

UK | DUBAI | MALAYSIA

HWU STUDENT ACCOUNT GUIDE

essential information for new students



Malaysia Campus

www.hw.ac.uk

Table of Contents

1.	Respond to your offer	Page 3
2.	Activate your Student Account	Page 4 - 7
3.	Access HWU Email	Page 8 - 10
4.	Frequently Asked Questions	Page 11

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

We look forward to meeting you!

Thank you.

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

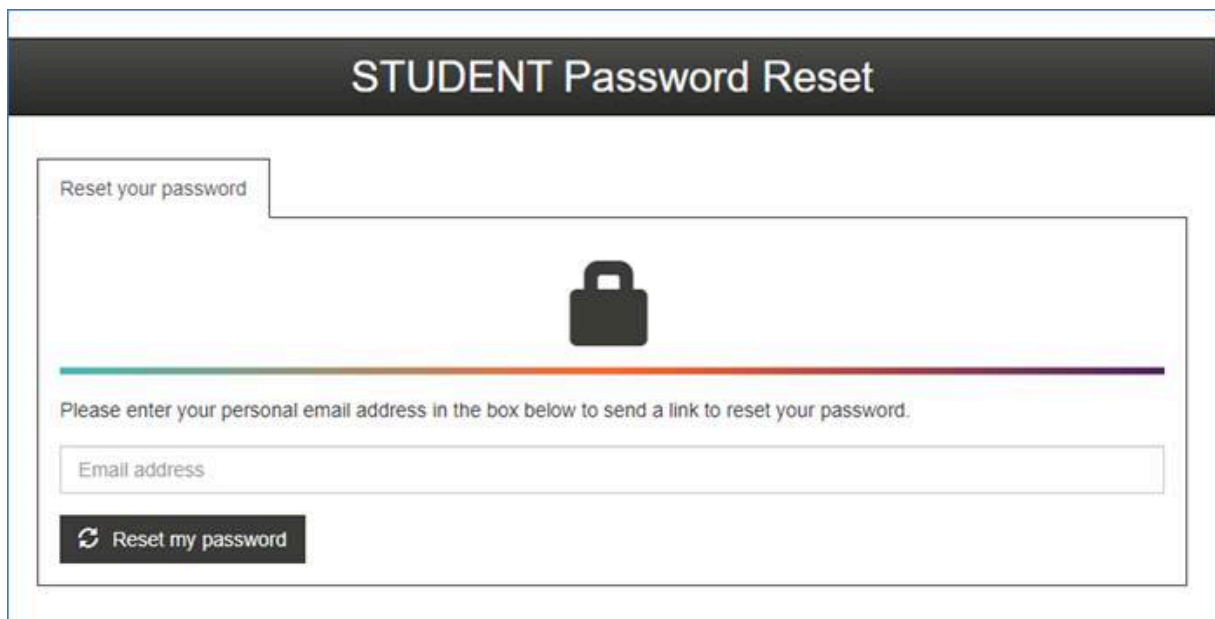
1. [Step 1 to 5] Reset your password.
2. [Step 6 to 7] Setup Multi-Factor Authentication (MFA). This is to protect you and HWU from unauthorized access to your student account.

Password Reset

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

Step 1

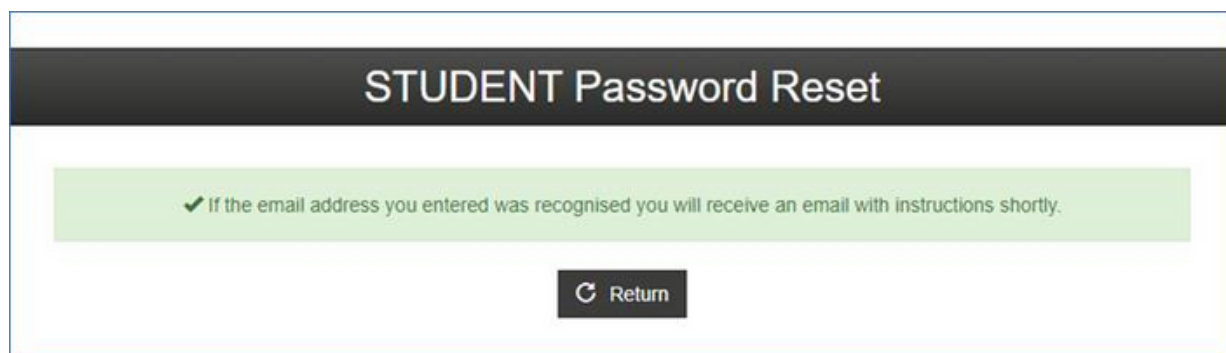
At the 'STUDENT Password Reset' page, enter your personal email that was used during admission:



