

ENROLMENT GUIDE

essential information for new students

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Step 1 : Enrolling process

1.1

Log into [Student Self-Service](#).

1.2

From the Main Menu, click '**Online Enrolment and Registration**'

The screenshot shows the myHWU main menu. At the top, there is a search bar and a 'GO' button. Below the search bar, there are three tabs: 'Student', 'Online Enrolment', and 'Faculty Self-Service'. The 'Online Enrolment' tab is selected. The main menu contains a welcome message and three service links: 'Student Services', 'Online Enrolment and Registration', and 'Faculty Self-Service'. A yellow arrow points to the 'Online Enrolment and Registration' link.

1.3

Click '**Enrol Now**'.

The screenshot shows the Heriot-Watt Online Enrolment page. It features a search bar, a 'GO' button, and a 'RETURN TO MAIN MENU' button. The page contains a table with columns for 'Academic Year', 'Programme', 'Campus', 'Year/Stage', 'Enrolment Status', and 'Course Registration'. A yellow arrow points to the 'Enrol Now' link in the 'Enrolment Status' column of the first row.

Academic Year	Programme	Campus	Year/Stage	Enrolment Status	Course Registration
2023-2024	Bachelor of Science in Psychology	Malaysia	Year/Stage 2	Enrol Now	Use enrol before selecting courses
2022-2023	Bachelor of Science in Psychology	Malaysia	Year/Stage 2		
2021-2022	Bachelor of Science in Psychology	Malaysia	Year/Stage 2		

Note:

- Check the **academic year, programme of study, campus location and year of study**. Please inform Admission team at hwum-welcome@hw.ac.uk should the information different from your offer letter.
- The University system in Malaysia is based on a 3-year degree leading to an Honours Bachelor's degree. Malaysia Level 1 (ML1) of an undergraduate degree is equivalent to Scottish Level 2 (SL2; SCQF 8). Since we are using the UK based system, the year 2 in the system is equivalent to year 1 in Malaysia

Complete the enrolment process by filling in the information requested on each page. Once you have entered the required information on each page, click '**Continue**'.

1.4

Check your **Full Legal Name**. It should be the same as your NRIC (Malaysian student) or passport (International student).

Student Online Enrolment Faculty Self-Service

Search [SITE MAP](#) [HELP](#) [EXIT](#)

H00380100 May Tester
03-Aug-2023 11:21 AM

Personal Information

Please confirm or amend your personal details shown below.

Mandatory fields are marked with a red star (*).

Title*

First Name

Middle Name

Last Name

Preferred First Name

Full Legal Name*

Date of Birth

Gender

Nationality

Country of Birth

Ethnicity*

If you need to change your name, date of birth, gender or nationality, please [log an enquiry](#) via the AskHWU tile in your student portal. You may be required to provide documentation in some instances.

1.5

Complete the disabilities information by clicking **Yes** on the section that is applicable to you.

Student Online Enrolment Faculty Self-Service

Search [SITE MAP](#) [HELP](#) [EXIT](#)

H00380100 May Tester
03-Aug-2023 11:21 AM

Disabilities Information

Please inform us of any disabilities you may have by selecting "Yes" to the relevant options below.

Mandatory fields are marked with a red star (*).

No known impairment, health condition or learning difference

Blind or have a visual impairment uncorrected by glasses

D/deaf or have a hearing impairment

Development condition that you have had since childhood which affects motor, cognitive, social and emotional skills, and speech and language

Learning difference such as dyslexia, dyspraxia or AD(H)D

Long-term illness or health condition such as cancer, HIV, diabetes, chronic heart disease, or epilepsy

Mental health condition, challenge or disorder, such as depression, schizophrenia or anxiety

Physical impairment (a condition that substantially limits one or more basic physical activities such as walking, climbing stairs, lifting or carrying).

Social/communication conditions such as a speech and language impairment or an autistic spectrum condition

An impairment, health condition or learning difference not listed above

Prefer not to say

NOTE: **The question below is only relevant if you are studying at a Heriot-Watt campus in Scotland**

Disabled Student Allowance*

[\[Report an Issue\]](#)

Complete your addresses.

