

# Online enrolment

## Instructions and explanations for new undergraduate students

The University asks every student to complete an enrolment process, during which you can confirm or correct your personal details, your academic details and your fee payment details. We hold this information on our central student database, called RISIS and you complete the enrolment process online, using the RISIS Portal.

You can complete the online enrolment process from any computer, anywhere in the world; and you can work through the process in stages, stopping and re-starting as you please.

We ask you to complete online enrolment, pay your fees (or make suitable arrangements with a sponsor to do so) and provide your passport and visa details if you need a visa to study here, or provide photo identification otherwise (e.g. passport or driving licence). Once you have done this, you will be able to collect and activate your University username and email address, and if you are based on the Reading campus for your studies, you will be able to collect your Campus card.

You need to complete this process before the beginning of term. If you haven't completed the enrolment process, this may affect your funding or some of your associated access such as your Library access.

If you can't use online facilities due to visual impairment or another disability, please contact your Admissions Officer or the University Disability Office.

Please note that these instructions are very detailed. There is a separate page for most screens that you will see. Please use the index below to help you to find the areas where you need help. Every screen will also give online instructions so you may find that you only need to refer to one page of these instructions if you need further information. You can print these instructions out.

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# How to log in

Please start by going to [www.reading.ac.uk/enrol](http://www.reading.ac.uk/enrol) where, as well as a copy of these instructions, you will find a link to the RISIS Portal

Please click on the link on that web page which says [Log into RISIS Portal](#).

**RISIS portal**

**Staff login**

If you are a member of staff, sign in below with the same details you use to access other University systems such as email, OneDrive or MS Teams.

Staff sign in with Microsoft

**Applicants, students and past students login**

**Applicants** - use your confirmed Reading ID number as the username and your date of birth (in the format DDMMYYYY) as the password. You will then be asked for your RISIS security password.

**Students** - use your University username and password to log in below. You will then be asked for your RISIS security password.

**Past students** - use your Reading ID number (your student number) as the username and your date of birth (in the format DDMMYYYY) as the password. You will then be asked for your RISIS security password.

Staff - use the Staff sign in with Microsoft button above.

**Username**

**Password**

Log in

**Welcome**

**Latest news**

If your browser is not displaying the portal correctly, please press the Ctrl key together with the F5 key to clear your cache. Some users may need to clear their browser history in their internet settings.

**Need further help logging into RISIS?**

**Staff**

As part of the sign in process, you will be asked to complete Multi-Factor Authentication (MFA) provided by Digital Technology Services (DTS). Further information and support can be found on the [Digital Technology Services \(DTS\) Office 365 login page](#).

If you are a member of University staff who requires access to RISIS for your job role and has yet to be given access, please ask your line manager to contact the [Student Information Systems \(SIS\) Team](#), giving your University username.

**Students**

Use your University username and password to log in below. You will then be asked for your RISIS security password. For further information on your University username and password, visit the [Digital Technology Services \(DTS\) password reset page](#).

If you require a RISIS Security password reset, please email the [Student Information Systems \(SIS\) Team](#) from your University email account.

**Applicants**

You should use your confirmed Reading ID number and date of birth to log in. If you have applied online for a postgraduate programme and your Reading ID number has not yet been confirmed to you, please continue to use the encrypted link in your initial email until confirmation has been sent to you. If you require further help, please email the [Student Information Systems \(SIS\) Team](#) from the email address you applied with.

***Please note that web links are not enabled in this document, and all images are screenshots only: you must start from the web page and you cannot log in from the picture below. Please also note that some of the screenshots may reference previous academic years – these are for illustrative purposes only.***

**Enter your log-in details in the applicants, students and past students login box:**

**Applicants, students and past students login**

**Applicants** - use your confirmed Reading ID number as the username and your date of birth (in the format DDMMYYYY) as the password. You will then be asked for your RISIS security password.

**Students** - use your University username and password to log in below. You will then be asked for your RISIS security password.

**Past students** - use your Reading ID number (your student number) as the username and your date of birth (in the format DDMMYYYY) as the password. You will then be asked for your RISIS security password.

**Staff** - use the Staff sign in with Microsoft button above.

**Username**

**Password**

**Log in**

Enter your student number in the Username field/box and your date of birth in the Password field/box. Your student number is shown on letters/emails that have been sent to you: it may also have been called your Applicant number or Reading ID number and is always eight characters long. Your date of birth must be entered in the format ddmmYYYY. If your birth date was 22 May 1982, you would enter this as 22051982.

**Now click on the Log in button.**

### **Problems:**

**If you have had an error message**, please check that you have entered your student number and date of birth exactly as shown above (with your date of birth in the correct format).

**If you have still not succeeded in logging in**, please click on the link in the Applicants message on the bottom right-hand side of the screen to email the Student Information Systems Team. We will reply to your email as soon as possible: we work in office hours. Please note that, for reasons of data protection, we can only reply to the email address we hold against your records on the database.

**Please email us rather than phoning us: we may have to make adjustments to the database when you contact us, and this is much easier to do from an email.**

## Interim programme screen

If you have more than one programme of study on RISIS, you must select one to log on to the RISISweb portal.

Select the programme records you'd like to see.

Select the programme:

[Temporary Selection - show this selection screen each time I log on](#) [Make permanent Selection](#)

Not everyone will see this screen. However, if you have studied on other programmes at Reading as well as this one, you may see this selection screen now. Select the programme that you need to enrol for, and then click on either Temporary Selection, which means you will see this selection screen every time you log in; or Permanent Selection, which means you won't see this screen again but will only see the records which relate to that one programme that you've chosen.

The date given is the date on which you started or will start the course, and the numbers in brackets at the end show the block (joining point) that you started on.

For those who have selected Permanent Selection here, there is a link on the Personal Data screen on the portal which lets you change your settings and return to being given this choice again in future. You will only be able to see the Personal Data link once you have completed online enrolment.

## Security password screen

You will now find a box listed **What to do next** where you will be asked to create a RISIS security password.

**Click on set up password.** You have two passwords to log into the RISIS Portal, because a lot of your data is very personal. You should always protect yourself by making sure that you never give your password out to any other person, staff in Digital Technology Services (DTS) or in the Student Information Systems (SIS) Team; nor should you ever write it down to remember.

Click on the red link to create a security password.

**RISIS security password**

We take your data security very seriously. To protect your personal data, you must now set up a security password. Your reminder, and a space for your password, will then appear after you log in every time.

**Please set up a security password**

The options that you can see will be limited until you have set up a secure password.

Please use the link below which will lead you through the process to set up a password. You will then return to this screen and the full range of menu options will appear on the menu bar at the top of the screen.

You will not be able to see any other personalised links until you have created this password: this includes (where relevant) applying for accommodation, or enrolling online, or activating your university username.

**\*\*CLICK HERE to create a security password**

On the next screen please enter a password and reminder.

**Create a password**

Please enter a password in this box.

**RISISweb security password**

Your password should be between 6 and 15 characters, and should only use UK letters and numbers. You will always use this password after you have logged into the RISISweb portal.

Please enter a reminder to help you remember your RISISweb security password. (Up to 50 characters)

**Reminder text**

This reminder will be displayed on your password screen. Don't make the reminder too obvious! You cannot leave this field blank.

When you click on Store, your settings will refresh and you will be able to see all of the screens that are applicable to you. The next time you log in you will see your own reminder on this screen as shown below:

**RISIS SECURITY PASSWORD**

**The hint on the left of the screen is the password hint you created when you set up your password**

example of a reminder

If you have already logged in once and have already created your RISIS security password, you need to put your new password here. You should be able to see your own reminder text on the left.

If you end up with a blank screen, this is because you did not click on the Go>> button. You must click on the Go>> button to activate your settings.

If you are still having problems, contact the Student Information Systems Team on [risis@reading.ac.uk](mailto:risis@reading.ac.uk) or use the email link on the error message. We check routinely to find those who have had difficulties and send out system generated emails to offer help.

## What to do next

Once you have successfully logged into the RISIS Portal you will find a box called **Enrolment Overview**. This shows the steps that you will need to take to complete your enrolment with the University. An orange box shows that you need to take action; a green box shows that the action is complete and a grey box means that the particular option is not yet available. If you hover the cursor over each box further explanatory text will appear.

**Click on the Online Enrolment** box to access the online enrolment homepage.

### Enrolment Overview for 2019/0

Online Enrolment	Online Enrolment Incomplete <ul style="list-style-type: none"><li>Rules and Regulations</li><li>Personal Details</li><li>HESA Details</li><li>Fees Details</li></ul>
Fee Payment	Fee Payment Info
Identification Check	Identification Check Required
Campus Card	Campus Card NOT Available
Username	Username not available

# Start of Stage 1


**Online enrolment**

Welcome to the University's online enrolment process

Please complete the University's online enrolment process in order to become a fully registered student of the University for the coming year.

Online enrolment involves the four stages shown below, during which you need to check or amend the information we hold about you, or add new data.

