This document supports the “Registration deadlines year-round” and “Registration timeline September-start” documents, which outline the communications and deadlines for registration.

This document contains examples of contact that schools can make to non-registered students to encourage them to register, as template emails. This is **not** the only way to contact students, but is an easy format to use as an example.

**The contacts are based on the best-practice expectation that students are made aware of registration by the following:**

* **Schools making at least three contacts with returning students**
* **Schools making at least two contacts with new students**
* **Operations making at least one contact with all students**

We no longer expect schools to chase students to complete their identity check. This will be done by central teams.

The **September** timeline note the dates when the Operations team will be making some extra contact with students.

The “steps” referred to on the templates are the steps on both registration timelines:

1 – registration open (students can register)
2 – warning date (students expected to register by this date)
3 – registration deadline (students are withdrawn due to failure to register)

Further details about these steps are in the deadline and timeline documents. In turn, the templates are labelled with numbers, which are referenced on the timeline.

Full templates of the communications sent from the Operations team to students about registration can be requested from **studentrecords@adm.leeds.ac.uk****.**

**Template 1 (Step 1):** **Registration open**

SUBJECT: Registration for 20xx/xx

Dear [student]

[ID]

Registration for your [20xx/xx] academic year is now open.

**You are expected to register by [warning date].** [Registration](http://students.leeds.ac.uk/registration) is a requirement of your studies each year – it confirms your details of study, fee payment, contact details and your agreement to the Student Contract.

All students should go to Student Services (<http://studentservices.leeds.ac.uk/>) to complete the online registration steps. New students should complete the online identity check following the guidance on our web page: <http://students.leeds.ac.uk/idcheck>

If you have any problems with registration:

1. Read our guidance pages [**http://students.leeds.ac.uk/registration**](http://students.leeds.ac.uk/registration)
2. Email **studentinfo@leeds.ac.uk** for help and advice, or call the Student Information Helpline on +44 (0)113 343 7000 (from outside of the UK)

or 0800 915 0402 (from inside the UK. This is free phone number, and you won’t be charged for calling this from your mobile or landline).
For opening hours, please check <https://students.leeds.ac.uk/askingforhelp>.

If you cannot register after trying the above, you must ensure you discuss your situation and have a plan agreed with the relevant department (Student Fees in relation to fees, the International Student Office in relation to immigration permissions and documents, or us, your parent School, for other or more complex queries) as soon as possible.

Failure to register will eventually 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.

We look forward to having you register with us for the coming academic year.

Kind regards,

[signature]

**Template 2 (Step 1):** **Registration reminder for returning students**SUBJECT: Reminder - Registration for 20xx/xx

Dear [student]

[ID]

We are writing to remind you that registration for your [20xx/xx] academic year is now open.

[Registration](http://students.leeds.ac.uk/registration) is a requirement of your studies every year. New students should also [submit their online identity check](http://students.leeds.ac.uk/idcheck) documents. Both new and returning students should go to Student Services (<http://studentservices.leeds.ac.uk/>) to complete the online registration steps.

If you have any problems with registration:

1. Read our guidance pages [**http://students.leeds.ac.uk/registration**](http://students.leeds.ac.uk/registration)
2. Email **studentinfo@leeds.ac.uk** for help and advice, or call the Student Information Helpline on +44 (0)113 343 7000 (from outside of the UK)

or 0800 915 0402 (from inside the UK. This is free phone number, and you won’t be charged for calling this from your mobile or landline). For opening hours, please check <https://students.leeds.ac.uk/askingforhelp>.

**You are expected to register by [warning date]**.

If you still cannot register, you must make sure you have discussed this and made arrangements with us (your Parent School), or if you need to make payment arrangements, with the Fees team. This may involve waiting for further documentation before you can progress further.

If you reach the above date and you are still not registered, please contact the relevant staff again. Failure to register by the final deadline of **[final deadline]** will result in your account being shut down and withdrawal from your studies at the University of Leeds, so it is vital that you take action as soon as possible.

We look forward to having you register with us for the coming academic year.

Kind regards
[signature]

**Template 3a online steps (step 2):** **Registration warning**

SUBJECT: URGENT: Your registration deadline

Dear [name]

ID [ID]

Why we are contacting you

Our records show that you have not yet completed your online registration for the academic year. The final deadline for you to register is **[deadline date].** Failure to register by this deadline will result in your account being shut down and withdrawal from your course at the University of Leeds.

The process of registration

All students are required to register at the start of each academic year. Information on how to register is here: [**http://students.leeds.ac.uk/registration**](http://students.leeds.ac.uk/registration)

Where to get help

**If you still cannot register for a particular reason and have not yet contacted the University of Leeds Fees Team or us (your school) for advice, you MUST do so as soon as possible.**

***If you are having problems making your fee payment arrangements (step 6 of online registration):*** please contact email Student Fees **(****UGfees@leeds.ac.uk** or **PGfees@leeds.ac.uk**). For more information about paying your fees please visit the following website: <http://students.leeds.ac.uk/feescharges>

***If you are an international student studying on a student visa and you are unable to register due to visa issues****:* please contact the Student Visa Advice team for further advice on studentvisaadvice@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 **studentinfo@leeds.ac.uk** for help and advice, or call the Student Information Helpline on +44 (0)113 343 7000 (from outside of the UK) or 0800 915 0402 (from inside the UK. This is free phone number, and you won’t be charged for calling this from your mobile or landline). For opening hours, please check <https://students.leeds.ac.uk/askingforhelp>.

You must ensure you address any issues you have as soon as possible. We look forward to seeing you fully registered with the University of Leeds.

Kind regards, [signature]

**“Reminder email” for personal email addresses
Schools are welcome to use this when contact has been made via the University email address and no response has been received.**

«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 [contact the IT Service Desk](https://it.leeds.ac.uk/it?id=contact_form).

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 of Leeds.**

Should you have any further questions or think this email has been sent in error, contact us via **studentinfo@leeds.ac.uk**

Kind regards,

[signature]