ENROLMENT GUIDE
essential information for new students

Malaysia campus
www.hw.ac.uk
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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 already know your HWU Person ID, you can proceed to Step 2 to login to the student self-service. If you are unsure about where to get your HWU Person ID, please follow the steps below to retrieve it.

Log into the Application Hub. Go to the ‘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 the Admissions Team at hwum-welcome@hw.ac.uk if your application status is different.

Next, click on 'View'.

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

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

If you encounter any issues in accessing the Application Hub, please contact the Admissions Team at hwum-welcome@hw.ac.uk
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 **New User**: If you are logging in for the first time, please read the instructions 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 be prompted 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 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’.
Check your **Full Legal Name**. It should be the same as your NRIC (Malaysian student) or passport (International student).

### 3.4

- **Home address** - origin

- **Term address** - while you are studying
Enter and confirm the additional personal information.

Select your career readiness.

Edit your personal email if required and click 'continue'.
3.8 Enter your **emergency contact details**.

![Image of emergency contact details form](image1)

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

Note: Photo size should not more than 4MB and acceptable file type: jpeg, jpg, gif, png or x-npg. **PDF file type is not acceptable.**

![Image of photo upload form](image2)

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

![Image of correspondence address form](image3)
Complete **NRIC, Visa and Qualification** information

### NRIC, Visa and Qualification Information

- **NRIC Number**
- **Passport Number**
- **Visa Type**
- **Visa Country**
- **Visa Expiry Date**
- **Qualification**

**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.

#### 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.

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.
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.

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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. **Please print your enrolment confirmation letter and bring along during on campus enrolment session.** To **print** your enrolment confirmation letter, please scroll to the ‘**Online Enrolment Confirmation Letter**’ section.

**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](https://www.hw.ac.uk/uk/students/new-students/malaysia.htm). Go to “Enrol” section.

**HWUM Username and Password**

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

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 in which you have keyed in. 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-characters 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**
Online Learning platform (OpenLearning) is only applicable to Malaysia Foundation Programme (MFP)

All your learning activities will take place on this platform. To launch your online learning platform, open this link on your computer or smartphone using a Chrome browser: https://myfoundation.hw.ac.uk/

You will see this screen:
To start your online learning, you need to create your account by follow the steps below:

1. Click on 'Sign up'.
2. Enter your Heriot-Watt student email ID [eg: abc123@hw.ac.uk] in the Email box. You can find your HW email address from your 'Enrolment Confirmation' letter.
   
   **Note: Please do not sign up using your personal email.**

3. Create your own **password** for your 'Open Learning'.

4. Type in your **full name**.

5. Click on 'Get Started'.

6. An account verification email will be sent to your **Heriot-Watt student mailbox**. Please check your mailbox and click on the link to verify your email address.

7. Once you have verified your email address, you will be able to access the courses that you enrolled for.
f.a.q.

1 I completed the 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’ > ‘View Confirmation’ > 'Enrolment Confirmation – Registration for IT facilities'. Please follow the instructions to set your password in the 'Section 2: HW Username and Password' part of this guide.

2 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.

3 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.
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
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