For further information about the online enrolment process please see the [online enrolment instructions](#). These instructions are a step-by-step guide through the online enrolment process, complete with screenshots. We encourage you to refer to these instructions if you have any queries as you complete the online enrolment process. If you are a **new student** and you need further help, please [click here to email the Student Help team](#). If you are a **returning student** and you need further help, please contact your Support Centre. You can find the contact details of your Support Centre by [clicking this link](#).



```
graph LR; A[Rules and Regulations] --> B[Personal Details]; B --> C[HESA Details]; C --> D[Fees];
```

The current stage is highlighted in orange and you can click this stage to complete the required information. Subsequent stages will become available as you complete the previous one.

The address, contact and Emergency Contact details screens in the Personal Details section will be available after you have completed online enrolment. It is your responsibility to keep this information accurate and up to date. These details are important, as the University will need them to contact you or your designated representatives about important University matters.

You can amend some data directly on screen, but in other cases changes to data need to be notified to the relevant office and an email link is provided for that purpose.

Where the data is incorrect and needs to be corrected before you can continue, the process of online enrolment will be interrupted while this is sorted out. The University office responsible for dealing with the amendment will make the change as quickly as possible within office hours, and will notify you by email where possible. You will then need to start at the beginning of the process but should be able to move quickly through the screens already checked to the relevant screen and continue from where you stopped.

Your home page will look similar to the one above. As you will see, there are different stages to the online enrolment process: you may not be expected to complete all four stages. You will return to this screen at the end of each stage.

On this screen, there will also be a link to email the Student Help team if you are a new student and you need further help with online enrolment.

**Click on the orange Rules and Regulations box** to start the online enrolment process.

## Problems:

If you can't see the container above, this will be for one of three reasons:

- you have already completed online enrolment
- you are not looking at the correct programme records
- or you are not expected to complete online enrolment.

Staff in the University Admissions Office may override the settings on your records to stop you from completing online enrolment. This may be because you have yet to finalise your funding arrangements, or may be because you have not yet proved that you have met all conditions relating to your application. If you have had a letter from the University Admissions Office asking you to online enrol, however, it is unlikely that they will have overridden your records.

If you have studied on a previous programme at Reading, and you think you have logged into the wrong programme records, then please let us know: we will need to reset your records so that you have to select the appropriate programme of study next time you log in. If this is the problem, or if you have another difficulty, please email us at [risis@reading.ac.uk](mailto:risis@reading.ac.uk) and we will investigate – and resolve – the problem!



# Rules and regulations and questions related to Covid-19

It is expected that **all** students will be studying in-person on campus in 2021/22 and will therefore be enrolled as 'on-campus' by default. However, as an exceptional arrangement, if you are **prevented** from being physically present at the start of the course you may **request permission** to begin your programme of study 'at a distance' if your situation meets our published criteria as set out below. Please note this is a temporary arrangement and **all** students must be present for teaching on campus from the start of the Spring term.

Only students who meet one of the criteria listed below will be permitted to study 'at a distance'. Please do not make a request for this unless you genuinely meet one of the following criteria as your request will be rejected.

- due to government regulations or restrictions related to Covid-19 you are not permitted to leave your home area/country
- you are not permitted to enter the UK due to either UK Government Covid-19 regulations or your home country regulations or restrictions
- you are not permitted to attend university in person due to restrictions imposed by your study sponsor
- you cannot book a flight to the UK due to Covid-19 restriction or disruption, e.g. non-availability of flights
- you are unable to get a Visa to travel as a result of Covid-19
- a doctor has specifically advised you that you should not attend university in-person at this time due to Covid-19
- you cannot attend university in person as you have primary caring responsibilities as a result of Covid-19

You will see this question in the screenshot below. If you make a request to study 'at a distance' on this page, you will be asked additional questions to enable us to verify your situation and consider your request. Please read this screen carefully and follow the instructions online.

**Please note, if you are completing online enrolment for a course which you are not able to request permission to study at a distance, you will not see this page.**

Select Attendance Mode

It is expected that **all** students will be studying in-person on campus in 2021/22 and will therefore be enrolled as 'on-campus' by default. However, as an exceptional arrangement, if you are **prevented** from being physically present at the start of the course you may **request permission** to begin your programme of study 'at a distance' if your situation meets our published criteria as set out below. Please note this is a temporary arrangement and **all** students must be present for teaching on campus from the start of the Spring term.

Only students who meet one of the criteria listed below will be permitted to study 'at a distance'. Please do not make a request for this unless you genuinely meet one of the following criteria as your request will be rejected.

- due to government regulations or restrictions related to Covid-19 you are not permitted to leave your home area/country
- you are not permitted to enter the UK due to either UK Government Covid-19 regulations or your home country regulations or restrictions
- you are not permitted to attend university in person due to restrictions imposed by your study sponsor
- you cannot book a flight to the UK due to Covid-19 restriction or disruption, e.g. non-availability of flights
- you are unable to get a Visa to travel as a result of Covid-19
- a doctor has specifically advised you that you should not attend university in-person at this time due to Covid-19
- you cannot attend university in person as you have primary caring responsibilities as a result of Covid-19

If you are prevented from being physically present on campus for the start of your course please select distance below. You will then be asked to select the reason which describes your situation from a drop-down list and will be asked to provide us with specific information about your situation, e.g. where are you trying to travel from, why are you unable to travel, what airlines have you tried. Please include links to any government or other official guidance that will verify the fact that you are unable to travel.

If we are unable to verify your situation from the information you provide we will contact you for further information and to provide us with evidence of your situation. Please have this ready or it will delay your enrolment. If you are unable to attend in person due to a medical condition we will contact you for evidence of the specific recommendation from your doctor. Please have this ready or it will delay your enrolment. However, please note that the UK Government guidance is that clinically extremely vulnerable people should now attend their places of education, including Universities.

What if I need to quarantine on arrival?

If you need to quarantine, you are still regarded as being 'on-campus' and you **should not** request permission to study at a distance. To tell us you will be quarantining please use the 'notify need to quarantine' button at the end of online enrolment. If you tell us that you are quarantining we can ensure that you have access to University digital platforms for the duration of your quarantine period, although you will not have been able to complete the final in-person step of the enrolment process.

Please select the mode of attendance (default is on-campus):\*

☒ On campus

☐ Distance

If you are granted permission to study at a 'distance' you will need to switch to 'on campus' mode of attendance when you arrive in the UK or when you become able to attend teaching in person. This will ensure that we have properly processed your immigration status and you can collect your BRP card where relevant. It will also allow you to receive your university campus card. To switch to 'on campus' mode please login to the RSSIS Portal and use the 'Return to Campus' link on the RSSIS home page.

Continue

In order to enrol you as a student at the University of Reading we need to check you are the person we have offered a place to. Please upload a clear scan or photograph of your identification document. (See screenshot below). When you arrive at the University in person we will ask to see this document to verify your identification before issuing your University Campus Card. **Please be sure to bring this document with you.**

Acceptable identification documents are:

- For UK students – passport or driving licence
- For other international students (including EU) – passport

The screenshot shows the 'Online Enrolment' page. At the top, a light blue header contains the text 'Online Enrolment'. Below this, a grey box contains instructions: 'Please upload your identification document. For each document upload - Select the "Browse My Computer" button to choose a file and then click "Upload" button to upload the file. Where fields are marked with "Mandatory Upload" please note that you will not be able to progress further with this stage of online enrolment without uploading this information.' The main section is titled 'Upload your ID' in a green header. Below this, a paragraph states: 'In order to enrol you as a student at the University of Reading we need to check you are the person we have offered a place to. Please upload a clear scan or photograph of your identification document. When you arrive at the University in person we will ask to see this document to verify your identification before issuing your University Campus Card. **Please be sure to bring this document with you**'. This is followed by a list of acceptable identification documents: 'Acceptable identification documents are: • For UK students – passport or driving licence • For EU and other international students - passport'. A note then says: 'If you do not have either of the above documents but do have an expired passport, please upload a scan or photograph of that, and make sure that you bring your new passport with you when you come to collect your Campus Card.' Another note follows: 'If you do not have a driving licence or current or expired passport, then please upload a copy of your birth certificate and bring appropriate photo ID (Passport, Driving licence, Military ID) with you when you collect your Campus Card, or if you don't have photo ID at that point then bring two forms of identification such as birth certificate, bank or utility service letter with your name and address on.' The form itself has a green header labeled 'ID'. Below this header is a white box containing two buttons: 'Browse My Computer' and 'Upload'. At the bottom of the form is a green 'Save' button.

Online Enrolment

Please upload your identification document. For each document upload - Select the "Browse My Computer" button to choose a file and then click "Upload" button to upload the file. Where fields are marked with "Mandatory Upload" please note that you will not be able to progress further with this stage of online enrolment without uploading this information.

**Upload your ID**

In order to enrol you as a student at the University of Reading we need to check you are the person we have offered a place to. Please upload a clear scan or photograph of your identification document. When you arrive at the University in person we will ask to see this document to verify your identification before issuing your University Campus Card. **Please be sure to bring this document with you**

Acceptable identification documents are:

- For UK students – passport or driving licence
- For EU and other international students - passport

If you do not have either of the above documents but do have an expired passport, please upload a scan or photograph of that, and make sure that you bring your new passport with you when you come to collect your Campus Card.

