

# HWU STUDENT ACCOUNT GUIDE

essential information for new students

# Table of Contents

- |   |                   |
|---|-------------------|
| <b>1. Respond to your Offer</b>         | <b>Page 3</b>     |
| <b>2. Activate your Student Account</b> | <b>Page 4 - 6</b> |
| <b>3. Access HWU Email</b>              | <b>Page 7 - 9</b> |
| <b>4. Frequently Asked Questions</b>    | <b>Page 10</b>    |

# Respond to your Offer

## Step 0

Students should "respond to the offer" which will initiate an email containing their HWU student account information, including your username and email address. This information will be used for logging into HWU IT facilities.

Dear *{{firstname, lastname}}*,

### Welcome to Heriot-Watt University!

Thank you for responding to our offer. Once again, we welcome you to Heriot-Watt University and are delighted that you have chosen to study with us!

Here is some important information about joining our global Heriot-Watt community, getting started and accessing the resources you will need to study.

To get you started, please find below: -

Your HWU username is: **dd0123** *{pulled from Banner}*  
Your HWU email address is: **dd0123@hw.ac.uk** *{pulled from Banner}*

Next, please proceed to the [Malaysia Campus Students webpage](#). The webpage is specifically designed for all new students like you at Heriot-Watt University Malaysia (HWUM) campus to guide you through a series of sequential steps that are essential to note and complete BEFORE you start your Welcome Week and studies with us.

Should you have any questions, please contact [HWUM-Welcome@hw.ac.uk](mailto:HWUM-Welcome@hw.ac.uk)

We look forward to meeting you!

Thank you.

You will need to activate your HWU student account by performing the following:

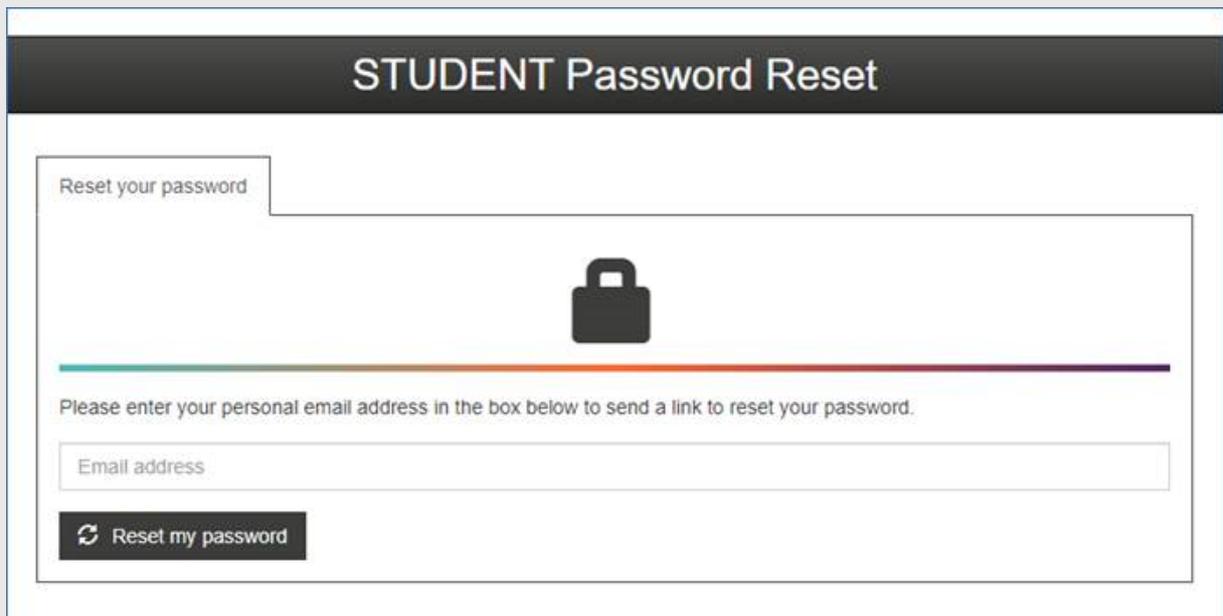
1. **[Step 1 to 5]** Reset your password.
2. **[Step 6 to 7]** Setup Multi-Factor Authentication (MFA). This is to protect you and HWU from unauthorized access to your student account.

