

**GUIDE TO E-ENROLMENT  
2011/2012**

e-enrolment



**E-Enrolment**

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## 1. Introduction

Welcome to the new academic year.

Every student at Staffordshire University is required to enrol at the start of each academic year. For most students enrolment with Staffordshire University is an on-line process via the University portal (MyPortal).

You must enrol on-line. If you are a disabled student who requires support with the E-Enrolment process or would like to discuss alternative methods of enrolment please see section 5 of this Guide.

**It is extremely important that you enrol as soon as possible and preferably before you arrive at Staffordshire University. Limited facilities will, however, be available on campus if you cannot access a PC/internet connection at home or locally. A delay in enrolling may result in you not being able to access University facilities, and your first student loan payment (if applicable) being delayed.**

Section 2 of this Guide describes the on-line process of enrolment with the University. Section 3 provides detailed instructions to help you provide the required information. Other useful information relating to enrolment is set out in Section 4. Finally, Section 5 provides the answers to frequently asked questions about enrolment.

If you should have any difficulty using the system, or providing the required information, please contact us (see below). We will endeavour to answer your queries promptly.



**Need Help?**

Email: [e-enrolment@staffs.ac.uk](mailto:e-enrolment@staffs.ac.uk)

Tel: 01782 292769

Opening Hours: Monday – Thursday 8.30 am – 5.00 pm

Friday 8.30 am – 4.30 pm

Please quote your username or student id number in all correspondence

On-line enrolment is just one of the things you access via MyPortal which is your personalised web page with windows opening onto many of the systems and services you access as a student. MyPortal allows you to:

Access your University and personal email

Access systems such as Blackboard, the Library system, Live Help, Pebblepad and ASK

Store your favourite RSS newsfeeds and access Faculty specific newsfeeds

View your contacts, tasks and calendar

View news, announcements and events

Create your own favourites using a selection of available portlets

If you have any queries specifically regarding MyPortal please email [3800@staffs.ac.uk](mailto:3800@staffs.ac.uk)

## 2. University Enrolment

This section describes the enrolment process at Staffordshire University. It explains what enrolment is, what information you will need with you in order to complete E-Enrolment, how to access the system and when and how students will obtain their Student ID Card.

### Enrolment Guidance

Every student at Staffordshire University is required to enrol at the start of each academic year. Enrolment is the formal process of becoming a student of the University. It enables you to attend lectures and seminars, receive tuition, sit examinations, use the Library and other services and become a member of Staffordshire University Students' Union. It is primarily a process of ensuring that the University holds accurate and up to date information about you. **It is not about choosing and confirming the modules you wish to study – this is a separate exercise.**

### What is E-Enrolment?

E-Enrolment involves accessing web pages via the University portal (MyPortal) to:

- Check (and amend if necessary) the personal data we hold for you
- Confirm your course details
- Provide and collect information about the payment of tuition fees
- Provide you with information about the University's registration under the Data Protection Act 1998
- Confirm your agreement to be bound by the University's Regulations
- Print your Stage 1 Enrolment Certificate

On successful completion of the E-Enrolment process your student status will be updated on the University Student Record system. This in turn will enable you to access University facilities including Information Technology, Library and Students' Union.

### You must complete enrolment on-line as soon as possible to avoid:

- Delays in your Student ID Card being issued
- Delays in being able to access University facilities
- Delays in the payment of your first student loan instalment (if applicable)
- Having to queue in PC clusters to complete the enrolment process on campus

### When is E-Enrolment Available?

The E-Enrolment system will be launched on Tuesday 9th August 2011 for continuing students. All new students will receive a letter stating when they can use the system

### What you will need in order to enrol on-line

In order to enrol on-line you will need the following information:

- Returning students will require their username (which is shown on the front of their 10-11 Student ID Card and printed on their results letter) and their password
- New students will require their username which will be printed on their welcome letter. Your password in the first instance will be your date of birth typed as numbers without spaces (e.g., 040871)

### **How to access the E-Enrolment system**

In order to access the system, please go to <http://myportal.staffs.ac.uk> and follow the instructions in the E-Enrolment flowchart in section 2.2 of this Guide to log into the E-Enrolment system.

