Online enrolment

Instructions and explanations for new postgraduate taught students

The University asks every student to complete an enrolment process, during which you can confirm or correct your personal details, your academic details and your fee payment details. We hold this information on our central student database, called RISIS and you complete the enrolment process online, using our RISIS student portal.

You can complete the online enrolment process from any computer, anywhere in the world; and you can work through the process in stages, stopping and re-starting as you please.

We ask you to complete online enrolment, pay your fees (or make suitable arrangements with a sponsor to do so) and provide your passport and visa details if you need a visa to study here, or provide photo identification otherwise (e.g. passport or driving licence). Once you have done this, you will be able to collect and activate your University username and email address, and if you are based on the Reading campus for your studies, you will be able to collect your Campus card.

You need to complete this process before the beginning of term. If you haven’t completed the enrolment process, this may affect your funding or some of your associated access such as your Library access. You are welcome to work through the screens at any time, either before arriving here for the start of term, or alternatively once you arrive on campus.

If you can’t use online facilities due to visual impairment or another disability, please contact your Admissions Officer or the University Disability Office.

Please note that these instructions are very detailed. There is a separate page for most screens that you will see. Please use the index to help you to find the areas where you need help. Every screen will also give online instructions so you may find that you only need to refer to one page of these instructions if you need further information. You can print these instructions out.

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How to log in

Please start by going to www.reading.ac.uk/enrol where, as well as a copy of these instructions, you will find a link to the RISIS portal.

Please click on the link on that web page which says Log into RISISweb portal.

Enter your log-in details here:

Enter your student number and your date of birth in the named boxes. Your student number is shown on letters that have been sent to you: it may also have been called your Applicant number or Reading ID number and is always eight characters long. Your date of birth must be entered in the format ddmmyyyy. If your birth date was 22 May 1982, you would enter this as 22051982.

Now click on Log in >>.

Problems:

If the screen doesn’t look like the one in the screenshot above, but instead shows Username and Date of birth, you can still use that screen: put your student number as username, and your date of birth as password.

If you have had an error message, please check that you have entered your student number and date of birth exactly as shown above.

If you have still not succeeded in logging in, please click on the link that says “If your log-in attempt has not worked, please click here.” You will find some links to use to send us an email to...
help you. We will reply as soon as possible: we work in office hours. Please note that, for reasons of data protection, we can only reply to the email address we hold against your records on the database.

Please email us rather than phoning us: we may have to make adjustments to the database when you contact us, and this is much easier to do from an email.

Interim programme screen

Not everyone will see this screen. However, if you have studied on other programmes at Reading as well as this one, you may see this selection screen now. Select the programme that you need to enrol for, and then click on either Temporary Selection, which means you will see this selection screen every time you log in; or Permanent Selection, which means you won’t see this screen again but will only see the records which relate to that one programme that you’ve chosen.

The date given is the date on which you started or will start the course, and the numbers in brackets at the end show the block (joining point) that you started on.

For those who have selected Permanent Selection here, there is a link on the Personal Data screen on the portal which lets you change your settings and return to being given this choice again in future. You will only be able to see the Personal Data link once you have completed online enrolment.

Security password screen

You will now find a box listed What to do next where you will be asked to create a RISIS security password.

Click on set up password. You have two passwords to log into the RISIS portal, because a lot of your data is very personal. You should always protect yourself by making sure that you never give your password out to any other person, not even the staff in ITS or in RISIS; nor should you ever write it down to remember.
Click on the red link to create a security password.

On the next screen, please enter a password and reminder.

When you click on Store, your settings will refresh and you will be able to see all of the screens that are applicable to you. The next time you log in, you will see your own reminder on this screen, as shown below:

If you have already logged in once and have already created your RISIS security password, you need to put your new password here. You should be able to see your own reminder text on the right.
If you end up with a blank screen, this is because you did not click on the Go>> button. You must click on the Go>> button to activate your settings.