# Password Reset

Step 1 to 5 will guide you to complete the password reset.

## Step 1

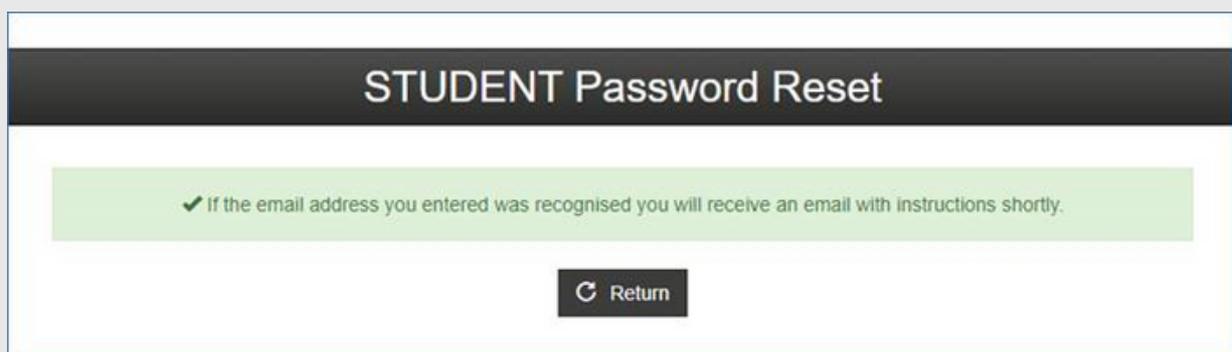
At the 'STUDENT Password Reset' page, enter your personal email that was used during admission:



The screenshot shows the 'STUDENT Password Reset' page. At the top, there is a dark header with the text 'STUDENT Password Reset'. Below the header, there is a white box with a tab labeled 'Reset your password'. Inside this box, there is a large padlock icon. Below the icon, there is a horizontal line with a rainbow gradient. Underneath the line, there is a text prompt: 'Please enter your personal email address in the box below to send a link to reset your password.' Below this prompt is a text input field with the placeholder text 'Email address'. At the bottom left of the white box, there is a dark button with a circular arrow icon and the text 'Reset my password'.

## Step 2

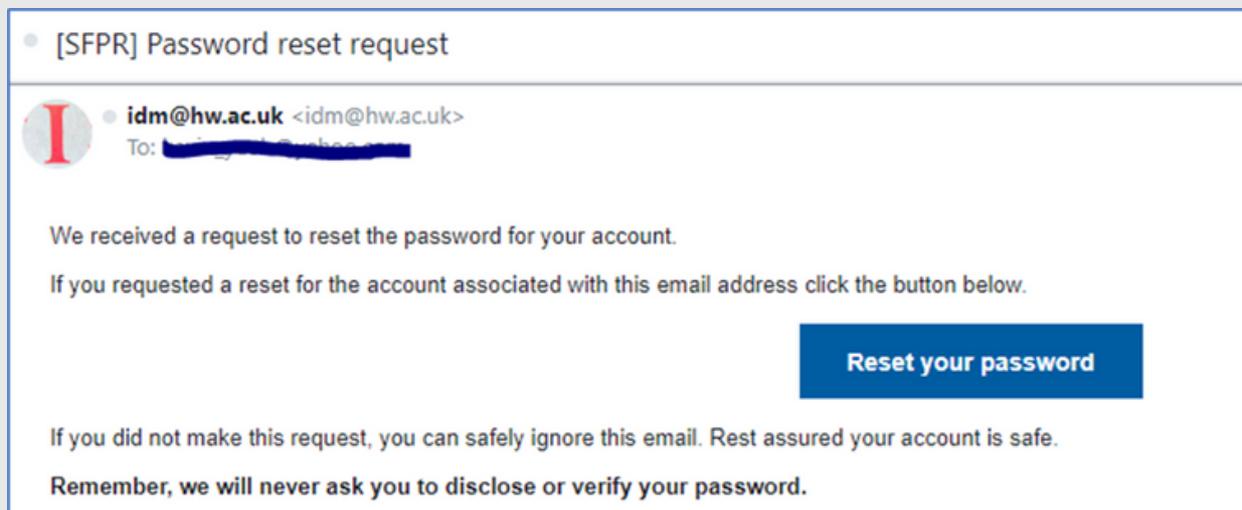
Please wait for a few minutes for the 'password reset email' to arrive at the email provided in Step 1.



