Frequently asked questions to support your enrolment

1) I have not received any enrolment information.

If you are an international student you will receive an enrolment email once a CAS has been issued. If you have been issued a CAS and have not received enrolment Information, please contact London@uws.ac.uk using the subject heading **'I have not received my enrolment email'**

If you are a home student, you will be sent an enrolment email once you have accepted your offer. If you have accepted your offer and still have not received enrolment information please contact London@uws.ac.uk using the subject heading **'I have not received my enrolment email'**

The admin team will request the email to be re-sent to you.

Note – Please check your junk mail before emailing.

2) I have not received Welcome/password security email.

If you have not received your welcome email/password security email, please check your junk mail.

If you still have not received welcome email/password security email, please contact London@uws.ac.uk using the subject heading **'I have not received my Welcome email'** or **'I have not received my password security email'.**

The admin team will request the email to be re-sent to you.

3) I cannot log into Banner

You can use this link to set up your security password **SET UP YOUR UWS IT ACCOUNT** if you have not done so already. Setting up your UWS security account is the first email you will receive from UWS.

If you forget your password at any time, you can go to **passwordmanager.uws.ac.uk** and follow the instructions to reset the password.

4) I have logged into Banner, but I have a 'hold' and unable to enrol.

If you have a 'hold' and unable to start your enrolment processes please contact enrol@uws.ac.uk with a screenshot of the Banner page and using subject heading **'hold issue'**. Only email once, the enrolment team will get back to you.

The enrol team will notify you when your record has been updated and you can continue your enrolment.

5) I do not have any modules listed on Banner and cannot enrol.

Please send an email to London@uws.ac.uk with the subject heading **'No modules listed on Banner'.**

The admin team will email you when Modules have been added, and can continue your enrolment.

6) I am being asked to pay £5,000 (I have already paid my deposit)

You may be asked to pay £5,000 if you paid for your CAS deposit before accepting your offer.

Please contact London@uws.ac.uk with the subject heading **'Fee issue'**

The admin team will email you when the £5,000 has been removed from your account.

7) I cannot see my timetable.

It can take up to 24 hours for the timetable to become available on CelCat (CELCAT Calendar (uws.ac.uk))

If you cannot see your timetable 24 hours after enrolment please email london@uws.ac.uk with the subject heading **'I cannot see my timetable on CelCat'.**

The Admin team will notify you when your timetable is available to view on CelCat.

8) I cannot access Microsoft Teams.

It can take up to 24 hours from enrolling for your Microsoft teams account to be activated. If you still cannot access Microsoft teams after 24 hours, please email Helpdesk@uws.ac.uk with the subject heading **'cannot access Microsoft Teams'.**

Remember; you should only access Microsoft Teams using your student email, the password is the same as your security password.

9) I cannot find my class links.

Class links are uploaded to the virtual learning experience platform AULA. Please log into AULA (Log into institution - Aula) to access class links and materials.

Please note – you can only log in and access AULA once you have completed your enrolment.

Password for AULA is the same password as your security password.

Any issues logging into AULA, please contact Helpdesk@uws.ac.uk using the subject heading **'cannot access AULA'**

10) There are no modules listed on AULA.

You can only log in and access AULA once you have completed your enrolment. If you have enrolled, and cannot access any modules on AULA, please contact London@uws.ac.uk with the subject heading **'No modules on AULA'**

The Admin team will notify you when AULA has been updated.

Top tips for contacting UWS with an enrolment enquiry

- Always quote your Student Banner ID (which starts with B00).
- Once you have access to your student email account, always email using your UWS email account
- Check your inbox and junk mail regularly for replies
- Only email once, we will get back to you
- Use the subject heading given in the below table, to allow your enquiry to be processed as quickly as possible.

Quick guide for enrolment support

Enrolment Issue	Email	Subject Heading
Missing enrolment email	london@uws.ac.uk	**'I have not received my enrolment email'**
Missing welcome/security email	london@uws.ac.uk	**'I have not received my Welcome email'** or **'I have not received my password security email'.**
'hold' when trying to enrol	enrol@uws.ac.uk	**'hold issue'**
No module on Banner	london@uws.ac.uk	**'No modules listed on Banner'**
Banner is asking me to pay £5,000	london@uws.ac.uk	**'Fee issue'**
No classes on timetable	london@uws.ac.uk	**'I cannot see my timetable on CelCat'**
Cannot access Microsoft Teams	Helpdesk@uws.ac.uk.	**'cannot access Microsoft Teams'**
I cannot find my class links	Helpdesk@uws.ac.uk.	**'cannot access AULA'**
No modules listed on Banner	london@uws.ac.uk	**'No modules on AULA'**