### **How to complete the E-enrolment process**

Once you have logged into the system, click on the Learning tab which will take you to MyCourses. Click on Enrol to begin. The on-line process is split into a maximum of eleven steps (screens).

Section 3 of this Guide provides detailed instructions to help you provide the required information.

**Please note that if you log out of the system without completing your enrolment any data you have entered will not be stored and will need to be re-entered when you return to the system.**

When you have completed E-Enrolment you will be issued with an Enrolment Certificate via email which confirms that you are an enrolled student with Staffordshire University. **You must print this and keep it safe.** Without this Certificate students will be unable to obtain their new Student ID Card.

### **Support for E-Enrolment**

If you need support with any aspect of your on-line enrolment please contact 01782 292769 (Monday to Thursday 8.30 am to 5.00 pm, Friday 8.30 am to 4.30 pm).

Alternatively, you can send an email to [e-enrolment@staffs.ac.uk](mailto:e-enrolment@staffs.ac.uk).

### **Your Student ID Card**

Your Student ID Card, which remains at all times the property of Staffordshire University, is your key to the University and as such it:

- Identifies you as a student of Staffordshire University
- Allows you to use Staffordshire University Students' Union
- Is your University Library Card – you will need it to borrow books

You will be issued with a new Student ID Card each academic year.

### **How To Obtain Your Student ID Card**

#### **New UK and EU Full-Time Staffordshire University Based Students**

To obtain your Student ID Card, you will need to take your Stage 1 Enrolment Certificate and two documents to prove your identity, including at least one with a photograph e.g., driving licence or passport to the Stage 2 Enrolment point as stated on the bottom of your Stage 1 Enrolment Certificate.

#### **Continuing UK and EU Full-Time Staffordshire University Based Students**

To obtain your Student ID Card, you will need to take your Stage 1 Enrolment Certificate to the Stage 2 Enrolment point as stated on the bottom of your Stage 1 Enrolment Certificate