- **Home address - origin**

Home Address Details

H00380100 May Tester
03-Aug-2023 11:33 AM

All students **must** provide a Home Address and will be asked to provide a Term Address if applicable. It is the responsibility of the student to ensure that they inform the University of changes to any addresses provided.

For clarification on definitions of address types, see the "HELP" link at the top right of the screen.

Home Address

Please check and confirm your Home Address below.

Address 1 Long Raod
City Kapar
Postcode 42200
Country Malaysia
Telephone
Mobile Number 12345678

[\[Report an Issue\]](#)

- **Term address - while you are studying**

Student Online Enrolment Faculty Self-Service

Search

[SITE MAP](#) [HELP](#) [EXIT](#)

Term Address Details

H00380100 May Tester
03-Aug-2023 11:34 AM

All students who study on-campus should provide a Term Address showing where they reside while studying. This may be the same as your Home Address.

Term address

Please check and confirm your Term Address below.

Address 2 Long Road
City KL
Postcode 42200
Country Malaysia
Telephone
Mobile Number 12345678

The University is required to collect information on the type of accommodation students live in during term-time for the Higher Education Statistics Agency (HESA). If this is the same as the home address, we still require you to provide information on the type of accommodation you live in.

Please select the option from the list below that best describes your accommodation during term time.

Term Time Accommodation*

[\[Report an Issue\]](#)

1.7 Enter and confirm the additional personal information.

Student Online Enrolment Faculty Self-Service

Search

[SITE MAP](#) [HELP](#) [EXIT](#)

Additional Personal Information

H00380100 May Tester
03-Aug-2023 11:35 AM

This page is to allow you to enter and confirm additional information that is required for the Higher Education Statistics Agency (HESA) and the University Wellbeing Services.

Mandatory fields are marked with a red star (*).

For information on HESA and how the University uses student data please read the [Privacy notice for students](#).

Highest Qualification on Entry*

Please select the option that best represents your highest qualification on entry to Heriot-Watt University.

Domicile*

Please select the option that best describes the country, area or town you were resident in prior to entry on your programme of study

Sign Language User*

BSL is a sign language which is used by some deaf people and others as a way to communicate using their hands. Are you a BSL or other sign language user?



UK Military Service*

Do you have experience of UK military service?

A service leaver is anyone who has served for at least one day in the United Kingdom Armed Forces (regular and reserve), or Merchant Mariners who have seen duty on military operations.

Service Families*

Do you have a family member who currently serves in the UK Armed Forces, or who has done so in the past?

[\[Report an Issue\]](#)

Additional Personal Information

H00380100 May Tester
03-Aug-2023 11:35 AM

This page is to allow you to enter and confirm additional information that is required for the Higher Education Statistics Agency (HESA) and the University Wellbeing Services.

Mandatory fields are marked with a red star (*).

For information on HESA and how the University uses student data please read the [Privacy notice for students](#).

Dependants*

Do you have any dependants that you have responsibility for financially or otherwise?

Carer*

Do you care, unpaid, for a friend or family member, who due to illness, disability, a mental health problem or an addiction cannot cope without your support?

We ask this to help ensure that our students who have care responsibilities can receive any appropriate support that they need. Further information is available [HERE](#)

Support for Students with Care Experience*

Are you Care Experienced?

Students with Care Experience includes anyone who has been or is currently in care or from a looked after background at any stage of their life, no matter how short. This care may have been provided in one of many different settings, such as in residential care, foster care, kinship care or looked after at home with a supervision requirement.

We ask this to help ensure that our students who are care experienced can receive any appropriate support that they need. Further information is available [HERE](#)

Support for Estranged Students*

Would you consider yourself estranged from your family (i.e. not supported by your family)?

An estranged person is someone who no longer has the support of their family due to a breakdown in their relationship which has led to ceased contact. This might mean your biological, step or adoptive parents or wider family members who have been responsible for supporting you in the past.

[\[Report an Issue\]](#)

1.8

Select your career readiness.

