

SRS Student Guide: An Overview of the SRS Student Portal

Student Guide

Student and Academic Services

UNIVERSITY OF NORTHAMPTON Waterside Campus, University Drive, Northampton, NN1
5PH

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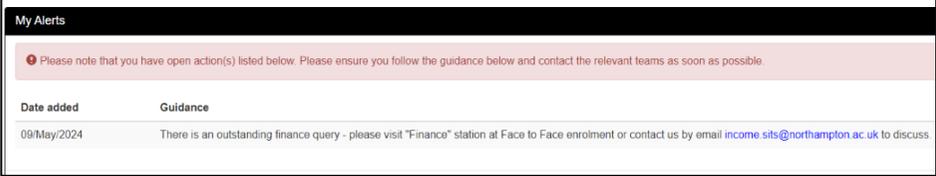
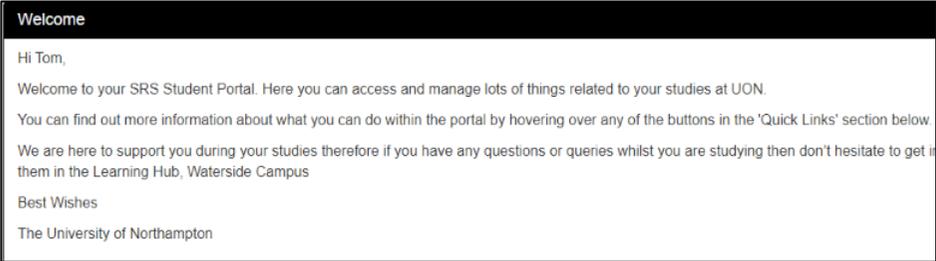
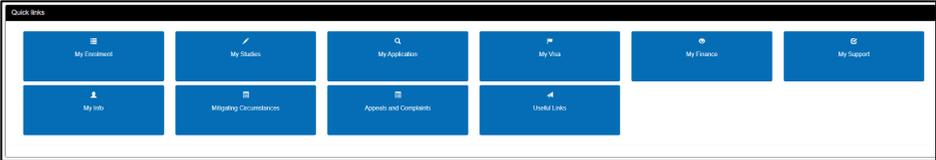
Introduction

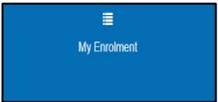
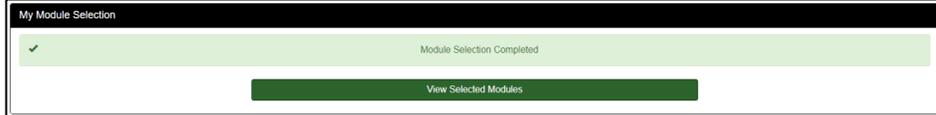
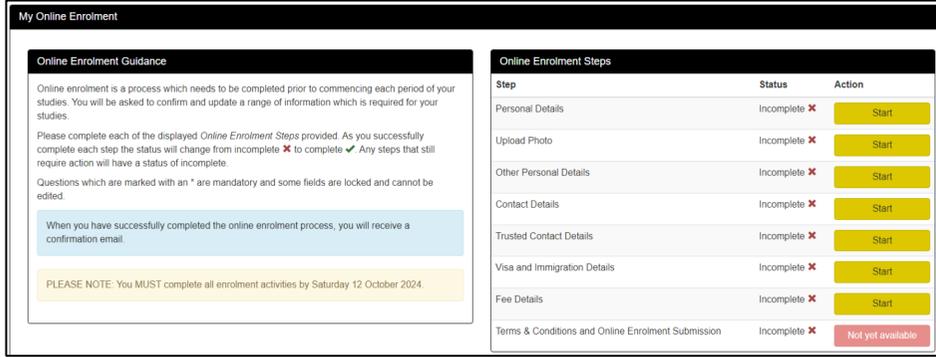
This guide provides an overview of the [SRS Student Portal](#) where you can view and manage a range of different things related to your studies including:

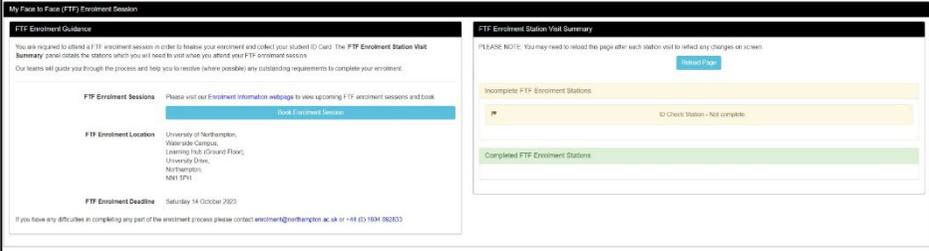
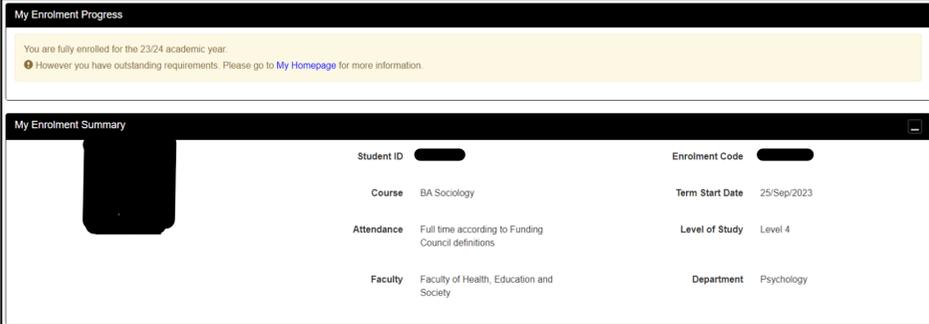
- View system alerts
- View outstanding requirements
- Manage personal information and contact details
- View and manage enrolment processes
- View details about your programme and tutors
- Request changes to your programme (e.g. module changes, study breaks, change of programme) and download documents (e.g. student status certificates)
- View your application information
- View passport and visa information
- View and manage financial information
- View and manage contact with support teams (e.g. ASSIST and Counselling and Mental Health)
- View and manage mitigating circumstances
- View and manage complaints and appeals

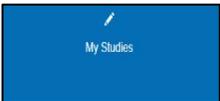
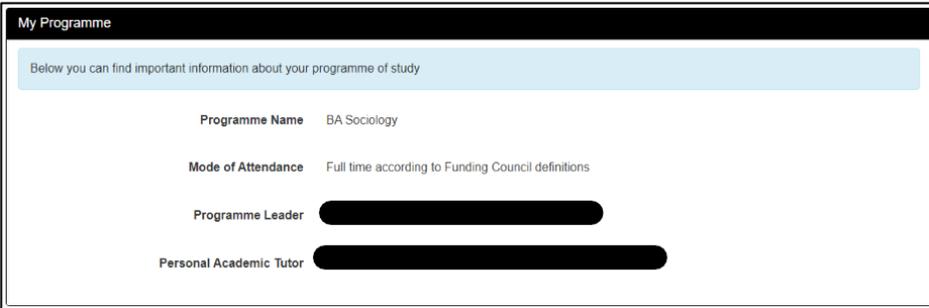
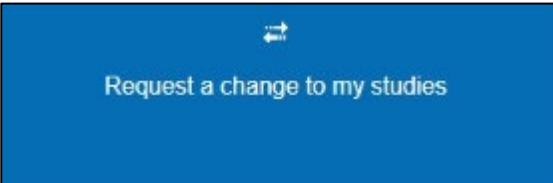
The information which you see in your student portal will vary depending on the services you have accessed, applications made and your student profile therefore you might not see all the below sections. The information below provides an overview of the different sections in the student portal and what you can do/see within each section. For more detailed guidance under the different sections then please view the relevant guides or help information on the student hub.

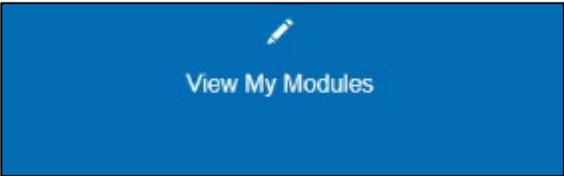
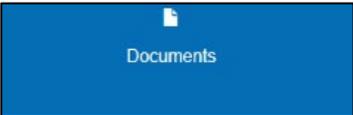
Student Portal Overview

