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 the RISIS 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 screens that you will see. Please use the index below 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 to the RISIS portal

Please start by going to https://www.risisweb.reading.ac.uk. This is the web page where you log into the RISIS Portal.

Please note that web links are not enabled in this document, and all images are screenshots only: you must start from the web page, and you cannot log in from the picture below. Please also note that some of the screenshots may reference previous academic years – these are for illustrative purposes only.

Enter your login details in the applicants and past students login box:

To log into the RISIS portal, enter your registered email address as the username and the password you created when you first logged into the RISIS portal.

Now click on the Log in button.
Need further help logging in?

This is my first time logging into the RISIS portal – what should I do?

If this is your first time logging into the RISIS portal, you will need to enter your registered email address as your username (this will be the email address that you used when applying to the University, via UCAS or as a direct application). For your password, use your date of birth in the format ddmmyyyy (for example, if your birth date was 22 May 1982, you would enter this as 22051982).

Now click the Log in button – you will then be taken to a screen to create your own password. You will also be asked on screen to create an account recovery question, answer and hint. We ask you to create this, so that if you ever forget your password, you can click on the ‘Forgotten your password?’ button on the RISIS portal, provide some personal details and the answer to your account recovery question, and then reset your own password.

Problems:

If you have had an error message, please check that you have entered your registered email and password correctly.

If you can't remember the password you created, don't worry, click on the ‘Forgotten your password?’ button on the page. You will then be taken to a page where we will ask you to provide us with some additional details and the answer to your account recovery question (this is the question, answer and hint your created when you first logged into the RISIS portal or applied to us directly). When you answer those details correctly, you will then be prompted on screen to create a new password for your account.

If you have still not succeeded in logging in or can't remember your account recovery answer, don't worry. Click on the link to the right of the applicants and past students' box on the login page to email the Student Information Systems (SIS) Team. We will reply to your email 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.
Starting off

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

Click on the link to begin 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 enrol online 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 contact the Student Information Systems Team on risis@reading.ac.uk and we will investigate – and resolve – the problem!
Stages of enrolment

When you click on the link to start online enrolment, you will be taken to this summary screen, which outlines the stages for your online enrolment.

(Note: details obscured in this image)

Once you have read the information on screen, click on the Continue button to proceed.
Rules and regulations

In order to enrol you as a student at the University of Reading we need to check you are the person we have offered a place to. When you arrive at the University we will ask to see your identification document before issuing your University Campus Card. **Please be sure to bring this document with you.**

Acceptable identification documents are:

- For UK students – passport, driving licence or military ID
- For other international students (including EU) - passport

In preparation for being on campus you must understand the Covid19 health and safety measures we have put in place and the role you must play in keeping yourself, other students and staff safe. If you have not already read our Coronavirus (Covid19) Guidance Page you must do so now before completing your enrolment.

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**Online Enrolment**

Health and Safety Induction information for all students

**Health and Safety**

In preparation for being on campus you must understand the Covid19 health and safety measures we have put in place and the role you must play in keeping yourself, other students and staff safe. If you have not already read our Coronavirus (COVID-19) Guidance Page here you must do so now before completing your enrolment.

Please confirm:  
- I have read and understood the Covid-19 Health and Safety guidance and expectations for students. I agree to follow these instructions and play a full role in keeping myself and others safe.

Continue
# Personal details

Please check and amend your personal details.

<table>
<thead>
<tr>
<th>Field</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Your Preferred Name</strong></td>
<td>[Mandatory]</td>
</tr>
<tr>
<td><strong>Title</strong></td>
<td>[New Students - Please let us know your preferred name, this will appear on your University Campus card (which you will receive during Welcome Week)]</td>
</tr>
<tr>
<td><strong>Family name</strong></td>
<td>[ ]</td>
</tr>
<tr>
<td><strong>Given name(s)</strong></td>
<td>[ ]</td>
</tr>
<tr>
<td><strong>Full name</strong></td>
<td>[ (Full name - This is how your name will appear on any official documents produced by the University, such as letters in support of visa applications) ]</td>
</tr>
<tr>
<td><strong>Date of birth</strong></td>
<td>[ ]</td>
</tr>
<tr>
<td><strong>Gender</strong></td>
<td>[ ]</td>
</tr>
</tbody>
</table>

**Note:** If any of the non-editable fields 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 UK) 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**

(Note: details obscured in this image)

These are the details that we hold about you. Please enter your preferred name. This is your opportunity to let us know what you’d like to be called e.g. Chris instead of Christopher. Your preferred name is the one that will appear on your University campus card. In the white boxes, you will see your title and a box to put in any previous family name.

We have also shown your full name, date of birth and gender. You can’t change these details yourself: if they are wrong, you will need to contact the Erasmus & Study Abroad Office. Click on the link below the details to do this.

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. We need your nationality and the country in which you were a permanent resident prior to 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.
Disability

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 4202 (x4202) 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 time in an exam.
If you are happy to do so, please select your religion, sexual orientation, gender identity and legal sex from the dropdown boxes. The information that you provide will be held in confidence. The question about your legal sex is asked solely for the purpose of returning to HESA. Legal sex is separate from your gender (displayed on the previous Personal Details page) which is recognised by the university. When responding to this question you should use the sex recorded on one of your legal documents such as birth certificate, Gender Recognition Certificate, or passport. The 'Other' code should only be used for a third sex that is legally recognised by another country.

