TABLE OF CONTENTS

1. Online Enrolment 2
   Step 1: Retrieve your HWU Person ID 2
   Step 2: Access to Student Self-Service (User ID and PIN) 3
   Step 3: Enrolling process 4
   Step 4: Enrolment Confirmation 10

2. HW Username and Password 10

3. Frequently Asked Questions 11
During the online enrolment process, you will update your personal details, agree to the University’s terms and conditions, as well as upload a photograph for your student card (to be issued at a later date).

**Step 1: Retrieve your HWU Person ID (eg: H000XXXXX)**

- If you have already known your HWU Person ID, you can proceed to Step 2 to login to the student self-service.
- If you have no clue where to get your HWU Person ID, please follow the steps below to retrieve it.

1.1 Log into the Application Hub. Go to ‘My Applications’ section. Your application status should appear as Unconditional Firm (UF). You will not be able to enrol if your offer status is not UF. Please contact Admissions Team at hwum-welcome@hw.ac.uk if your application status is different. Next, Click on ‘View’.

1.2 Go to ‘Decision History’ and download the decision letter with Unconditional Firm status.

1.3 Your HWU Person ID is available on the top left of the decision letter. The decision letter is also known as offer letter.

**Page 1 of 2**

**Person ID: H00123456**

**If you encounter any issues in accessing the Application Hub, please contact the Admissions Team at hwum-welcome@hw.ac.uk for assistance.**
Step 2: Access to Student Self-Service (User ID and PIN)

2.1 Log into Student Self-Service. User ID will be your HWU Person ID.

2.2 Pin Number

- **New User** - If you are logging in for the first time, please read the instruction under the NEW USERS section of the page to enter your pin. If the DDMMYY pin does not work, please email to hwum-welcome@hw.ac.uk

Once you have clicked the Login button, you will prompt to change the PIN.

- Old PIN – DDMMYY pin
- New PIN – insert your own PIN. Your PIN must contain only numbers and be between 6 to 15 digits long

- **Existing User** - If you have logged in before, please enter the pin which you have set. If your pin does not work, please click ‘Click here to reset your PIN’ to reset it.
Step 3: Enrolling process

3.1 From the Main Menu, click ‘Online Enrolment and Course Registration’.

3.2 Click ‘Enrol Now’.

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

3.4 **Complete your addresses.**
- Home address – origin
- Term address – while you are studying
3.5 Enter and confirm the additional personal information.

3.6 Select your career readiness

3.7 Edit your personal email if required and click continue
3.8 Enter your emergency contact details

3.9 Upload photo – You are **required** to upload a photo for your student ID card.

3.10 Select your preferred address as Correspondence address

Note: **Final Assessment results letters will be sent to your correspondence address** at the completion of your programme.
3.11 Complete NRIC, Visa and Qualification information

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.

3.12 Review your programme details and click continue. Enrolment system is based in UK campus. Hence, all non-UK/EU citizen students (including Malaysian) is considered as an oversea student.
3.13 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.

3.14 Complete student declaration and click ‘Confirm Enrolment’.
Step 4: 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 ‘Online Enrolment Confirmation Letter’ section.

2. HW Username and Password

2.1 Go to ‘Registration for IT Facilities’ section at the top of the enrolment confirmation page to look for your HW username, Email Address and Instruction to discover your password.

2.2 When you click on the link to discover your password, you will be asked to enter an email address. **You must enter the email address that you used to apply to the University.** The link to set your password will be sent to the email address which you have keyed it. Once you receive the link to set your password, please read the instructions carefully to ensure you include the required number of characters, symbols, etc. **Your password must include:**

- 8-character minimum
- Contain characters from three of the four categories:
  - English uppercase characters (A-Z)
  - English lowercase characters (a-z)
  - Numbers (0-9)
  - Non-alphabetic characters (for example, !, $, #, %)
- Not contain your username
a. I completed enrolment but I do not know my username or password

Log into Student Self-Service > From the Main Menu, select 'Online Enrolment and Course Registration' > Click 'View Confirmation' > Enrolment Confirmation – Registration for IT facilities. Please follow the instructions to set your password in the Section 2 HW Username and Password of this guide.

b. I am unable to upload photo at the Enrolment page

You can send your passport size photo to Student Centre email at hwum-welcome@hw.ac.uk. Student Centre will help you to upload your photo.

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

Our enrolment system is based in UK campus. Hence, non UK/EU citizen students (including Malaysian) are considered as overseas students.

d. I am unable to proceed with 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.

e. I am in Year 1 but the system says Year 2

I am in Foundation programme but the system says 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, the year 2 in the system is equivalent to year 1 in Malaysia.
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