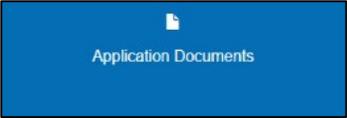
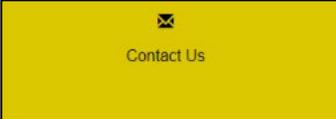
| Section | Overview | What can you do? | Images | | | | |
|--|---|--|--|------------|----------|-------------|--|
| My Homepage | On your homepage you can view important information and access the other areas of the SRS student portal | View My Alerts – Information about things which you have outstanding and need to resolve |  <p>My Alerts</p> <p>Please note that you have open action(s) listed below. Please ensure you follow the guidance below and contact the relevant teams as soon as possible.</p> <table border="1"> <thead> <tr> <th>Date added</th> <th>Guidance</th> </tr> </thead> <tbody> <tr> <td>09/May/2024</td> <td>There is an outstanding finance query - please visit "Finance" station at Face to Face enrolment or contact us by email income.sits@northampton.ac.uk to discuss.</td> </tr> </tbody> </table> | Date added | Guidance | 09/May/2024 | There is an outstanding finance query - please visit "Finance" station at Face to Face enrolment or contact us by email income.sits@northampton.ac.uk to discuss. |
| | | Date added | Guidance | | | | |
| | | 09/May/2024 | There is an outstanding finance query - please visit "Finance" station at Face to Face enrolment or contact us by email income.sits@northampton.ac.uk to discuss. | | | | |
| View your welcome message |  <p>Welcome</p> <p>Hi Tom,</p> <p>Welcome to your SRS Student Portal. Here you can access and manage lots of things related to your studies at UON.</p> <p>You can find out more information about what you can do within the portal by hovering over any of the buttons in the 'Quick Links' section below.</p> <p>We are here to support you during your studies therefore if you have any questions or queries whilst you are studying then don't hesitate to get in touch with us in the Learning Hub, Waterside Campus</p> <p>Best Wishes</p> <p>The University of Northampton</p> | | | | | | |
| Access other sections of your SRS Student Portal |  <p>Quick Links</p> <ul style="list-style-type: none"> My Enrolment My Studies My Application My Visa My Finance My Support My Info Mitigating Circumstances Appeals and Complaints Useful Links | | | | | | |

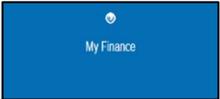
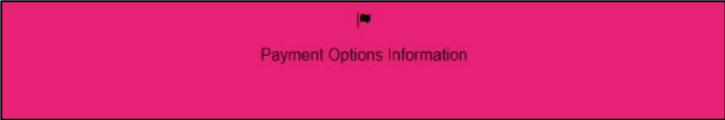
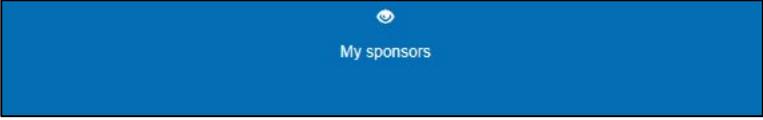
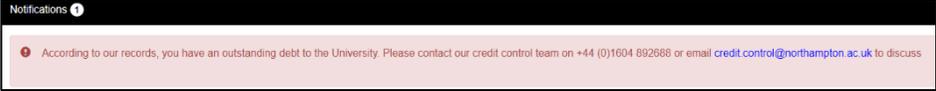
| Section | Overview | What can you do? | Images | | | | | | | | | | | | | | | | | | | | | | | | | | | |
|---|--|---|---|--------|--------|--------|------------------|--------------|-------|--------------|--------------|-------|------------------------|--------------|-------|-----------------|--------------|-------|-------------------------|--------------|-------|------------------------------|--------------|-------|-------------|--------------|-------|--|--------------|-------------------|
| <p data-bbox="85 715 344 756">My Enrolment</p>  | <p data-bbox="385 715 725 925">Your My Enrolment section contains all the information and tasks to management your enrolment and re-enrolment at UON</p> | <p data-bbox="743 389 1151 456">View enrolment progress (New Students)</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p data-bbox="743 616 1102 683">View and complete Module Selection (New Students)</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| | | <p data-bbox="743 935 1088 1002">View and complete Online Enrolment</p> |  <table border="1" data-bbox="1706 842 2145 1136"> <thead> <tr> <th>Step</th> <th>Status</th> <th>Action</th> </tr> </thead> <tbody> <tr> <td>Personal Details</td> <td>Incomplete ✘</td> <td>Start</td> </tr> <tr> <td>Upload Photo</td> <td>Incomplete ✘</td> <td>Start</td> </tr> <tr> <td>Other Personal Details</td> <td>Incomplete ✘</td> <td>Start</td> </tr> <tr> <td>Contact Details</td> <td>Incomplete ✘</td> <td>Start</td> </tr> <tr> <td>Trusted Contact Details</td> <td>Incomplete ✘</td> <td>Start</td> </tr> <tr> <td>Visa and Immigration Details</td> <td>Incomplete ✘</td> <td>Start</td> </tr> <tr> <td>Fee Details</td> <td>Incomplete ✘</td> <td>Start</td> </tr> <tr> <td>Terms & Conditions and Online Enrolment Submission</td> <td>Incomplete ✘</td> <td>Not yet available</td> </tr> </tbody> </table> | Step | Status | Action | Personal Details | Incomplete ✘ | Start | Upload Photo | Incomplete ✘ | Start | Other Personal Details | Incomplete ✘ | Start | Contact Details | Incomplete ✘ | Start | Trusted Contact Details | Incomplete ✘ | Start | Visa and Immigration Details | Incomplete ✘ | Start | Fee Details | Incomplete ✘ | Start | Terms & Conditions and Online Enrolment Submission | Incomplete ✘ | Not yet available |
| | | Step | Status | Action | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Personal Details | Incomplete ✘ | Start | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Upload Photo | Incomplete ✘ | Start | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Other Personal Details | Incomplete ✘ | Start | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Contact Details | Incomplete ✘ | Start | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Trusted Contact Details | Incomplete ✘ | Start | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Visa and Immigration Details | Incomplete ✘ | Start | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Fee Details | Incomplete ✘ | Start | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Terms & Conditions and Online Enrolment Submission | Incomplete ✘ | Not yet available | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| <p data-bbox="743 1232 1088 1299">View and update Financial Registration</p> |  | | | | | | | | | | | | | | | | | | | | | | | | | | | | | |

