



# HWU STUDENT ACCOUNT GUIDE

essential information for new students

---

# table of contents

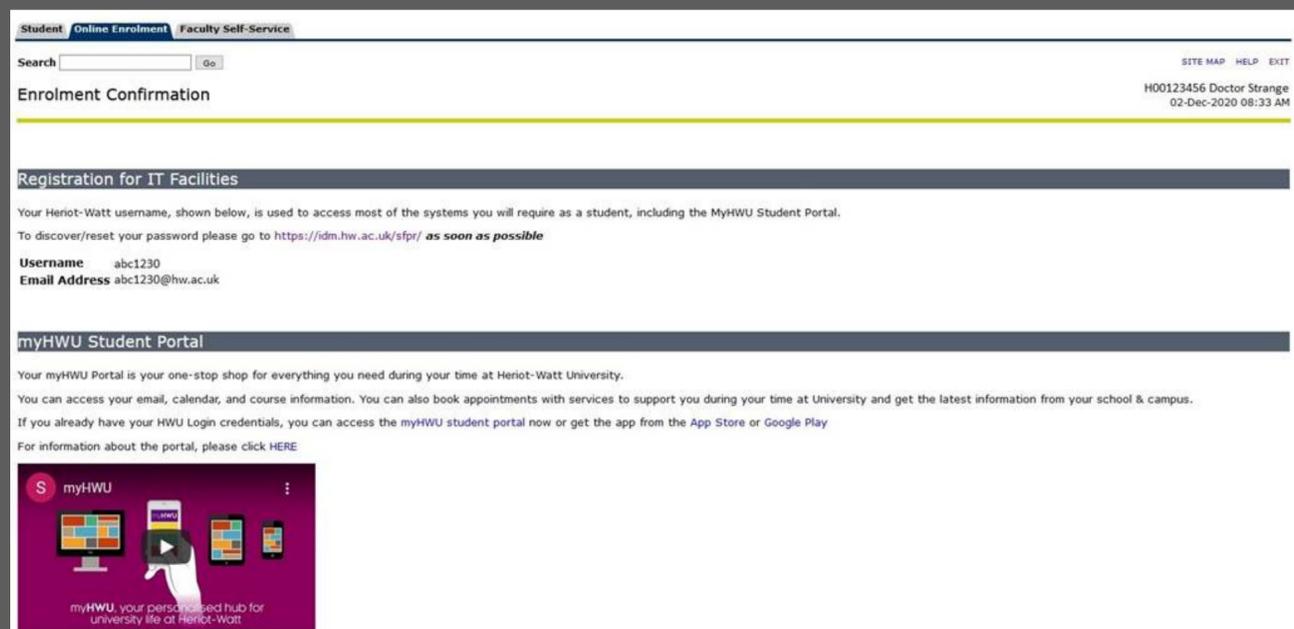
- 1** Activating your HWU IT account 3
- 2** Accessing your HWU email 6
- 3** Frequently Asked Questions 8