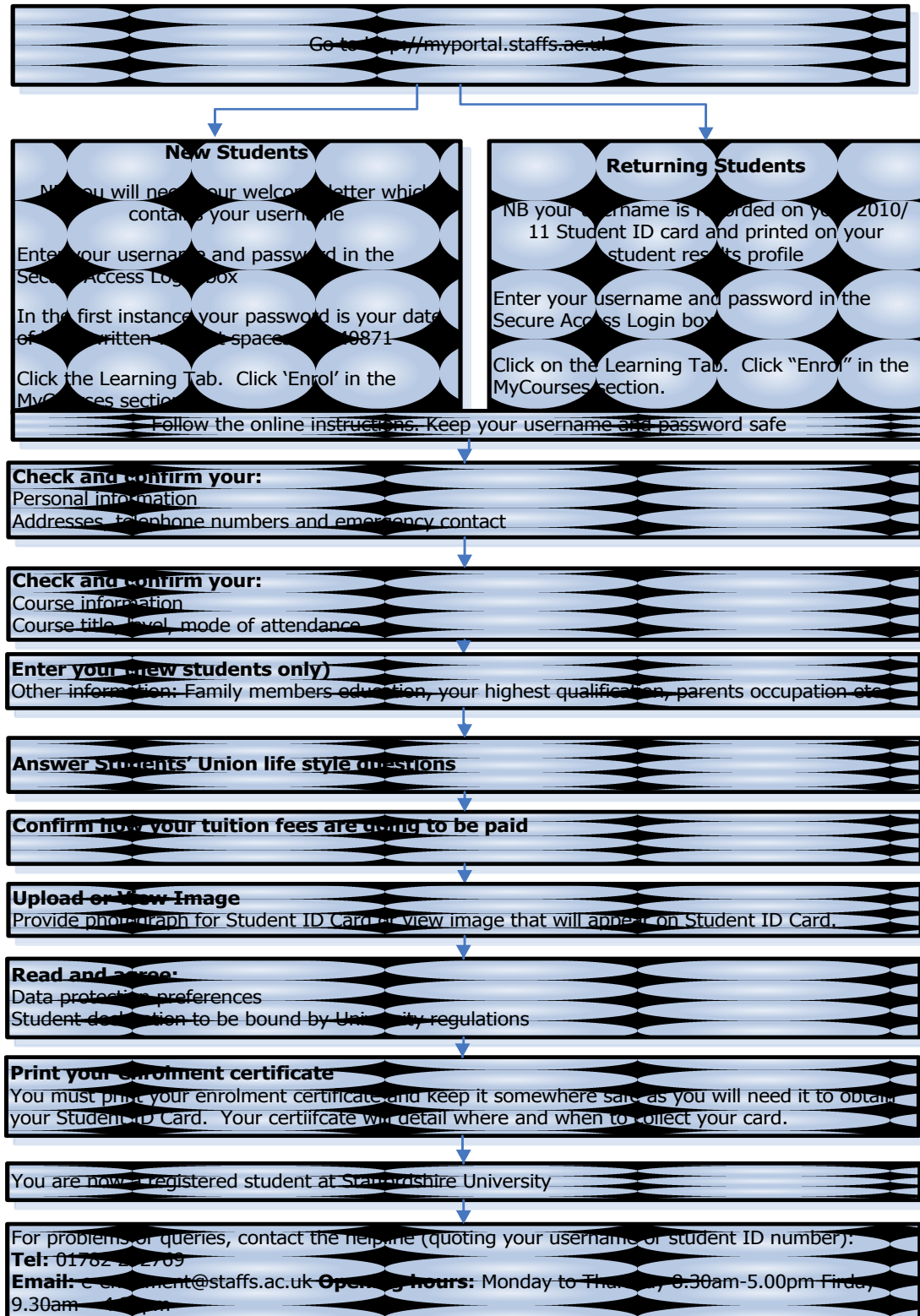
**All Other Students (Including International, Part-Time Distance Learning and Partner College Based Students)**

To obtain your Student ID Card you should follow in the instructions as stated on the bottom of your Enrolment Certificate.

**What to do if you lose your Student ID Card**

If you lose your Student ID Card, you should go directly to the Information Centre to request a replacement. There is a charge of £5.00.

**E-ENROLMENT FLOWCHART**



### 3. Completing E-Enrolment

This section guides you through each of the E-Enrolment screens and explains in detail the information that you need to check or provide to complete enrolment successfully.

**PLEASE NOTE: You do not need to read this section in detail. It has been provided should you have any difficulties using the system or are unsure of the information you are being asked to check or provide. The on-line system has instructions to guide you through each step.**

There are the following steps (screens) to work through:

1. Welcome
2. Personal Information
3. Contact Information
4. Course Information
5. Other Information (New Students Only)
6. Students' Union LifeStyle Questions
7. Payment of Tuition Fees
8. Image Upload/Confirmation
9. Data Protection Statement
10. Student Declaration
11. Successful Completion of Stage 1 Enrolment

You MUST complete all steps to enrol successfully. Each step has sections containing data which you must check, add to or up-date as necessary. As each step is completed you will move on to the next one by clicking the "NEXT" button in the bottom left-hand corner on each screen.

Please note that if you leave the E-Enrolment system before completing the full process any information you have entered up to that point will not be stored.

All fields marked with an asterisk (\*) must be completed. Follow the guidance text on the screen.

Please note that some data is displayed for information only and cannot be up-dated as part of this process.

### STEP 1– Welcome

This screen provides general information about the E-Enrolment process for you to read. You do not have to enter any information on this screen.

### STEP 2 – Personal Details 1

This screen allows you to check your personal details. Please up-date as necessary. Please note that only the information displayed in boxes can be up-dated. If any of the information which is not free to be changed is incorrect please send an email to [e-enrolment@staffs.ac.uk](mailto:e-enrolment@staffs.ac.uk) explaining what is wrong. Even if some of this information does require amendment you may STILL continue with, and complete, your Enrolment.