Student Online Enrolment Faculty Self-Service

Search [SITE MAP](#) [HELP](#) [EXIT](#)

Career Readiness

H00380100 May Tester
03-Aug-2023 11:37 AM

The University is keen to develop a fuller understanding of how we can support students towards a successful future. These career readiness related questions will help us design our services effectively.

Mandatory fields are marked with a red star (*)

Which of the following statements best describes you at this point in your career journey?*

Please Select

Do you currently, or have you had work experience in any of the following categories (you can choose more than one category)?*

- Part-time job
- Summer job/internship relevant to your studies
- Summer job not relevant to your studies
- Volunteering
- None of the above

Career Readiness

H00380100 May Tester
03-Aug-2023 11:37 AM

The University is keen to develop a fuller understanding of how we can support students towards a successful future. These career readiness related questions will help us design our services effectively.

Mandatory fields are marked with a red star (*)

Which of the following statements best describes you at this point in your career journey?*

Please Select

- I am not sure what I want to do after university and I am not ready to start researching what career options are available to me
- I am not sure about what I want to do after university but I am keen to get started researching what career options I have
- I know what I want to do after university but have not yet started planning how to achieve my career goal
- I know what I want to do after university and I am confident about what I need to do to achieve my career goal

Summer job/internship relevant to your studies

- Summer job not relevant to your studies
- Volunteering
- None of the above

[\[Report an Issue\]](#)

1.9

Edit your personal email if required and click 'continue'

Personal Email Details

H00380100 May Tester
03-Aug-2023 11:39 AM

Active Personal Email Address

The University will normally send email correspondence to your Heriot-Watt email address while you are an enrolled student. However we may copy some emails to your personal email address such as your confirmation of enrolment or emails about applying to graduate. We also require a personal email address for use 'post-study', or as an alternative should the need arise.

Your personal email address is used when you set a password for your new IT account, or at any time if you need to reset this password.

Below is the email address currently held. Please edit this if required.

Re-activate Personal Email Address

(Change the status to ACTIVE to re-enable a previously used email address displayed below)

No previous email addresses available

1.10

Enter your emergency contact details.

Emergency Contact Details

H00380100 May Tester
03-Aug-2023 11:40 AM

In the event of a medical or other emergency involving you, the University may need to contact somebody on your behalf. Please provide details below of a family member, friend or other person whom you wish us to contact in such circumstances. Please check that your emergency contact is happy for you to share their contact details with the University for this purpose. Under data protection legislation, we would only disclose personal information without consent when it is in your 'vital interests' to do so; i.e. very serious or life and death situations.

If you have no changes to make please click the "Continue" button below.

First Name Sam
Last Name Tester
Relationship Parent/Guardian
Address 1 Long Drive
City Kapar
Postcode 42200
Country Malaysia
Telephone 123456787

EDIT DETAILS

DEACTIVATE DETAILS

CANCEL

CONTINUE

1.11

Upload a photo - You are required to upload a recent photograph for your student ID card. The photograph you upload should show only you and no other person, is a clear head and shoulders portrait and shows you facing the camera with nothing obscuring your face.

Student Online Enrolment Faculty Self-Service

Search GO

SITE MAP HELP EXIT

Photo Upload

H00442809 Kid Kool
02-Aug-2023 04:22 PM

New students should upload a passport-style photograph below for their student ID card.

- The photo must be no more than 4MB and one of the following file types: jpeg, png or x-png
- The photo should clearly show your head and shoulders on a plain background
- Staff will check you have uploaded a suitable photo before your card is printed

If you are unable to upload a photo you can email a suitable image to student-services-ubs@hw.ac.uk.

Please click on "Continue" to proceed.

File No file chosen

CANCEL

UPLOAD FILE

CONTINUE



[\[Report an issue\]](#)

1.12

Select your preferred address as **Correspondence Address**.