| Section | Overview | What can you do? | Images |
|---------|----------|-----------------------------|---|
| | | View Face-to-Face Enrolment |  |
| | | View enrolled status |  |

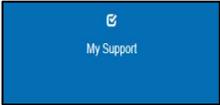
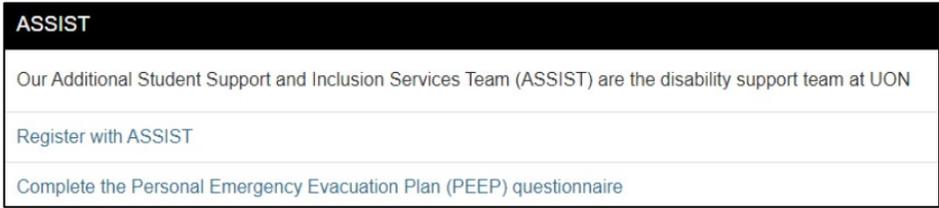
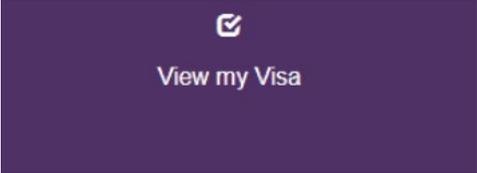
| Section | Overview | What can you do? | Images |
|---|---|---|--|
| <p data-bbox="91 667 286 703">My Studies</p>  | <p data-bbox="389 612 703 895">Your My Studies section contains information about your programme, view marks, download certificates of student status and request changes to your programme</p> | <p data-bbox="748 437 1160 539">View programme and academic staff information (including contact details)</p> |  |
| | | <p data-bbox="748 746 1173 884">Generate/Request Certificates of Student Status (e.g. documents which you can use to prove your student status)</p> |  |
| | | <p data-bbox="748 1011 1189 1149">Request changes to your studies (e.g. change of programme, study break, authorised absence, withdrawal)</p> |  |

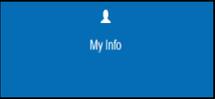
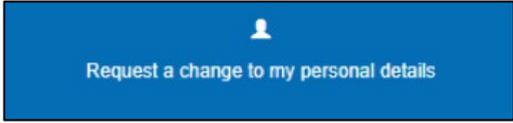
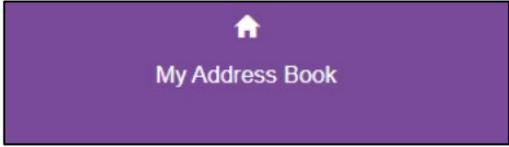
| Section | Overview | What can you do? | Images |
|---|---|--------------------------------------|---|
| | | View modules and request changes |  |
| | | View module marks |  |
| <p>My Application</p>  | <p>Your My Application section provides a summary of your application, application documents and clearance checks</p> | View an overview of your application |  |
| | | View requested documents |  |