If you do not have a driving licence or current or expired passport, then please upload a copy of your birth certificate and bring appropriate photo ID (Passport, Driving licence, Military ID) with you when you collect your Campus Card, or if you don't have photo ID at that point then bring two forms of identification such as birth certificate, bank or utility service letter with your name and address on.

**ID**

Browse My Computer Upload

Save

In preparation for being on campus you must understand the Covid19 health and safety measures we have put in place and the role you must play in keeping yourself, other students and staff safe. If you have not already read our Coronavirus (Covid19) Guidance Page you must do so now before completing your enrolment.

Online Enrolment

Health and Safety Induction information for all students

Health and Safety

In preparation for being on campus you must understand the Covid19 health and safety measures we have put in place and the role you must play in keeping yourself, other students and staff safe. If you have not already read our Coronavirus (COVID-19) Guidance [Page](#) here you must do so now before completing your enrolment.

**Please confirm:\*** ☐ I have read and understood the Covid 19 health and safety guidance and expectations for students. I agree to follow these instructions and play a full role in keeping myself and others safe.

Continue

Rectangular Snip

ONLINE ENROLMENT AGREEMENT TO RULES AND REGULATIONS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

"Rules and Regs"

University Rules and Regulations

Please click on the following link to the [A to Z of Policies and Procedures](#) and read the Regulations for Student Conduct and the Regulations for the Use of IT.

Please also click on the following link to read the [University of Reading Institutional Tier 4 Policy](#).

You are required to notify the University if you have a relevant criminal conviction at any point during your time as a student. The definition of a relevant criminal conviction and the way in which you must disclose it to the University can be found [here](#).

Finally, click the Confirm button to indicate that you have read and agree to abide by the University's Rules and Regulations and you do not have a relevant criminal conviction.

Confirm

As a student at Reading you are bound by the University's Rules and Regulations. You should read the rules and regulations so that you are aware of what is expected of you, and what you can expect from your studies and from the University.

**You cannot enrol unless you have agreed to the Rules and Regulations, and the Regulations for Student Conduct.**

The rules and regulations are held in the A to Z of Policies and Procedures and this is held online and can be accessed at any time of the year.

You are also required to notify the University if you have a relevant criminal conviction.

When you have read the Rules and Regulations, please click on the Confirm button. Your records will note the date on which you confirmed this.

## Fair processing

**ONLINE ENROLMENT AGREEMENT TO RULES AND REGULATIONS**

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Rules and Regs

\*Fair Processing\*

**Data Protection: Fair Processing Notice and Student Responsibilities**

The University will hold and process your personal information in a variety of ways and has certain expectations of you while you are a student.

Please click on the following link to read the [Data Protection: Student Privacy Notice](#).

Please click 'Confirm' to indicate that you understand how your personal information will be processed by the University in the ways and for the purposes outlined in the Notice.

*Please note there may be a short delay before you move on to the next screen whilst your settings are updated.*

Confirm

This link shows our policy on what we may do with the data we collect on you, and how you can object to having your data used in any of the ways specified.

Please click the green link to read the notices, and then click on Confirm to indicate that you understand how your personal information will be processed by the University.

At this point, your screens are being updated to show us that you have completed this section of online enrolment. You may find there is now a short delay before you return to the starting screen.

## End of stage 1

ONLINE ENROLMENT AGREEMENT TO RULES AND REGULATIONS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

[Rules and Regs](#)[Fair Processing](#)[\\*End\\*](#)

I wish to enrol for the Session 2017/8

Thank you for completing the **first stage** of the online enrolment process.

Click on the [Finish] button below to return to the RISIS portal and complete the next stage of the process.

[FINISH](#)

You have now completed Stage 1 of online enrolment. Please click on the Finish button to begin the next stage.

## Start of Stage 2

### Online enrolment

#### Welcome to the University's online enrolment process

Please complete the University's online enrolment process in order to become a fully registered student of the University for the coming year.

Online enrolment involves the four stages shown below, during which you need to check or amend the information we hold about you, or add new data.

For further information about the online enrolment process please see the [online enrolment instructions](#). These instructions are a step-by-step guide through the online enrolment process, complete with screenshots. We encourage you to refer to these instructions if you have any queries as you complete the online enrolment process. If you are a **new student** and you need further help, please [click here to email the Student Help team](#). If you are a **returning student** and you need further help, please contact your Support Centre. [You can find the contact details of your Support Centre by clicking this link](#).



The current stage is highlighted in orange and you can click this stage to complete the required information. Subsequent stages will become available as you complete the previous one.

The address, contact and Emergency Contact details screens in the Personal Details section will be available after you have completed online enrolment. It is your responsibility to keep this information accurate and up to date. These details are important, as the University will need them to contact you or your designated representatives about important University matters.

You can amend some data directly on screen, but in other cases changes to data need to be notified to the relevant office and an email link is provided for that purpose.

Where the data is incorrect and needs to be corrected before you can continue, the process of online enrolment will be interrupted while this is sorted out. The University office responsible for dealing with the amendment will make the change as quickly as possible within office hours, and will notify you by email where possible. You will then need to start at the beginning of the process but should be able to move quickly through the screens already checked to the relevant screen and continue from where you stopped.

The Rules and Regulations box is now green to show that you have completed Stage 1 and you should click on the orange Personal Details link to continue with your enrolment.

This next section is concerned with your personal details and the data that we check or ask you to supply is all used by the University in different processes.

## Personal details

**PLEASE CHECK AND AMEND YOUR PERSONAL DETAILS**

Title

Family name

Forename(s)

Full name

(Full name- This is how your name will appear on any official documents produced by the University, such as letters in support of visa applications)

Previous Family name (if any)

Date of birth

Gender

**\*\*If any of the non editable fields are incorrect you must notify the University Admissions Office as soon as possible \*\***

You are required to provide the following details so that the University can respond appropriately in the event of an emergency. By its very nature an emergency is often unpredictable and difficult to define fully, but it would cover something like a serious illness, an incident or accident, and it would include any event in which your health or life is at risk.

**Emergency contact details:**

Please provide the contact details of a person (preferably in the United Kingdom) who we may contact in the event of an emergency. This information will be held securely in accordance with data protection legislation and will not be used in relation to academic issues or disciplinary matters.

If a translator will be required, please state which language is spoken.

Emergency contact name

Relationship to you

Tel number for emergency contact

Translator Required?

**Member of staff?**

Are you, or have you ever been, a member of staff of the University?

If Yes, please enter your **6 digit employee number**, if known.  Otherwise, please leave this field blank.

**The following details are mandatory:**

Nationality

\*\*Mandatory

Country of residence

\*\*Mandatory

Please select the country in which you are/were a permanent resident prior to entry to the University.

Store and Continue

(Note: details obscured in this image)



These are the details that we hold about you. We have shown your name, gender and your date of birth. You can't change these details yourself. If they are wrong, you will need to contact the University Admissions Office. Click on the link below the details to do this.

In the white boxes, you will see your title and a box to put in any previous family name.

Red boxes are mandatory: you must put something in these boxes. We need a contact (preferably in the United Kingdom) if there is a life threatening emergency: please give us a full name (don't just put Mum, for example, in the name box), how they are related to you (mother, father, guardian, spouse) and a number to contact them on, including any international dialling codes. Please also let us know if your emergency contact will require a translator.

If you are a member of staff here at the University, the IT systems need to know this. Please enter your staff number here (from the front of your payslip) if known.

We need your nationality and the country in which you were a permanent resident before coming to the University.

***If you do not complete the mandatory fields you will be returned to the previous screen.***

Click on Store and Continue.

## Care Leavers

The University would like to support Care Leavers who study with us. Our definition of a Care Leaver is:

- Someone who has been in Local Authority care for a minimum of 3 months since the age of 14, and
  - Is registered on a full-time undergraduate course
  - Is classed as a 'home' student
  - Is under 25 years of age on 1st August 2021

If you feel you meet the above criteria and would like to access pastoral and/or financial support from the University then please tick the YES box and you will be contacted by a member of the Student Services team in due course.

If you do not meet the above criteria, or this is not applicable to you, or you would prefer not to say then please tick the NOT APPLICABLE/PREFER NOT TO SAY box. ***Please note that this is a mandatory question so please provide a response to the question. If you do not choose a response you will be taken back to the beginning of the process to start again.***

## Additional Personal details

**ONLINE ENROLMENT PERSONAL DETAILS**

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

**Personal** Care Leaver detail \*Other details\*

**Additional Personal Details**

**Religious belief, Gender Identity and Sexual Orientation**

We are asking the following questions to monitor equal opportunities and to help the University meet its obligations under the Equality Act 2010. Please select the relevant code from the drop-down lists. You are under no obligation to disclose this information. If you do not wish to do so, then please select "Prefer not to say".

If you responded to this question previously then your answers are shown below. The information that you provide will be held in confidence.

Some information may be released by the University to HESA (Higher Education Statistics Agency), which will use it only in the form of statistical tables. You can read the HESA Student Collection Notice which explains the use made of your data by clicking [here](#)

What is your religion?

What is your sexual orientation?

Is your gender identity the same as the gender you were originally assigned at birth?