# Activating your HWU IT account

## Step 1

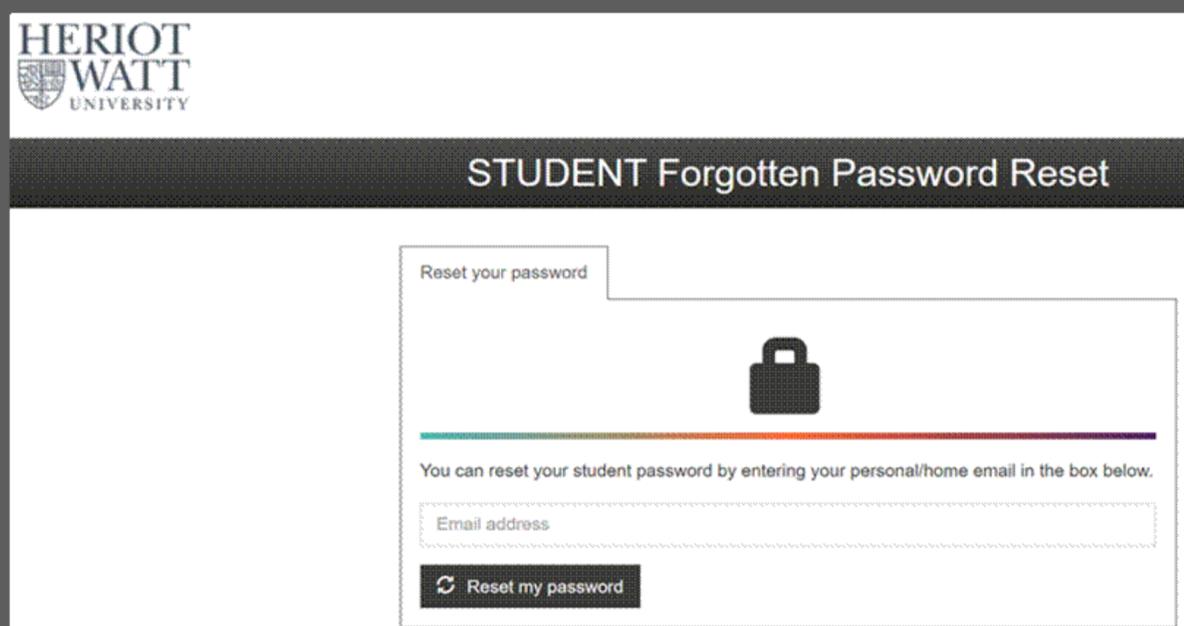
At the end of your enrolment process, you will get your username and email address. Your username will be used to log in to the IT facilities. On that page, there will be a link to reset your HWU password [<https://idm.hw.ac.uk/sfpr/>].

Please be informed that this **must** be completed for you to start using your IT account.



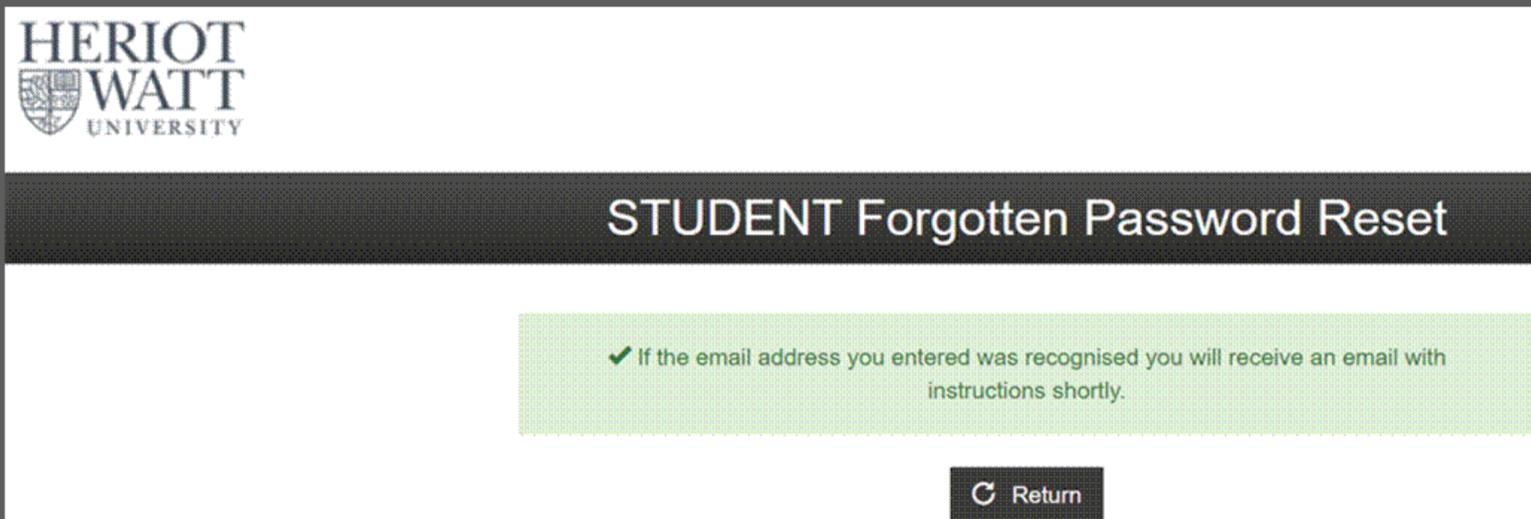
## Step 2

At the '[STUDENT Forgotten Password Reset](#)' page, enter your personal email that was used during admission.