The screenshot shows a web page titled "STUDENT Password Reset". Below the title is a section labeled "Reset your password" which contains a large padlock icon. Below the icon is a horizontal line with a rainbow gradient. Underneath the line is the text "Please enter your personal email address in the box below to send a link to reset your password." followed by a text input field labeled "Email address". At the bottom of the form is a button with a circular arrow icon and the text "Reset my password".

Step 2

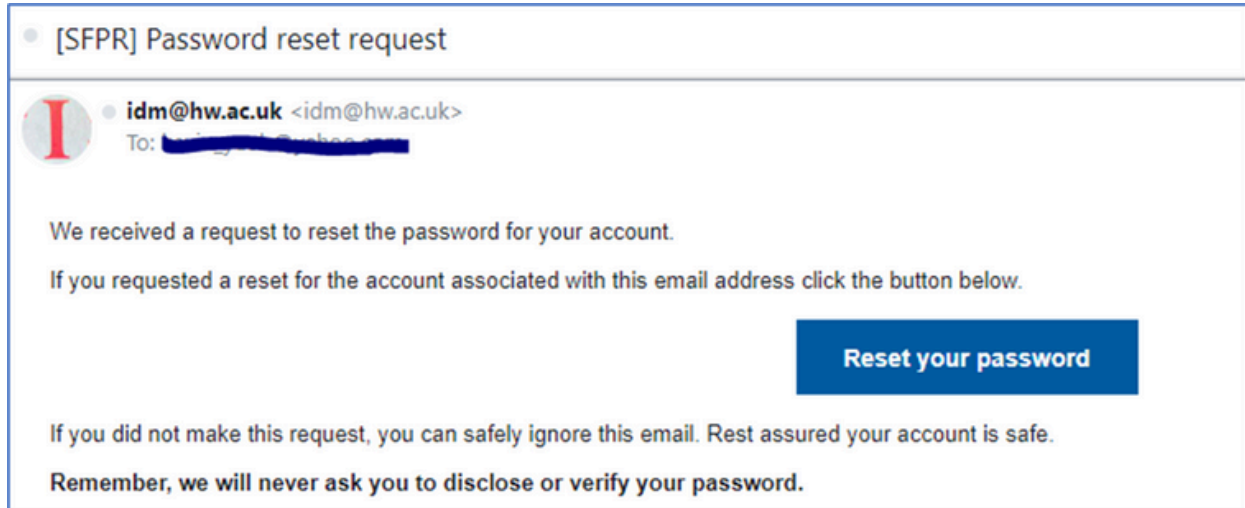
Please wait for a few minutes for the 'password reset email' to arrive at the email provided in Step 1.



The screenshot shows the same "STUDENT Password Reset" page. A green message box at the top contains a checkmark icon and the text "If the email address you entered was recognised you will receive an email with instructions shortly." Below the message box is a button with a circular arrow icon and the text "Return".