Store & Continue

(Note: details obscured in this image)

**If you are happy to do so**, please select your religion, sexual orientation and gender identity from the drop down boxes. The information that you provide will be held in confidence. Some information may be released by the University to HESA (Higher Education Statistics Agency), which will use it only in the form of statistical tables. Once you have made your selections, click 'Store & Continue'

**If you do not want to provide this information**, select 'Prefer not to say' from the drop down boxes and click 'Store & Continue'.

# Student Parents

## Student Parents

If you have previously responded to this question during an earlier online enrolment, your current response is shown below. Please provide a response, or update your current response where necessary.

Please note, you can review and update your answer to this question during the course of the academic year by logging into the RISIS Portal, clicking on the Information menu option and selecting Personal Data (this will appear when you are fully enrolled). On this page you will find a link to update your parental responsibility data.

**Parental Responsibility Data:** Prefer not to say

**Please indicate whether you have children or other dependants.**

- ☐ Yes
- ☐ No
- ☒ Prefer not to say

**Why is this information being collected?**

This information will provide the University with helpful information about the proportion of students who combine parental responsibility with their studies. The data will inform University policy. Information that is provided will be anonymous and only available at a broad summary level. It will not be visible against your individual student record. Please use the 'prefer not to say' option if you do not wish to share this information.

Store and Continue

**Please indicate whether you have children or other dependants.** This can include children of any age, adoptive children, and children for whom you are the legal guardian. If you spend a considerable proportion of your time providing foster care to children you may also wish to answer 'yes' to this question. Once you have made your selections, click 'Store & Continue'.

## Address details (several screens)

ONLINE ENROLMENT PERSONAL DETAILS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Personal

Care Leaver detail

Other details

Student Parents

\*View Home Address\*

Online Enrolment

Please check your **home address** is correct. Home address refers to your permanent place of residence i.e. the address that you will return to at the end of your course. If your home address is incorrect, please click the "Amend" button to make changes.

Home Address

Address Line 1

Address Line 2

Address Line 3

Town/City

Address Line 5

Postcode

Country

Amend

Back

Continue

(Note: details obscured in this image)

The next screens ask you to check your address details. Please check the details we hold for you on the database and update them where necessary. You can change these at any time once you have enrolled.

### Updating addresses

If an address shown for you is correct, click on Continue. If it is wrong, then please click the Amend button. You will then be asked to choose the country of your address, and then will be taken to a screen to amend your address. If you are amending a UK address, please click on the Get Address button, then follow the instructions on-screen.

Online Enrolment

Please select the **country** of your **home address**, then click on the Continue button.

Home Address - Select Country

Please select the country of your home address - then click the Continue button

Country\*

▼

Back

Continue

Online Enrolment

Please amend your **home address** details below. Home address refers to your permanent place of residence i.e. the address that you will return to at the end of your course.

Amend Home Address - UK

Please amend your address details by clicking on the 'Get Address' button and entering the details requested. Once you have entered your new address details they will appear in the boxes below.

Postcode\*

Get Address

Address Line 1

Address Line 2

Address Line 3

Town/City

Back

Continue

(Note: details obscured in this image)

## Home address

We ask everyone to check their home address. This is the one we would write to in the holidays. It should be your permanent address.

## Term time/contact address

If you are booked into University accommodation, you will not be able to change this address: if this is wrong, please use the onscreen link to email the Accommodation Office. Please note that your contact address details will not show your Hall address until you have checked into your Hall of Residence on arrival at the University.

(Note: details obscured in this image)

Online Enrolment

University Accommodation Information

University Accommodation

According to our records, you are currently living in University Accommodation, as shown below.

If these details are incorrect, please [click here](#) to notify us as soon as possible.

Contact/Term time address

Address Line 1	
Address Line 2	
Address Line 3	
Address Line 4	
Address Line 5	
Postcode	

Back Continue

If you are not in University accommodation, then we will ask you to tell us a little more as shown in the image below.

### TERM TIME ACCOMMODATION

Please indicate the type of accommodation in which you will be living during term time by selecting a code from the drop-down list below.

Own home (e.g. owned, mortgaged or rented long-term)

Parental/Guardian home

Private lodgings (e.g. shared accommodation or rented short term / during term time)

Not resident at University - study year away

Not resident at University - distance learning or working away

Other

# Phone and email details

**TELEPHONE & EMAIL DETAILS**

**Telephone number details**

Please select a country dialling code in each field below. You can search by dialling code or country name - start typing either a dialling code or a country name and a drop-down list will appear below the field for you to select the correct code. Please ignore any zeros at the beginning of the code e.g. enter 44 for the United Kingdom dialling code.

<b>Country dialling code for home phone number</b>	<input type="text"/>	<b>Home phone number</b>	<input type="text"/>
<b>Country dialling code for contact phone number</b>	<input type="text"/>	<b>Contact phone number</b>	<input type="text"/>
<b>Country dialling code for mobile phone</b>	<input type="text"/>	<b>Mobile phone number</b>	<input type="text"/>

If you provide a mobile phone number above, you are agreeing to the University contacting you by normal voice communication, although University staff will normally use email to communicate with you.

**\*Text Messages** ☐ I am happy to receive text messages from the University  
☐ I do not wish to receive text messages from the University

You may receive text messages from the University, for example to inform you of late time-table changes, of events which might be of interest, appointment reminders etc. Please tick the option above if you do not want to receive such reminders. You can change this at any time on the Personal Data page.

**Email addresses**

Please provide at least one email address.

**\*Personal Email Address**

**Alternate email address**

The University will normally use your University email address to contact you and you are expected to check messages sent to that address. We do need you to provide at least one alternative email address so that we are able to contact you if for example, you are unable to access your University email account. If any of your contact details (home email address, address details, telephone numbers) change during the year, then please make sure you update your details using the Personal Data option on the portal.

**University Email Address**

Your University email address  will not become live until you have activated your University username and password. You can do this once you have completed online enrolment and shown your photo identification (when you collect your Campus Card).

**\*Email Agreement** ☐ Yes ☐ No

Before your University email address is activated your personal email address will be made available to Reading University Students' Union (RUSU) so that they can send you pre-arrival information including ticketing info for welcome week entertainment and details of how to get involved in clubs and societies. Please indicate above whether or not you agree to your personal email address being used in this way.

Store & Continue

(Note: details obscured in this image)

After the address screens, we show you the phone numbers we hold for you and the email addresses we have for you.

Please enter the international dialling code for any telephone numbers you provide (including UK numbers).

Please enter a personal email address in the relevant box. We need to contact you on that email address if you have any problems at all with your University username and email address. We will also use that email address to contact you before you arrive, and at the end of your course when you are invited to your Graduation ceremony. We also ask you to indicate whether you are happy for your personal email address to be made available to Reading University Students' Union before you arrive.

You will be given a University of Reading username and email address, but **you will not have access to this** until you have completed all stages of online enrolment, have paid your fees (or made arrangements to have them paid by a sponsor) and have provided your visa and passport details (if you are an overseas student) or photo identification (if you are a home student).

### **You've asked about text messages: what do you mean?**

We may want to text you at different times: in an emergency, for routine messages such as if your timetable changes (if a tutor is ill, or a room is not available), to ask you about your thoughts on the University, or if you'd like to help us as a student volunteer and so on. Please select the option that suits you best. Remember to update your mobile number if it changes.



## Programme details

**PLEASE CHECK YOUR PROGRAMME DETAILS**

Please check your programme details as shown below. If your programme details are incorrect, you cannot proceed with online enrolment until these have been amended.

**Programme details:**

Programme of study:	BA English Literature
Year of study:	Year 1 (of 3 years)
Mode of Attendance:	Full-time
Fee Status:	HOME: UK/EU
School/Department:	English Literature; School of Literature and Languages
Personal Tutor (may not yet be allocated):	

Is this data correct?

☒ **Yes** - click **Confirm** button to continue

☐ **No** - click **Confirm** button to inform relevant Office

*Please note there may be a short delay before you move on to the next screen whilst your settings are updated*

**Confirm**

(Note: screen will vary according to programme taken.)

Please check that we have your programme details shown correctly. These details are used for calculating the fees you need to pay. If you have transferred from your original programme, it can take a few days before the change is updated onto the database. You can also check the programme details we hold for you on the main screens of the portal, at any time of the year.

If these details are wrong, you must stop at this point until we have corrected them: otherwise you may be charged the wrong fees.

### What does it mean when it says 'Home' fees?

It means you will pay the lower rate of fees, which is applied to students from the UK. The three fee levels are Home, Overseas (including the European Union) and Channel Islands/Isle of Man. It does not mean that we expect you to live at home, or that we think your home will pay the fees! There is a full explanation of the definition of 'home' and 'overseas' tuition fees at <http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Home-or-Overseas-fees-the-basics> which you can use to help you if you want to check if you are being charged the correct level of fee.

### The information is wrong. What shall I do?

If it's wrong, we need to correct it before you go any further. Please use the link to inform the University Admissions Office, and let them know what is wrong. They will correct it, and when you log in again, you will see the updated information.

