# Registration guidance 2017/18 (version 3)

Programmes and Assessment

## Guide for School staff

Last review: 09/02/18

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Part 1: Registration

1.1 Staff and student resources

The Registration Helpline deals with general and complex registration queries. During September the team expands from one to about four staff members, dedicated to dealing with calls and emails:

registration@leeds.ac.uk
+44 (0)113 343 7000 (outside UK and internal call transfers) // 0800 915 0402 (within UK)

If an IT system appears to be “down”, go to http://it.leeds.ac.uk/# and click “service status” in dark bottom bar. Click each coloured dot to read the status of our IT services.

For clearly specific queries, students can be directed to the below areas help answer their queries:

- **Registration processes and basic troubleshooting**: registration homepage
- **Arrival information**: arrival homepage
- **Username/password retrieval**: basic troubleshooting in 1.8, then Registration Helpline
- **Qualifications checks**: where to take your documents page
- **Online registration**: use registration walkthrough download, then Registration Helpline
- **Fees (including sponsor queries)**: payments homepage, fees@leeds.ac.uk or 0113 343 6700
- **University bursaries/funds**: University funds page, funding@leeds.ac.uk or 0113 343 2007
- **Student loan/NHS/other funding**: external funding page, funding@leeds.ac.uk or 0113 343 2007
- **Accommodation**: accommodation pages, accommodation@adm.leeds.ac.uk or 0113 343 7777
- **Module enrolment**: module guide page, see also Part 2 Module enrolment.
- **Discovery modules**: discovery module page, see also Part 2 Module enrolment.
- **International students**: Int welcome page, internationalstudents@leeds.ac.uk or 0113 343 3930
- **Study Abroad Office**: sao@adm.leeds.ac.uk or 0113 343 7900
- **International Foundation Year**: intfyear@leeds.ac.uk or 0113 343 33209
- **Postgraduate Research and Operations**: rp_student@adm.leeds.ac.uk or 0113 343 5057
- **UG/TP admissions (central)**: Taught admissions staff guidance, enquiriesadmissions@leeds.ac.uk or 0113 343 4044

This document contains key registration information, download more detail here including:

- **Registration Online Steps Walkthrough**… (troubleshooting online registration)
- **Registration Timeline September-start**… (timelines of deadlines and contact for September)
- **Registration Deadlines Year-Round**… (timelines of deadlines and contact for year-round)
- **Registration Timeline Schools Example Contact emails**… (template emails for above timelines)
- **Registration reinstatement form**… (for schools to submit in cases where reinstatement required)

If you still have registration questions after reading this document and the resources above, contact studentrecords@adm.leeds.ac.uk. For staff queries or technical student queries (i.e. beyond the remit of School advice) about module enrolment, contact 0113 343 3726 or enrolment@adm.leeds.ac.uk

Staff website links:

Registration: http://ses.leeds.ac.uk/info/22108/registration_enrolment_and_attendance/787/registration
Module Enr.: http://ses.leeds.ac.uk/info/22108/registration_enrolment_and_attendance/788/enrolment
Banner Online Enrolment & Registration Manual: http://it.leeds.ac.uk/info/87/sims/717/training
1.2 Registration dates, deadlines and locations

Students are required to register within the University deadlines – failure to do so results in the student being withdrawn from their course and the University. These deadlines are set out each year in a similar format (see section 1.5).

### Registration opening dates (September cohort)

<table>
<thead>
<tr>
<th>Process</th>
<th>From</th>
</tr>
</thead>
<tbody>
<tr>
<td>All returning taught students (undergraduate and postgraduate)</td>
<td>1 August 2017</td>
</tr>
<tr>
<td>NB: Incoming study abroad/exchange/Erasmus students continuing their studies should be registered automatically by Operations.</td>
<td></td>
</tr>
<tr>
<td>New taught postgraduate students*</td>
<td>1 August 2017</td>
</tr>
<tr>
<td>New incoming study abroad/exchange/Erasmus students</td>
<td>1 August 2017</td>
</tr>
<tr>
<td>New undergraduate students*</td>
<td>30 August 2017</td>
</tr>
<tr>
<td>Research students</td>
<td>one month before start date</td>
</tr>
<tr>
<td>*New International students (not study abroad/exchange)</td>
<td>register after they arrive (and after the dates above)</td>
</tr>
</tbody>
</table>

Research students must register by the end of their start month. Taught students must register by the deadline dates set out in “Registration Deadlines Year-Round…” document (as a guide roughly by the end of their start month). As an example, September taught cohort key dates are:

- **Step 1 (Registration opens):** 1 or 30 August 2017 or on arrival (see above)
- **Step 2 (Warning date - Expectation for completing registration):** 9am 6 October 2017
- **Step 3 (Withdrawal due to Failure to Register):** 9am 23 October 2017
- **Reinstatement deadline:** 6 November 2017

See section 1.5 for further information on timelines.

In-person registration processes will take place at the following locations:

<table>
<thead>
<tr>
<th>Process</th>
<th>Locations</th>
</tr>
</thead>
<tbody>
<tr>
<td>General enquiries</td>
<td>Student Services Counter</td>
</tr>
<tr>
<td>Central services help (i.e. Fees, Funding, Accommodation)</td>
<td>Student Services Counter</td>
</tr>
<tr>
<td>Identity checks, University BRP collection</td>
<td><strong>7-22 Sept 2017:</strong> Great Hall&lt;br&gt;<strong>All other times:</strong> Student Services Centre (assigned location/queuing process signposted on <a href="http://students.leeds.ac.uk/registration">http://students.leeds.ac.uk/registration</a>)</td>
</tr>
<tr>
<td>Discovery fair</td>
<td>20 Sept 2017, 11am-4pm Parkinson Court South</td>
</tr>
</tbody>
</table>

The Student Services Counter is on level 9 of the Marjorie & Arnold Ziff Building. Opening hours for the Student Services Centre Counter during Freshers’ Week will be Monday to Friday, 9am – 5pm. Outside of this time of year, on Wednesdays, the counter opens at 10am.
1.3 Registration for new students

Registration criteria
At registration, all students must complete the online registration steps. This is where they:

- confirm we have the correct personal details and course information. This data can then be used by staff with the knowledge these details have a level of accuracy, as the student has checked their basic details at the start of the academic year.
- agree to the “Student Contract”. This can then hold students to account in occasions of misconduct.
- agree payment arrangements for fees as appropriate\(^1\). This ensures that the University has agreements in place to receive the relevant money due.

New students must also complete an identity check (NB: see part B for details of exceptions). New students are defined as those who are “beginning” a course (Banner Student Type “B” or “S”), usually coming through admissions. This ensures we know the people studying with us are who they say they are. This is also important for immigration permissions for international students, for whom we have to report back to the Home Office. Identity checks will be linked in with BRP collection, and student ID cards will be available in the same location immediately after completing the identity check. For locations of identity checks/BRP collection/ID card collection see 1.2.

Related processes
- All new students will have their qualifications checked before registering (see pre-registration requirements below). This is an admissions team process to ensure that we have a reasonable level of verification on entry requirements. For those completing A-levels within the year directly prior to entry, these are confirmed electronically to us via exam boards, otherwise the original paper certificates must be provided by the student.
- After registration has been completed to the relevant requirements (see 1.6) the Funding team can confirm to the Student Loans Company that a student has fully registered for their course, which is a requirement for the release of UK government student loans. For more information see 1.6.
- Students receive an ID card after the identity check, however as of September 2017 the ID card itself is not a requirement of registration. The student ID card is still required for accessing the Library and other restricted access areas, accessing some healthcare placements, completing examinations.