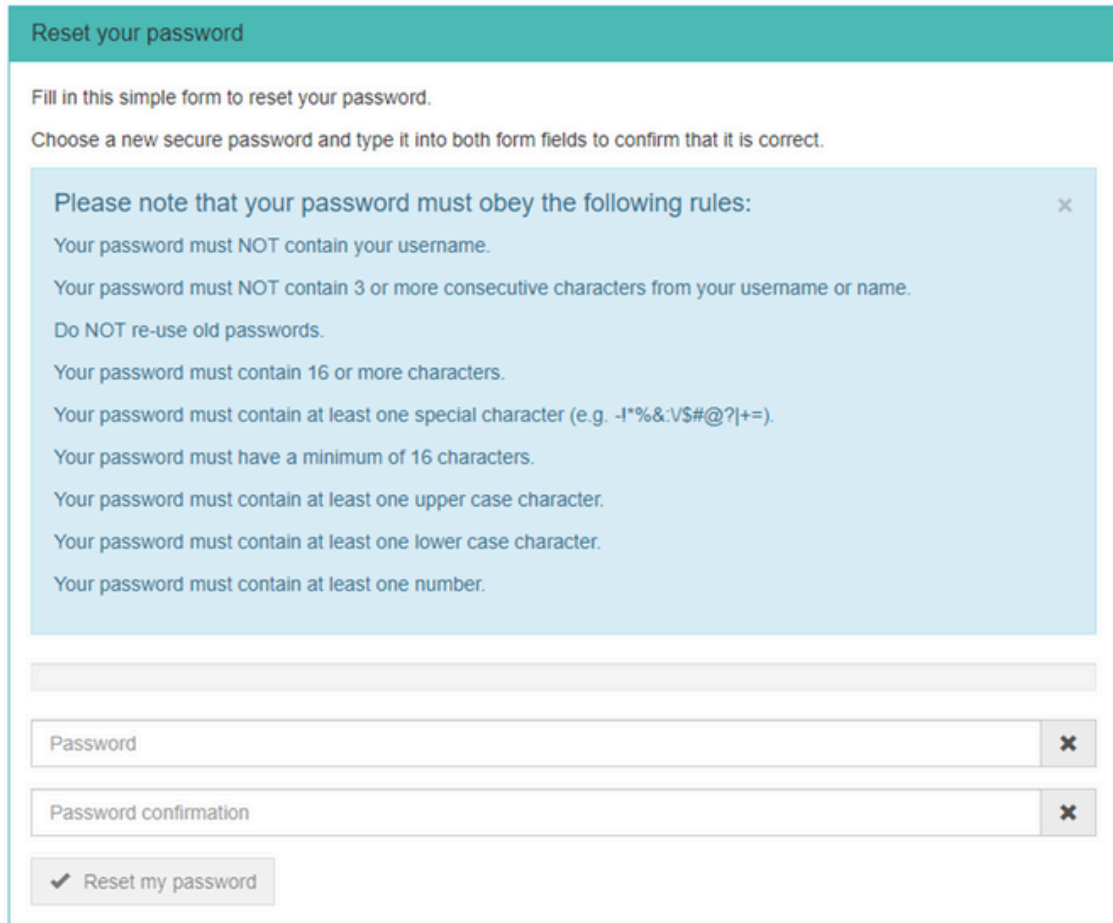
Step 3

Go to the mailbox that you have provided in Step 1 and look for the email from ids@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:



The screenshot shows a 'Reset your password' form. At the top, it says 'Reset your password' in a teal header. Below that, instructions state: '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.' A light blue box contains a list of password rules, each with a close button (X) in the top right corner. The rules are: '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. -!*%&:V\$#@?|+=).', '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.', and 'Your password must contain at least one number.' Below the rules box, there is a text input field, followed by 'Password' and 'Password confirmation' fields, each with a close button (X). At the bottom is a button with a checkmark icon and the text 'Reset my password'.

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: X

- 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. -!*%&:V\$#@?|+=).
- 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.

Text input field

Password X

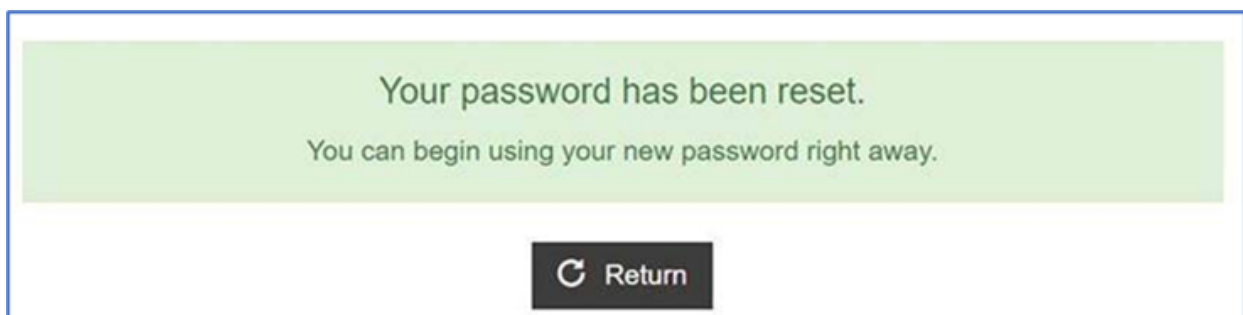
Password confirmation X

✓ Reset my password

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

Step 5

Your password has been reset.