The screenshot shows the 'STUDENT Password Reset' page. At the top, there is a dark header with the text 'STUDENT Password Reset'. Below the header, there is a light green box with a checkmark icon and the text: 'If the email address you entered was recognised you will receive an email with instructions shortly.' Below this box, there is a dark button with a circular arrow icon and the text 'Return'.

## Step 3

Go to the mailbox that you have provided in Step 1 and look for the email from [idm@hw.ac.uk](mailto:idm@hw.ac.uk). You are required to check your junk folder if the email did not arrive in your inbox. Open the email and click on 'Reset your password' button, as shown below:



## Step 4

At the 'Reset your password' page, please reset your password by adhering to the following rules:

Reset your password

Fill in this simple form to reset your password.

Choose a new secure password and type it into both form fields to confirm that it is correct.

Please note that your password must obey the following rules:

- Your password must NOT contain your username.
- Your password must NOT contain 3 or more consecutive characters from your username or name.
- Do NOT re-use old passwords.
- Your password must contain 16 or more characters.
- Your password must contain at least one special character (e.g. -!\*%&.'\\$/#@?|+=).
- Your password must have a minimum of 16 characters.
- Your password must contain at least one upper case character.
- Your password must contain at least one lower case character.
- Your password must contain at least one number.

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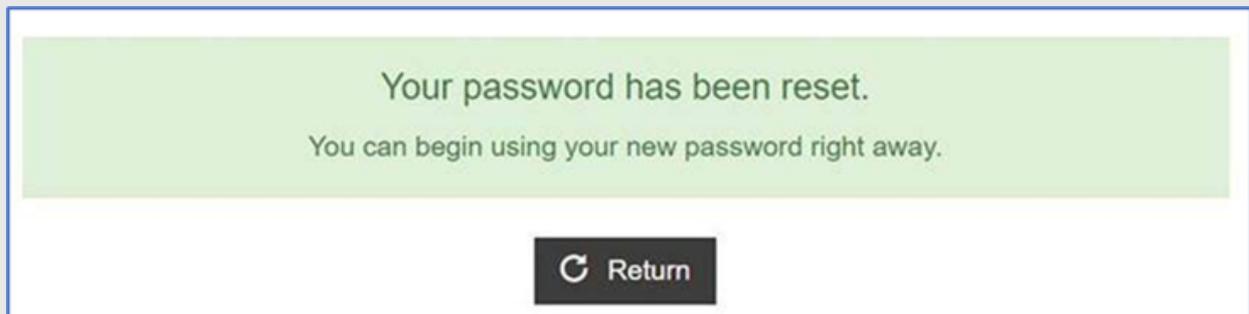
Password

Password confirmation

In addition, your password must not contain personal information such as your name and date of birth.

## Step 5

Your password has been reset.



Step 6 to 7 will guide you to setup Multi-Factor Authentication (MFA) for your HWU student account.

## Step 6

We recommend the Microsoft Authenticator app, as the preferred authentication method. Download the app to your Apple or Android mobile device.

Alternatively, you can register your mobile phone to receive text codes.

## Step 7

Please follow this video from Microsoft to complete the MFA setup:

<https://www.dropbox.com/sh/r0cafkrjja2ux02/AAA-YFfVr3ZSpAA6C8VVCxPJJa?dl=0>.

\*Remember to sign-in to your account as <Username>@hw.ac.uk e.g., [dd012@hw.ac.uk](mailto:dd012@hw.ac.uk).