If you are still having problems, contact the RISIS office on risis@reading.ac.uk or use the RISIS Office link on the error message. We check routinely to find those who have had difficulties and send out system generated emails to offer help.
What to do next

Once you have successfully logged into the RISIS portal you will find a box called Enrolment Overview. This shows the steps that you will need to take to complete your enrolment with the University. An orange box shows that you need to take action; a green box shows that the action is complete and a grey box means that the particular option is not yet available. If you hover the cursor over each box further explanatory text will appear.

Click on the Online Enrolment box to access the online enrolment homepage.
Start of Stage 1

Online enrolment

Welcome to the University's online enrolment process

Please complete the University's online enrolment process in order to become a fully registered student of the University for the coming year.

Online enrolment involves the four stages shown below, during which you need to check or amend the information we hold about you, or add new data.

The current stage is highlighted in orange and you can click this stage to complete the required information. Subsequent stages will become available as you complete the previous one.

Your home page will look similar to the one above. As you will see, there are different stages to the online enrolment process: you may not be expected to complete all four stages. You will return to this screen at the end of each stage.

Click on the orange Rules and Regulations box to start the online enrolment process.

Problems:

If you can’t see the container above, this will be for one of three reasons:

- you have already completed online enrolment
- you are not looking at the correct programme records
- or you are not expected to complete online enrolment.

Staff in the University Admissions Office may override the settings on your records to stop you from completing online enrolment. This may be because you have yet to finalise your funding arrangements, or may be because you have not yet proved that you have met all conditions relating to your application. If you have had a letter from the University Admissions Office asking you to online enrol, however, it is unlikely that they will have overridden your records.

If you have studied on a previous programme at Reading, and you think you have logged into the wrong programme records, then please let us know: we will need to reset your records so that you have to select the appropriate programme of study next time you log in. If this is the problem, or if you have another difficulty, please email us at risis@reading.ac.uk and we will investigate – and resolve – the problem!
Rules and regulations

As a student at the University of Reading the Terms and Conditions for Postgraduate Taught Students 2018/19 and the Fees Policy sets out your rights and responsibilities.

You should read and agree to the Terms and Conditions, the Fees Policy and the rules and regulations so that you are aware of what is expected of you, and what you can expect from your studies and from the University.

You cannot enrol unless you have read and agreed to these Terms and Conditions, Fees Policy and Rules and Regulations.

When you have read and agreed to these documents, please click on the Confirm button. Your records will note the date on which you confirmed this.
Fair Processing

This link shows our policy on what we may do with the data we collect on you, and how you can object to having your data used in any of the ways specified.

Please click the green link to read the notices, then click on Confirm to indicate that you understand how your personal information will be processed by the University.

At this point, your screens are being updated to show us that you have completed this section of online enrolment. You may find there is now a short delay before you return to the starting screen.
End of stage 1

You have now completed Stage 1 of online enrolment. Please click on the Finish button to begin the next stage.
Start of Stage 2

The Rules and Regulations box is now green to show that you have completed Stage 1 and you should click on the orange Personal Details link to continue with your enrolment.

This next section is concerned with your personal details and the data that we check or ask you to supply is all used by the University in different processes.
Personal details

PLEASE CHECK AND AMEND YOUR PERSONAL DETAILS

First name

Middle name(s)

Full name

Previous Family name (if any)

Date of birth

Gender

"If any of the non editable boxes are incorrect you must notify the University Admissions Office as soon as possible"

You are required to provide the following details so that the University can respond appropriately in the event of an emergency. By its very nature an emergency is often unpredictable and difficult to define fully, but it would cover something like a serious illness, an incident or accident, and it would include any event in which your health or life is at risk.

Emergency contact details:

Please provide the contact details of a person (preferably in the United Kingdom) who we may contact in the event of an emergency. This information will be held securely in accordance with data protection legislation and will not be used in relation to academic issues or disciplinary matters.

If a translator will be required, please state which language is spoken.

Emergency contact name

Relationship to you

Tel number for emergency contact

Translator Required?

Member of staff?

Are you, or have you ever been, a member of staff of the University?

If Yes, please enter your 6 digit employee number, if known. Otherwise, please leave this field blank.

The following details are mandatory:

Nationality

Country of residence

Please select the country in which you are/were a permanent resident prior to entry to the University.