The screenshot shows a confirmation message in a light green box with a blue border. The text inside says: 'Your password has been reset. You can begin using your new password right away.' Below the box is a dark grey button with a circular arrow icon and the text 'Return'.

Your password has been reset.
You can begin using your new password right away.

Return

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-YFfVr3ZSpAA6C8VVCxPJa?dl=0>.

*Remember to sign-in to your account as <Username>@hw.ac.uk e.g., dd012@hw.ac.uk.

Access HWU Email

Step 0

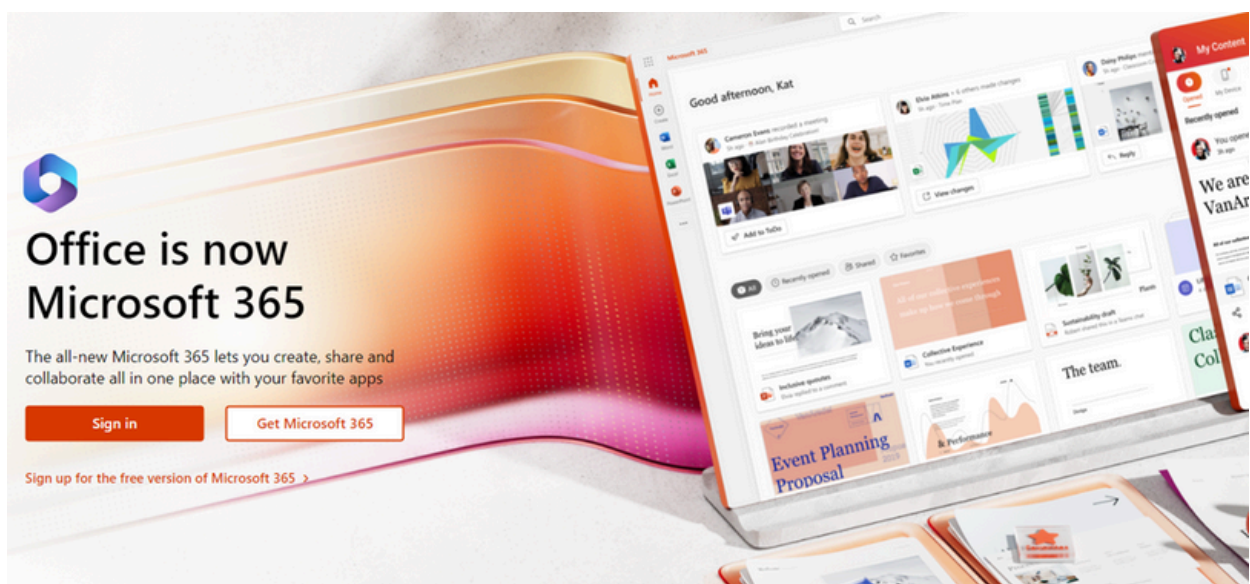
Please ensure you have completed the instructions outlined in 'Activate your HWU Student Account' guide.

Step 1

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

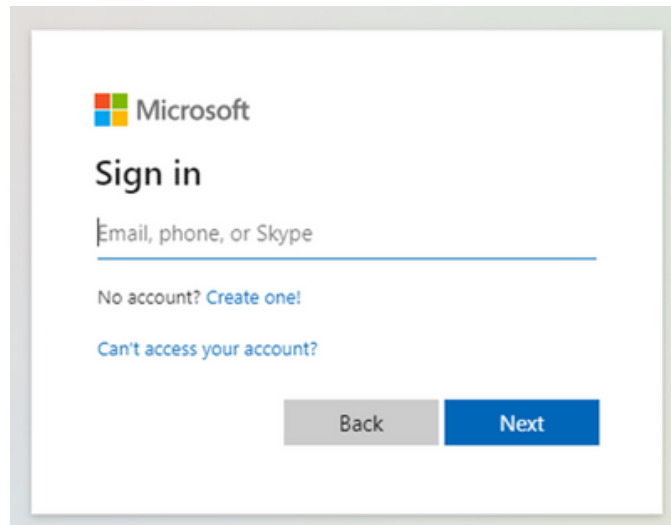
Step 2

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



Step 3

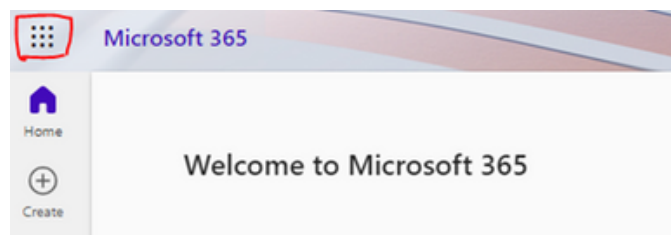
At the Microsoft login page, sign in using the HWU user ID e.g. dd0123@hw.ac.uk. Then Next.