Pre-registration requirements
New students will need to:

- Wait until the allocated “accounts live” date (see 1.2)
- accept their unconditional offer before their general student account is generated
- if requested, present their academic qualifications in person (list of where to take these on students.leeds.ac.uk here)

\(^1\) Payment arrangements for accommodation are not required at registration anymore.
**Part A: Online registration steps (via Minerva)**

Students complete the online element of registration through Minerva (the new Portal/VLE as of August 2017). The online registration steps confirm details about the student, their studies and fee payment, as well as confirming their agreement to the Student Contract.

The final stage has the "registration certificate" (this is NOT confirmation of completing FULL registration). For new students, this will be asked for at the next step of identity check/ID card collection, either electronically (on a phone or tablet) or in person.

For staff, our full walkthrough of online registration titled “…online steps walkthrough…” can be downloaded from [ses.leeds.ac.uk/registration](http://ses.leeds.ac.uk/registration). See 1.8 for troubleshooting tips on retrieving a username and password and logging in to Minerva.
**Part B: Identity checks (also student ID cards and BRP)**

As of the 2017/18 cohort onwards, new students also need to complete an identity check, normally after their online registration steps. Student ID cards will be issued in the same location immediately after completing the identity check.

Some international students will also need to collect a BRP (Biometric Residence Permit) from the University once they have received a BRP collection email – this collection will be from the same area as the identity check and ideally will be made after the student has completed the online registration steps (if this is not possible they should contact the Registration Helpline).

Students should always be asked to complete their identity check in person. Only if a student is absolutely unable to attend campus during office hours should a remote application be suggested. This is a longer process, increases workload for counter, and is slower and more hassle for students. In this scenario, students apply remotely using the student ID card application form (found at the student page titled Obtaining a Student ID card Remotely). The identity check can then be completed within the student ID card application form.

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**Location**

for the identity checks/BRP collection/student ID card collection are in section 1.2. Please check students.leeds.ac.uk/registration for information on the management of queues in the Student Services Centre and at dedicated registration locations during September.

**Documents required for the identity check are:**

- **UK/EEA** - passport/national identity card & registration certificate (electronic/paper)
  
  *If a UK Student Does Not Own a Passport:* apply for a passport, if unable to then complete an Identification Verification Form. This needs to be countersigned by a professional and presented with a copy of their birth/adoption certificate along with it. A download of the form can be found at: http://students.leeds.ac.uk/download/2873/identification_verification

- **International** – passport, immigration permissions (inclusive BRP or BRP collection email if required) & registration certificate (electronic/paper)

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**NB:** though students are strongly encouraged to complete online registration first, if this is not possible because they are waiting to resolve significant issues with online registration, they can complete the identity check first by providing their student ID number instead of their “registration certificate”. They will be given a warning statement at the check, reminding them that their registration is still incomplete.

Once students are fully registered, the Funding team can then inform the Student Loans Company that those students are in attendance, so any loan payments can be made, if appropriate.
Exceptions and groups with unusual situations

- **External students**: these students do not register until they return as an internal student – this is part of the conditions of external student regulations as shown in the download [here](#). This is found on the students.leeds.ac.uk page on external and carried module resits.
- **Incoming Study Abroad/Exchange/Erasmus**: these students can register before they arrive (unlike other international students), and will receive communications from the Study Abroad Office on how to register. Module enrolment is also managed by the Study Abroad Office.
- **International Foundation Year**: Some of these students may be completing a “study group” course with a partner institution – these students have a 7 digit ID number and should be directed to the International Foundation year Office on x33209.
- **Exceptions list to ID check**: these are courses with minimal campus contact, often but not exclusively distance learners, see “Part B” earlier in 1.3
- **International students**: See below for additional support on offer. These students generally need to arrive to complete a qualifications check before they start registration.
- **Research postgraduates**: These students register in a similar manner, however they will complete qualifications checks at the Student Services Counter with the Research Postgraduate team.
- **Students who have previously studied with us**: these students will have their old password still active, so if they retrieve a default password with their username, this will not work. If they do not remember their old password they will need to reset their password (see 1.8).

**International students**

The International Student Office (ISO) asks that **international students** collect their welcome pack (and read the international “Your Arrival” guide in it) from the International Student Information Point (or the ISO main reception outside September) before they start registration. International students have:

- **The International Student Information Point** (Michael Sadler Building) which will be running from Saturday 9 - Friday 22 September 2017 every day, including weekends. They can collect their international welcome pack, sign up for introductory talks, tours and ask any questions.
- **The international welcome talks** (running every day that the International Student Information Point is open) which will give an overview of the registration process.
- **The International Student Office** which has a reception on Level 11 of the Marjorie and Arnold Ziff Building for use particularly outside September. They are open Monday to Friday 9am - 5pm, excepting Wednesday from 10am. The **international student arrival pages** are at [http://students.leeds.ac.uk/info/21503/welcome_and_arrival](http://students.leeds.ac.uk/info/21503/welcome_and_arrival).

Those at Leeds for **Study Abroad/Exchange/Erasmus+** will have their application managed by the Study Abroad Team (as well as being welcomed by the International Student Office).

**Students with a disability**

While our campus has facilities for physically disabled students, we also seek to be considerate of less visible disabilities. Staff will keep an eye out at all times to ensure students are fine in the main registration venues. Specific requests for additional support, though rare, will be handled on a case by case basis by staff in the Great Hall and Student Services Centre, or in the Registration Helpline call centre. If you have any students who request specific support, please contact studentrecords@adm.leeds.ac.uk in the first instance.
1.4 Registration for returners

Returning students only need to complete part A (the online registration steps), as their qualifications and identity have been verified at the start of their course.

For returning undergraduates, the Schools progression exercise controls whether a student can register online. **It is vital that progression codes are accurately and promptly input by parent Schools** for all undergraduates expected to return next session and updated where relevant after the resit period.

**Students undertaking a year abroad/year in industry in the current academic year:**

This group of students will be expected to register online from 1 August 2017 as with all other returning students – this is a common source of confusion.

**Temporary leavers due to return in September:**

Schools should start the returner process using SWATSLF in Banner or notify Operations (studentrecords@adm.leeds.ac.uk) who will build a record for the student in the new term. If the withdrawal was on health grounds the student must supply written evidence from a doctor stating that they are fit to return to their studies before being re-admitted.

*Returning September-start students: to be able to complete module enrolment in May for the coming September, Schools need to complete the notification of return from leave by the end of the prior April.*

For more information see [http://ses.leeds.ac.uk/info/21640/student_leavers](http://ses.leeds.ac.uk/info/21640/student_leavers).

1.5 Registration timeline

*Please note that the format of our deadlines have been updated for 2017/18. We have:*

- moved from four key dates to three. While previously students had a warning "hold" placed on their account to freeze their access at step 3 "warning date", this will no longer be used and there will only be one account closure, namely at the final step “Withdrawal Due to Failure to Register” date (was step 4, now step 3).
- increased emphasis on the importance of the Warning Date (step 2) which we are using as the date by which students are “expected to complete registration”.
- clarified what Schools & Operations are expected to do in terms of student contact (see below and in documents referenced at bottom of this page).

As of the 2017/18 academic year, the registration timeline uses the following format:

1. **Registration opens:** Schools contact returners twice about registration, new students once
2. **Warning date:** Schools contact all students who are not yet registered, Operations also do so. Operations will also issue a five day warning email 5 days prior to step 3.
3. **Withdrawal:** student accounts are updated to “withdrawn due to failure to register” – reinstatement request forms (found at [ses.leeds.ac.uk/registration](http://ses.leeds.ac.uk/registration)) can be made by Schools in subsequent two weeks, after which students must also provide a written statement.