Store and Continue

(Note: details obscured in this image)
These are the details that we hold about you. We have shown your name, gender and your date of birth. You can’t change these details yourself: if they are wrong, you will need to contact the University Admissions Office. Click on the link below the details to do this.

In the white boxes, you will see your title and a box to put in any previous family name.

Red boxes are mandatory: you must put something in these boxes. We need a contact (preferably in the UK) if there is a life threatening emergency: please give us a full name (don’t just put Mum, for example, in the name box), how they are related to you (mother, father, guardian, spouse) and a number to contact them on, including any international dialling codes. Please also let us know if your emergency contact will require a translator.

If you are a member of staff here at the University, the IT systems need to know this. Please enter your staff number here (from the front of your payslip) if known.

We need your nationality and the country in which you were a permanent resident before coming to the University.

*If you do not complete the mandatory fields you will be returned to the previous screen.*

Click on Store & Continue.

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**Additional Personal details**

*If you are happy to do so,* please select your religion, sexual orientation and gender identity from the drop down boxes. The information that you provide will be held in confidence. Some information
may be released by the University to HESA (Higher Education Statistics Agency), which will use it only in the form of statistical tables. Once you have made your selections, click ‘Store & Continue’.

If you do not want to provide this information, select ‘Prefer not to say’ from the drop down boxes and click ‘Store & Continue’.

Student Parents

Please indicate whether you have children or other dependants. This can include children of any age, adoptive children, and children for whom you are the legal guardian. If you spend a considerable proportion of your time providing foster care to children you may also wish to answer ‘yes’ to this question. Once you have made your selections, click ‘Store & Continue’.
Address details (several screens)

The next screens ask you to check your address details. Please check the details we hold for you on the database and update them where necessary. You can change these at any time once you have enrolled.

**Updating addresses**

If an address shown for you is correct, click on Continue. If it is wrong, then please click the ‘Amend’ button. You will then be asked to choose the country of your address, and then will be taken to a screen to amend your address. If you are amending a UK address, please click on the Get Address button, then follow the instructions on-screen.

**Home address**
We ask everyone to check their home address. This is the one we would write to in the holidays. It should be your permanent address.

Term time/contact address

If you are booked into University accommodation, you will not be able to change this address: if this is wrong, please use the onscreen link to email the Accommodation Office. Please note that your contact address details will not show your Hall address until you have checked into your Hall of Residence on arrival at the University. If you are not in University accommodation, then we will ask you to tell us a little more as shown in the image below.
Phone and email details

(Note: details obscured in this image)
After the address screens, we show you the phone numbers we hold for you and the email addresses we have for you.

Please enter the international dialling code for any telephone numbers you provide (including UK numbers).

Please enter a personal email address in the relevant box. We need to contact you on that email address if you have any problems at all with your University username and email address. We will also use that email address to contact you before you arrive, and at the end of your course when you are invited to your Graduation ceremony. We also ask you to indicate whether you are happy for your personal email address to be made available to Reading University Students’ Union before you arrive.

You will be given a University of Reading username and email address, but you will not have access to this until you have completed all stages of online enrolment, have paid your fees (or made arrangements to have them paid by a sponsor) and have provided your visa and passport details (if you are an overseas student) or photo identification (if you are a home student).

You’ve asked about text messages: what do you mean?

We may want to text you at different times: in an emergency, or for routine messages, such as if your timetable changes (if a tutor is ill, or a room is not available); or generally, to ask you about your thoughts on the University, or if you’d like to help us as a student volunteer, and so on. Please select the option that suits you best. Remember to update your mobile number if it changes.

Programme details

(Note: screen will vary according to programme taken.)
Please check that we have your programme details shown correctly. These details are used for calculating the fees you need to pay. If you have transferred from your original programme, it can take a few days before the change is updated onto the database. You can also check the programme details we hold for you on the main screens of the portal, at any time of the year.

If these details are wrong, you must stop at this point until we have corrected them: otherwise you may be charged the wrong fees.