# Access HWU Email

## Step 0

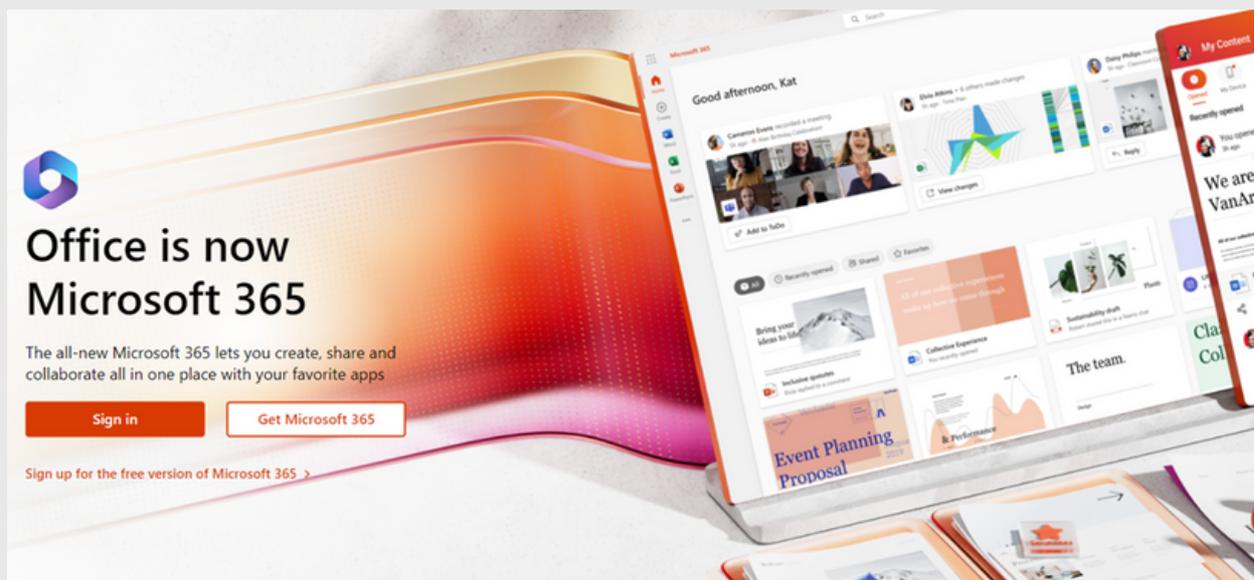
Please ensure you have completed the instructions outlined in 'Activate your HWU Student Account' guide.

## Step 1

Students can access the university email through Microsoft 365 at <https://www.office.com/>.

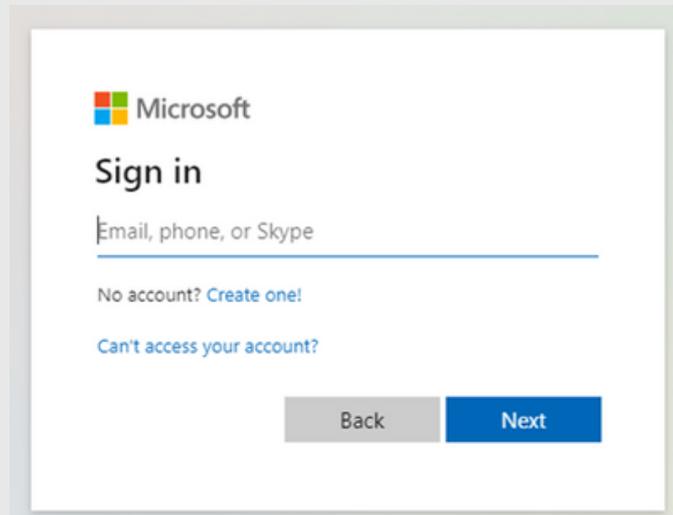
## Step 2

Click 'Sign in' button to enter the login page.



## Step 3

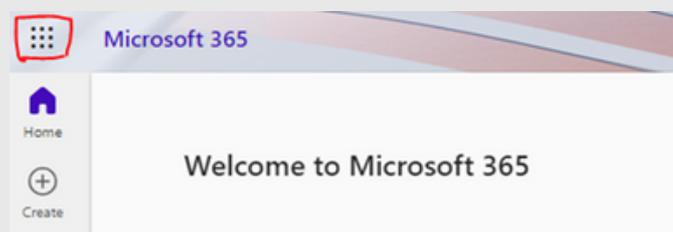
At the Microsoft login page, sign in using the HWU user ID e.g. dd0123@hw.ac.uk. Then Next.



You will need to use Microsoft Authenticator app to complete the sign-in process.