Emails from Operations to Schools correspond with these deadlines. **The above information and more is presented in our summary documents**, downloadable at [ses.leeds.ac.uk/registration](http://ses.leeds.ac.uk/registration):

- “…September timeline…” (detailing September cohort deadlines and highlighting the points of communication with students by different departments)
- “…deadlines year-round…” (for cohorts starting outside of September)
- “…template emails…” (supplementary document containing useful email templates to match timelines, for all cohorts)
1.6 Student Loans for UK and EU students

Notes on student loan terminology

The Student Loans Company (SLC): the umbrella organisation that covers the student loan companies for England (Student Finance England), Wales (Student Finance Wales), Scotland (Student Awards Agency Scotland) and Northern Ireland (Student Finance Northern Ireland). Students will often know the company under the general name “Student Finance”.

The Student Support Number (SSN): one of two identification numbers a student will receive from the SLC, the other is the “customer reference number” but this is not the number that the University requires. The student will need to find the exact document outlined below to find their SSN.

NB: it is possible (though uncommon) for students to gain student loans from external private companies, however we do not have the same agreements in place as below regarding fee payment.

Note, it is important that the student has an approved loan - their online student loan application will clearly be marked “approved” when they log in (this is not something Schools can see). The University will not receive the SSN until the loan is approved. If the student is having difficulty gaining approval on their loan and wishes to gain further advice about the circumstances of this, please ask the student to contact funding@leeds.ac.uk using their University email account and stating their University ID number, or transfer the student over to Funding on x32007.

Student Loans Company maintenance payments

In order for the maintenance loan payments to be released, students commencing their studies from 2017/18 onwards must have had an Identity Check carried out. Students who commenced study prior to 2017/18 must have collected their student ID card. Operations can see if the student has collected their student ID card in the SUAMAIL screen in Banner.

The University receives a daily file from the Student Loan Company and - provided all of the required elements are in place - the Funding team will confirm student registration.

As well as completing registration (including their Identity Check/student ID card collection), students must have:

- returned their signed declaration to SFE (or the equivalent awarding body)
- had their National Insurance No. checked by SFE (or the equivalent awarding body)
- provided their bank details to SFE (or the equivalent awarding body)

Further Funding links:
http://students.leeds.ac.uk/info/21508/student_loans/677/if_your_student_loan_is_delayed
http://students.leeds.ac.uk/info/21508/student_loans/1004/eligibility_and_applications
http://students.leeds.ac.uk/info/21508/student_loans/764/changes_in_circumstances

For tuition fee loans, please see next section.
1.7 Fees payment

All students must ensure they make arrangements for their tuition fees to be paid. They can make arrangements as part of the online registration process.

Schools can see the student’s fee on SWATRAC in the “Fee” field – this is the total fee that the student is responsible for, and won’t change even when they have made a payment towards it. Only manually amended charges or overdue prior academic year charges will show in the “Overdue Debt” field on SWATRAC, not the balance for the current session still to pay. See 1.9 Banner screen SWATRAC section for more detail.

There are many different ways that a student can arrange for their fees to be paid. The Fees “tuition fee payment” page is full of information regarding all aspects of fee payment:

http://students.leeds.ac.uk/tuitionfees

Tuition Scholarships

If tuition fees are being paid (in full or part) by a University of Leeds scholarship the student should be sent a scholarship award letter and Student Fees require a Form 21 before the student attempts registration. More information and the Form 21 template are on the “Tuition fee scholarships and awards” staff page:

http://ses.leeds.ac.uk/info/21720/fees_and_charges/839/tuition_fee_scholarships_and_awards

Sponsored students

Students with a sponsor must send their sponsor letter to fees@leeds.ac.uk, or bring it in person at the SSC Counter (Marjorie and Arnold Ziff Building). When Fees have processed the form, this will update the student’s record and we will be able to see the confirmed sponsor details on SWATRAC. Only after this can the student complete the Fee Payment Arrangements section of Registration.

Payment by More than One Method

Each student is responsible for making arrangements for their entire fee, they may need to make payment using multiple methods as listed on the students.leeds “how to pay” page.

For example, if a student is receiving partial funding from a sponsor or the SLC, they must make arrangements to pay the remainder. They can do this by either making a one off payment or setting up an instalment plan. For the standard instalment plan, each instalment will be for 50% of the remainder of their fee.

To put the example in figures: if an undergraduate student’s total fee is £9250 and the SLC are paying £5000 towards it, the remaining fee is £4250 and so each instalment will be for £2125.

Students with an approved Postgraduate Student Loan are allowed to pay in three equal instalments.
### 1.8 Top questions

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>1. What do I need to register?</strong></td>
<td>A full list is at: <a href="http://students.leeds.ac.uk/info/10102/registration/647/what_you_will_need_to_register">http://students.leeds.ac.uk/info/10102/registration/647/what_you_will_need_to_register</a></td>
</tr>
<tr>
<td><strong>2. Why do I need to register if I have already chosen my modules?</strong></td>
<td>Module enrolment is not confirming you wish to register and agree to the terms and conditions of study for the academic year (as in the Student Contract).</td>
</tr>
<tr>
<td><strong>3. I can’t retrieve my username and password.</strong></td>
<td>Ask the following to see if these resolve the query first:</td>
</tr>
<tr>
<td></td>
<td>• Are they entering their university ID (not their UCAS number)?</td>
</tr>
<tr>
<td></td>
<td>• Have they got a “current student” record yet/accepted an unconditional offer?</td>
</tr>
<tr>
<td></td>
<td>• Are they attempting to retrieve their log in before their registration opening date? (see 1.2)</td>
</tr>
<tr>
<td></td>
<td>• Do they have a hold (if so refer to relevant team in list of holds in guide)?</td>
</tr>
<tr>
<td></td>
<td>If the issue remains, refer to the Registration Helpline.</td>
</tr>
<tr>
<td><strong>4. My username and password won’t let me log in.</strong></td>
<td>a) Check they are at the Minerva homepage and not the accommodation portal/application portal</td>
</tr>
<tr>
<td></td>
<td>b) Check they have entered specifically their username and not ID number</td>
</tr>
<tr>
<td></td>
<td>c) Check if they studied with us before – if so, the password will be their old password and will need to request IT reset this if they do not remember it.</td>
</tr>
<tr>
<td></td>
<td>d) Check they have copied the password exactly (we do not want to know the password!)</td>
</tr>
<tr>
<td></td>
<td>e) Ask if it states they need to wait 30 minutes and if so, ask them to try again in 30 minutes</td>
</tr>
<tr>
<td></td>
<td>f) Check SWATRAC to see if there are any holds and refer to holds list if so (in 1.9)</td>
</tr>
<tr>
<td></td>
<td>If the above does not help ask them to reset their password, they can either visit <a href="http://passwordreset.leeds.ac.uk/">http://passwordreset.leeds.ac.uk/</a> or contact the IT Service Desk. Password reset information is at: <a href="http://it.leeds.ac.uk/info/77/managing_your_account/10/how_to_reset_your_password">http://it.leeds.ac.uk/info/77/managing_your_account/10/how_to_reset_your_password</a>.</td>
</tr>
<tr>
<td><strong>5. I can log in but it says I can’t register (holds)</strong></td>
<td>This can be a whole host of different reasons, the particular reason will be specified on the screen. Please see “Registration holds” in section 1.9.</td>
</tr>
<tr>
<td><strong>6. I can’t get past Step 6 - fee payment arrangements</strong></td>
<td>Common reasons for this include delayed bank transfer, students awaiting sponsor letters and delays with Student Finance confirmation. Registration queries should be sent to the Registration Helpline for query volume to be monitored (contact details at start of document).</td>
</tr>
<tr>
<td><strong>7. Where do I get a bank letter to open a UK bank account?</strong></td>
<td>Please provide information as at <a href="http://students.leeds.ac.uk/info/21503/welcome_and_arrival/671/opening_a_uk_bank_account">http://students.leeds.ac.uk/info/21503/welcome_and_arrival/671/opening_a_uk_bank_account</a></td>
</tr>
<tr>
<td>question</td>
<td>answer</td>
</tr>
<tr>
<td>----------</td>
<td>--------</td>
</tr>
<tr>
<td><strong>8. I haven’t got my Student Finance loan – why?</strong></td>
<td>The student must complete registration fully (inclusive of identity check if new) for the Funding team to confirm the student has registered. This confirmation is the trigger the Student Loans Company (SLC) use to release the student’s maintenance loans. Providing the student has satisfied all of the SLC conditions, the first instalment should arrive within 3-5 working days or on their first instalment date, whichever is later. The instalment dates are provided to all students when their loan is approved (see <a href="http://students.leeds.ac.uk/info/21508/student_loans/677/if_your_student_loan_is_delayed">http://students.leeds.ac.uk/info/21508/student_loans/677/if_your_student_loan_is_delayed</a>). If the student isn’t sure whether they have satisfied the conditions of their loan, the above page provides details on how to check their account status.</td>
</tr>
<tr>
<td><strong>9. Where and how do I get my BRP (Biometric Residence Permit)?</strong></td>
<td>Please provide information as at <a href="http://students.leeds.ac.uk/info/21506/your_visa/974/collecting_your_biometric_residence_permit">http://students.leeds.ac.uk/info/21506/your_visa/974/collecting_your_biometric_residence_permit</a></td>
</tr>
</tbody>
</table>
| **10. What documents do I need for my identity check and how do I queue for this?** | **UK/EEA** - passport/national identity card & registration certificate (electronic/paper) 
*If a UK Student Does Not Own a Passport: apply for a passport or complete the Identification Verification Form* (latter only if absolutely necessary). This needs to be countersigned by a professional and presented with a copy of their birth/adoption certificate along with it. A download of the form can be found at: [http://students.leeds.ac.uk/download/2873/identification_verification_form](http://students.leeds.ac.uk/download/2873/identification_verification_form) 
**International** – passport, visa & registration certificate (electronic/paper)/BRP collection email  
See section 1.3 for how the queues will be managed. |
| **11. I need a replacement student ID card** | Please provide information as at: [http://students.leeds.ac.uk/info/10105/official_documentation/848/student_id_card](http://students.leeds.ac.uk/info/10105/official_documentation/848/student_id_card) |
1.9 Technical tips