**What does it mean when it says ‘Home’ fees?**

It means you will pay the lower rate of fees, which is applied to students from the UK or the European Union. The three fee levels are Home, Overseas and Channel Islands/Isle of Man. It does not mean that we expect you to live at home, or that we think your home will pay the fees! There is a full explanation of the definition of ‘home’ and ‘overseas’ tuition fees at [http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Home-or-Overseas-fees-the-basics](http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Home-or-Overseas-fees-the-basics) which you can use to help you if you want to check if you are being charged the correct level of fee.

**The information is wrong. What shall I do?**

If it’s wrong, we need to correct it before you go any further. Please use the link to inform the Admissions Office, and let them know what is wrong. They will correct it, and when you log in again, you will see the updated information.

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**Careers and Alumni Consent**

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Depending on the year of your programme, you will be asked two questions about your email preferences after you have finished your studies. Please let us know whether or not you would like to receive career support emails and/or alumni and supporter emails once your studies end.

End of stage 2

You have now completed Stage 2 of online enrolment. Please click on the Finish button to begin the next stage.
We have to make returns to HESA, the Higher Education Statistics Agency, as part of our statutory obligations. HESA makes use of the information to ensure that universities are providing the correct level of access to students from all backgrounds. For more information on HESA and its function, please go to http://www.hesa.ac.uk.
Disability

This screen shows what you may have declared as a disability.

**Why are you asking this?**

We have to collect this information as part of our HESA returns to Government.

What we need to know here is whether we have the correct disability code for you.

**What if the information shown is correct?**

We hope that we have the correct information in this screen already. If we do, you just need to click on Confirm.

**What if the information shown is wrong?**

If the information shown is wrong, please click the button marked No, and then click on Confirm. This will take you to a screen which asks you to contact the Disability Office to confirm the correct information. You can use the link in that screen to contact the Disability Office by email; or you can contact the team later if you prefer: but you do need to let the team know that the data is wrong before you start at the University.

Clicking on ‘no’ will not affect the enrolment process: you can carry on with the online enrolment process by clicking on Confirm. If, however, you would like to be sure that the change has been
applied to your records, you can wait until your email has been dealt with, then log in again in a few days: you will see the change in place.

**Disability Consent**

If you have declared a disability, you will see the following screen:

![Disability Consent Screen](image)

This question asks whether you give consent to your disability information being disclosed to relevant University staff. Please select an option to indicate whether or not you consent to your information being shared and then click the Confirm button. An email will automatically be sent to the Disability Office to inform them if you do not consent to your disability information being disclosed.
Ethnicity

This screen is mandatory if you are a UK/EU student. If you leave it blank, you will be sent back to the beginning of Stage 3.

**Why are you asking this?**

We have to collect this information as part of our HESA return to Government: the information is held within our statistics and your personal details are not linked to those statistics.

**What if the information shown is correct?**

We hope that we have the correct information in this screen already. If we do, you just need to click on Store & Continue.

**What if the information shown is wrong?**

Just click on the drop down arrow to see the full selection of information, change to the correct group, and click on Store & Continue.

**I don’t want to give you this information.**

Then please select “Prefer not to say” from the bottom of the list. If you are from the UK, please select “Prefer not to say (UK student)”; if you are from outside the UK, please select “Prefer not to say (EU/International student)”.

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Unique learner number

Some UK students have been issued with a Unique Learner Number. This is NOT the UCAS number, the UKPASS number, the UCAS Personal ID or any other number.

If you are an overseas student, you might not see this screen.

For more information about Unique Learner Numbers please see https://www.gov.uk/government/publications/lrs-unique-learner-numbers.

If you have a Unique Learner Number, please enter it here.

If you do not have a number, please leave the field blank.

Click on Store and Continue.
Highest qualification on entry

What is this screen for?
We need to check that we have the right details on the database for the highest qualifications you had when you arrived. We make a return to HESA about this.

It says that I have a first degree from a UK university but I got a 2:1 in my degree – have you got the wrong details?
No – ‘First degree’ generally means an undergraduate degree. We will have assessed your previous qualifications when we considered your application: we just need to check that we have entered it correctly on the database. If the details shown are wrong, please let us know, but all we need to declare is that you have a previous degree, and its level.
What if the information shown is correct?
We hope that we have the correct information in this screen already. If we do, you just need to click on Confirm.

