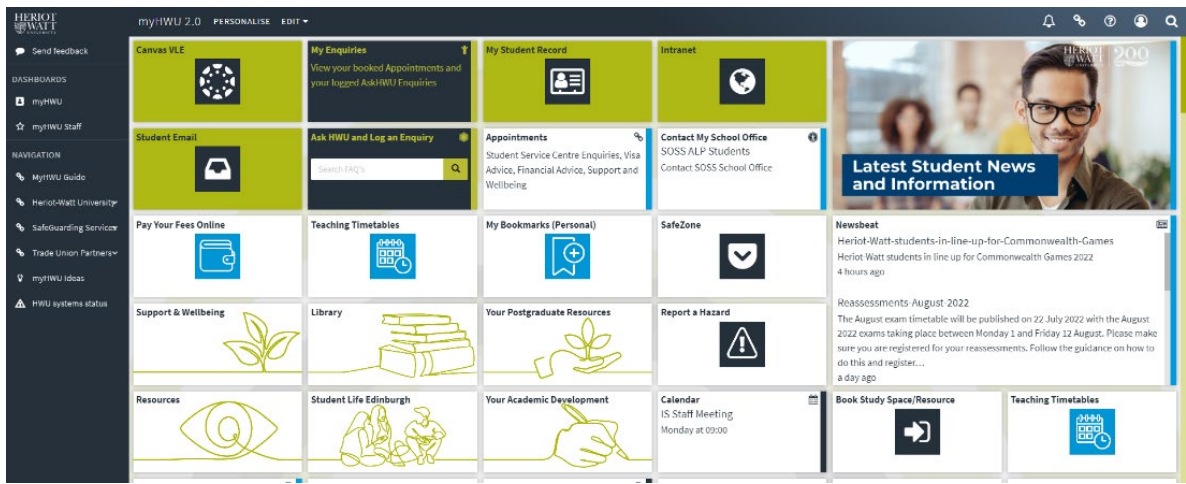


PORTAL USER GUIDE





INTRODUCTION

Our new Student Portal for 2022-23 is everything you will ever need at Heriot-Watt University. It is called myHWU. You can download it to your phone or tablet from the [App Store](#) or [Google Play](#) or use it on your computer.

What is a Student Portal?

A Student Portal is an online gateway for everything a student needs at Heriot-Watt University. It contains all the links you will need to interact with the University in the first instance.

How do I use it?

After logging in to the Student Portal, you can personalise it for your needs. You can hide tiles that are not important to you such as bus trackers if you walk or cycle to your campus.

Where do I find it?

Type myHWU or “HWU student portal” into a search engine

On the [university web site](#), search for “student portal” or myHWU

Search myHWU in the [App Store](#) or [Google Play](#)



Logging in to myHWU

Login to myHWU using your Heriot-Watt username (your username is the first part of your Heriot Watt email address) and password. You will also be prompted to authenticate using Multi-Factor Authentication. Be aware, access can take up to 24 hours after enrolment.

Student username and password

Once you have completed online enrolment you will be given a Heriot-Watt username and password. Your password needs to be a minimum of 16 characters and have a combination of different characters. More information on [password requirements](#) and where to go to [change your password](#) can be found online.



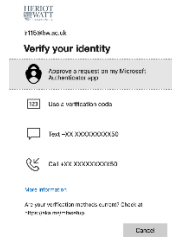
Please enter your Heriot-Watt University Username and Password

Please enter your username:
Please enter your password:

Login

Multi-Factor authentication (MFA)

MFA is a secure additional login process. It protects you and Heriot-Watt University from unauthorised access to your account, which may occur if you only use a username and password. More information on what it is and how to register is available on our [MFA information page](#).



ESSENTIAL STUFF

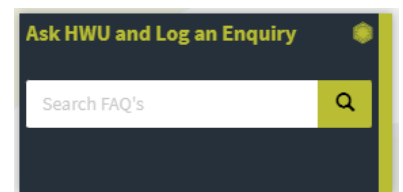
Your Heriot-Watt University life is accessible in one hub no matter where you are studying all over the world.