# Careers Support

## Careers Support

This question asks about your plans for what you'll do after you finish your course. It helps us make sure we're getting careers support to students that need it, regardless of what stage of your studies you are at.

*Please note that all of these questions are mandatory so please provide a response to the questions. If you do not choose a response you will be taken back to the beginning of the process to start again.*

Question 1a. Which of the following statements best represents what you are thinking now, about options after your course:

- ☐ I am not thinking about it
- ☐ I am keen to start exploring some ideas
- ☐ I am narrowing down my options
- ☐ I know what I want to do after my course
- ☐ I'd rather not say

Question 1b. Which of the following statements best represents what you are doing now, about options after your course:

- ☐ I am not doing anything yet
- ☐ I am pursuing\* work experience (e.g. internships, placements, year in industry, shadowing, volunteering)
- ☐ I am pursuing\* graduate opportunities (e.g. jobs, postgraduate study, travel plans, entrepreneurship)
- ☐ I have secured a graduate opportunity for after my course (e.g. jobs, postgraduate study, gap year travel, entrepreneurship)
- ☐ I'd rather not say

This screen asks a series of questions about your plans for what you'll do after you finish your course (first two questions shown above). It helps us make sure we're getting careers support to students that need it, regardless of what stage of your studies you are at.

This information may be used to inform and tailor the careers support you receive. It will also be used to analyse and evaluate the impact of careers initiatives. This data will not be shared with any external third parties outside of the University without your consent. Data collected may also be used in anonymised form for the purposes of reporting and statistical analysis.

This completes stage 2 of online enrolment: when you click on Continue, there will be a small delay whilst your records are updated.

## End of stage 2

**ONLINE ENROLMENT PERSONAL DETAILS**  
The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Personal

Care Leaver detail

Other details

Student Parents

View Home Address

Home Address Country

Amend Home Address UK

University Accommodation

Phone numbers

Programme

Careers

\*End\*

Your personal details online enrolment is now complete.

Thank you for completing the personal details online enrolment screens.

Click on the [Finish] button below to return to the RISIS portal and continue with the next stage of online enrolment.

FINISH

You have now completed Stage 2 of online enrolment. Please click on the Finish button to begin the next stage.

## Start of Stage 3

### Online enrolment

#### Welcome to the University's online enrolment process

Please complete the University's online enrolment process in order to become a fully registered student of the University for the coming year.

Online enrolment involves the four stages shown below, during which you need to check or amend the information we hold about you, or add new data.

For further information about the online enrolment process please see the [online enrolment instructions](#). These instructions are a step-by-step guide through the online enrolment process, complete with screenshots. We encourage you to refer to these instructions if you have any queries as you complete the online enrolment process. If you are a **new student** and you need further help, please [click here to email the Student Help team](#). If you are a **returning student** and you need further help, please contact your Support Centre. [You can find the contact details of your Support Centre by clicking this link](#).

Rules and Regulations

Personal Details

HESA Details

Fees

The current stage is highlighted in orange and you can click this stage to complete the required information. Subsequent stages will become available as you complete the previous one.

The address, contact and Emergency Contact details screens in the Personal Details section will be available after you have completed online enrolment. It is your responsibility to keep this information accurate and up to date. These details are important, as the University will need them to contact you or your designated representatives about important University matters.

You can amend some data directly on screen, but in other cases changes to data need to be notified to the relevant office and an email link is provided for that purpose.

Where the data is incorrect and needs to be corrected before you can continue, the process of online enrolment will be interrupted while this is sorted out. The University office responsible for dealing with the amendment will make the change as quickly as possible within office hours, and will notify you by email where possible. You will then need to start at the beginning of the process but should be able to move quickly through the screens already checked to the relevant screen and continue from where you stopped.

We have to make returns to HESA, the Higher Education Statistics Agency, as part of our statutory obligations. HESA makes use of the information to ensure that universities are providing the correct level of access to students from all backgrounds. For more information on HESA and its function, please go to <http://www.hesa.ac.uk>.

# Disability

ONLINE ENROLMENT FURTHER DETAILS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

\*Disability\*

Please check your disability details

Please check your disability details shown below. If your disability code is missing or incorrect, please inform the Disability Office using the option below.

Mental health issues are coded under a disability code. The Disability Advisory Service and the Counselling service are part of Student Wellbeing. Please register with both services to have information about what we can offer to support you to engage in your studies and life at Reading.

Disability code No disability

Please confirm that this data is correct by choosing the Yes button below. If the data is missing or incomplete/incorrect, please choose the No button below.

☒ Yes - click Confirm button to continue with online enrolment

☐ No - click Confirm button to inform Disability Office and then continue with online enrolment

Confirm

This screen shows what you may have declared as a disability.

## Why are you asking this?

We have to collect this information as part of our HESA returns to Government.

What we need to know here is whether we have the correct disability code for you.

## What if the information shown is correct?

We hope that we have the correct information in this screen already. If we do, you just need to click on Confirm.

## What if the information shown is wrong?

If the information shown is wrong, please click the button marked No, and then click on Confirm. This will take you to a screen which asks you to contact the Disability Office to confirm the correct information. You can use the link in that screen to contact the Disability Office by email; or you can contact the team later if you prefer: but you do need to let the team know that the data is wrong before you start at the University.

Clicking on 'no' will not affect the enrolment process: you can carry on with the online enrolment process by clicking on Confirm. If, however, you would like to be sure that the change has been applied to your records, you can wait until your email has been dealt with, then log in again in a few days: you will see the change in place.

# Ethnicity

The screenshot shows a web form titled 'ONLINE ENROLMENT FURTHER DETAILS'. At the top, a green banner contains the text: 'The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.' Below this banner are two buttons: 'Disability' and '\*Ethnicity\*'. The '\*Ethnicity\*' button is highlighted. Below the buttons is a section titled 'Please select the relevant ethnicity code from the drop down list'. This section contains a paragraph explaining that the field is mandatory for all students normally resident in the UK, and that users can select 'Prefer not to say (UK student)' if they do not wish to disclose their ethnic origin. It also includes a link to the HESA Student Collection Notice. Below the text is a label 'Ethnic origin' followed by a blurred drop-down menu. At the bottom of the section is a 'Store & Continue' button.

(Note: details obscured in this image)

This screen is mandatory if you are a UK/EU student. If you leave it blank you will be sent back to the beginning of Stage 3.

## Why are you asking this?

We have to collect this information as part of our HESA return to Government: the information is held within our statistics and your personal details are not linked to those statistics.

## What if the information shown is correct?

We hope that we have the correct information in this screen already. If we do, you just need to click on Store & Continue.

## What if the information shown is wrong?

Just click on the drop down blue arrow to see the full selection of information, change to the correct group, and click on Store & Continue.

## I don't want to give you this information.

Then please select "Prefer not to say" from the bottom of the list. If you are from the UK, please select "Prefer not to say (UK student)"; if you are from outside the UK, please select "Prefer not to say (EU/International student)".

# Parental Education

## Parental Education

The following question is about your parents' level of education. This includes natural parents, adoptive parents, step-parents or guardians who have brought you up. If you do not wish to disclose this information, please select 'Prefer not to say' from the drop down list.

Do any of your parents (as defined above) have any higher education qualifications, such as a degree, diploma or certificate of higher education?

Yes  **\*\*Mandatory**

Store and Continue

This question is about your parents' level of education. This includes natural parents, adoptive parents, step-parents or guardians who have brought you up. Please select yes if your parents have higher education qualifications. If you do not wish to disclose this information, please select 'Prefer not to say' from the drop down list.

## Unique learner number

**ONLINE ENROLMENT FURTHER DETAILS**

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Disability

Ethnicity

Parental Education

**\*Unique Learner Number\***

Highest Quals

**Unique Learner Number**

If you have been issued with a Unique Learner Number, please enter it here.

Please note that this is **not** your University of Reading student number and is **not** your UCAS personal ID number. The Unique Learner Number is a **10 digit number** issued by the Learner Registration Service. If you do not have a Unique Learner Number please press the Store and Continue button.

Unique Learner Number (If applicable)  10 digit number

Store and Continue

Some UK students have been issued with a Unique Learner Number. This is NOT the UCAS number, the UKPASS number, the UCAS Personal ID or any other number.

For more information about Unique Learner Numbers please see <https://www.gov.uk/government/publications/lrs-unique-learner-numbers>.

If you have a Unique Learner Number, please enter it here.

If you do not have a number, please leave the field blank.

Click on Store and Continue.



# Highest qualification on entry

ONLINE ENROLMENT FURTHER DETAILS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

DisabilityEthnicityUnique Learner Number\*Highest Quals\*

Please check your Highest Qualifications on Entry

Please check your Highest qualification details which are shown below.

If your qualification details are missing or are not correct, please click on No and follow the link to let us know the correct details. **Please note that we only need to know about the highest qualification you currently hold. You do not need to tell us about any other qualifications which are at a lower level.** You also do not need to tell us about individual unit marks for any qualifications.

"First degree" generally means an undergraduate degree. It does not mean that you were awarded a First at degree level.

Qualification category	Qualifications	Subject	Institution	Country of Study

Is this data correct?