**Student registration statuses**

Student status can be seen on both SWATRAC and SWIGENQ, and indicates the student’s eligibility to register online. Below is a table of all the student statuses you might see, and what they mean.

*Tip: The most common statuses will be EL (eligible to register) and NR (not eligible to register). Students who took August resits will be NR until the School has received marks and entered a progression code.*

<table>
<thead>
<tr>
<th>Status</th>
<th>Full title</th>
<th>What does it mean?</th>
<th>Steps to take</th>
</tr>
</thead>
<tbody>
<tr>
<td>EL</td>
<td>Eligible to register</td>
<td>The students should be able to proceed through registration (unless they have holds – see holds table).</td>
<td>Check for holds – follow advice on holds table. Troubleshoot the registration step where the student is having problems (see “online steps walkthrough...” doc).</td>
</tr>
<tr>
<td>RE/RO</td>
<td>Registered</td>
<td>The student has completed the online registration process. They may or may not have obtained their ID card.</td>
<td>If the student doesn’t remember completing the process: ask Operations to check the record. If the student hasn’t collected their card: provide guidance as in 1.3.</td>
</tr>
<tr>
<td>NR</td>
<td>Not eligible to register</td>
<td>The School has indicated the student should not be able to register at this time (often due to pending August resit results).</td>
<td>Enquiry to be dealt with by parent School.</td>
</tr>
<tr>
<td>EF</td>
<td>External full year</td>
<td>The student is resitting/resubmitting assessment(s) without attending teaching. They do not need to register online, but they do need to apply for their resits.</td>
<td>If the student has not applied for their resits: enquiry to be dealt with by the contact assigned to the student’s department in Examinations.</td>
</tr>
<tr>
<td>EP</td>
<td>External part year</td>
<td></td>
<td></td>
</tr>
<tr>
<td>NA/SP/CS</td>
<td>Temporarily withdrawn</td>
<td>The student is on a period of temporary leave and is not expected to re-register at this time.</td>
<td>If student is returning now: enquiry to be dealt with by the parent School who will need to confirm the student’s return to Operations.</td>
</tr>
<tr>
<td>NS</td>
<td>No show</td>
<td>The School has informed us the student has not arrived for the course.</td>
<td>If student is here and ready to attend: enquiry to be dealt with by the parent School (who could request reinstatement).</td>
</tr>
<tr>
<td>WD/WA</td>
<td>Withdrawn</td>
<td>Student permanently withdrawn from the university – not expected to register.</td>
<td>If student thinks this is incorrect – ask Operations to check record.</td>
</tr>
</tbody>
</table>
Banner screen SWATRAC

To view an individual student and details on how far the student has progressed with the online registration steps (view only).

SWATRAC shows you:

- full fee for that student
- overdue debts they may have (from previous academic years)
- whether they have a hold preventing them from completing registration (see holds section)
- sponsorship and scholarship information
- instalment plans the student has set up
- their Student Support Number (if applicable) – this needs to be present for a Student Loans Company tuition fee loan to be acknowledged on step 6 (fee payment) of registration.

The most common queries you will be asked will relate to Fees and Holds (both covered in more detail above).
**Holds on student records**

Holds are a way of preventing students from proceeding past a certain point of the Registration process, or from being able to log in to their account at all. **Only the RG hold locks student accounts, others display a message on the registration steps explaining why registration is blocked.**

Holds are administered by different teams depending on what they are for. Below is a table of hold codes you may see (in the Holds field on SWATRAC), what they mean for the student and what you should do if you see one. **NB: the hold text examples are illustrative and may be subject to change.**

Contact details are at the start of this document or otherwise stated in text.

