description sheet of the training you're interested in (enter <http://formations.univ-fcomte.fr/ws>) in order to be able as a first step to assess the level at which you can apply. Secondly the registrar's offices of the component of the University in charge of the requested training can give you further information.
- I don't find the establishment («lycée», «école» : school,...) for my post-“bac” cursus.
 - The list of establishments is drawn from the postal code and the city you have entered.
 - The establishment you're looking for is maybe situated in another city than the one you have entered. To know it, look for the postal address of the establishment, and then enter this information into the application.
 - If the establishment belongs to another one (this is then a component) you have to enter the « parent » establishment. For example : the IUT of Troyes is a component of the University of Reims. Thus, you have to enter the University of Reims.
 - If the establishment doesn't exist in the predefined list, please write to ecandidat-assistance@univ-fcomte.fr.

- How to submit applications ?
 - Please read the candidate's guide to which you have access on the page http://www.univ-fcomte.fr/download/partage/document/inscription/guide-candidat-ecandidat-24_03.pdf
- I downloaded my file and I notice an error
 - You may connect yourself again, correct the error, and register the amendment, then download your file as many times as necessary.
- How many applications may I submit ?
 - Till 20 in the whole University.
 - Anywhere else it depends on each application center.
- I would like to change training in order to select another one.
 - In the menu "Candidatures" (« Applications ») of your file, open the application to the training you want to cancel. Click on "Annuler la candidature" (« Cancel the application ») at the bottom of the file. **Attention, you can't cancel an application for a training that an employee has begun to deal with : "dossier réceptionné" (received file), "dossier complet" (complete file), "dossier refusé" (refused file), ...**

3. The supporting documents

- Which documents do I have to give ?
 - You will find the list of supporting documents in the section « pièces justificatives » of the application screen. This list varies with each training.
- Shall I send all the requested documents ?
 - You have to give all the documents listed on your file and this is also to do if you have applied one of the years before this one.
 - If the reasoned opinion of the president of the institution is required from you and you haven't got it yet, or it isn't sent to you, please submit instead the email explaining the situation or any other proof indicating the procedure established in your institution.
- I submitted several applications, shall I have to send the whole documents for every application ?
 - Yes

- May I submit several files for one requested supporting document ?
 - No. Free tools are at your disposal to concatenate several files :
<http://www.pdfmerge.com/fr>
<https://smallpdf.com/fr/fusionner-pdf>
<http://www.merge-pdf.com/>
<http://pdfjoiner.com/fr/>

- I don't have my transcript of the present year yet.
 - If you don't have one or all of the requested transcripts before the deadline date of the submission of applications, please send the list of known results with an attestation on your honour as to the accuracy of these results. Failing that, enclose with your file a document specifying the name of the missing supporting document and the reason for this absence.

- I am not registered in a training establishment in the present year, I don't have a certificate of school attendance.
 - Please contact the last establishment you attended so that they give you this document.

- What are « CV » (« résumé »), « lettre de recommandation (« letter of reference»), «mémoire» («research paper») and « projet de recherche » (« research project ») ?
 - The **curriculum vitæ** (CV) is a document specifying the educational experience and the other acquired competences. Generally it details the educational and/or professional background which shows your skills in the training you want to attend or in the job you apply for. You will find advice and « CV » templates on internet, entering "curriculum vitæ" on an internet search engine.
 - A « **lettre de recommandation** » is written by a person who can certify, within the scope of his/her duties, your motivation, knowledge,...
 - A "mémoire" presents a study. It allows you to show that you are able to deal with a subject, develop an issue and answer it through a methodology.
 - A « **projet de recherche** » is a well argued presentation in which you specify the topics and subjects at the center of the intended research works.

- My documents are not written in French, do I have to have them translated ?
 - **ALL** the documents written in a **foreign language** and in non-Latin characters (Cyrillic,..) have to be **translated** :
 - Either by a certified translator or by the foreign consulates in France, for students living in France.
 - Or at the consulate or at the embassy of France, for the students living abroad.
- I will enter the field of another discipline, do I have to submit an application for a validation of prior experience ?
 - The validation of occupational and personal skills is a necessary step when you don't have the required level for a training. The discipline is not at play.
 - For example, in order to be entitled to apply for a training of level « Bac » + 4, you have to be a graduate from a training of level "Bac" + 3.

4. Monitoring applications

- How will I be able to follow the progress made in processing my application ?
 - After having chosen one or several trainings, you will be able to follow the progress made in processing each of your applications, in the part "Statut du dossier" (Status of the file) in the part "Candidatures" (Applications). This information is also available when you open your application.
 - Meaning of the various status :
 - « En attente » : the file hasn't been verified by the ad hoc department
 - "Réceptionné » : the file is being treated by the employee
 - " Incomplet » : the file has been verified and one or several documents are missing.
 - "Complet » : the file has been verified and all the supporting documents are present. The file can be submitted to the commission.
- The status of my file hasn't changed for a few days of waiting.
 - When many application files are submitted, it requires some time to treat them.
 - The employee has 10 days to verify that your file is complete from the date of the acknowledgment of receipt.
 - If the file is complete, you have to wait till the pedagogic commission has met and transmitted its results. You shall receive a result within 2 months.

- What can the results of my applications be and what do they mean ?
 - Please refer to the candidate's guide.

- What are the procedures for the administrative registration ?
 - When you get the authorization for registration, please go to :
<http://www.univ-fcomte.fr/pages/fr/menu1/formations/05-procedure-inscription-et-re-inscription-definitive-49-18949.html>
The link is only accessible from July.

- Do I have to make an appointment for my administrative registration ?
 - It depends on the selected training.
 - Either the information is contained in your application file, or you will receive an email from the concerned registrar's office.