Login Problems

I forgot my password, how can I retrieve it?

You can retrieve your password by clicking on this link and entering the e-mail address you used during sign-up.

I did not receive the e-mail allowing me to continue my enrolment, what should I do?

Remember to check the e-mail was not considered spam by your mailbox. You can ask to receive a new e-mail by clicking on this link. Enter the e-mail address you used during sign-up and the 5-digit verification code.

I got an Apoflux number last year, is it still valid?

No, a new file number is assigned each year. You must apply for a new number here.

Upload Supporting Documents

How do I upload my supporting documents?

1. Access your application (second option on the home page)
2. Click on the blue button "*Déposer vos pieces justificatives*" under the submitted preference
3. Clicking on the eye symbol 👁 allows you to view previously uploaded documents.
4. The 🕐 symbol indicates a file that has not been approved yet.
5. Click on a line without these symbols to upload the corresponding file.
6. The authorized file types are listed.
7. Click "*Parcourir*" to open a file manager and select the document to upload.
8. Click "*Valider*" to upload the file.
9. You will be redirected to the previous page and a green bar will confirm you successfully uploaded a file.
10. Continue uploading documents in this way. You can log out and return to this step later if necessary.
11. Remember to click "*Demander l'examen de mon dossier*" when you have uploaded all the required documents.

Which file formats can I upload?

The authorized formats are specified when you select the document type you are about to upload, as below:

What is the maximum file size that I can upload?

Regardless of the file format uploaded on Apoflux, the file size is limited to 5Mb per document.

How do I compress a supporting document?

You can compress a supporting document that is over the 5Mb limit:

- Windows: In the file manager, right-click the file name and select "Send to" > "Compressed file"
- All Operating Systems: By using a compression software such as 7Zip (free) or Winzip (paid)

How do I group two documents into one supporting document to upload to Apoflux?

Copy and paste the documents into a text editor and save as a PDF.

An error message appears when I upload a document, what should I do?

You should check that the file format and/or the size of the file you uploaded meet the specifications.

How can I change a submitted and validated supporting document?

You need to contact the administrator in order for them to cancel the validation of the file so that you can upload a new document.

Application Follow-up

What is the maximum number of preferences I can submit per year?

You can apply for up to 6 different degrees.

Can I change the order of my preferences?

Yes, up until the time your application is verified by an administrator.
Use the arrows to the left of the preferences.

Why can I no longer change the order of my preferences?

Because the pedagogical secretariat has already started to assess your application.

I can no longer change the "motivation" field of the Apoflux application, how can I edit or add to it?

A) If a letter of motivation is a required supporting document to be uploaded: It will be examined by the commission.
B) If a letter of motivation is not a required supporting document: You can add it at the end of another supporting document (the CV for example)

Am I in "*formation initiale*" or "*continue*"?

Applicants are considered to be in "*formation continue*" when, due to an interruption in their studies, they require special support from the continuing education service and they benefit from an agreement with the university.

All other cases are considered "*formation initiale*".

I was enrolled at the university of Bordeaux last year (or several years ago). I've lost my student number, what should I do?

You can contact the tuition service, which will be able to give it to you:

- For the Health college: admissionSAN@u-bordeaux.fr
- For the Science and Technology college: admissionTEC@u-bordeaux.fr
- For the Vine and Wine Science Institute college: admissionISVV@u-bordeaux.fr
- For the Law, Political Science, Economics and Management college: admissionDEG@u-bordeaux.fr
- For the Humanities college: admissionHOM@u-bordeaux.fr
- For ESPE: iaweb@espe-aquitaine.fr

My transcript was refused, why?

An official transcript including a stamp and/or signature, issued by your institution (and not a screenshot of your student portal), is required.

Where can I download my application?

You can download your application as long as it has not been marked complete by an administrator.

A) The application has not been assessed by an administrator:
   1. Click on "*Validation et téléchargement*" at the bottom left of your home page.
   2. Click "*Télécharger mon dossier*" at the bottom of the screen.
B) The application has been marked incomplete by an administrator:
   1. Click on "*Déposer vos pieces justificatives*" under a preference on your home page.
   2. Click on "*fichier suivant*" above the list of required supporting documents, as below.
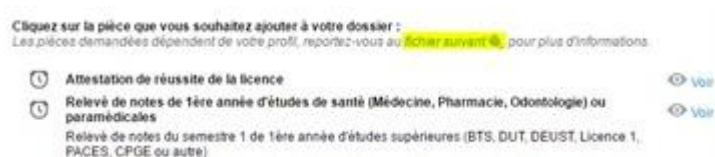
How do I change my personal details on Apoflux?

On the left-hand panel, you can select "*Modifier vos données personnelles*".

This action is not possible after assessment of an application by an administrator.

Where can I view the result of my application?

When a result has been given by an administrator, you will receive an automatic e-mail telling you to consult your application which has been modified: follow the link in the e-mail.

Click on "Résultat" as shown here:

By clicking on "*Consulter mon résultat*", you will access the letter from the university in PDF format.

I cannot find the degree I wish to apply for, what now?

Check the UBx degree catalog to find out the college and specific training unit of your desired degree.

The desired level is the level you will obtain upon completion of the diploma you are applying for (and not your current level at the time of application).