<table>
<thead>
<tr>
<th>Hold</th>
<th>What it says (last updated Jan 2018)</th>
<th>What it means</th>
<th>Student enquires - what to do next</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>RG</strong></td>
<td>[NO TEXT - FULL ACCOUNT LOCK DOWN]</td>
<td>The student is not eligible to register at this time (generic hold applied by Operations).</td>
<td>Ask Operations to check the record to see why the RG hold is there. Operations will advise what you should tell the student.</td>
</tr>
<tr>
<td>Registration</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Hold</td>
<td>Your qualifications must be verified before you can register.</td>
<td>The student has yet to provide proof of their previous qualifications.</td>
<td></td>
</tr>
<tr>
<td></td>
<td>- Between 7 - 22 September: bring your documents to UG 09, Great Hall (Mon - Fri, 9am - 5pm).&lt;br&gt; - At all other times: take or send your documents to the School/Department to which you have applied. For details of where to take your original documents, please click <code>&lt;a target=&quot;qualification checks&quot; href=&quot;http://students.leeds.ac.uk/info/10102/registration/982/qualifications_checks-where_to_take_your_documents&quot;&gt;here.&lt;/a&gt;</code>&lt;br&gt; &lt;p&gt;&lt;b&gt;These documents MUST be the originals or certified copies of the originals. Photocopies or scans will NOT be accepted.&lt;/b&gt;&lt;/p&gt; The Registration Helpline <code>&lt;b&gt;cannot&lt;/b&gt;</code> update any qualifications information, please contact your School/Department directly.&lt;br&gt; &lt;p&gt;Undergraduate students who have taken A-Levels in 2017: contact your `&lt;a target=&quot;qualification checks&quot; href=&quot;http://students.leeds.ac.uk/info/10102/registration/982/qualifications_checks-where_to_take_your_documents&quot;&gt;School (subject department)&lt;/a&gt; in order for this notification to be removed.</td>
<td>If QUAL hold on, ask if have taken academic documents to be checked and if not to take to location advised. If they have already done this, must wait 24 hours. If waited 24 hours, transfer or forward the enquiry to the relevant School Admissions team who will advise the student and remove the hold if possible. <strong>NB - occasionally QUAL holds a re applied by Research Degrees for a future term and this hold can be quickly removed.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>QUAL</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Qualifications Hold</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>RM</td>
<td>Medical Hold</td>
<td>You must provide your Parent School with a return to study note from your Doctor stating that you are fit to return to your studies. If you have further queries, please contact your Parent School.</td>
<td>The student has been on temporary leave due to illness and needs to provide a “fit to return” note.</td>
</tr>
<tr>
<td>RV</td>
<td>Visa Hold</td>
<td>You are not eligible to register due to a Registration Visa Hold. Please go to the Student Services Centre Counter, Level 9, Marjorie and Arnold Ziff Building with your Passport and Visa, where staff will be able to advise you.</td>
<td>The student has changed the duration of their course and needs to provide new visa details.</td>
</tr>
<tr>
<td>RD, R1, R2, R3, R4</td>
<td>Research Degrees Holds</td>
<td>R1: You are currently not eligible to register. Original qualifications must be presented to Postgraduate Research and Operations, located in Student Services Centre, Level 9, Marjorie and Arnold Ziff Building. For full details please see your current offer letter. If you have further queries please contact &lt;a href=&quot;mailto:rp_applications@adm.leeds.ac.uk&quot;&gt;<a href="mailto:rp_applications@adm.leeds.ac.uk">rp_applications@adm.leeds.ac.uk</a>&lt;/a&gt;</td>
<td>The student is a Research Postgraduate (RP) student and cannot proceed in registration for one of several reasons.</td>
</tr>
<tr>
<td>S1, S2</td>
<td>School research holds</td>
<td>Hold messages asks student to contact their school (does not specify contact details). Ask student to quote message for detail.</td>
<td>The student is a Research Postgraduate (RP) student and cannot proceed in registration for one of several reasons.</td>
</tr>
<tr>
<td>H1, H2, H3</td>
<td>Healthcare/LICAMM Holds</td>
<td>Hold states various reasons for not being able to register and contact instructions for who to talk to. Ask student to quote message for detail.</td>
<td>The student is a Healthcare Studies/LICAMM student - they automatically apply holds to all their students for various reasons.</td>
</tr>
<tr>
<td>FI</td>
<td>Finance (Fees) Hold</td>
<td>Hold message states need to contact fees due to outstanding debt. Ask student to quote message for detail.</td>
<td>The student needs to make an outstanding payment before they can proceed.</td>
</tr>
<tr>
<td>EX</td>
<td>Examination (often healthcare)</td>
<td>Ask student to quote message for detail.</td>
<td>The student is still due to get examination results through for their previous academic year.</td>
</tr>
<tr>
<td>---</td>
<td>---</td>
<td>---</td>
<td>---</td>
</tr>
<tr>
<td>IF</td>
<td>International Foundation Year</td>
<td>Ask student to quote message for detail.</td>
<td>The student has not yet visited the Foundation Year office, where they need to present qualification and ID.</td>
</tr>
<tr>
<td>LN</td>
<td>Language requirements</td>
<td>Ask student to quote message for detail.</td>
<td>The student has not yet provided proof of their language qualifications to Postgraduate Research and Operations.</td>
</tr>
<tr>
<td>AT</td>
<td>ATAS hold</td>
<td>Ask student to quote message for detail.</td>
<td>Certain programmes require this visa for some tier 4 students in addition to their visa. This may be for new or returning students.</td>
</tr>
<tr>
<td>AR</td>
<td>Accounts receivable</td>
<td>Hold error message states need to contact fees due to outstanding debt. Ask student to quote message for detail.</td>
<td>This hold does NOT stop registration, only graduation.</td>
</tr>
</tbody>
</table>
### Banner report SWRDEPT

To check who will be able to register online, who has registered once registration is open and what data the student record contains including number of credits students are enrolled for, modules on their record, and expected completion date. If you choose to view all the modules a student is enrolled for, the output is as follows:

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Comp Date</th>
<th>Reg Status</th>
<th>Email</th>
<th>Total Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001809729</td>
<td>Bstudent, B A</td>
<td>01-JUL-09</td>
<td>RE</td>
<td><a href="mailto:fmosfisa@leeds.ac.uk">fmosfisa@leeds.ac.uk</a></td>
<td>$0</td>
</tr>
<tr>
<td>200180539</td>
<td>Xstudent, K A</td>
<td>01-JUL-09</td>
<td>RE</td>
<td><a href="mailto:fmoseja@leeds.ac.uk">fmoseja@leeds.ac.uk</a></td>
<td>$0</td>
</tr>
</tbody>
</table>

**Total number of students:** 2

---

If you choose NOT to view the modules a student is enrolled for, the output is as follows:

<table>
<thead>
<tr>
<th>ID</th>
<th>Name</th>
<th>Comp Date</th>
<th>Reg Status</th>
<th>Email</th>
<th>Total Credits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2001809729</td>
<td>Bstudent, B A</td>
<td>01-JUL-09</td>
<td>RE</td>
<td><a href="mailto:fmosfisa@leeds.ac.uk">fmosfisa@leeds.ac.uk</a></td>
<td>$0</td>
</tr>
<tr>
<td>200180539</td>
<td>Xstudent, K A</td>
<td>01-JUL-09</td>
<td>RE</td>
<td><a href="mailto:fmoseja@leeds.ac.uk">fmoseja@leeds.ac.uk</a></td>
<td>$0</td>
</tr>
</tbody>
</table>

---

**Total number of students:** 2
Argos report “Monthly Registration Chase Up”

To access an Argos go to [http://it.leeds.ac.uk/info/243/argos/869/getting_started_with_argos](http://it.leeds.ac.uk/info/243/argos/869/getting_started_with_argos) and click the Argos link. Log in using your normal username and Argos password (if you do not have access you will need to request it via the link above).

Navigate to:

General Registration
> Registration
> “Monthly Registration Chase Up”

Double click on “Monthly Registration Chase Up”.
Click on “Run Dashboard” and enter your information into the form (see below). For Registration status, select “Unregistered ESTS codes” to ensure you can chase EN and ER students as well as EL students (see registration status list). In the top right, select “Monthly Registration Chase Up Report” and select the button that reflect whether you want to save/open/email the report.

The report will be displayed.
Part 2: Module enrolment

The online registration process does not include module enrolment – the two processes have been separated.

Returning students were asked to undertake online module enrolment from May onwards and the system remains open this year until Monday 17 July 2017 (unless advised otherwise by Schools).

The module enrolment system will be available to new undergraduate students from 30 August until 21 September 2017 (unless advised otherwise by Schools).

New postgraduate students will be advised by their Parent School if/when the module enrolment system is available to them.

2.1 Choosing Discovery modules

New undergraduate students will be advised to consult the Discovery Themes website (https://leedsforlife.leeds.ac.uk/Broadening/Themes) to prepare a shortlist prior to undertaken online enrolment. The link to the website will be mailed to new undergraduate students along with the Welcome Pack at the end of August.

In addition, information on choosing discovery modules will be provided for students by accessing the following link https://students.leeds.ac.uk/info/10103/module_enrolment/774/discovery_modules

2.2 Student guidance and advice

New undergraduate students will be advised to enrol for modules prior to their arrival in Leeds. They will also be advised to use the links within the enrolment system to email their Parent School directly or email the Teaching School to seek more information about a module.

The Discovery Themes Fair will take place in Parkinson Court on Wednesday 20 September between 11.00 am and 4.00 pm.

At the event, students will be able to receive guidance additional to that available online. Subject-specific staff and the 10 Theme Leaders will be on hand to discuss the modules students are considering and to offer advice.