#### **StudentReference**

Your student reference number is displayed.

#### **Name(s)**

Your name details should match your name as it appears on your passport, or birth certificate. It should not include informal names or nicknames. Please check your name carefully as this information will be printed on all formal documentation from the University which includes degree certificates.

#### **Surname at the age of 16**

Please enter your surname at the age of 16

#### **Previous Surname**

If you are a continuing student and have a previous surname recorded on the University systems it is displayed here.

#### **Gender**

If you wish to correct the information we currently have recorded for your gender you should send an email explaining what is wrong to [e-enrolment@staffs.ac.uk](mailto:e-enrolment@staffs.ac.uk).

#### **Nationality/Domicile**

If you wish to correct the information we currently have recorded for your Nationality or Domicile you should send an email explaining what is wrong to [e-enrolment@staffs.ac.uk](mailto:e-enrolment@staffs.ac.uk).

#### **Date of Birth**

If you wish to correct the information we currently have recorded for your date of birth, you should select the appropriate date using the drop down lists for day, month and year. Your date of birth should match the information on your birth certificate/passport.

#### **Passport Number (International Students Only)**

#### **Passport Expiry Date (International Students Only)**

#### **Visa Category (International Students Only)**

#### **Visa Expiry Date (International Students Only)**

#### **Ethnic Origin**

Please select the code from the drop down list which best describes your ethnic origin.

### **Disability**

An individual has the right to keep their disability confidential. However, we would encourage disabled students to disclose their disability to ensure that they have full access to the support which is available to them.

If you have more than one disability please choose "Two or more impairments and/or disabling medical conditions" from the drop down list.

### **Disabled Students Allowances (DSA)**

If you have indicated that you have a disability in respect of the previous question it is important that you provide information about any support you receive from or applications made to Disability Students Allowances. If you selected "No Disability" in respect of the previous question you do not need to enter anything here. Disabled Students Allowances (DSA) are funds made available through Local Authorities/Student Finance England which help disabled students to pay for the extra support they need for their studies. Further information, including information on how to apply for DSA can be found at <http://www.direct.gov.uk/studentfinance>.

Alternatively you can contact Staffordshire University's Disability Advisory Service at: [disability@staffs.ac.uk](mailto:disability@staffs.ac.uk)

### **Confirmation of UK/EU Nationality (All UK/EU Full-Time and Part-Time Students)**

#### **Emergency Contact Details**

In the event of an emergency we may need to contact someone. Please enter contact details, preferably a family number, here. Please provide the details of an English speaking contact if possible.

### **STEP 3 – Contact Information**

This screen asks you to check your contact information and up-date as necessary.

#### **University Email Address**

Your University email address is displayed for information. It is the only address the University will use to contact you. You should check this email account regularly for important messages. All communications regarding tuition fees, including personal invoices, will be sent to your University email address.

#### **Private Email Addresses**

Please enter your private email address if you have one.

#### **Mobile Phone Number**

Please enter your mobile phone number

#### **Home Address Details**

This is your permanent home address and telephone number as held by the University. If it is incorrect please up-date as necessary.

#### **Term Time Accommodation Type (Full-Time Students Only)**

From the drop down list please select the type of accommodation that describes where you are living during term time.

#### **Term Address Details**

This is your term time address as held by the University. If it is incorrect, or if it is blank, please amend or complete as appropriate.

If you do not have a confirmed term time address as yet please leave it blank. You must, however, inform your Faculty/School Office or Information Centre of your term time address when it is known.

If your term time address is the same as your permanent home address you should tick the check box.

### **Work Contact Details (Part-Time Students Only)**

Part-time students are invited to enter work contact details.

## **STEP 4 – COURSE INFORMATION**

This screen shows details of the Course and, if a Full-Time undergraduate student the Level, that the University expects you to be studying in this academic year. It also displays your Mode of Attendance (e.g., full-time) and main Study Site (e.g., Stafford). The level of study stated here is based on the National Qualifications Framework. First year Full-Time undergraduate students enrol on level 3 or 4, second year on level 5 and third year on level 6. Postgraduate students normally enrol on level 7.