Student Online Enrolment Faculty Self-Service

Search GO

SITE MAP HELP EXIT

Correspondence Address

H00380100 May Tester
03-Aug-2023 11:43 AM

You can either:

- Click the "Add/Edit Correspondence Address" button to enter/update your correspondence address
- Select an existing address to set as your correspondence address, then click the "Continue" button

Select	Address Type	Address	City	Postcode	Country
<input checked="" type="radio"/>	Correspondence Address	2 Long Close	Kapar	42200	Malaysia
<input type="radio"/>	Home Address	1 Long Road	Kapar	42200	Malaysia
<input type="radio"/>	Term Address	2 Long Road	KL	42200	Malaysia

ADD\EDIT CORRESPONDENCE ADDRESS

CANCEL

CONTINUE

Student Online Enrolment Faculty Self-Service

Search SITE MAP HELP EXIT

H00380100 May Tester
03-Aug-2023 11:43 AM

NRIC, Visa and Qualification Information

Malaysian Nationals: Please complete NRIC number, Visa type and Previous Qualifications
All Others: Please complete Passport Information, Visa Type, Visa Details and Previous Qualifications

For any visa enquiries please contact:
 International Student Support Office, MYInternationaloffice@hw.ac.uk, tel +603 8894 4602 or +601 2667 7140

NRIC NUMBER, PASSPORT AND VISA DETAILS

NRIC Number

Passport Number

Passport Country

Passport Expiry Date (DD/MM/YYYY)

Visa Type

Visa Number

Visa Issue Date (DD/MM/YYYY)

Visa Expiry Date (DD/MM/YYYY)

PREVIOUS QUALIFICATION
 Both fields are mandatory

Previous Awarding Institution and Location

Qualification(s) Obtained

UNDERGRADUATE/MFP STUDENTS ONLY Please complete the following

Bahasa Melayu - for Malaysian students only
 Malaysian students who did not obtain a credit in Bahasa Melayu at SPM/equivalent level are required to take Bahasa Kebangsaan A (MPU course).

Qualification, e.g. SPM

Grade obtained for Bahasa Melayu

English Language - for International students only

Qualification, e.g. IELTS

Overall score, e.g. 6.5

Note:

- For **Malaysian students**, check your **NRIC number** and select the Visa type - “**non-applicable for Malaysian**”. You are not required to key in your passport details.
- For **International students**, check your **passport number** and **expiry date**, select the **passport country** and **appropriate visa** type. If you have yet to receive your visa, please key in your passport number, the passport’s issue and expiry dates to replace the visa number, the visa issue, and expiry dates. You can update it later at International Student Support Office when you arrive at the Malaysia campus.

1.14

Review your **programme details** and click **continue**. The enrolment system is based on the UK campus. Hence, all non-UK/EU citizen students (including Malaysians) are considered overseas students.

The screenshot shows the 'Programme Details' page. At the top, there are navigation tabs for 'Student', 'Online Enrolment', and 'Faculty Self-Service'. Below these is a search bar with a 'GO' button. The page title is 'Programme Details' and the user is identified as 'H00380100 May Tester' with a timestamp of '03-Aug-2023 11:55 AM'. The main content area contains a list of programme details:

Programme Code	C912-PSY
Programme Title	Bachelor of Science in Psychology - View programme details
School	School of Social Sciences
Academic Unit	Psychology
Campus	Malaysia
Level of Study	Undergraduate
Student Type	New Student
Fee Status	Overseas
End Date	10-SEP-2024
Year/Stage	Year/Stage 2
Mode of Study	Full-time Student

Below the table, there is a note: 'If you wish to query any information displayed above, including Fee Status, please contact: AskHWU'. A link is provided to 'Log an enquiry' via the AskHWU tile in the student portal. A final note states: 'New students without their HWU login details can contact:'.