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'
Address details (several screens)

On this screen please select the country of your home address (i.e. your permanent place of residence.)

(Note: details obscured in this image)

The next screens ask you to check your ‘Home’ and ‘Contact’ 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 your 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.

Please enter the country of your home address and click the ‘Continue’ button. On the next screen, if your home address is in the UK then please type in your home postcode and click on the ‘Get Address’ button, then follow the instructions on-screen. If your home address is not in the UK please update your address in the fields provided.

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 on-screen link to email the relevant team.

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 please enter the country of your contact address and click the ‘Continue’ button. On the next screen, if your contact address is in the UK then please type in your contact postcode and click on the ‘Get Address’ button, then follow the instructions on-screen. If your contact address is not in the UK please update your address in the fields provided.

If you are not in University accommodation, then we will ask you to tell us a little more as shown in the image below.

![Term Time Accommodation](image-url)
Phone and email details

### PHONE & EMAIL DETAILS

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

<table>
<thead>
<tr>
<th>Home Telephone number:</th>
<th>[ ]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contact Telephone number:</td>
<td>[ ]</td>
</tr>
<tr>
<td>Mobile Phone number:</td>
<td>[ ]</td>
</tr>
<tr>
<td>Personal Email address:</td>
<td>[ ]</td>
</tr>
</tbody>
</table>

Please enter or amend your details below:

| Home Telephone: | [ ] |
| Contact telephone: | [ ] |
| Mobile Number: | [ ] |

**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.

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:** [ ]

**Email agreement:**
- [ ] Yes
- [ ] No

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

**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.

**New students only:** Your University email address 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).

(Note: details obscured in this image)

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 (RUSU) 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. The three fee levels are Home, Overseas (including EU) 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.

Please note, Erasmus+ and Exchange students joining the Study Abroad Programme do not pay tuition fees to the University of Reading.

**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.
Rules and regulations

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 which 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**

<table>
<thead>
<tr>
<th>Data Protection: Fair Processing Notice and Student Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>The University will hold and process your personal information in a variety of ways and has certain expectations of you while you are a student.</td>
</tr>
<tr>
<td>Please click on the following link to read the Data Protection: Student Privacy Notice.</td>
</tr>
<tr>
<td>Please click 'Confirm' to indicate that you understand how your personal information will be processed by the University in the ways and for the purposes outlined in the Notice.</td>
</tr>
<tr>
<td>Please note there may be a short delay before you move on to the next screen whilst your settings are updated.</td>
</tr>
</tbody>
</table>

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 online enrolment!

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

Please note that if you now log off, before collecting your username, you can still log in using your registered personal email address and password.
Next steps after online enrolment

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 - so it is important to review the information displayed on your RISIS Portal home page after you have completed online enrolment.

Visa and passport details and Identification check

This will be done in-person when you arrive on campus.

If you are a non-UK national, you will need to have your immigration permission checked before you can collect your Campus Card. During Welcome Week this will be in the Palmer Building. Please have your student ID number and passport ready. In addition, you will also need to show one of the following:

- Biometric Residence Permit (BRP) and/or vignette (visa sticker in your passport)
- Electronic share code (to share your digital immigration permission) e.g. EUSS, BNO and Student. If you applied for your Student permission from outside of the UK and entered the UK via the passport eGate, you will also need to show your travel ticket.
- Evidence of a valid submitted visa application and your most recent immigration permission
- Visitor stamp in your passport or travel ticket to the UK in the absence of a stamp

You will not be able to progress your enrolment without providing evidence of your Immigration Permission. If you have any questions regarding your Immigration Permission please email immigration@reading.ac.uk.

If you are a home student, please present your government issued photo identification (e.g. passport, driving licence or military ID) to the Palmer building when you arrive on campus. If you are unable to present a government issued ID document then please bring with you 2 forms of official documentation (e.g. birth/marriage certificate plus a utility bill/bank statement.) For further queries on ID checks please contact studenthelp@reading.ac.uk.

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

Campus card

On arrival at the University, please collect your Campus Card in person from the Palmer Building. Before your Campus Card is issued, your ID and/or immigration documents will be checked, so please make sure you bring those with you.

Your photo will be displayed on your Campus Card. **We strongly encourage you to upload your photo on the RISIS Portal before you collect your Campus Card.** If you have not already uploaded your photo, your photo will be taken when you collect your card.
University 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 and other virtual learning environments; 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 the RISIS Portal, the student database.

To check if your username is ready for collection, click on the ‘Enrolment next steps’ button on the RISIS Homepage after you have logged in.

Clicking on this button will take you to an Enrolment page with links to next steps, including collecting your University username. **Please note that the button to collect your University username will only appear on this page when your ID or Visa has been checked on arrival at the University.**

Once your username has been generated and you have had your ID or Visa checked on arrival, you will see a button called ‘Click here to collect your University username’.
Clicking on this button will take you to another page for you to collect and activate your University Username. As part of this process, and to validate your identity, you will be asked to confirm on screen your student number and your date of birth. You will also be asked to enter the answer to your account recovery question. Don’t worry if you have forgotten this answer, you can find a reminder of your answer just below the button to collect your University username.

During the University username collection your username will be displayed on screen, and you will need to create and enter a password to go with that username. After you have collected your University username, you will then be able to log into the RISIS Portal using your University username and associated password via the ‘Staff and student sign in with Microsoft’ button at the top of the login page for the RISIS Portal.