2.3 Change of programme

Students will not be able to change their programme of study as part of online registration. However, they will be asked to confirm their programme of study as part of the online registration process. If they are unable to provide this confirmation because they wish to change their programme of study they will be asked to contact their Parent School. They should not confirm their programme of study if this is incorrect as this has a direct link to the fee they will be charged.

If students are on campus they should obtain a Change of Programme form from their School which should be completed with the relevant signatures and the School can then update Banner (as is the current process for change of programme during the academic year). The NEW Parent School will then be responsible for advising the student that they can then go online, confirm their programme and continue to complete online registration.
If students are NOT on campus, when they contact the Parent School to request the change of programme, the School should complete a Change of Programme form on the student’s behalf (‘completed on behalf of student’ should be clearly stated on the form) and the relevant signatures obtained from the releasing and accepting School (if appropriate). The NEW Parent School can then update Banner and will be responsible for advising the student that they can then go online (ideally this should be within two working days), confirm their programme and continue to complete online registration. By the student then confirming their change of programme as part of online registration, they are fulfilling the audit requirement that they accept/agree/confirm the change of programme.

**2.4 New students enrolling on modules**

New students will enrol on optional and discovery modules online.

The module enrolment system will be available to new undergraduate students from 30 August September until 21 September 2017 (unless advised otherwise by Schools).

New postgraduate students will be advised by their Parent School if/when the module enrolment system is available to them.

**2.5 Returning students changing modules**

If a returning student has undertaken online module enrolment and wishes to change these choices (drop and/or add modules) they should be asked to complete a Change of Module form which they can obtain from their School. They should indicate on this form the modules they wish to drop as well as the ones they wish to add.

Change of Module forms **must** be signed by both the Teaching and Parent School (where they differ). The Parent School will update Banner as necessary, adding and dropping the relevant modules and will retain the change of module form.

The Parent School is responsible for updating and checking the modules on their students’ records to ensure they comply with the rules for each particular Programme of Study. A number of reports (Banner and Argos) are available to assist with checking.

**2.6 Data entry on Banner**

The Parent School is responsible for updating and checking the modules on their students’ records to ensure they comply with the rules for each particular Programme of Study. A number of reports (Banner and Argos) are available to assist with checking.
## 2.7 Module enrolment Banner reports

### SWRDCRD
**Students Total Number of Credits**
Print credits enrolled for selected groups of students. The report will show the total number of enrolled credits for each student. An indicator X will be output against each student who has not selected modules using online enrolment.

### SWRDSBH
**Module Class List with History**
Print an academic history for all students enrolled on a selected module showing credits earned for all modules and marks for pre-requisite modules. This report shows the academic history for each student who has registered for the specified module. The report shows the number of credits earned for each module in the students’ academic history and the mark achieved for each module code which has been entered as a pre-requisite in the module catalogue entry for the specified module.

### SWRDSBM
**Class Lists Students Enrolled**
This report shows a list of students who are enrolled for a specified module. The report shows the students’ ID, the programme of study the student is registered for, the Class, the email address and the status of both the student and the module.

### SWRPCME
**Module Enrolment Report**
Print a module enrolment form showing all enrolment details for selected programmes of study and groups of students. The report can be printed for only those students whose enrolments have changed since a specified date. This report details (for each selected student) the modules registered and the total credits registered in each group as defined in the catalogue entry for the student’s programme of study.

### SWRPCMS
**Module Enrolment Summary Report**
Print a summary of credits enrolled compared with the rules specified in the programme catalogue for selected programmes of study and groups of students. The report can be printed for only those students whose enrolments have changed since a specified date.

This report shows the number of credits enrolled for each selected student in comparison with the required number specified in the programme catalogue. Any differences between the total credits registered in any group and the number required is highlighted by a warning indicator (**`). An indication is also output if the number of credits registered in either semester is not between 50 and 70.

### SWRPCMX
**Module Enrolment Incorrect Total Credits Report**
Print a summary of credits enrolled for those students who have incorrect total credits enrolled compared with the rules specified in the programme catalogue for selected programmes of study and groups of students. The report also indicates whether or not the students have accessed the online module enrolment web pages. The report can be printed for only those students whose enrolments have changed since a specified date. This report shows the same information as produced by the module enrolment summary report (see above) but only for those students where a difference is found between the total credits registered and the total required as specified in the programme catalogue. An indicator X will be output against each student who has selected modules using online enrolment.
### 2.8 Module enrolment ARGOS reports

Link to the Argos - training manual: [http://it.leeds.ac.uk/info/87/sims/717/training](http://it.leeds.ac.uk/info/87/sims/717/training)

<table>
<thead>
<tr>
<th>Co-requisite Check</th>
<th>Allows user to identify students who do not meet the co-requisite conditions for the module they have enrolled on.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pre-requisite Check</td>
<td>Allows user to identify students who do not meet the pre-requisite conditions for the module they have enrolled on.</td>
</tr>
<tr>
<td>Mutually Exclusive Check</td>
<td>Allows user to identify students who have chosen online modules that are mutually exclusive.</td>
</tr>
</tbody>
</table>
Part 3: Student contact from Operations

This appendix contains communications templates copied in as at 23/01/18. Any later amends may not be reflected.

This is provided as a result of feedback that Schools wished to see the information being sent to students by Operations. This is NOT intended for use by Schools, Schools email templates are provided in the document “Registration timeline School template emails”.

3.1a Welcome email to new undergraduate students (automatically triggered when records generated for September cohort ONLY)

Dear [FIRST NAME],

Congratulations on gaining your place at the University of Leeds to study [PROGRAMME DESCRIPTION WITHOUT QUAL].

You should receive your welcome pack in early September which will include:

- Your student ID number – you’ll need this to register online before you arrive.
- Your Arrival guide – covering everything you need to know and the tasks you need to complete over the next few weeks.
- Leeds University Union welcome pack – with details of Freshers’ Week events and activities, as well as an introduction to your students’ union.
- Campus and local area maps – a handy-sized guide to help you find your way around.

If you’ve yet to apply for accommodation, contact our Accommodation Services for information about the next steps on 0113 343 7777 or email accom@leeds.ac.uk

In the meantime, for more information about coming to the University of Leeds and to start connecting with other new students visit students.leeds.ac.uk/newstudents

If you have any questions contact our Registration Helpline on 0800 915 0402 or 0113 343 7000, or email registration@leeds.ac.uk

We look forward to welcoming you in September.

Best wishes,

[Signature]

Professor Tom Ward
Deputy Vice-Chancellor: Student Education
3.1b New students IT welcome email (sent by IT in September)


Dear Student,

Welcome to IT and computing at the University of Leeds!

There are lots of great things you can now take advantage of. Here are some things we don't want you to miss.

**Before you arrive**

- **Complete** the IT Induction
  This can be completed at your own pace and gives an overview of all things IT at Leeds.

- **Get your username and password**
  This will be your gateway to all the systems at Leeds, so keep the details safe. You can also [change your password here](#) to something easier to remember.

- **Download your free copy of Microsoft Office.**
  This is free for the whole of your time at the University.

- **Download the UniLeeds App for iOS or Android**
  Access your timetable, campus maps, find available computers, search the library and much more.

**When you get here**

- **Get online**
  The University uses the Eduroam Wireless network. It's fast, secure and works at different Universities too! Login with your [username@leeds.ac.uk](mailto:username@leeds.ac.uk) and your usual password. If you're staying in Halls of Residence, there'll be a [Get Connected booklet](#) in your room when you arrive with lots more information.

- **Printing (and computer Clusters)**
  Printers are available on campus in most [computer rooms](#) (Clusters). To print when you get here, you will need to [setup your MyPrint PIN](#). Then you can print documents you've sent to the printer (such as your registration certificate). Once you've got your student card, you can swipe it at the printer without needing the PIN. Instructions are next to each printer if you need them and more information can be [found here](#).
Where to get help

The IT Service Desk offers friendly, helpful IT advice for everyone. They can repair broken laptops and provide a loan laptop service. They’re open **8am-9pm weekdays and 12pm-5pm on weekends.** You don’t need to make an appointment.