1.15

Select your **source of funding**. The tuition fee at this page is **not** the final tuition fee. You may refer to your offer letter for the correct fee

The screenshot shows the 'Tuition Fees' page. At the top, there are navigation tabs for 'Student', 'Online Enrolment', and 'Faculty Self-Service'. Below these is a search bar with a 'GO' button. The page title is 'Tuition Fees' and the user is identified as 'H00380100 May Tester' with a timestamp of '03-Aug-2023 11:57 AM'. The main content area contains the following sections:

- Calculation of Fees**: Tuition fees are calculated when you register for courses. This will be done following your enrolment. Information on tuition fees can be found here <https://www.hw.ac.uk/uk/students/your-money.htm>
- Sources of Funding**: You are responsible for payment of fees unless the University receives evidence that another organisation is making payment. Any sources of funding already recorded by the University are below:
 - No funding sources have been recorded
 - Please confirm who is paying your tuition fees:
 - Self Funding (selected)
 - If you have selected:
 - Government,
 - Commercial, or
 - Other
 - Please tell us the name of the organisation that is paying your fees below:
- Important Information on Tuition Fees**:
 - The fee amount above does not include any payments you may have already made
 - If you have been awarded a scholarship and/or fee abatement it should be included in the amount above. If it is not please contact the Student Service Centre
 - Deposits are only deducted from fees after you have enrolled
 - If you are paying your own fees payment terms will be as per the invoice which will be emailed to your Heriot-Watt email address within 24 hours of completion of online enrolment

At the bottom, there are 'CANCEL' and 'CONTINUE' buttons, and a link to '[Report an Issue](#)'.

Student
Online Enrolment
Faculty Self-Service

[SITE MAP](#)
[HELP](#)
[EXIT](#)

Student Declaration and Agreements

H00380100 May Tester
 03-Aug-2023 12:09 PM

It is a condition of enrolment that all Students formally agree to abide by the University's Statutes, Ordinances and Regulations, Policies and Procedures, and to become liable for fee payments.

Mandatory fields are marked with a red star (★).

Student Declaration

Please read the [Student Declaration](#) and confirm acceptance below.

Please Note: You need to accept the Terms and Conditions set out in the Student Declaration to complete your enrolment with Heriot-Watt University. If you have any concerns about any of the Terms and Conditions, please contact the Student Service Centre.

★

Use of Student Data

The University will keep your personal information securely and use it only as necessary to provide you with academic and student services and fulfil our statutory rights and duties. We will not share your data with any other organisation unless we have your consent or another valid legal reason to do so. Please read our [Privacy notice for students](#) to find out more about what we do with your personal data, and your rights under privacy law.

Watt Club: Contact Preferences

The Watt Club is Heriot-Watt's graduates' association. Founded in 1854, it is understood to be the oldest alumni association in the UK. When you graduate, your membership is automatic, free and for life. We'd like permission to contact you to keep you informed both whilst you are a student as well as when you leave about events, reunions, benefits and university news and projects. To see how we use your data please see our privacy policy [here](#).

If you wish to opt out or update these preferences at any time please contact the Watt Club at watt.club@hwac.uk

I agree to be contacted by Email: ★

I agree to be contacted by Telephone: ★

Criminal convictions or offences

The University needs to know about any criminal convictions or proceedings that may affect a student's ability to continue on-campus studies, or the University's duty of care to other students, staff, or the wider community. Details of relevant offences are on our [Criminal Offences](#) page.

Do you have a relevant unspent criminal conviction or are you charged with relevant criminal offences? If YES, the Student Conduct Officer will contact you in confidence to gather some more information.

Please select one of the options below:

★

UK Council Tax Exemption

This only applies to students at UK campuses.

Information on Council Tax Exemption is sent to City of Edinburgh Council and Scottish Borders Council, where we identify a Student who is studying at a UK Campus and has an address in these Local Authority Areas, however students are still required to contact the Council and provide their name and Person ID (Registration Number). Students who are resident in the UK, and live in another local authority will need to contact the council directly to confirm council tax exemption.

Copyright Clause with regards to Joint Information Systems Committee (JISC) Software

We may make, and may authorise third parties to make copies of any work submitted by you for assessment, but only for the purposes specified in the Copyright Clause. Please review the [Copyright Clause](#).

[Report an issue](#)

Step 2 : Enrolment Confirmation

Once you have confirmed your enrolment, you will be directed to the **Enrolment Confirmation** page. The Enrolment Confirmation page includes important information such as your HW username, Email Address and the Instruction to discover your password. To **print** your enrolment confirmation letter, please scroll to the '**Online Enrolment Confirmation Letter**' section.