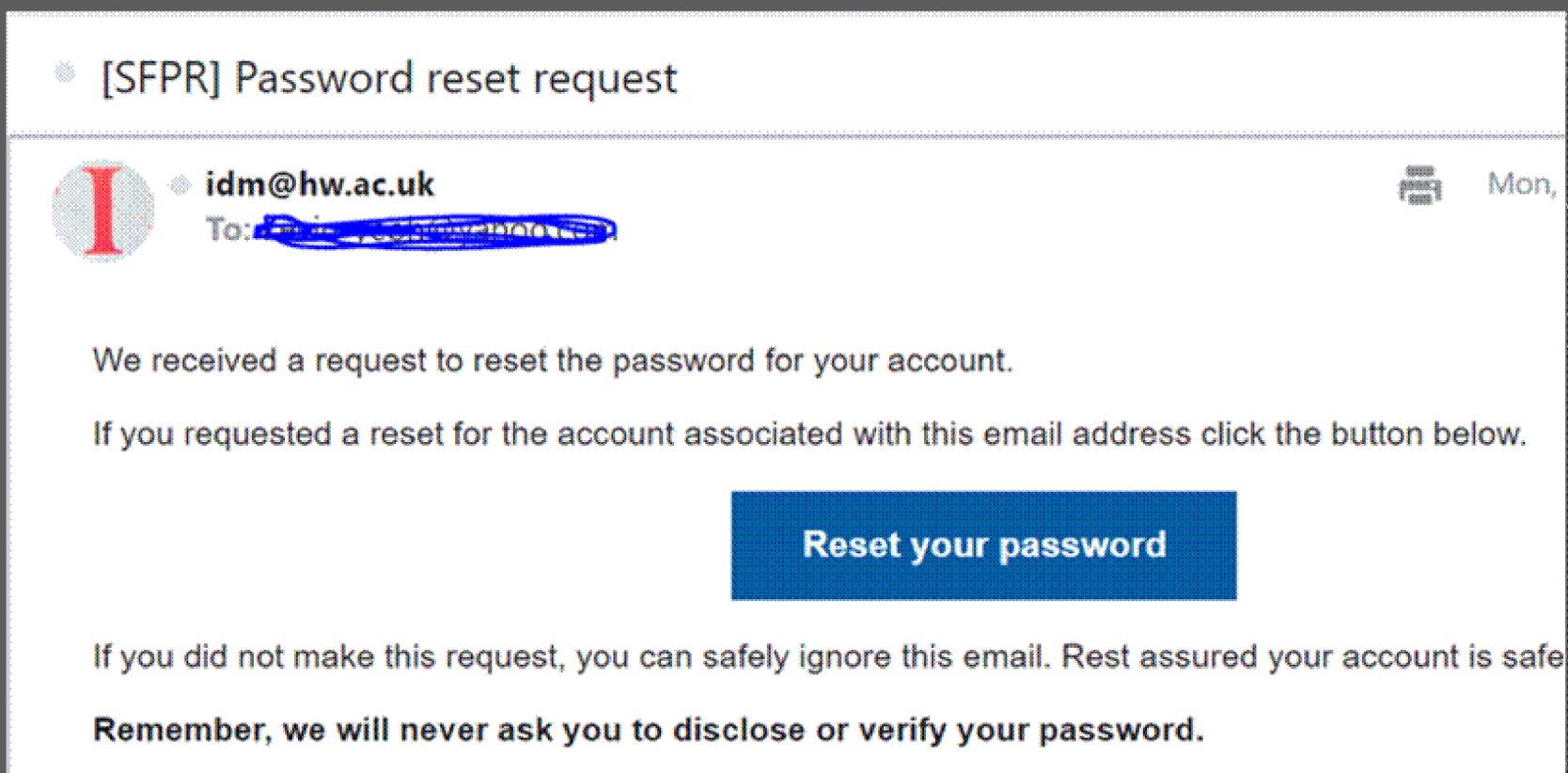
## Step 3

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



## Step 4

Go to the mailbox that you have provided in Step 1 and look for the email from [ids@hw.ac.uk](mailto:ids@hw.ac.uk). Open the email and click on the 'Reset your password' button, as shown below.