Contact them:

By phone: 0113 343 3333

By email: itservicedesk@leeds.ac.uk or use the Contact Form

In person: Level 10, E C Stoner Building (Red Route). Here’s a video showing where to find them.

On Twitter: @ITServicesUOL

There’s lots more information on the IT Website, it.leeds.ac.uk, and on our Twitter (@ITServicesUOL). For now, congratulations on getting your place! We’re on hand in September to help you connect to Wi-Fi when you arrive and are really looking forward to welcoming you to Leeds.

Very best wishes,

IT Service Desk
August 2017

Dear [FIRST NAME]
Student ID number: [ID NUMBER]

We’re delighted that you’ve chosen to study at the University of Leeds.

You’re about to begin an exciting new chapter in your life. In a few weeks you’ll arrive at the University and start making new, lifelong friends. We’re looking forward to welcoming you and helping you settle into University life.

Take some time to read through this welcome pack. Your Arrival includes everything you need to know and the tasks you need to complete over the next few weeks, including guidance on registration, module enrolment, accommodation and finance. We’ve included handy checklists that you can tick off, so you can be sure you don’t miss anything. You’ll also find information about the wide range of resources and support that are available to you during your time here.

Also included in your welcome pack is information on your students’ union, Freshers’ Week activities and how to find your way around campus and the local area.

If you have any questions, there are useful contacts listed in every section of Your Arrival, or you can contact us using the email address or phone numbers at the top of this letter.

We wish you every success and happiness for your future and we look forward to welcoming you in September.

Yours sincerely

[Signature]

Professor Tom Ward
Deputy Vice-Chancellor: Student Education

Jack Palmer
Union Affairs Officer, Leeds University Union
August 2017

Dear [FIRST NAME],

Student ID number: [ID NUMBER]

We’re delighted that you have chosen to study at the University of Leeds.

You’re about to join a community of over 33,000 students from 151 countries, including more than 9,000 postgraduate students. We’re one of the largest research-based institutions in the UK, delivering innovative and collaborative research of national and international importance.

We’re continually investing in our facilities to enhance your academic success, and we’ll make it a priority to support you during your time with us.

Before you can register you’ll need to provide us with original or certified copies of your qualifications. To start online registration you’ll need your student ID number (at the top of this letter) and your date of birth. You can find out how to register and what you need to do when you arrive on campus at students.leeds.ac.uk/registration

If you need to choose optional modules, your academic school will advise you how to do this. During your first few weeks at the University, you’ll receive more information relating to your course, including details about induction events. Staff will be available to answer any of your questions when you arrive on campus, or you can contact us using the email address or phone numbers at the top of this letter.

We wish you every success and happiness for your future and we look forward to welcoming you in September.

Yours sincerely

[Signature]

Professor Tom Ward
Deputy Vice-Chancellor: Student Education

Jack Palmer
Union Affairs Officer, Leeds University Union
Dear [FIRST NAME],

Your Student ID number is:

We’re delighted that you have chosen to study at the University of Leeds.

You are about to join a community of over 33,000 students from 151 countries, including more than 9,000 postgraduate students. We’re one of the largest research-based institutions in the UK, delivering innovative and collaborative research of national and international importance.

We’re continually investing in our facilities and services to enhance your academic success and we make it a priority to support you during your time with us.

Your next step will be to provide the University with any original or certified copies of your qualifications for verification if requested. You’ll then be asked to register with the University by completing online registration steps and verifying your ID to collect your student ID card. To find out more about registration visit http://students.leeds.ac.uk/registration.

To start registration go to http://minerva.leeds.ac.uk and follow the link to get your username and password – you’ll need to enter your student ID number and your date of birth.

During your first few weeks, you’ll receive more information related to your course, including details about induction events. If your course requires you to choose optional modules, you’ll be advised how to do this by your academic school. Staff will be on hand to answer any questions you have on arrival.

Our welcome team will be running information talks, events and activities throughout International Welcome Week and Freshers’ Week. More details about the services we offer are available at http://students.leeds.ac.uk/internationalwelcome.

In the meantime, for more information about coming to the University of Leeds and to start connecting with other new students visit http://students.leeds.ac.uk/newstudents

To find out further information about our IT services please visit http://it.leeds.ac.uk/welcome

If you have any questions please contact our Registration Helpline on 0800 915 0402 or 0113 343 7000, or email registration@leeds.ac.uk

We wish you every success and happiness for your future and we look forward to welcoming you here.

Best wishes,

Professor Tom Ward
Deputy Vice-Chancellor: Student Education
3.3 Your arrival guide for new students (accompanies other info)

International student version (collection from International Student Point, Michael Sadler Building during September or outside of September at International Student Office):
https://www.leeds.ac.uk/downloads/download/411/international_your_arrival_2017

UK UG student version (sent out with welcome letter after 30 Aug):
http://www.leeds.ac.uk/download/32/your_arrival

3.4 From Operations: returning students reminder email A (sent out for September starters only w/c 14/08/17)

SUBJECT: Registration for the new academic year

«GreetingLine» «ID»

We are delighted that you will be returning to the University to continue your studies in the 2017/18 academic year.

Registration is now open for your coming year with the University, which you can complete using the online registration steps via Minerva, the new portal and VLE. You can register from any computer with internet access - at home, in your local library or internet café or on campus. Simply log in to http://minerva.leeds.ac.uk, click on the ‘Student Services’ icon on the toolbar at the top right and follow the on-screen instructions for registration.

Registration is a requirement of your studies each year, including for those going on a study abroad or industry placement year.

If you have taken resits, been on a year abroad or placement, or are on certain Healthcare courses, you may see a notification blocking you from completing these steps until your marks for 2016/17 have been confirmed. This postpones the start of registration up to a stated time and is nothing to be concerned about. If the delay goes on longer than stated, please contact your parent school.

We expect students to complete registration by 6th October 2017. It is essential that you complete your registration as soon as possible, to avoid being assumed as withdrawn from your course or delaying our confirmation of your study to the Student Loans Company (if you take out a UK government student loan).

For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

You’ll notice that Minerva looks a little different to the old Portal – we’d encourage you to have a browse round the first time you log in. As well as the toolbar it has three tabs: Home, Learn, and Discover. It has a more modern design and will work better on mobiles, as students have requested. We hope you like it!

If you have problems with registration, it is important to resolve this as soon as possible using the university’s resources on offer below:

Student website: http://students.leeds.ac.uk/registrationguide

Registration inbox: registration@leeds.ac.uk

Registration helpline: 0800 915 0402 (within UK)

or +44(0)113 343 7000 (outside UK)

Opening hours Monday-Friday 09.00 – 17.00

We look forward to welcoming you back to the University.

Kind regards,

Registration team, Student Education Service, University of Leeds
3.5 From Operations: all students reminder email - set B (sent out for September starters only out w/c 25/09/17)

ALL ELENER STUDENTS

SUBJECT: Registration reminder for 2017/18

«GreetingLine»

«ID»


Our records show that you have not yet started/only partially completed your registration for the academic year.

We expect students to complete registration by 6th October 2017. Failure to register will result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible.

For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

We collaborate with your school (subject department) to encourage you to register in good time - you should have already received communication from your school about registration. Registration requires all students to annually complete online registration via minerva.leeds.ac.uk, and for students starting a new course to also complete any requested academic qualification checks and an identity check. For further information on how to register, please look at our webpages:

http://students.leeds.ac.uk/info/10102/registration/646/how_to_register

If you have any issues with registration, you must address these as soon as possible (see help tips at bottom of email). If you still cannot register for a particular reason, you MUST inform your parent school (subject department) as soon as possible.

We look forward to seeing you registered with us at the University of Leeds.