☒ Yes - click Confirm button to continue with online enrolment

☐ No - click Confirm button to inform relevant Office and then continue with online enrolment

Please note there may be a short delay before you move on to the next screen whilst your settings are updated

Confirm

(Note: details obscured in this image)

## What is this screen for?

We need to check that we have the right details on the database for the qualifications you had when you arrived. We make a return to HESA about this.

## It says that I have a first degree from a UK university but I got a 2:1 in my degree – have you got the wrong details?

No – ‘First degree’ generally means an undergraduate degree. We will have assessed your previous qualifications when we considered your application: we just need to check that we have entered it correctly on the database. If the details shown are wrong, please let us know, but all we need to declare is that you have a previous degree, and its level.

## What if the information shown is correct?

We hope that we have the correct information in this screen already. If we do, you just need to click on Confirm.

## What if the information shown is wrong?

Please click on the No button, and click on Confirm. This will take you to another page with a pop-up link to email the University Admissions Office: please send the email and let them know what the correct qualifications should be.

## Additional qualifications

Please let us know about any additional qualifications

**ONLINE ENROLMENT FURTHER DETAILS**

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Disability

Ethnicity

Parental Education

Unique Learner Number

Highest Quals

\*Add new qualifications\*

**Please let us know about any additional qualifications**

Do you hold any additional qualifications (at Level 3 equivalence) not listed on the previous screen?

Examples of additional qualifications include Level 3 BTECs and Diplomas, Graded Dance (Grade 6 and above), Music theory and practical (Grade 6 and above), Cambridge Pre-U and Scottish Advanced Higher.

Please use the **List** box below to select any relevant qualifications. If you do not have any additional qualifications - then please select **Not Applicable**

Not Applicable

List

Please enter the **subject** of the qualification listed above:

Please enter the **grade** achieved in the qualification listed above:

Please enter the **year** that the qualification listed above was achieved:

By clicking Continue you are confirming that you hold the above qualification

Continue

ONLINE ENROLMENT FURTHER DETAILS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Disability
Ethnicity
Parental Education
Unique Learner Number
Highest Quals
Add new qualifications

Add further qualification\*

Do you hold any other additional qualifications?

Do you hold any other additional qualifications to add?

☐ Yes
☐ No

Continue

This is the last section of Stage 3, and your records will update again now. There will be a small delay.

ONLINE ENROLMENT FURTHER DETAILS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Disability
Ethnicity
Parental Education
Unique Learner Number
Highest Quals
Add new qualifications

Add further qualification
End\*

Your HESA details online enrolment is now complete.

Thank you for completing the HESA details online enrolment screens.

Click on the [Finish] button below to return to the RISIS portal and continue with the next stage of online enrolment.

FINISH

## End of Stage 3

You have now completed Stage 3 of online enrolment. Please click to Finish and return to the online enrolment home page.

## Start of Stage 4

### Online enrolment

#### Welcome to the University's online enrolment process

Please complete the University's online enrolment process in order to become a fully registered student of the University for the coming year.

Online enrolment involves the four stages shown below, during which you need to check or amend the information we hold about you, or add new data.

For further information about the online enrolment process please see the [online enrolment instructions](#). These instructions are a step-by-step guide through the online enrolment process, complete with screenshots. We encourage you to refer to these instructions if you have any queries as you complete the online enrolment process. If you are a **new student** and you need further help, please [click here to email the Student Help team](#). If you are a **returning student** and you need further help, please contact your Support Centre. You can find the contact details of your Support Centre by clicking [this link](#).



The current stage is highlighted in orange and you can click this stage to complete the required information. Subsequent stages will become available as you complete the previous one.

The address, contact and Emergency Contact details screens in the Personal Details section will be available after you have completed online enrolment. It is your responsibility to keep this information accurate and up to date. These details are important, as the University will need them to contact you or your designated representatives about important University matters.

You can amend some data directly on screen, but in other cases changes to data need to be notified to the relevant office and an email link is provided for that purpose.

Where the data is incorrect and needs to be corrected before you can continue, the process of online enrolment will be interrupted while this is sorted out. The University office responsible for dealing with the amendment will make the change as quickly as possible within office hours, and will notify you by email where possible. You will then need to start at the beginning of the process but should be able to move quickly through the screens already checked to the relevant screen and continue from where you stopped.

Not all students will need to work through the following screens. If you are studying part time and are paying per module, rather than paying tuition fees for the year, then you will not see all of the parts of this section.

Click on the orange Fees box to start the process off.

# Fees due

**ONLINE ENROLMENT FEE AND SPONSORSHIP DETAILS**

*The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.*

**Please DO NOT use the back button on your browser during this task as it may cause problems with your tuition fee calculation**

\*Fees\*

**Please check your fee details**

**Fees Information - Part 1: Calculation of Tuition Fee**

This screen shows the total tuition fee for your programme of study for this year, and how it has been calculated. The next screen (Fees Information - Part 2) will show if you have notified the University that you anticipate that your tuition fee will be paid all or partly by Student Finance England (SFE) in 2017/8, or if you anticipate that your tuition fee will be paid by a sponsor, and will show how much you are expected to pay yourself, if the SFE loan or other sponsorship does not cover all of your tuition fees.

If you have applied for a place in University Accommodation and are successful, you should have already received notification of your accommodation fees and any catering fees via the Student Accommodation Online facility.

The tuition fee is determined by your programme, your mode of attendance and your fee status (a fee status of Home means that you are normally resident in the UK or European Union):

Programme:	LLB Law
Mode of Attendance:	Full-time
Fee Status:	HOME: UK/EU

Details	Tuition Fee 2017/18 LLB Law
Amount	£ 9,250.00

Is the data shown above (which is used to calculate your tuition fee) correct?

☒ **Yes - click Confirm button to continue**

☐ **No - click Confirm button to inform relevant Office of changes to data which may affect the calculation of the tuition fee**

*If your fee details are incorrect, you cannot proceed with online enrolment until the details have been amended by the relevant Office.*

Confirm

(Note: screen will vary according to programme taken.)

This screen shows you the fees which we believe you are due to pay as tuition fees this year. The fees are calculated on the basis of your programme of study and on where you lived when you started here.

**You may also be required to pay research expenses as part of your Research degree. Please refer to your offer letter and any other documentation from your Admissions team for further clarification.**

You will see that you are either shown as being a Home student, an Overseas student (including EU), or a student from the Isle of Man or the Channel Islands.

There is a full explanation of the definition of 'home' and 'overseas' tuition fees at <http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Home-or-Overseas-fees-the-basics> which you can use to help you if you want to check if you are being charged the correct level of fee.

**The information is wrong: what shall I do?**

Please click on No, and then Confirm: this will then give you a link to email the University Admissions Office to have the corrections made. Don't try to continue with online enrolment: we'll need to get your records right first.

## Sponsorship details

**Please check your fee payment details**

**Fees Information - Part 2**

If you have notified the University that you anticipate that your tuition fee will be paid all or partly by Student Finance England/Student Finance Wales (SFE/SFW) in 2017/8, or if you anticipate that your tuition fee will be paid by a sponsor, the details will be shown below:

SFE/SFW or Sponsor	Amount	Reference
Student Loans Company Ltd	£9250 Tuition fees	

Total fee:

£9250

Amount of SFE/SFW loan or other sponsorship:

£9250

Amount to be paid by student:

£0

If the tuition fee to be paid by you is £2000 or less the whole fee must be paid before enrolment can be completed.

If the tuition fee to be paid by you is greater than £2000 the fee may be paid in two instalments, the first in order to complete enrolment at the start of the Autumn Term and the second at the beginning of the Spring Term in January 2019. Each instalment would be: £ Not Applicable

A later screen in the online enrolment process will allow you to pay this amount online, using a credit or debit card. Alternatively, you may wish to pay when you arrive at the University at the beginning of term, but you should be aware that you will not be able to make full use of the University's facilities (borrow books from the Library or use the University's IT facilities) and you will not be able to collect your University Campus Card until you have completed enrolment by paying the amount which is due for tuition fees.

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*If the box above shows that your tuition fee will be paid by Student Finance England/Wales then please ignore the question below and press Confirm to move to the next page.*

*Alternatively, if the box above does NOT show that your tuition fee will be paid by Student Finance England/Wales then please answer the following questions:*

- Do you intend to apply or have you already applied for a Student Finance England/Wales Tuition Fee Loan ?
- Have you applied for a Student Finance England/Wales Tuition Fee Loan but have not yet learnt the outcome?

If the answer to either of the above questions is 'Yes' please select the 'Yes' button.

☒ **Yes**

☐ **No**

If you have been allocated a Student Support Number by Student Finance England/Wales, then please enter this below.

Student Support Number:

*If your loan arrangements are not confirmed before 12 October 2018, you will be liable to pay the full tuition fee yourself and will receive a statement of account from the Finance Office indicating this. You are therefore advised to apply for the SFE/SFW tuition fee loan as soon as possible and to provide documentary evidence of this to the Student Financial Support Office (in the Carrington Building on campus) so that your fee records can be amended.*

(Note: details obscured in this image)

This screen shows you any sponsor details which we have for you. If you have a sponsor, who will pay your tuition fees, the top white box will show the details of that sponsor. If you don't have a sponsor, that box will not appear.