Please note that you are unable to up-date this information on-line. Please use the drop down list to confirm whether the course details shown are correct, or not.

If any of the information displayed is incorrect you should select "Some/All of my course information is incorrect" and a screen will appear informing you how to get this information corrected. This information will need to be corrected **BEFORE** you can continue with E-Enrolment.

The system will prompt you to send an email to your Faculty/School explaining what is incorrect.

Your Faculty/School may contact you by email for further details to assist in resolving the matter.

When your course information has been corrected you will receive an email to your University email account requesting you to go back onto the system, and complete your on-line enrolment.

It is anticipated that in most cases the information will be corrected in 3-5 working days. You are advised to check your email on a daily basis until you receive notification that you can go back onto the system, and complete on-line enrolment.

Some students based in the Faculty of Health will see additional standard questions asking them to declare their suitability to attend the course on which they are enrolling.

## **STEP 5 – OTHER INFORMATION (NEW STUDENTS ONLY)**

This screen will appear for new students only. Only new students of the University need to complete this screen. It asks new students to provide further information about their educational background and personal circumstances.

### **Parents Higher Education Qualifications**

This question asks whether any of your parents have a higher education qualification, such as a degree, diploma or certificate of higher education. Parents are defined as natural parents,

adoptive parents, step-parents or guardians who have brought you up. Please select the appropriate value from the drop down list.

### **University Attendance By Family**

This question asks whether any members of your immediate family have attended, or are currently attending, a University. Please tick the relevant box(es) to show which members of your family have attended/are attending as appropriate.

### **Previous Attendance on a Higher Education Course**

This question asks you to confirm whether you have previously started a higher education course (i.e., degree, HND, Foundation degree) or equivalent in the UK before and, if so, did you attend this course for 6 months or more. So, for example, if you started a degree course at another University in September/October 2009, but left it at the end of the first year to transfer to Staffordshire University, you should answer yes to this question. If you have never attended a University before you should answer no to this question. Please select the appropriate value from the drop down list. If you answer yes please enter the full name of the University/College attended and the qualification taken.

### **Highest Qualification**

This question asks you to confirm the highest qualification you hold prior to starting your course at Staffordshire University. If you have more than one of the qualifications listed please select the one which appears closest to the bottom of the drop down list. Please select the appropriate value from the drop down list. If you select "None of the above" from the drop down list you will be invited to enter the title of your qualification in a free text box e.g., Chartered Institute of Management Accountants. If you select "A/AS level" please use the free text box to enter your grades e.g., A level History Grade A, A level Psychology Grade B. Please only enter grades for all your GCE A level qualifications. You do not need to enter GCSEs.

### **Learning Care Status in the UK**

This question asks whether you have been in Local Authority care **immediately** before coming to University. Please select the appropriate value from the drop down list.

### **Childcare Arrangements**

This question asks students with a child or children under 5 years of age to confirm what childcare arrangements they will make while attending lectures. The information will help the University plan its future childcare provision. Please select the appropriate value from the drop down list.

### **Parental Occupation**

This question asks you to enter the occupation of the parent/step-parent or guardian who has or had the highest income in the household in which you have been brought up. If he or she is retired or unemployed give the most recent occupation. If you are aged 21 or over please give your own occupation. Please enter the occupation in the space provided.

### **Religion**

This question invites you to say whether you regard yourself as belonging to any particular religion or belief system.

### **Sexual Orientation**

This question asks you to describe your sexual orientation. Please select from the drop down menu.

### **Unique Learner Number**

Please enter your Unique Learner Number if you know it. This is a ten digit number identifier issued to some students by their school or college.