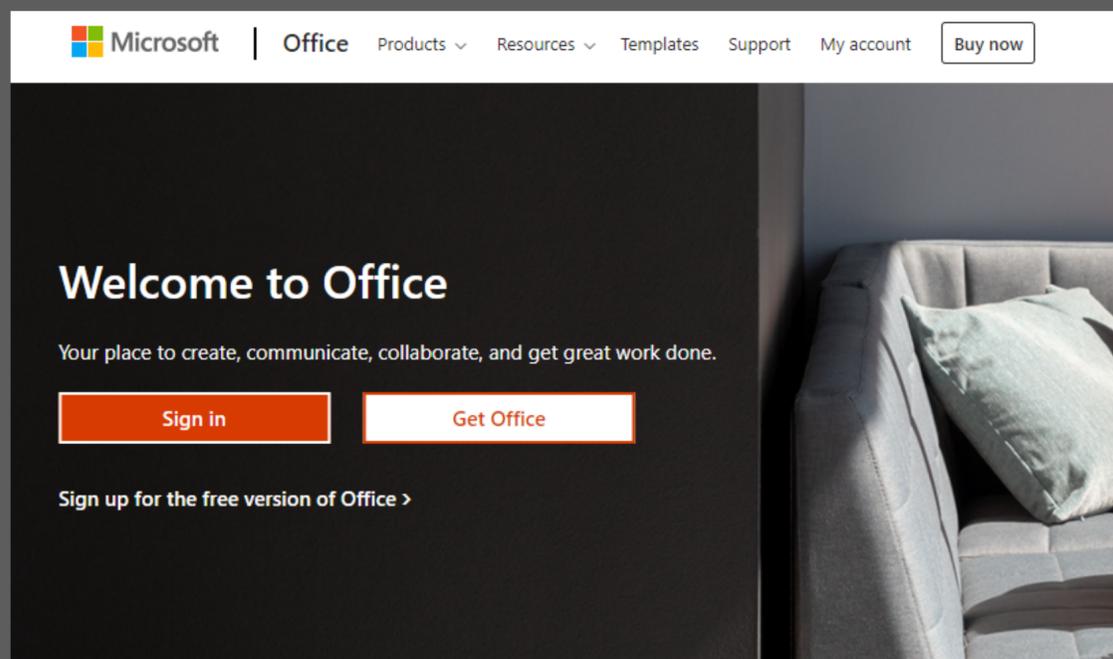
# Accessing your HWU email

## Step 1

Students can access the HWU emails at <http://www.office.com>.

