

## FAQ for Zealand Institute of Business and Technology's Admission Portal

### How do I log on to Zealand Institute of Business and Technology's admission portal?

- In the welcoming letter, which you receive when your application has been registered, you will find a personal link for the admission portal. This is the link you need in order to log on and register yourself at the admission portal.
- The first time you log on to the admission portal, you have to use your e-mail address as your username and the KOT number on your application as password. Afterwards you need to change the password and remember to use the new password for future log in.

### I have not received a welcoming letter from the admission portal

- It can take up to 24 hours from the time your application has been registered until you receive a welcoming letter from the admission portal.
- You will receive a welcoming letter at the e-mail address stated in your application.

### I am having problems with Nem-ID

- If you need help with matters concerning Nem-ID, please see this website:  
<https://www.nemid.nu/dk-en/>.

### I have forgotten my password

- You can reset your password at Zealand Institute of Business and Technology's admission portal. Go to the admission portal and click on "I have forgotten my log on information". You will then receive an e-mail containing a link to a website where you are able to change your password.

### Which e-mail address should I use?

- In order to log on to the admission portal, you have to use the e-mail address stated in your application.

### I have changed my e-mail address

- If you change the e-mail address stated in your application, please contact Zealand Institute of Business and Technology by phone: 5076 2600 or by e-mail: [apply@zibat.dk](mailto:apply@zibat.dk) to inform us about your new e-mail address.

### I cannot log on to the admission portal.

- Make sure that you are logging on with the correct e-mail address. You have to use the e-mail address stated in your application.

If you have forgotten your password, you can reset it at the admission portal. Go to the admission portal and click on "I have forgotten my log on information". You will then receive an e-mail containing a link to a website where you are able to change your password.

### **When will I receive a reply saying whether or not I have been accepted?**

- We aim to notify whether you are accepted or not as follows:
  - Non-EU applicants at the beginning of May
  - EU applicants at the beginning of June
  - Danish citizens on June 28th

### **I have uploaded my documents on optagelse.dk, but I cannot see it on the admission portal.**

- It can take up to 24 hours until the applications and documents are registered in our system. As soon as new documents are registered in our system, you will receive an e-mail telling you to log on to the admission portal, to see what has changed as regard to your application status.

### **What do the color codes at the admission portal mean?**

- The color codes at the admission portal are always to be read in connection with the status codes, which you will see prior to the little colored dot. The status codes describe the exact status of your application.
- While the application is being processed, the status shows a yellow dot. When we are done processing your application, the color will change to either green or red. Green means that you meet the entrance requirements. Red means that you do not meet the entrance requirements, nor do you have qualifications equivalent to the entrance requirements.

### **The status of my application is still "yellow"**

- We are processing the application as fast as we can, but as we receive a lot of applications, you do have to expect a certain amount of time for the processing procedure.
- If you meet the entrance requirements, your application status will change to green. This does not mean that you have been accepted to the program. You have not been accepted before you receive an e-mail stating you have been accepted.
- If your application status changes to red, it means that you do not meet the entrance requirements nor do you have qualifications equivalent to the entrance requirements.

### **I wish to cancel my application**

- You can cancel your application at [www.optagelse.dk](http://www.optagelse.dk)

### **I wish to apply for admission for several programs**

- You are able to apply for other programs at [www.optagelse.dk](http://www.optagelse.dk)

If you are applying for admission to vacant student places, you are required to fill out an application form for each educational program. This form can be found on our website [www.zibat.dk](http://www.zibat.dk). Please remember to prioritize the programs you apply for.

**I have applied to study at a specific place, but now I wish to study the same program at another place.**

- You are able to apply for programs at other educational institutions or elsewhere at ZIBAT via [www.optagelse.dk](http://www.optagelse.dk)
- If you are applying for admission to vacant student places, you are required to fill out an application form for each educational program. This form can be found on our website [www.zibat.dk](http://www.zibat.dk). Please remember to prioritize the programs you apply for.

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