The following questions will only appear for PGCE students:

Type of Degree (PGCE students only)  
Name of Institution Awarding Degree (PGCE students only)  
County in which studied for Degree (PGCE students only)  
Start date of Degree (PGCE students only)  
End date of Degree (PGCE students only)  
Number of Years to Complete (PGCE students only)  
Subject(s) of Degree (PGCE students only)  
Classification of Degree (PGCE students only)

#### STEP 6 – STUDENTS' UNION

On this screen the Students' Union ask you to answer some lifestyle questions and contact details to enable them to tailor their services and communications to meet your needs.

#### STEP 7 – TUITION FEES

This screen asks you to confirm how your tuition fees will be paid and provides general information relating to their payment.

##### **FULL-TIME STUDENTS**

This screen asks Uk students to indicate how their tuition fees are going to be paid. Please select the category that applies to you from the drop down list.

International and EU students, and some categories of Home students e.g., Full-Time Nursing students do not have to enter any information on this screen.

It does, however, include a link to further information about setting up a direct debit mandate if you or your family are contributing to the payment of tuition fees and wish to pay by this method. **Please do not complete a direct debit mandate if you are taking out a loan from the Student Loan Company to cover the full tuition fee.**

This screen also invites you to share with the University your Student Finance England/Student Loan Company "consent to share" password if you have set one up when taking out a student loan. In the future you may want the University contact Studet Finance England on your behalf to resolve any issues you might have regarding your student loan. It will assist us in helping you if you share your "consent to share" password with the University. Student Finance England will not discuss your details with us if we are unable to quote this to them.

##### **PART-TIME STUDENTS**

This screen asks you to indicate how your tuition fees are going to be paid. Please select the category that applies to you from the drop down list. Some categories of part-time students do not have to enter any information on this screen as the University is already aware of how their fees are going to be paid.

If you select "None of the Above" from the drop down list you **must** enter in the free text box how your fees are going to be paid.

The rest of the screen provides other information relating to the payment of fees, including details about setting up a direct debit mandate.

## STEP 8 – IMAGE UPLOAD/CONFIRMATION

There are two versions of this screen – image upload and image confirmation. The screen you see will depend on whether or not we have a photograph of you stored on the University systems.

### Image Upload

This screen requests you to provide a photograph for your Student ID Card. Your Student ID Card will also be your library card and Students' Union card. It will only appear if the University does not have a photograph of you stored on its systems.

The screen gives you the facility to upload a photograph from your computer that you have taken with a digital camera or mobile phone. The photograph must be a high quality bitmap and no larger than 1mb. It is recommended that the photograph is no larger than 200 x 240 pixels.

If you do not have the facility to take a digital photograph you can download the Student Card Form, attach a photograph to it and post it to the Information Centre. If you have recently sent a photograph to us please check the portal in 10 days time to ensure it has been uploaded onto the University system. You can view your image on the portal.

Please note that you can **STILL** complete on-line enrolment with no image. So you can complete enrolment, and send in a photograph by post in the next few days.

### Image Confirmation

This screen shows the image of you that is currently stored on the University systems. This image will appear on your 2011/2012 Student ID Card.

If you wish to change your image by submitting a new photograph you should download the Image Amendment Form, attach a new photograph and take or post it to the Information Centres at the Stoke or Stafford sites.

## STEP 9 – DATA PROTECTION

This screen informs you that throughout your time at the University we will gather data about you.

It tells you why we collect the data, what data we collect, and what we do with it. All data we gather will be used in accordance with the University's registration under the Data Protection Act 1998.

It asks you to consent, in advance, to data being disclosed to third parties in accordance with our registration under the Act. It asks you to consent to the University using your image or personal details for any promotional materials or for administration of your course. It also asks you to consent to the University passing on appropriate information about you to the Students' Union. Finally it asks you to consent to the University sending text messages to your mobile phone to inform you of events, remind you of deadlines etc.

Please use the Yes/No boxes at the end to indicate your consent preferences for the current academic year.

## **STEP 10 – DECLARATION**

This screen asks you to confirm your acceptance of a statement agreeing to be bound by the appropriate University/College regulations.