Personalisation and the Portal

This is your space, and you can design it the way you want. Choose to hide tiles, add tiles, change the layout – set it up and make it work for you. Just click the ‘Personalise’ button at the top of the portal to access these features and design your own portal.

AskHWU and Log in Enquiry

One vital feature of the Student Portal is AskHWU. This is a database of over 1000 FAQs all relating to studying at Heriot-Watt. If you have a question, all you need to do is type a keyword into the AskHWU. If the information given does not fully answer your question or you would like more details, click ‘Log an Enquiry’ to send a message straight to the relevant department or service without having to look for an email address.



Contact your School Office

If you have an academic enquiry about your course, you can contact your school office team directly by choosing the tile called ‘Contact my School Office’. This will launch an enquiry form and your question will be submitted directly to your school office team to answer.



My Student Record & Self-Service

Your Student Record tile links to a self-service administration area. This is where your personal information is recorded such as your name, address, and contact details. It is also where you will complete your online enrolment at the start of every academic year and access your academic results when they are released. You must make sure that your contact details are always up to date on your student record so we can get in touch with you – you are able to update this personal information yourself in the Student Record area.



Printing your enrolment letter

You can print your enrolment letter at any time from your Student Record. Just choose 'Online Enrolment, the grey 'Student' tab and choose to 'View your Confirmation letter'.

Find more information about the Student Record self-service area, start by visiting our website here.

Pay Your Fees Online

The university has an online payment site that is a quick and easy way to pay your academic fees or campus accommodation charges. Log in to view your current balance and pay your invoices.



Student Email

Access your student email by clicking on the Student Email tile. Receive and send emails from your university email account using Outlook.

Calendar

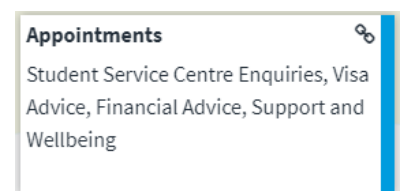
A link to your own personal calendar hosted on Outlook.

Timetable

A link to the current timetables for every course – you can filter this information down to view your own personal timetable.

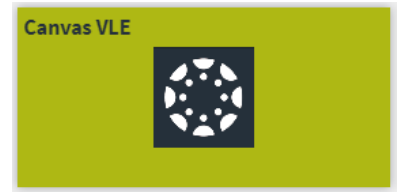
Appointments

There are a range of services you can access across the campus using the appointments tile. Simply click on the Appointments tile, search for an available appointment and book. You can also search under keywords to find the service you need. Services covered by the appointments tile include the Student Service Centre, Student Success Advisors, our International Visa Advice Office and Wellbeing and Counselling services.



Canvas VLE

Canvas is your Virtual Learning Environment (VLE). The Canvas dashboard shows any courses you are enrolled in. Once you have selected the course, you will be taken to the homepage where you can navigate through different aspects of the course such as a welcome message from your course tutor and the course handbook.



Latest Student News and Information

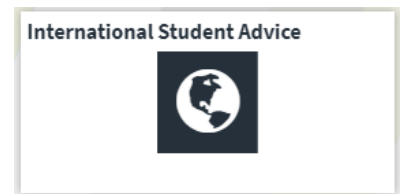
You will see all the latest news and information from the university as well as events and opportunities that might interest you.

Support and Wellbeing

Use this tile to view and access counselling, support and information to help you deal with any difficulties you may face while studying with us. There are a range of services available including disability support, counselling and general student life help and advice too.

International Student Advice

If you are an international student based at any of our UK campuses, this tile will connect you to our Global Student Office (GSO). Our international advice team provide a wide range of information and support, from immigration advice to welfare issues both before and after you arrive in the UK.



Go Global

Are you ready to take the next step to become a global student and study at one of our international campuses? Use this tile to find out more about your eligibility, how to request your transfer, and the practicalities of travelling to a Heriot-Watt campus overseas.



What else can you see?

A-Z Student Guide

Find essential information about the support and resources available to you

Library



Search the library catalogue for a wide range of books and online resources

Skills Hub

The Skills Hub will help you develop key academic skills for successful studying



Book a study space on your campus