ENROLMENT GUIDE
essential information for new students
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Step 1: Enrolling process

1.1 Log into Student Self-Service.

1.2 From the Main Menu, click 'Online Enrolment and Registration'.

1.3 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'.
1.4 Check your **Full Legal Name**. It should be the same as your NRIC (Malaysian student) or passport (International student).

Complete the disabilities information by clicking **Yes** on the section that is applicable to you.
Complete your addresses.

- **Home address** - origin

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Home Address Details

All students *must* provide a Home Address and will be asked to provide a Term Address if applicable. It is the responsibility of the student to ensure that they inform the University of changes to any addresses provided.

For clarification on definitions of address types, see the "HELP" link at the top right of the screen.

**Home Address**

Please check and confirm your Home Address below.

Address: 1 Long Road
City: Kaper
Postcode: 42000
Country: Malaysia
Telephone: 12345078

[EDIT ADDRESS]

[CANCEL] [CONTINUE]
```

- **Term address** - while you are studying

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Term Address Details

All students who study on-campus should provide a Term Address showing where they reside while studying. This may be the same as your Home Address.

**Term address**

Please check and confirm your Term Address below.

Address: 2 Long Road
City: KL
Postcode: 42000
Country: Malaysia
Telephone: 12345078

[EDIT ADDRESS] [DEACTIVATE ADDRESS] [COPY HOME ADDRESS]

The University is required to collect information on the type of accommodation students live in during term-time for the Higher Education Statistics Agency (HESA). If this is the same as the home address, we still require you to provide information on the type of accommodation you live in.

**Term Time Accommodation**

Please select the option from the list below that best describes your accommodation during term time.

- [ ] Private sector halls

[CANCEL] [CONTINUE]
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Enter and confirm the additional personal information.
1.8 Select your **career readiness**.

1.9 Edit your **personal email** if required and click 'continue'

1.10 Enter your **emergency contact details**.

<table>
<thead>
<tr>
<th>First Name</th>
<th>Sam</th>
</tr>
</thead>
<tbody>
<tr>
<td>Last Name</td>
<td>Test</td>
</tr>
<tr>
<td>Relationship</td>
<td>Parent/Guardian</td>
</tr>
<tr>
<td>Address</td>
<td>1 Long Drive</td>
</tr>
<tr>
<td>City</td>
<td>Kapor</td>
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<tr>
<td>Telephone</td>
<td>12345678</td>
</tr>
</tbody>
</table>

**EDIT DETAILS**  **DEACTIVATE DETAILS**

**CANCEL**  **CONTINUE**

1.11 Upload a photo – You are required to upload a recent photograph for your student ID card. The photograph you upload should shows only you and no other person, is a clear head and shoulders portrait and shows you facing the camera with nothing obscuring your face.

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

Note:
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.
Complete student declaration and click ‘Confirm Enrolment’.
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 the ‘Online Enrolment Confirmation Letter’ section.

Step 2 : Enrolment Confirmation

Registration for IT Facilities

Your Heriot-Watt username, shown below, is used to access most of the systems you will require as a student, including the MyHWU Student Portal.

Username: [Your username]

For information on changing your password and keeping your account secure, please go to [http://www.hw.ac.uk/services/self-essentials/password-chng.htm](http://www.hw.ac.uk/services/self-essentials/password-chng.htm)

Email Address

There was a problem creating your computer accounts, please check the online enrolment system again later for further details.

myHWU Student Portal

Your myHWU Portal is your one-stop shop for everything you need during your time at Heriot-Watt University.

You can access your email, calendar, and course information. You can also book appointments with services to support you during your time at University and get the latest information from your school & campus.

If you already have your HWU Login credentials, you can access the [myHWU Student portal](https://myhwu.hw.ac.uk/) now or get the app from the App Store or Google Play.

For information about the portal, please click [HERE](https://myhwu.hw.ac.uk/)

Online Induction

Congratulations on completing online enrolment. Your Student Induction will be delivered through Canvas (the University’s Virtual Learning Environment). Once you have access to Heriot-Watt IT systems (usually within 24 hours of enrolment) please access the VLE via the Canvas VLE tile on the Heriot-Watt Student Portal.

- In the Students Portal click on the Canvas VLE tile
- After logging in to Canvas you will be shown your Dashboard, click on the Induction course tile to get started

Canvas VLE
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.
1. 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.

2. 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.
3. 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