There is then a second box, with a calculation, showing what your total fees are (you confirmed these on the previous screen) and how much of those fees will be paid by your sponsor.

**If you do not have a sponsor, then you must pay these fees yourself. A link will let you do this at the end of the process.**

**If you have applied for a Tuition Fee Loan but the details are not shown (or if you intend to apply for a Tuition Fee Loan).**

If you have applied for a Tuition Fee Loan but the details are not shown, or if you intend to apply for a Tuition Fee Loan, then please follow the instructions on the bottom of the screen.

**I am an international student (including EU) and I have a sponsor, but it's not showing my sponsor on the screen.**

If your sponsor details are not showing on the screen, you must click on No at the bottom of the screen, then on Confirm.

You will then be taken to a screen where you can notify us that your sponsorship details are incorrect by uploading a copy of your official sponsorship document/financial guarantee letter. Please ensure that you upload this document, and then click on the 'Return to portal' button.

Staff review the database for uploaded sponsorship documents to review and process during business hours Monday to Friday. Please wait at least 24 hours (longer if you upload a document over the weekend) before you log back in and click on the orange Fees box to check if your sponsor details have been updated and your records amended.

Your sponsorship details are incorrect - please notify us

As you have confirmed that your sponsorship details are incorrect or incomplete, please upload a copy of your sponsorship document.

Once you have uploaded your document, please click the Return to Portal button below. Once your records have been reviewed and updated by the relevant office, you will be able to continue with online enrolment. Staff review documents on a daily basis (Monday to Friday).

Upload your official sponsorship document/financial guarantee letter

Please attach a copy of your official sponsorship document/financial guarantee letter.

For any queries relating to sponsorship, you can contact the Student Financial Support Team by sending an email to [studentfunding@reading.ac.uk](mailto:studentfunding@reading.ac.uk).



# Sponsor consent form

ONLINE ENROLMENT FEE AND SPONSORSHIP DETAILS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Please DO NOT use the back button on your browser during this task as it may cause problems with your tuition fee calculation

FeesSponsor\*Sponsor Consent\*

Sponsor Consent Form

The majority of sponsors now request information on the academic progress of the students they sponsor. The sponsorship is withheld if the University fails to provide such reports. If this happens you may incur immediate personal liability for the payment of your tuition and accommodation fees, and any catering fees, and will be invoiced accordingly.

The University needs your consent to disclose reports on your academic progress to sponsors. Please TICK the box below. You must tick one of the boxes below to continue.

☐ I GIVE the University my permission to share information about my academic progress with my sponsor. I understand that this information may include sensitive personal data, such as information about my health or any (alleged) misconduct or offence. Please click [here](#) to read a definition of sensitive personal data.

☐ I DO NOT give the University my permission to share information about my academic progress with my sponsor. I understand that this may incur immediate personal liability for any University fees, such as tuition, accommodation and catering fees.

Continue

**You will only see this screen if you are an international student (including the EU), or from the Channel Islands or Isle of Man, and have a sponsor.**

As the form explains, most sponsors want to know how your studies are progressing. This is usually a condition of their sponsorship. We need your permission to release details of your academic progress to your sponsor.

**If you are not willing to allow us to pass information on your studies to your sponsor, you must understand that if your sponsor asks for a report on your progress and you refuse permission for us to send it, then the sponsor may refuse to pay your tuition fees. You may incur immediate personal liability for these fees yourself.**

# Pay your fees

ONLINE ENROLMENT FEE AND SPONSORSHIP DETAILS

The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.

Please DO NOT use the back button on your browser during this task as it may cause problems with your tuition fee calculation

Fees

Sponsor

\*Pay Fees?\*

Payment of Tuition Fee Liability

Your tuition fee liability at enrolment is **£ 6875.00**. If you have already paid this tuition fee liability then please select No below to continue.

You can pay your tuition fee liability by credit or debit card now, or at a later stage once you have completed the online enrolment process.

Please note that you will not be fully enrolled until you have paid the tuition fee liability shown above.

Do you wish to pay your tuition fee liability now?

☒ Yes  
☐ No

Please note there may be a short delay before you move on to the next screen whilst your settings are updated

Continue

If you have not got a sponsor, then you will need to pay at least 50% of your overall fee liability before you can enrol fully. The system has already worked out what you need to pay, and this link shows the balance.

If you click Yes, then Continue, you will be taken to a further screen, which then, in turn, links to the Finance Office's website.

If you click No, then Continue, you will be taken to the last stage of the enrolment process, and will then have a link which you can return to when you are ready to pay your fees.

## IMPORTANT

We will charge your account in the first week of term. Until then, you are paying in advance against the fees you have to pay. If you log into your Finance account, you will NOT see the amount that you need to pay until after term begins.

**You will not be fully enrolled until you have paid the amount shown on this screen. This means that you will not be able to use your email account, or borrow books from the Library, or, if you are in University accommodation, you may not be able to access your room.**

## Can I pay for my accommodation at the same time?

Yes, you can: when you go to the Finance website, you will need to mark that you are paying your tuition fees, but you can pay more than that. Any extra money which you pay will then be allocated to other areas on your account, such as accommodation. You will have to pay the next half of your tuition fees in January.

## Fees Disclosure

**ONLINE ENROLMENT FEE AND SPONSORSHIP DETAILS**

*The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.*

**Please DO NOT use the back button on your browser during this task as it may cause problems with your tuition fee calculation**

Fees

Sponsor

\*Fees Disclosure\*

**Fees Information Disclosure**

The University can disclose information relating to your tuition and accommodation fees on request, if you indicate you are happy for us to do so. The University discloses this information as it often helps students to settle fees, particularly in cases where parents or sponsors are contributing towards costs.

☐ I give permission for this information to be disclosed.

☐ I do not give permission for this information to be disclosed.

*Please note that there may be a slight delay whilst your settings are updated*

Continue

The University can disclose information relating to your tuition and accommodation fees on request unless you tell us not to do so. The University discloses this information as it often helps students to settle fees, particularly in cases where parents or sponsors are contributing towards costs. Please select an option to indicate whether or not you wish this information to be disclosed in this way, and click 'Continue'.

## Finish online enrolment

ONLINE ENROLMENT FEE AND SPONSORSHIP DETAILS

*The buttons below show which stage of online enrolment you have reached. You can click on a button to return to a screen which you have already visited.*

**Please DO NOT use the back button on your browser during this task as it may cause problems with your tuition fee calculation**

[Fees](#) [Sponsor](#) [Fees Disclosure](#) [\\*End\\*](#)

Your online enrolment is now complete.

Thank you for completing the online enrolment screens.

Click on the [Finish] button below to return to the RISIS portal.

Your portal options will now have been updated, and you will no longer have access to the online enrolment process. The RISIS Home page will show an overview of any remaining actions you need to take to complete your enrolment, including the payment of fees and updating personal details.

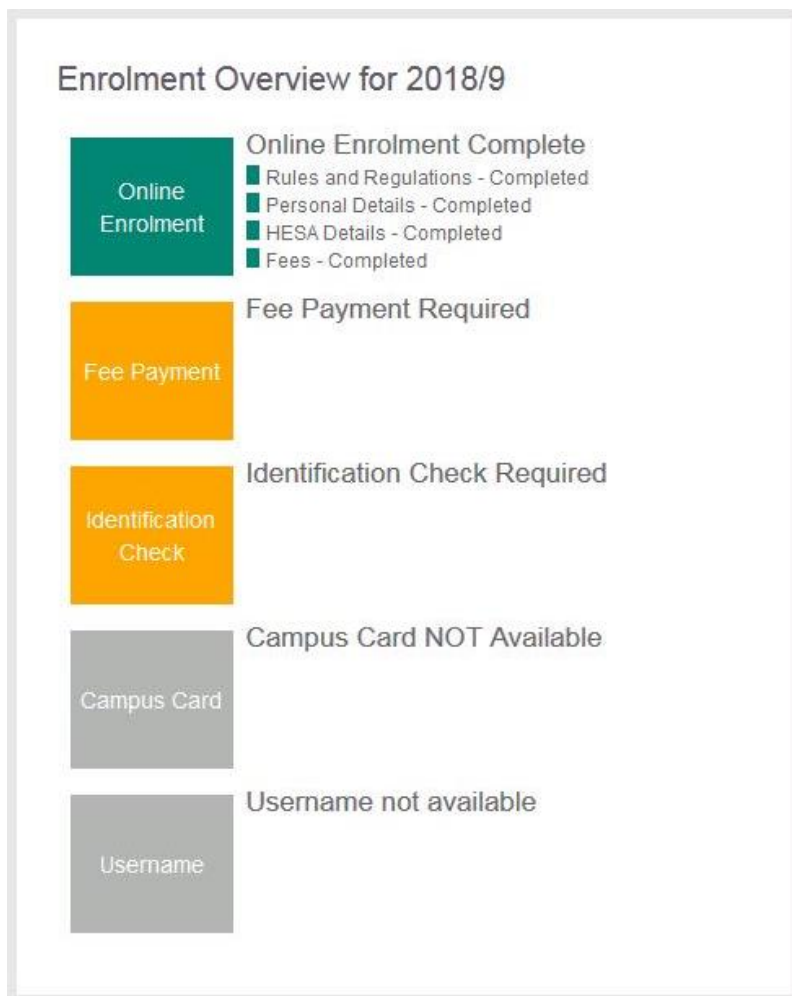
[Finish](#)

Thank you, you've finished the online enrolment process!