What if the information shown is wrong?
Please click on the No button, and click on Confirm. This will take you to another page with a pop-up link to email the University Admissions Office: please send the email and let them know what the correct qualifications should be.
This is the last section of Stage 3, and your records will update again now. There will be a small delay.

End of Stage 3

You have now completed Stage 3 of online enrolment. Please click to Finish and return to the online enrolment home page.
Start of Stage 4

Online enrolment

Welcome to the University’s online enrolment process
Please complete the University’s online enrolment process in order to become a fully registered student of the University for the coming year.

Online enrolment involves the four stages shown below, during which you need to check or amend the information we hold about you, or add new data.

Rules and Regulations  Personal Details  HESA Details  Fees

The current stage is highlighted in orange and you can click this stage to complete the required information. Subsequent stages will become available as you complete the previous one.

Not all students will need to work through the following screens. If you are studying part time and are paying per module, rather than paying tuition fees for the year, then you will not see all of the parts of this section.

Click on the orange Fees box to start the process off.
Fees due

This screen shows you the fees which we believe you are due to pay as tuition fees this year. The fees are calculated on the basis of your programme of study and on where you lived when you started here.

You will see that you are either shown as being a Home student, an Overseas student, or a student from the Isle of Man or the Channel Islands.

There is a full explanation of the definition of ‘home’ and ‘overseas’ tuition fees at http://www.ukcisa.org.uk/Information--Advice/Fees-and-Money/Home-or-Overseas-fees-the-basics which you can use to help you if you want to check if you are being charged the correct level of fee.

The information is wrong: what shall I do?

Please click on No, and then Confirm: this will then give you a link to email the Admissions Office to have the corrections made. Don’t try to continue with online enrolment: we’ll need to get your records right first. The Admissions Office will let you know when the corrections have been made.
Sponsorship details

(Note: details obscured in this image)
This screen shows you any sponsor details which we have for you. If you have a sponsor, who will pay your tuition fees, the top white box will show the details of that sponsor. If you don’t have a sponsor, that box will not appear.

There is then a second box, with a calculation, showing what your total fees are (you confirmed these on the previous screen) and how much of those fees will be paid by your sponsor.

**If you do not have a sponsor then you must pay these fees yourself. A link will let you do this at the end of the process.**

**I have a sponsor but it’s not showing my sponsor on the screen.**

If your sponsor details are not showing on the screen, you must click on No at the bottom of the screen, then on Confirm; you must then use the email link to notify the University Admissions Office of this. They will need paperwork confirming that the sponsor has agreed to pay, and you will need to produce this before the sponsor can be added to your records.

**Fees Due/Sponsorship Details (Modular students only)**

If you are studying a course on a part-time modular basis, you will see the screen above. Please check the sponsorship details are showing correctly (if you have a sponsor). If you think the details are
incorrect, please click on No, and then Continue: this will then give you a link to email the relevant office to have the corrections made. If the details are correct, click ‘Continue’.

If you do not have a sponsor then you must pay these fees yourself.

Sponsor consent form

You will only see this screen if you are an international student, or from the Channel Islands or Isle of Man, and have a sponsor.

As the form explains, most sponsors want to know how your studies are progressing. This is usually a condition of their sponsorship. We need your permission to release details of your academic progress to your sponsor.

If you are not willing to allow us to pass information on your studies to your sponsor, you must understand that you may then incur immediate personal liability for these fees.
Sponsor Reference number

If you know your Sponsor Reference number (or Purchase order number), please check the number provided and make amendments if necessary, then click ‘Continue’.

If you do not know your Sponsor Reference number, please click ‘Continue’.
Pay your fees

If you have not got a sponsor, then you will need to pay at least 50% of your overall fee liability before you can enrol fully. The system has already worked out what you need to pay, and this link shows the balance.

If you click Yes, then Continue, you will be taken to a further screen, which then, in turn, links to the Finance Office’s website.