Your enrolment will not be complete until you have agreed to accept this statement. The screen includes a link to the General Regulations for students in case you wish to check anything. It also contains links to the Academic Award Regulations and Staffordshire University's Code of Conduct for Research and Enterprise.

Please tick the box to agree to accept the statement.

## **STEP 11 – SUCCESS COMPLETION**

The appearance of this screen confirms that you have successfully completed Stage 1 Enrolment for the 2011/2012 academic year.

When this screen appears a Stage 1 Enrolment Certificate is sent to your University email account. You should print off this certificate and keep it safe as it is proof of completing the first stage of enrolment. Please read it as it contains information regarding the issue of your Student Card at Stage 2 Enrolment and, if you are a full-time undergraduate student, regarding how to get your first maintenance loan payment released.

This screen also invites you to give us some feedback about the E-Enrolment system. To let us know your views, and assist in the future development of the system please use the feedback link.

Although you will have completed Stage 1 enrolment the certificate reminds you that you are still expected to attend all scheduled Faculty/School talks/lectures during Welcome Week.

## **4. Useful Information**

This section contains other useful information

### **ACCESS TO LEARNING FUND**

Each year the University is provided with funds called the Access to Learning Fund to help UK students in financial hardship complete their course. Awards from the Fund are made to help with the cost of childcare, travel, equipment etc. Awards are normally not repayable and are between £100.00 and £3500.00. More information is available on [www.staffs.ac.uk/askalf](http://www.staffs.ac.uk/askalf). Telephone: 01782 294510.

### **BURSARIES**

Staffordshire University can offer non-repayable bursaries to new eligible undergraduate students paying the higher tuition fee rates. Bursaries range from £350.00 to £1000.00. You must apply to your Local Authority/Student Finance England on their PN1 form to be assessed for a bursary.

For further information telephone: 01782 295705 Stoke  
01785 353253 Stafford

### **COUNCIL TAX INFORMATION – INFORMATION CENTRE**

Full-time students are considered to be "invisible" for Council Tax purposes. Some properties solely occupied by full-time students may not be liable for Council Tax.

- You may have to provide evidence to the Council that you are a full-time student. Certificates confirming full-time student status are available from the University Information Centre.
- Certificates are available from the 26th October 2011.
- A full listing of local students will be sent to Stoke, Newcastle, Cheshire and Stafford Council Offices.
- For advice about Council Tax contact the Students' Union Student Advice Centre.

### **INFORMATION CENTRES**

There are Information Centres at Stoke and Stafford. We can help to answer your query or point you in the right direction for help.

- You can talk to us for help on many aspects of your student life.
- Visit [www.staffs.ac.uk/informationcentre](http://www.staffs.ac.uk/informationcentre).
- Information Centre, Flaxman Building, College Road, Stoke on Trent, Staffordshire ST4 2DE  
Telephone: Stoke 01782 295705
- Information Centre, Beacon Building, Beaconside, Stafford, Staffordshire ST18 0AD  
Telephone: Stafford 01785 353253

### **LETTERS**

Official letters confirming your student status can be provided by the Information Centres. During the busy months of September and October these letters will normally be available for collection within 5 working days. At other times of the year they will be available within 3 working days. Letters may be needed for:

- Opening a bank account
- Council Tax purposes
- Visas (from 1<sup>st</sup> November 2011 you will need to complete an attendance form to collect a visa letter)
- Information Centre, Flaxman Building, College Road, Stoke on Trent, Staffordshire ST4 2DE  
Telephone: Stoke 01782 295705
- Information Centre, Beacon Building, Beaconside, Stafford, Staffordshire ST18 0AD  
Telephone: Stafford 01785 353253

### **MY PORTAL**

MyPortal is your personalised web page, with extra windows opening onto many of the systems and services you access in your job or studies. Using MyPortal you can access:

- Your University email account
- Your Library account details
- E-resources
- Links to help and advise
- News, announcements and events that are specific to who you are
- Students can also check their personal, module and award details

To access the portal go to the <http://myportal.staffs.ac.uk>

### **PERSONAL DETAILS**

All students will receive regular personal emails to their University account listing the information the University holds about them. These emails invite students to report any inaccuracies or changes. Students will also be available to view the information the University holds via MyPortal.