Clicking on Finish will now close off the process of online enrolment.

Please note that if you now log off, before collecting your username, then you can still log in using your student number and date of birth, just as you did at the beginning of this process. However, once you have collected your username, you will log in with that username and the password you will set up to go with it.

## Next steps after online enrolment



Now that you have completed online enrolment, you will see that the Online Enrolment box in the Enrolment Overview is green, to show that the online enrolment process is complete. You will also see additional information on the RISIS Portal home page, such as the enrolment information box below. Depending on your course of study, some of the next steps may vary, so it is important to review the information displayed on your RISIS Portal home page after you have completed online enrolment.

## Enrolment Information for 2020/1

### Welcome to the enrolment overview

Below are the steps that you will need to take to complete your enrolment with the University. An orange box shows that you need to take action; a green box shows that the action is complete and a grey box means that the particular option is not yet available.

If you are using a computer/laptop with a mouse, you can hover the cursor over each box and further explanatory text will appear. If you are using a mobile phone or tablet, you can 'long press' on each box and further explanatory text will appear.

**Need further help?** Online enrolment guides can be found at <https://www.reading.ac.uk/enrol> and further information on everything you need to know about joining the University can be found at <https://student.reading.ac.uk/essentials/welcome.aspx>.

Attendance on campus for 2021/22 academic session - click here for further details ▲

Identification Checks for the 2021/22 academic session - click here for further details ▲

Campus Card issuing for the 2021/22 academic session - click here for further details ▲

The online enrolment overview and the content of the RISIS Portal home page will provide you with guidance on what the next steps are for you to complete your enrolment with the University. A summary of the next steps is provided below.

## Payments to the University

We need your payment against tuition fees to complete your enrolment. If you have already paid 50% of your tuition fees, or you have a sponsor, then the Enrolment Overview will show that Fee Payment is complete. If you haven't yet paid 50% of your tuition fees, and you don't have a sponsor, then the Enrolment Overview will remind you that you need to make this payment to enrol fully. Clicking on the orange Fee Payment box will take you to the online Fees Payment site.

## Errors

### I have already paid my fees: why am I still seeing this screen?

The Finance database and the student database are not directly linked, though there are regular transfers of information. If you have only just paid your fees, it may be that there has been a delay in the transfer from Finance to our database. Please log out and then look again in another day. If you still have the message asking you to make a payment, then please contact the University Admissions Office who will be able to adjust your records on checking the Finance database.

## Visa and passport details and Identification check

If you are an **international student (including EU)** you will be asked to upload evidence of your Immigration Permission which allows study in the UK (you will be able to do this on the RISIS Portal once you have completed online enrolment).

## Upload immigration documents

### Why am I required to upload evidence of my Immigration Status?

Your record indicates that your nationality is not UK and as such, we are required by the UK Home Office to hold evidence of your Immigration Permission which allows study in the UK. Please upload the evidence you hold under the applicable document type. You will not be able to progress your enrolment without providing evidence of your Immigration Permission within this upload screen. If you have any questions regarding your Immigration Permission please [email us](#)

If you are a EU, EEA or Swiss national and have been granted immigration permission under the EU Settlement Scheme, please generate a share code and upload this as your immigration permission document. We will use this to confirm your immigration permission via the UK Government's online checking service. To obtain a 'share code' you must visit <https://www.gov.uk/view-prove-immigration-status> and have the following information ready:

- details of your identity document used to apply for the EU Settlement Scheme (e.g. passport, national identity card, or biometric residence card/permit)
- your date of birth
- access to the mobile number or email address used when you applied – you will be sent a code for logging in.

If you have any problems generating your share code please [contact the International Student Advisory Team](#).

### What will happen once I have uploaded my documents?

Once you have uploaded your documents, these will be reviewed by a member of our team to ensure they meet the requirements. Please give us at least 2 working days (in peak periods, this may take us longer) to process these documents and remove the clearance check from your record which will then allow you to proceed to progress to the next stage of your enrolment. You can follow the progress of your enrolment via the Enrolment Overview on the left-hand side of this page.

For students starting their programme from outside the UK, if you have received your UK visa to study in the UK, please upload a copy. If you have not yet received your visa, please do not upload any documents and come back to this once you have received your visa.

If you are a UK national, you are not required to upload evidence in the Immigration document portal. Please proceed to the next stage of enrolment (the Enrolment Overview on this page will indicate what needs to happen next).

## Upload Immigration Documents

Documents uploaded 0

Type	Uploaded Date	Filename

You will not be able to progress your enrolment without providing evidence of your Immigration Permission. If you have any questions regarding your Immigration Permission please email [immigration@reading.ac.uk](mailto:immigration@reading.ac.uk). When you arrive on campus we will take a copy of your visa and your passport before you can collect your Campus Card. If you require a visa to study here, then, when you arrive on campus, please take your passport and visa to the Palmer Building to be checked.

If you are a **home student**, please take your photo identification (e.g. passport or driving licence) to the Palmer building when you arrive on campus.

Once you have done this, the Enrolment Overview will show that the Identification Check is complete.



## Username

Once we have received your payment, or have received confirmation from your sponsor, and have had a copy of your visa and passport or photo identification, you will be able to follow a link to collect your University username. Your username will be very important to you. You will use it to access your mailbox for University email; and to log into any computer in the computer rooms on campus, or to access the internet on those computers, or to log onto the wireless networks on campus. You will also use that username to log into Blackboard and other virtual learning environments; into student timetabling; into the Finance Office database to make a payment; and, after you have collected your username, you will use it to log into the RISIS Portal, the student database.

Once your username has been generated, the Username box in the Enrolment Overview will be orange to show that your username is ready for collection. Clicking on the Username box will take you to another page which will ask you to confirm your student number and your date of birth. It will also ask you what your security password is in RISIS – this is to make sure that you don't use the same password in this database as you do for every other login. Your username will then be displayed on screen and you will need to make up and enter a password to go with that username. After that, you will always use your University username and password on the first screen of the RISIS Portal, and your RISIS security password on the second screen.

## Campus card

On arrival at the University, please collect your Campus Card in person from the Palmer Building. Before your Campus Card is issued, your ID and/or immigration documents will be checked, so please make sure you bring those with you. Your photo will be displayed on your Campus Card. **We strongly encourage you to upload your photo on the RISIS Portal before you collect your Campus Card.** If you have not already uploaded your photo, your photo will be taken when you collect your card.

## Additional next steps for academic year 2021/2 in response to Covid-19

There are some additional next steps which may appear for you on your RISIS Portal home page after you have completed online enrolment.

### Notify need to quarantine (self-isolate) on arrival


Some students travelling to the UK may be required to quarantine after arrival. At the end of the online enrolment process we ask all students (apart from those who have requested permission to start at a distance) to notify us if they know at that point that they need to quarantine.

Don't worry if you don't know at this stage whether you will need to quarantine when you arrive. After online enrolment has been completed, the option to notify us that you need to quarantine on arrival will appear at the top of your RISIS Portal home page.




Traveling to or arriving on campus - do you need to quarantine (self isolate)?


Some students travelling to the UK may be required to quarantine after arrival. Please check the latest UK government guidance via the button below. If you do need to quarantine, please notify us by clicking the button below.



Notify us that you need to quarantine



UK government guidance on quarantine



Essentials - information on self isolation

Please do notify us if you need to quarantine on arrival by clicking the red button. You will also see on this part of the page that there are green buttons with links directly to UK government guidance on quarantine ([www.gov.uk/uk-border-control](http://www.gov.uk/uk-border-control)) and our Essentials page which have further information on self-isolation ([www.reading.ac.uk/essentials/Student-life/Support-for-students-self-isolating](http://www.reading.ac.uk/essentials/Student-life/Support-for-students-self-isolating)).

It is really important you notify the University if you need to quarantine on arrival. Staff check for notifications and will review your records to assist, for example, to complete your enrolment for you so you can collect your University username online whilst you are isolating and access online resources.

### Return to/arrival on campus (only applicable to those students who had their request to start their studies at a 'distance' approved)

If your request to start your studies at a distance is approved, we require you to confirm with us when you arrive on campus. There will be a link on your RISIS Portal home page to indicate you have arrived on campus. Once you click on the link, you will be asked a series of questions, including if you need to quarantine (self-isolate) now on your arrival. Staff run checks on the database for confirmation of arrival on campus, if you have been granted permission to start your studies at a distance. It is important that you notify us via this link when you arrive, as staff will review your records and get in touch with you regarding any outstanding steps in your enrolment process (for example, final Visa checks and issuing of your Campus card).

Arrived on campus

Please use the link below to tell us that you are changing your status from 'studying at a distance' to studying on campus'. Please only complete this process when you have arrived in Reading.

Arrived on campus