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

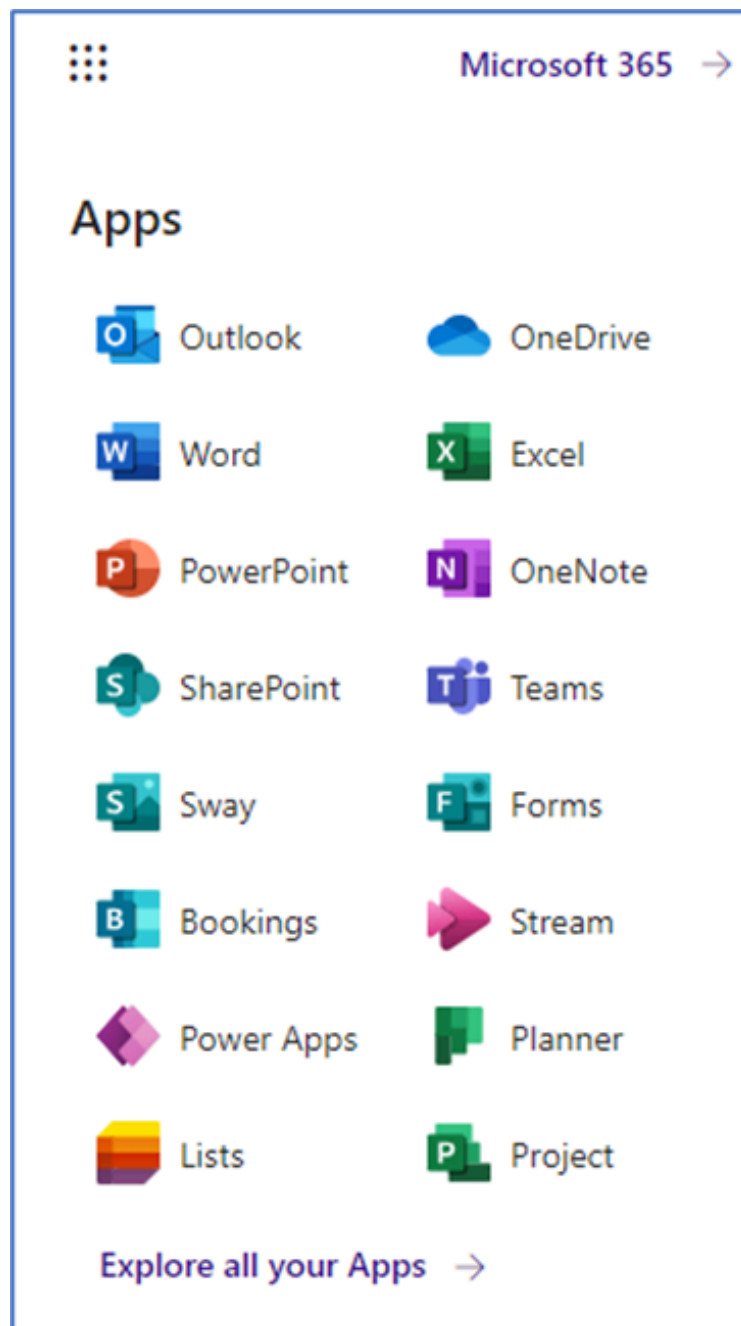
Step 4

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

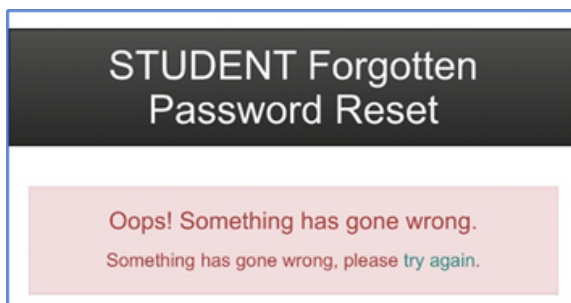


Step 5

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



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.

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

Kindly contact HWUM-Welcome@hw.ac.uk for assistance.

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

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