If you click No, then Continue, you will be taken to the last stage of the enrolment process, and will then have a link which you can return to when you are ready to pay your fees.

**IMPORTANT**

We will charge your account in the first week of term. Until then, you are paying in advance against the fees you have to pay. If you log into your Finance account, you will NOT see the amount that you need to pay until after term begins.

You will not be fully enrolled until you have paid the amount shown on this screen. This means that you will not be able to use your email account, or borrow books from the Library, or, if you are in University accommodation, you may not be able to access your room.

**Can I pay for my accommodation at the same time?**

Yes, you can: when you go to the Finance website, you will need to mark that you are paying your tuition fees, but you can pay more than that. Any extra money which you pay will then be allocated
to other areas on your account, such as accommodation. You will have to pay the next half of your tuition fees in January.

**Fees Disclosure**

The University can disclose information relating to your tuition and accommodation fees on request unless you tell us not to do so. The University discloses this information as it often helps students to settle fees, particularly in cases where parents or sponsors are contributing towards costs. Please select an option to indicate whether or not you wish this information to be disclosed in this way, and click ‘Continue’.
Finish enrolment

Thank you, you’ve finished!

Clicking on Finish will now close off the process of enrolment.

Please note that if you now log off, before collecting your username, then you can still log in using your student number and date of birth, just as you did at the beginning of this process. However, once you have collected your username, you will log in with that username and the password you will set up to go with it.
What next?

Now that you have completed online enrolment, you will see that the Online Enrolment box in the Enrolment Overview is green, to show that the online enrolment process is complete.

Payments to the University

We need your payment against tuition fees to complete your enrolment. If you have already paid 50% of your tuition fees, or you have a sponsor, then the Enrolment Overview will show that Fee Payment is complete. If you haven’t yet paid 50% of your tuition fees, and you don’t have a sponsor, then the Enrolment Overview will remind you that you need to make this payment to enrol fully. Clicking on the orange Fee Payment box will take you to the online Fees Payment site.

Errors

I have already paid my fees: why am I still seeing this screen?

The Finance database and the student database are not directly linked, though there are regular transfers of information. If you have only just paid your fees, it may be that there has been a delay in the transfer from Finance to our database. Please log out and then look again in another day. If you still have the message asking you to make a payment, then please contact the Admissions Office who will be able to adjust your records on checking the Finance database.
Visa and passport details and Identification check

If you are an international student we need to take a copy of your visa and your passport before you can be enrolled fully. If you had to get a visa to study here, then, when you arrive, please take your passport and visa to the Palmer Building during Welcome Week.

If you are a home student, please take your photo identification (e.g. passport or driving licence) to the Palmer building during Welcome Week.

Once you have done this, the Enrolment Overview will show that the Identification Check is complete.

Username

Once we have received your payment, or have received confirmation from your sponsor, and have had a copy of your visa and passport or photo identification, you will be able to follow a link to collect your University username. Your username will be very important to you. You will use it to access your mailbox for University email; and to log into any computer in the computer rooms on campus, or to access the internet on those computers, or to log onto the wireless networks on campus. You will also use that username to log into Blackboard, our virtual learning facility; into student timetabling; into the Finance Office database to make a payment; and, after you have collected your username, you will use it to log into RISIS, the student database.

Once your username has been generated for you to collect, the Username box in the Enrolment Overview will be orange to show that your username is ready for collection. Clicking on the Username box will take you to another page which will ask you to confirm your student number and your date of birth. It will also ask you what your security password is in RISIS – this is to make sure that you don’t use the same password in this database as you do for every other login. Your username will then be displayed on screen and you will need to make up and enter a password to go with that username. After that, you will always use your University username and password on the first screen of the RISIS portal, and your RISIS security password on the second screen.

Campus card

You will have to collect this card in person from the Palmer building in the centre of the Whiteknights campus. You may have to queue for this – but you can use the opportunity to meet your fellow new students. You will have your photo taken and this will be stored on the database for the time that you are here: remember to smile! And once you have done all the things on this page, you will be a fully enrolled student of the University of Reading: welcome, and we hope you enjoy your time with us.