Enrolment Confirmation H00380100 May Tester
03-Aug-2023 12:19 PM

Registration for IT Facilities

Your Heriot-Watt username, shown below, is used to access most of the systems you will require as a student, including the MyHWU Student Portal.

For information on changing your password and keeping your account secure, please go to <https://www.hw.ac.uk/uk/services/is/it-essentials/passwords-pins.htm>

Username There was a problem creating your computer accounts, please check the online enrolment system again later for further details
Email Address


myHWU Student Portal

Your myHWU Portal is your one-stop shop for everything you need during your time at Heriot-Watt University.

You can access your email, calendar, and course information. You can also book appointments with services to support you during your time at University and get the latest information from your school & campus.

If you already have your HWU Login credentials, you can access the [myHWU student portal](#) now or get the app from the [App Store](#) or [Google Play](#).

For information about the portal, please click [HERE](#)




The image shows a promotional graphic for the myHWU app. It features a purple background with a white play button icon in the center. Surrounding the play button are icons for a desktop monitor, a smartphone, and a tablet, all displaying the myHWU interface. The text 'myHWU' is at the top left, and 'myHWU, your personalised hub for university life at Heriot-Watt' is at the bottom.

Online Induction

Congratulations on completing online enrolment. Your Student Induction will be delivered through **Canvas** (the University's Virtual Learning Environment). Once you have access to Heriot-Watt IT systems (usually within 24 hours of enrolment) please access the VLE via the **Canvas VLE** tile on the Heriot-Watt Student Portal.

- In the Student Portal click on the Canvas VLE tile
- After logging in to Canvas you will be shown your **Dashboard**, click on the **Induction course** tile to get started



The image shows a green square tile with the text 'Canvas VLE' at the top. Below the text is a white circular icon containing a stylized globe or network pattern.

Identity Check

New students must complete the enrolment process once on campus. For further information please visit the [New Students Website](#).

To complete enrolment, you will have your identity documents checked, then you will be issued with your student ID card. You will therefore need to bring the following to the event:

- Photographic ID (e.g. passport, driving licence, identity card)

If you arrive after any scheduled enrolment sessions then please go the Student Service Centre.

Course Registration: Closed

Course registration closed on **15 September**

If you still need to register for courses, please contact your local student service centre.

Pay your Tuition Fees

Online Enrolment Confirmation Letter

You can print a [confirmation letter](#) confirming your enrolment status.

You may need this to confirm you are a student to third parties, e.g. to open a bank account.

You can print this letter now or later by logging back into the online enrolment system.

Once you have read all the information above then please click on "Exit" at the top right hand side of this page to log out.

[\[Report an Issue\]](#)

Course Registration – Your courses will be pre-registered in the system prior to the semester starts. You can view the courses registered for you from your enrolment confirmation letter.

You can check the courses against the Guidance sheet which is available at this link: <https://www.hw.ac.uk/uk/students/new-students/malaysia.htm>. Go to “**Enrol**” section.

F.A.Q.

1. Why is the fee status of my online enrolment stated as overseas?

Our enrolment system is based in the UK campus. Hence, any non-UK/EU citizen student (including Malaysians) is considered as an overseas student.

2. I am unable to proceed with the enrolment. It says 'Visa error'

If you have yet to receive your visa, please key in your passport number, the passport's issue and expiry dates to replace the visa number, the visa issue and expiry dates. You can update it later with International Student Support

F.A.Q.

3. I am in Year 1 undergraduate programme, but the system shows as Year 2 / I am Foundation programme or Master programme, but the system shows as Year 1

The University system in Malaysia is based on a 3-year degree leading to an Honours Bachelor's degree. Malaysia Level 1 (ML1) of an undergraduate degree is equivalent to Scottish Level 2 (SL2; SCQF 8). Since we are using the UK based system, Year 2 in the system is equivalent to Year 1 in Malaysia.

For Foundation and Master programme, the system will display your programme study level as Year 1.

Should you need further clarification and assistance, please feel free to contact Student Service Centre at:

+603-88943610

or

send an email to hwum-welcome@hw.ac.uk