### **STUDENT MAINTENANCE LOAN PAYMENT**

In order for the first loan payment to be released the University **MUST** confirm to the Student Loan Company that a student has enrolled for the new academic year. We do this at Stage 2 enrolment when we issue students with their new Student ID Card. It is very important that students bring their Student Finance England financial assessment letter when they attend to collect their Student ID Card. Students normally receive the first payment directly into their bank account 3-4 working days after collecting their card.

## **5. Frequently Asked Questions**

This section provides answers to those questions most frequently asked by students.

### **Where can I get help with E-Enrolment?**

You can contact the Information Centre by email or telephone:

Email: [e-enrolment@staffs.ac.uk](mailto:e-enrolment@staffs.ac.uk)

Tel: 01782 292769

Opening Hours: Monday – Thursday 8.30 am to 5.00 pm

Friday 8.30 am to 4.30 pm

### **I have a disability that prevents me from enrolling on-line. What should I do?**

If you are a disabled student who requires support with the e-enrolment process or would like to discuss alternative methods of enrolment, please contact the Information Centre by email or telephone:

Email: [e-enrolment@staffs.ac.uk](mailto:e-enrolment@staffs.ac.uk)

Tel: 01782 292734

Opening Hours: Monday – Thursday 8.30 am to 5.00 pm

Friday 8.30 am to 4.30 pm

### **I am unable to access the Internet in order to enrol.**

Your local Library may have internet access if you do not have a connection at home.

If you cannot get access to a PC with an internet connection there will be limited facilities available on campus during the first week of term.

### **When do I Enrol**

The E-Enrolment system will be launched on 9<sup>th</sup> August 2011. All new students will receive a letter informing them when they can use E-Enrolment. It is important that you enrol as soon as possible after receiving this letter and **preferably** before you arrive at Staffordshire University.

### **I am unsure of the information I am being asked to provide on-line.**

If you are unsure about the information you are being asked to provide please:

- Read Section 3 of this Guide
- If you are still uncertain contact the Information Centre by email or telephone:

Email: [e-enrolment@staffs.ac.uk](mailto:e-enrolment@staffs.ac.uk)

Tel: 01782 292769

Opening Hours: Monday – Thursday 8.30 am to 5.00 pm

Friday 8.30 am to 4.30 pm

**Do I need to enrol by a certain date?**

Yes – E-Enrolment will close on 30<sup>th</sup> September 2011.

**Do I have to be enrolled before I can get a Student ID Card?**

Yes, in order to be issued with a Student ID Card you MUST have successfully completed E-Enrolment.

**Do I need a new id card for each year of study?**

Yes – it is our practice to issue a new Student ID Card at the start of each academic year.

**Why must I complete E-Enrolment before arriving in Staffordshire?**

You should complete your e-enrolment before arriving at Staffordshire University to avoid:

- Delays in your Student ID Card being issued
- Delays in being able to access University facilities
- Delays in payment of your first student loan instalment (if relevant)
- Having to queue when you arrive to complete the enrolment process

**I am a returning student and have forgotten my username and password.**

**What should I do?**

Go to <http://myportal.staffs.ac.uk> and click "login to e-enrolment". There is a direct link from the Student Services on-line login page to a troubleshooting page which will explain what you need to do.

**I have applied to my Local Authority/Student Finance England for an award/loan for my fees but haven't heard anything. Do I still enrol?**

Yes, log in and enrol.

**Can I enrol if I owe money to the University from the last academic year?**

No - all debts from a previous academic year must be paid in full before you can complete your enrolment. You should contact Finance by email or telephone:

Email: [Income@staffs.ac.uk](mailto:Income@staffs.ac.uk)

Telephone: 01785 353540

**Will it take long to complete?**

It shouldn't take longer than 10 minutes to go through the whole process, and in some cases it will not take more than 5 minutes.