Online enrolment

Instructions and explanations for new Erasmus & study abroad 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.

You need to complete the first stage of the online enrolment process before the beginning of term. If you haven’t completed the enrolment process, this may affect your right to participate on the Study abroad programme, your funding or some of your associated access such as your Library access. You are welcome to work through the screens at any time, preferably before arriving here for the start of term.

As part of the enrolment process you will collect your University username. However, you will not see the link to collect your username until after your visa (if you are a non-home/EU student) or your passport/driving licence (if you are an EU student) has been scanned when you arrive at the University.

Once you have done this, you will be able to collect and activate your University username which will give you access to the University’s IT facilities, including email. If you are based on the Reading campus for your studies, you will be able to collect your Campus card.

If you can’t use online facilities due to visual impairment or another disability, please contact the Erasmus and Study Abroad Office or the University Disability Office.

Please note that these instructions are very detailed. There is a separate page for most of the screens that you will see. 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.
How to log in

Please start by going to www.reading.ac.uk/enrol where there is a copy of these instructions and a link to the RISIS portal: Log into RISIS portal.

Enter your log-in details

**Username:** Enter your student number in the Username box. 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.

**Password:** Enter your date of birth in the Password box. 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 the Log in button.**

Possible issues:

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

If you have still not succeeded in logging in, please click on the link that says “Not sure how to log in? 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 your current 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.

RISIS Security password

Before you can start Online enrolment you need to set up a security password. You should see a box called **What to do next** where you will be asked to Set up 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 ‘**CLICK HERE to create a security password’** 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.
Starting off

When you log in, you will see the container (screen) above.

Click on the link 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 Erasmus and Study Abroad 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 Erasmus and Study Abroad 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!
Stages of enrolment

PLEASE NOTE that you will not be fully enrolled until you arrive here on campus at the start of your studies; if you are a non-home/EU student for fee purposes, you will need to show us your passport and visa details; if you are an EU student, you will need to show us your passport or driving license; and whether you are Non-home/EU or EU, you will need to have your photo taken for the issue of your University Campus card.

Click on Continue to proceed.
Personal details

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 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?

The following details are mandatory:
- Nationality
- Country of residence

Do you require a visa to study at the University of Reading?
If yes, did you apply for this visa on or after 1 April 2009?

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

Lastly, we need to know if you need a visa and if so, when you applied for it.

If you do not complete the mandatory fields you will be returned to the online enrolment home screen.

Click on Store & Continue.
We show you here the details of any disability which you have told us about. If the details are wrong, please let the Erasmus & Study Abroad Office know: if you would prefer to discuss this instead with the Disability Office, they can be reached on +44 (0)118 378 6602 (x6602) or disability@reading.ac.uk. Details of disabilities are kept entirely confidential and are only disclosed to those members of staff who need to make arrangements for e.g. access to buildings, or extra exam times.
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 select either ‘No – UK address’ or ‘No – Overseas address’. The link to amend a UK address will then ask you for a UK postcode: having entered that, please click on Get UK Postal address then follow the links until you return to the data entry screen.

The link to amend an overseas address will ask you for the country first of all: choose that, click on Store and Continue, then type in the rest of the address.

**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

#### PHONE & EMAIL DETAILS

These are the telephone numbers and email addresses currently held on your record:

- **Home Telephone number:** [Details obscured]
- **Contact Telephone number:** [Details obscured]
- **Mobile Phone number:** [Details obscured]
- **Personal Email address:** [Details obscured]

Please enter or amend your details below.

- **Home**: [Details obscured]
- **Telephone**: [Details obscured]
- **Contact**: [Details obscured]
- **telephone**: [Details obscured]
- **Mobile Number**: [Details obscured]

#### TEXT messages from University

- **I am happy to receive text messages from the University**
- **I do not wish to receive text messages from the University**

Please note, if you have previously answered this question, your previous response is displayed above.

You may receive text messages from the University, for example to inform you of late time-table changes, of events which might be of interest, appointment reminders etc. Please tick the box above if you do not want to receive such reminders. You can change this at any time on the Personal Data page.

The University will normally use your University email address to contact you and you are expected to check messages sent to that address. We do need you to provide an alternative email address so that we are able to contact you if for example, you are unable to access your University email account. If any of your contact details (home email address, address details, telephone numbers) change during the year, then please make sure you update your details using the Personal Data option on the portal.

#### Personal Email address:

- **Mandatory**

Please provide an email address that you can be contacted on as an alternative to your University email address.

**New students only:** Before your University email address is activated your personal email address will be made available to Reading University Students’ Union (RUSU) so that they can send you pre-arrival information including ticketing info for welcome week entertainment and details of how to get involved in clubs and societies. Please indicate below whether or not you agree to your personal email address being used in this way.

- **Email agreement:** [Details obscured]

Please note, if you have previously answered this question, your previous response is displayed above.

**New students only:** Your University email address [Details obscured] will not become live until you have activated your University username and password. You can do this once you have completed online enrolment and shown your photo identification (when you collect your Campus Card).

[Store & Continue]
After the address screens, we show you the phone numbers we hold for you and the personal email address we have for you.

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, and have provided your visa and passport details (if you are student who requires a visa to enter the UK).

**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

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 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 Erasmus and Study Abroad Office, and let them know what is wrong. They will correct it, and when you log in again, you will see the updated information.

This completes stage 2 of online enrolment: when you click on Confirm, there will be a small delay whilst your records are updated.
As a student at Reading you are bound by the University’s Rules and Regulations. You should read 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 agreed to the Rules and Regulations, and the Regulations for Student Conduct.**

The rules and regulations are held in the A to Z of Policies and Procedures and this is held online and can be accessed at any time of the year.

When you have read the Rules and Regulations, 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, and then click on Confirm.

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 reach the end of online enrolment.
End of online enrolment

Thank you, you’ve finished!

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

Please note that when you 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 a range of links on your home page. The links change according to what you have already done.

Visa and passport details

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, your records will be flagged to show that we now have copies of your documentation.

Username

Once you have completed online enrolment, have arrived at the University and have scanned your visa/passport/driving license, 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 access your account with us; 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, you will see a link to follow 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. At the end of the queue, 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.