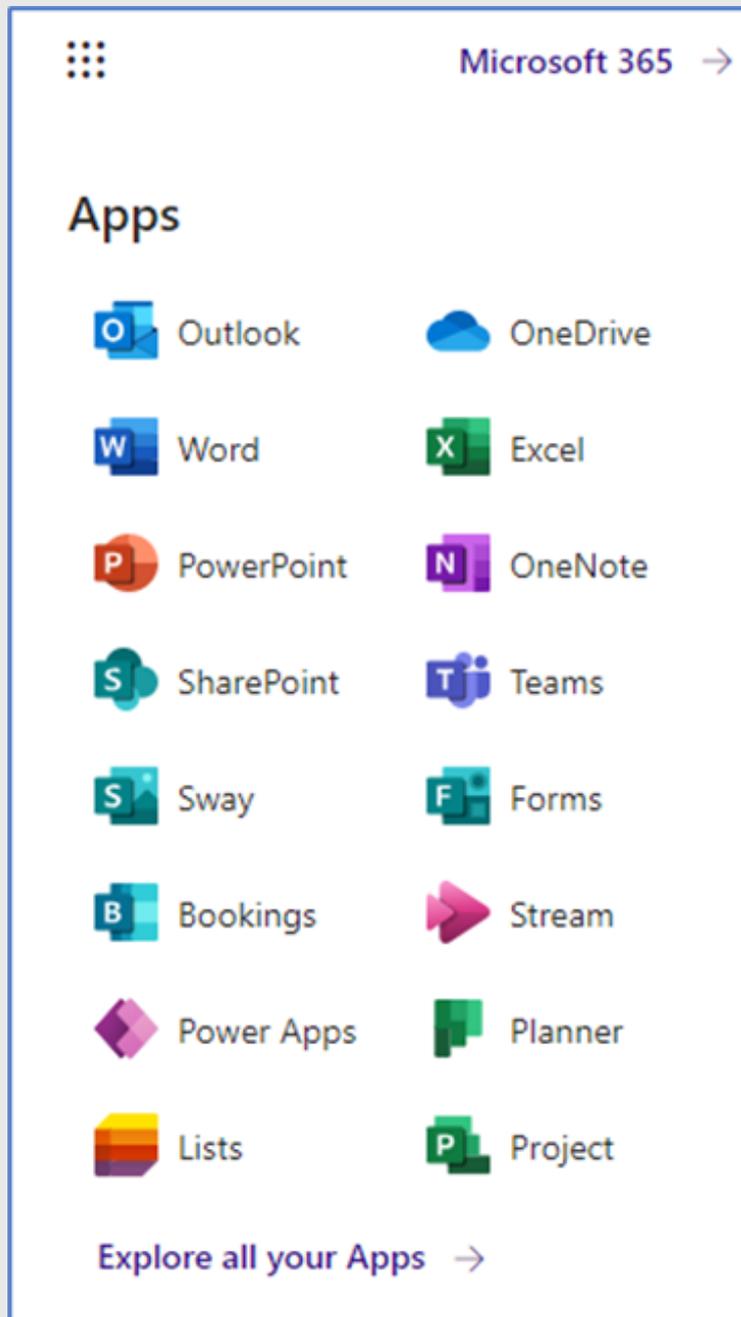
## Step 4

Click the 'dots' in upper left to view the apps in Microsoft 365:



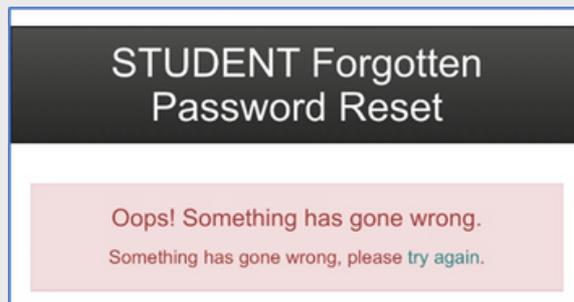
## Step 5

Please look for the Outlook app and click the icon to access your university emails in it.



# F.A.Q.

- 1. I got this error when attempting to reset my HWU student account password.**



**As stated in Step 4 above, please follow the password prerequisites for the system to accept your password.**

**If you still encounter error, please report this issue to [ISHelp@hw.ac.uk](mailto:ISHelp@hw.ac.uk).**

- 2. I am not getting email from the university after I selected "Reply to Offer"**

**Kindly contact [HWUM-Welcome@hw.ac.uk](mailto:HWUM-Welcome@hw.ac.uk) for assistance.**

- 3. How do I setup Outlook into my mobile device?**

**Please refer o the instructions at <https://www.hw.ac.uk/uk/services/is/it-essentials/email.htm>.**