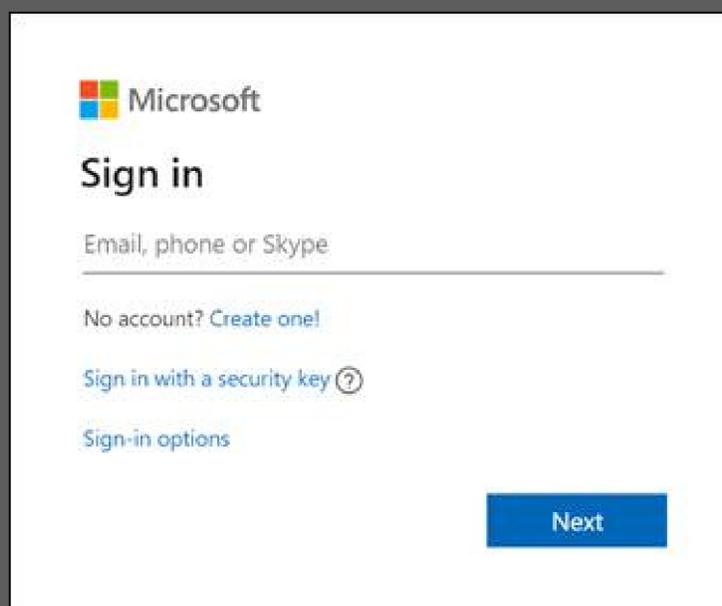
## Step 2

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



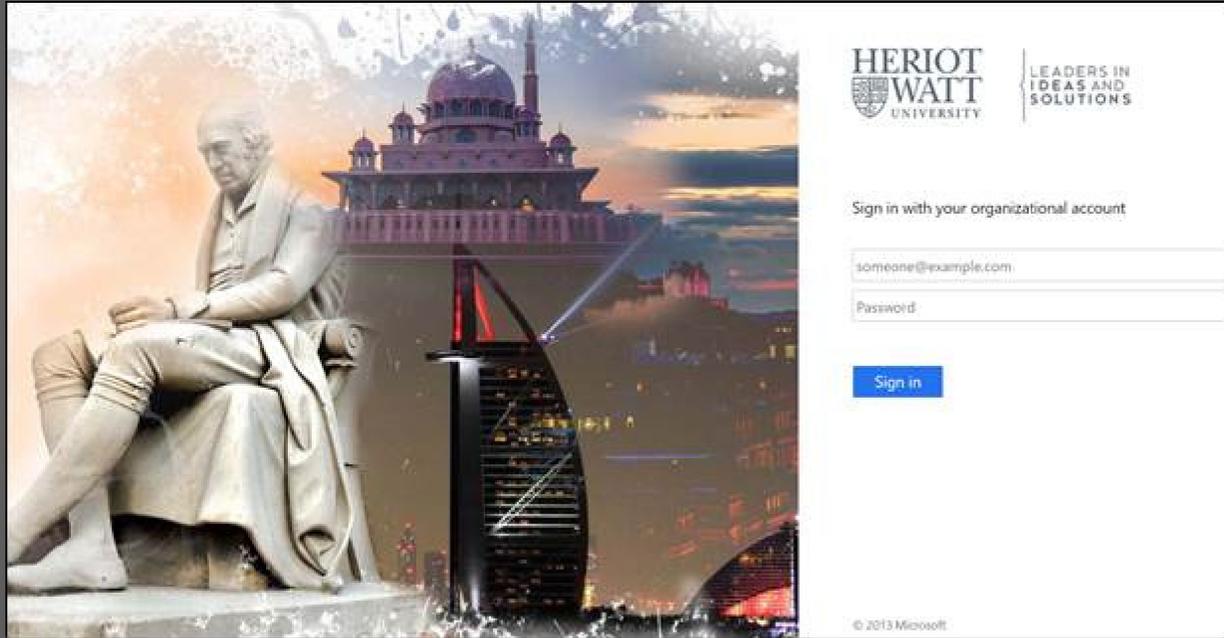
## Step 3

At the Microsoft login page, sign in using the **HWU user ID** [eg: abc123@hw.ac.uk]. Then, click the 'Next' button.