Kind regards,

Registration, Student Education Service
Marjorie and Arnold Ziff Building, University of Leeds

If you are having problems making your fee payment arrangements (step 6 of online registration): please contact Student Fees either via phone (0113 343 6700), email (fees@leeds.ac.uk), or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: http://students.leeds.ac.uk/feescharges.

If you are a Tier 4 international student who is unable to register due to visa issues: please go to the International Student Office for further advice on 0113 343 3930 or internationalstudents@leeds.ac.uk, or check their webpage for further contact information at http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office

If you are experiencing any other difficulties registering: contact registration@leeds.ac.uk
NEW RE STUDENTS
SUBJECT: Registration for the new academic year

«GreetingLine»

«ID»

Our records show that you have not yet completed your registration for the academic year.

We expect students to complete registration by 6th October 2017. **Failure to register will result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible.**

For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

We collaborate with your school (subject department) to encourage you to register in good time - you should have already received communication from your school about registration. Registration requires you to complete several different steps, including ensuring any requested documents have been checked, online registration steps on minerva.leeds.ac.uk and verifying your identity.

For further information on how to register, please look at our webpages:
http://students.leeds.ac.uk/info/10102/registration/646/how_to_register

If you have any issues with registration, you must address these as soon as possible (see help tips at bottom of email). **If you still cannot register for a particular reason, you MUST inform your parent school (subject department) as soon as possible.**

We look forward to seeing you registered with us at the University of Leeds.

Kind regards,

Registration, Student Education Service
Marjorie and Arnold Ziff Building, University of Leeds

*If you are having problems making your fee payment arrangements (step 6 of online registration):* please contact Student Fees either via phone (0113 343 6700), email (fees@leeds.ac.uk), or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: [http://students.leeds.ac.uk/feescharges](http://students.leeds.ac.uk/feescharges).

*If you are a Tier 4 international student who is unable to register due to visa issues:* please go to the International Student Office for further advice on 0113 343 3930 or [internationalstudents@leeds.ac.uk](mailto:internationalstudents@leeds.ac.uk), or check their webpage for further contact information at [http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office](http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office)

*If you are experiencing any other difficulties registering:* contact registration@leeds.ac.uk
ALL PERSONAL EMAIL REMINDER (ADM/EMA/EM addresses on GOAEMAL)

SUBJECT: ACTION REQUIRED - email account for the University of Leeds

«GreetingLine»

We have recently sent important information about your registration at the University of Leeds to your @leeds.ac.uk email address. Please note that all communications from the University will be sent to this email address and it is your responsibility to check it regularly.

You can access your University email account by visiting minerva.leeds.ac.uk. If you haven't activated your account, please go to mypassword.leeds.ac.uk. If you have locked your account, but think you know your password, please wait 30 minutes and try again. If you have forgotten your password, please visit passwordreset.leeds.ac.uk or go to the IT Service Desk (EC Stoner Building, Level 10).

Please check the email we have sent, as it includes details of actions that you need to take to successfully complete your registration at the University. Failure to do so may result in your account being closed and you being withdrawn from your programme at the University.

Should you have any further questions or think this email has been sent in error, contact us via registration@leeds.ac.uk or telephone 0800 9150402 (in UK) / +44 (0)113 3437000 (outside UK). Alternatively you can call the University Switchboard (0113 243 1751) and ask to speak with the Registration Team.

Kind regards,

Registration, Student Education Service
3.6 From Operations: all students 5 day warning email - set C (sent out for all months 5 days prior to withdrawal)

ALL ELENER STUDENTS

SUBJECT: URGENT - final deadline warning for registration

«GreetingLine»

«ID»

Our records show that you have not yet started/only partially completed your registration for the academic year.

The final working day for completing registration is Friday 20th October 2017 – you now have five working days left to register. Failure to register will standardly result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible.

For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

For further information on how to register, please look at our webpage:
http://students.leeds.ac.uk/registration

If you have any issues with registration, you must address these as soon as possible (see help tips at bottom of email). If you still cannot register for a particular reason, but have already made a plan of action with the University of Leeds Fees Team, the International Student Office or your parent school, please follow the plan made. If you have not done this, you MUST discuss your next steps with one of these departments as soon as possible.

We look forward to seeing you registered with us at the University of Leeds.

Kind regards,

Registration, Student Education Service
Marjorie and Arnold Ziff Building, University of Leeds

If you are having problems making your fee payment arrangements (step 6 of online registration): please contact Student Fees either via phone (0113 343 6700), email (fees@leeds.ac.uk), or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: http://students.leeds.ac.uk/feescharges.

If you are a Tier 4 international student who is unable to register due to visa issues: please go to the International Student Office for further advice on 0113 343 3930 or internationalstudents@leeds.ac.uk, or check their webpage for further contact information at http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office

If you are experiencing any other difficulties registering: contact registration@leeds.ac.uk
NEW RE STUDENTS

SUBJECT: IMPORTANT - final deadline warning for registration (identity check)

«GreetingLine»

«ID»

Our records show that you have not yet completed your registration for the academic year, because we do not have an identity check recorded on your file for this academic year. This is an essential part of registration for you as a new student. The final working day for completing registration is Friday 20th October 2017 – you now have five working days left to register.

Failure to register will standardly result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you do this as soon as possible. For international students, completing registration is a requirement of UK Visas and Immigration (UKVI) regulations – UKVI is told of students who are withdrawn on our scheduled reports.

For further information on how to register, please look at our webpages: http://students.leeds.ac.uk/registration

If you have any issues with registration, you must address these as soon as possible (see help tips at bottom of email). If you still cannot register for a particular reason, but have already made a plan of action with the University of Leeds Fees Team, the International Student Office or your parent school, please follow the plan made. If you have not done this, you MUST discuss your next steps with one of these departments as soon as possible.

We look forward to seeing you registered with us at the University of Leeds.

Kind regards,

Registration, Student Education Service
Marjorie and Arnold Ziff Building, University of Leeds

If you are having problems making your fee payment arrangements (step 6 of online registration): please contact Student Fees either via phone (0113 343 XXXX), email (fees@leeds.ac.uk), or in person at the SSC student counter in the Marjorie and Arnold Ziff building. For more information about paying your fees please visit the following website: http://students.leeds.ac.uk/feescharges.

If you are a Tier 4 international student who is unable to register due to visa issues: please go to the International Student Office for further advice on 0113 343 3930 or internationalstudents@leeds.ac.uk, or check their webpage for further contact information at http://students.leeds.ac.uk/info/10500/international_students/877/international_student_office

If you are experiencing any other difficulties registering: contact registration@leeds.ac.uk
ALL PERSONAL EMAIL REMINDER (ADM/EMA/EM addresses on GOAEMAL)

SUBJECT: ACTION REQUIRED - email account for the University of Leeds

«GreetingLine»

We have recently sent urgent information about your registration at the University of Leeds to your @leeds.ac.uk email address. Please note that all communications from the University will be sent to this email address and it is your responsibility to check it regularly.

You can access your University email account by visiting minerva.leeds.ac.uk. If you haven’t activated your account, please go to mypassword.leeds.ac.uk. If you have locked your account, but think you know your password, please wait 30 minutes and try again. If you have forgotten your password, please visit passwordreset.leeds.ac.uk or go to the IT Service Desk (EC Stoner Building, Level 10).

Please check the email we have sent, as it includes details of actions that you need to take to successfully complete your registration at the University. **Failure to do so may result in your account being closed and you being withdrawn from your programme at the University.**

Should you have any further questions or think this email has been sent in error, contact us via registration@leeds.ac.uk or telephone 0800 9150402 (in UK) / +44 (0)113 3437000 (outside UK). Alternatively you can call the University Switchboard (0113 243 1751) and ask to speak with the Registration Team.

Kind regards,

Registration, Student Education Service