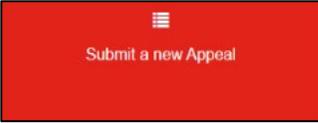
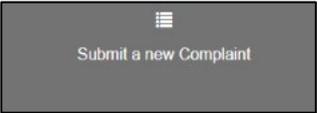
| Section | Overview | What can you do? | Images |
|---------|----------|---|---|
| | | View documents which you uploaded during your application |  |
| | | View information on your events (e.g. interviews) |  |
| | | View Deposit/Pre-Payment Information |  |
| | | Contact Admissions via an online form |  |
| | | View Admissions FAQs |  |

| Section | Overview | What can you do? | Images |
|---|---|---|--|
| <p data-bbox="91 592 293 632">My Finance</p>  | <p data-bbox="389 501 721 855">Your My Finance section shows information about your finances including payments, invoices, refunds and charges. You can also manage elements of your finances such as sponsors and payment arrangements</p> | <p data-bbox="748 363 1043 427">View Payment Options Information</p> |  |
| | | <p data-bbox="748 560 1133 624">Contact Finance via an online form</p> |  |
| | | <p data-bbox="748 756 1151 820">View and update your sponsor information</p> |  |
| | | <p data-bbox="748 922 1173 1018">View finance notification (e.g. if you have an outstanding debt to the university)</p> |  |

| Section | Overview | What can you do? | Images | | | | | | | | |
|---------|-------------------------|-----------------------------|--|---------|-----------------|-------|-------------------------|---------|-----------------|-------|-------------------------|
| | | View your student statement | <p>Your total balance is £0.00</p> <div data-bbox="1240 392 2132 555"> <p>Your Tuition Balance</p> <table border="1"> <thead> <tr> <th>Balance</th> <th>Date Calculated</th> </tr> </thead> <tbody> <tr> <td>£0.00</td> <td>31/Jan/2024 14:29:23.00</td> </tr> </tbody> </table> <p>View Full Statement</p> </div> <div data-bbox="1240 580 2132 743"> <p>Your Accommodation Balance</p> <table border="1"> <thead> <tr> <th>Balance</th> <th>Date Calculated</th> </tr> </thead> <tbody> <tr> <td>£0.00</td> <td>31/Jan/2024 14:29:23.00</td> </tr> </tbody> </table> <p>View Full Statement</p> </div> <div data-bbox="1240 769 2132 804"> <p>Your Other Balance</p> </div> | Balance | Date Calculated | £0.00 | 31/Jan/2024 14:29:23.00 | Balance | Date Calculated | £0.00 | 31/Jan/2024 14:29:23.00 |
| Balance | Date Calculated | | | | | | | | | | |
| £0.00 | 31/Jan/2024 14:29:23.00 | | | | | | | | | | |
| Balance | Date Calculated | | | | | | | | | | |
| £0.00 | 31/Jan/2024 14:29:23.00 | | | | | | | | | | |

| Section | Overview | What can you do? | Images |
|---|--|--|---|
| My Support  | Your My Support section allows you to register for several student support services such as ASSIST and Counselling and Mental Health | Register with ASSIST and update PEEPs and AIRs |  |
| | | Register with Counselling and Mental Health |  |
| My Visa  | Your My Visa section will show if you are an international students. You will be able to view/manage immigration information such as passports and visas | View my Visa |  |
| | | View my Passport |  |

| Section | Overview | What can you do? | Images |
|---|--|---|---|
| | | Contact International Student Services via an online form |  |
| My Info  | Your My Info section allows you to view and manage personal information such as addresses, personal details, trusted contacts and consents | Request changes to personal details (e.g. name, gender, DOB) |  |
| | | Update your contact details (e.g. addresses, phone numbers and email addresses) |  |
| | | Manage your trusted contacts |  |
| | | Manage consents (e.g. student union) |  |

| Section | Overview | What can you do? | Images |
|---|---|---|---|
| Appeals and Complaints  | Your Appeals and Complaints section allows you to appeal marks and register/manage complaints | Make an appeal against a module grade or progression board decision |  |
| | | Submit a complaint |  |
| Mitigating Circumstances  | Your Mitigating Circumstances section allows you to report circumstances that might impact your studies | Apply for an extension on an assessment |  |
| | | Apply for a deferral of an assessment |  |
| | | Appeal an extension of deferral decision |  |

| Section | Overview | What can you do? | Images |
|---|--|--|--|
| <p data-bbox="91 517 309 555">Useful Links</p>  | <p data-bbox="389 480 721 724">The Useful Links section provides a range of links to various platforms, websites and social media which you will use while you are studying at UON</p> | <p data-bbox="748 587 1160 612">Access information via the links</p> |  <p data-bbox="1218 300 1559 903">A screenshot of a navigation menu titled 'Useful Information and Links'. The menu items are: Ask Us – Library, Ask Us – Student and Academic Services, My Engagement App, My Northampton App, Northampton Students Union, UON – Facebook, UON – Instagram, UON – LinkedIn, UON Policies and Regulations, UON Student Hub, UON Website, UON – X, and UON – You Tube.</p> |