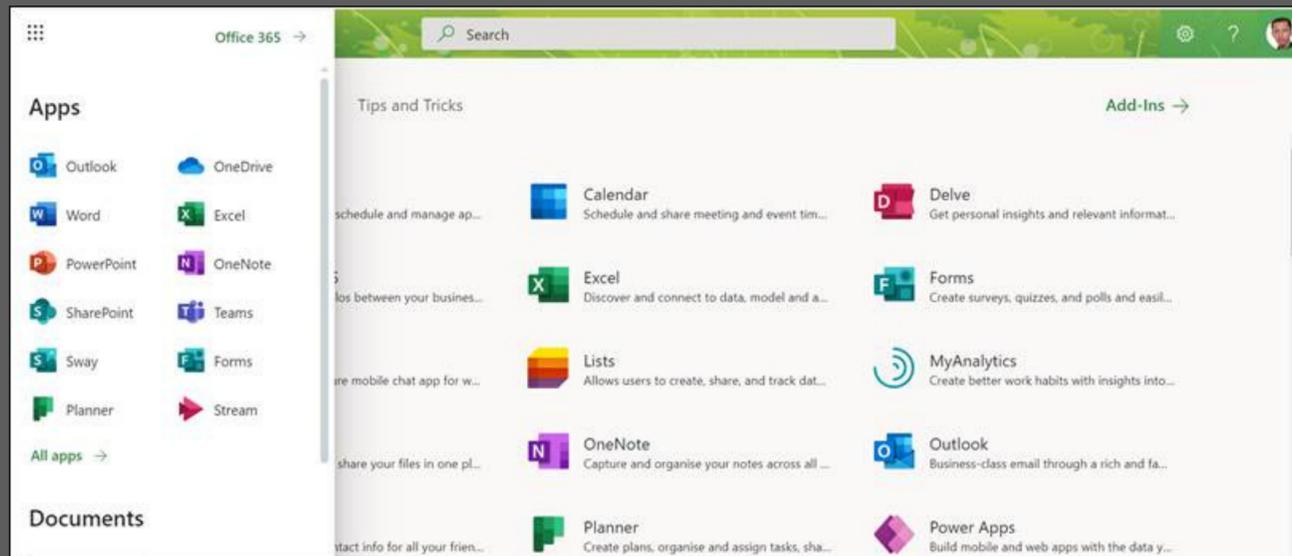
## Step 4

The HWU login page will pop up. Please key in your **HWU user ID** [eg: abc123@hw.ac.uk] and enter your password.



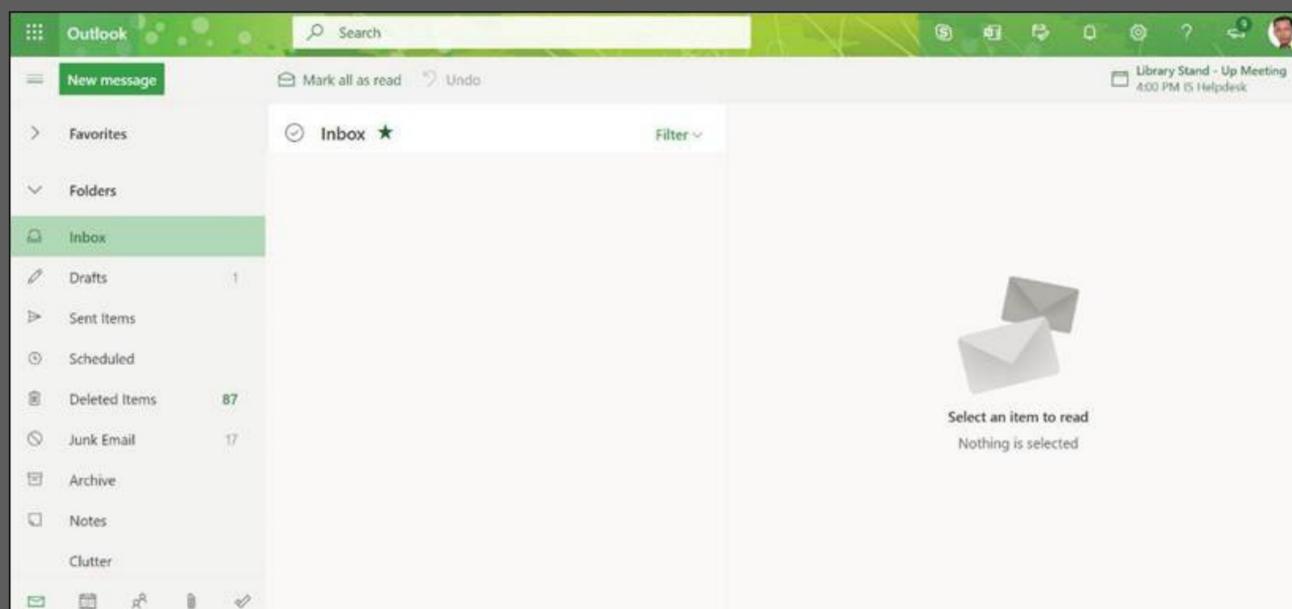
## Step 5

Once you have logged in, please look for the '**Outlook**' application and click the icon to access your email.



## Step 6

After that, you should be able to access your email as shown below.



---

# f.a.q.

1

**I am unable to reset my HWU IT password.**

As stated in **Step 5, Page 5** above, please follow the password prerequisites in order for the system to accept your password. If you still encounter any errors, please report this issue to [ISHelp@hw.ac.uk](mailto:ISHelp@hw.ac.uk).

2

**How do I access other services such as Vision, student portal, etc?**

We are happy that you are excited to use our services! Please wait for the actual Welcome Week where we will present this to you.

3

**What if I don't get the enrolment confirmation page and I am not able to reset my password?**

Please report this issue to [HWUM-Welcome@hw.ac.uk](mailto:HWUM-Welcome@hw.ac.uk).

**Editors:**

Crystal Liew Xin Yu - Foundation in Business  
(Actuarial Science)

