

# Start of Year 12-13 - FAQs

## Campus cards

**Students who will be staying in University accommodation should receive their campus card from the Accommodation staff when they get access to their allocated room during arrivals weekend. All other students, including students in university accommodation who did not apply in advance for their campus card, should be able to collect their campus card from the Library building. Library staff will be able to hand out cards to students providing it is within 7 working days of their course start date, and the students have completed the advance registration process. Any queries relating to campus cards will also be dealt with in the Library.**

**I uploaded a photograph for my campus card as part of the online registration task but my card was not available for me to collect when I moved into my accommodation.**

If you completed the registration task within the last week, we may not have had time to make your card and deliver it to Accommodation before arrivals weekend. Your card should be ready for you to collect from the Library.

**I sent in a paper campus card application form or emailed my photograph but my card was not available for me to collect when I moved into my accommodation.**

We may not have received your form in time to be able to make your card and deliver it to Accommodation before arrivals weekend. Your card should be ready for you to collect from the Library

**I have not sent in a campus card application form or uploaded a photograph**

Please go to the Library, where they should be able to print a card for you, provided you have completed the online registration task.

**The expiry date or other details on my campus card are wrong**

Your campus card is printed using details from your student record. Please contact your LTS or PPE hub to get the details changed on the student record system. Then, after allowing 24 hours for the changes to feed through the system, visit the Library, or complete the online form at <http://www.uea.ac.uk/is/campuscards/replacementapplication> to request a replacement card. You will be notified when the card is ready to collect. Please remember to take your old card with you when you collect your new card otherwise you may be charged a £10 replacement fee. Meanwhile your existing card will work to allow you access to buildings and to borrow items from the Library

**My campus card does not work in my accommodation and/or Library entrance gates**

If you have problems swiping in to your accommodation, please see the Accommodation Office. For any other access problems please visit the Library where they will try and sort out the problem.

**I have transferred course, what should I do?**

Contact your LTS or PPE hub to ensure that your student record has been updated. Then, after allowing 24 hours for the changes to feed through the system, visit the Library, or complete the online form at <http://www.uea.ac.uk/is/campuscards/replacementapplication> to request a replacement card. You will be notified when the card is ready to collect. Please remember to take your old card with you when you collect your new card otherwise you may be charged a £10 replacement fee. Meanwhile your existing card will work to allow you access to buildings and to borrow items from the Library.



### **I was an INTO student and my new card was not ready for me to collect**

You can only have one active campus card at a time. We will not be able to make your new card until after the end date of your INTO course. Please take your old INTO card to the Library and they will be able to print your new card provided your new UEA student record has been created and you have completed the online registration task. You may also need to provide some information to your LTS or PPE hub and complete some paperwork relating to your Certificate of Acceptance to Study (CAS) and your student visa before Library staff can give you your card.

## **IT problems**

**Most problems should be reported to the IT Helpdesk in the Library, in person, by phone to x2345 or by email <mailto:it.helpdesk@uea.ac.uk> but, please try the suggestions below first.**

### **Where is my username & password?**

You are given your UEA username and able to set your password as part of the online registration task. A reminder of your username will have been sent to you in the email confirming your successful completion of the registration task. If you have not completed the online registration task before arrival on campus you will not be able to obtain your username and password until you have completed it. The registration task can be completed by following the instructions in the email you were sent inviting you to complete the registration task, or alternatively, your LTS or PPE hub will be able to provide details of how to complete it.

### **I have forgotten my password**

If you have forgotten your password you will need to speak to staff at the IT Helpdesk in the Library who will be able to reset your password for you. You will need to take some photographic ID with you. If you have set the security information on your account you will be able to reset your own password by going to <https://spot.uea.ac.uk/gui>

### **My password does not work**

Passwords are case sensitive. Please check you are typing the password exactly as you set it. Try changing your password on one of the PCs in the Library. If that does not work ask the IT Helpdesk to reset it. If you are a returning student, you may need to change your password as UEA now has a rolling programme forcing password changes on all IT accounts.

### **I cannot register my laptop or PC on the UEA network**

A help sheet should be available in all residences explaining the process. Copies are also available at the IT Helpdesk in the Library or it can be accessed [online](#)

### **I am having problems connecting to the network from my room**

You need to register your laptop or PC on the network (See above). If you have done this and are still having problems, please contact the IT Helpdesk for assistance. You must NOT connect any additional network equipment (such as Routers or Wireless Access Points) to the network socket in your accommodation. Failure to comply with this rule may result in you being denied access to the UEA network.

### **There was no Ethernet cable in my room**

All rooms in student residences were supplied with a suitable Ethernet cable for connecting to the network. If the cable is faulty or missing please go to the Accommodation Office.



## Other matters

Staff in your Learning & Teaching Service hub, PPE hub, the Student Union Advice Centre, the Library, and the Dean of Student's Office will all do their best to help with any problems you may have.

### I need a Council Tax exemption letter

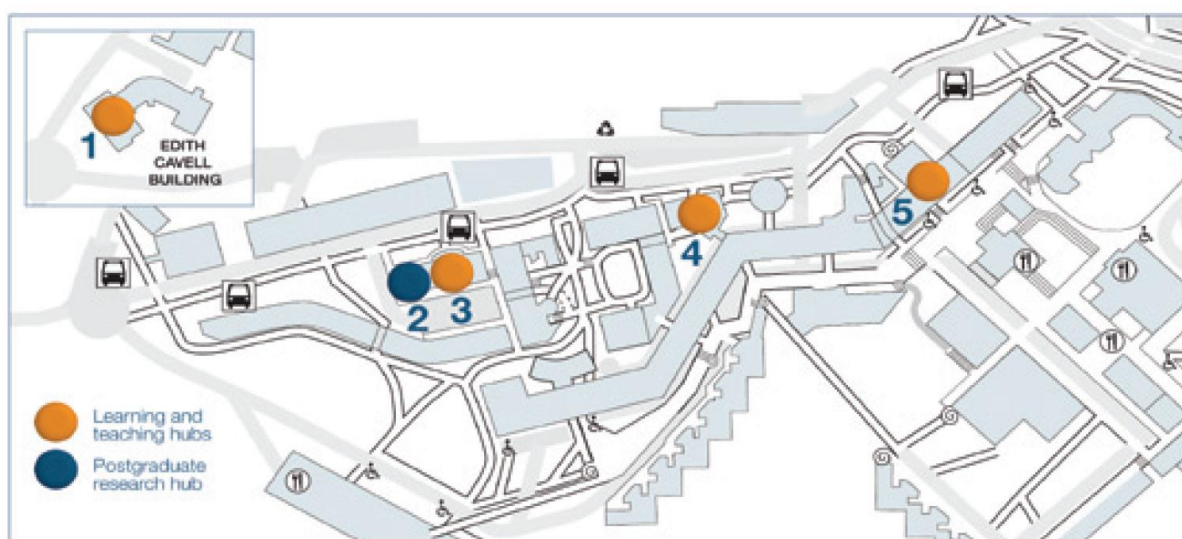
These should be available from your Learning & Teaching Service or PPE hub.

### I want to buy a bus pass what do I need to do?

Bus passes can be purchased from the Student Union Travel Shop. You will need to take a passport-size photograph and **show your campus card** in order to obtain your pass at the discounted rate of £200 for an annual ticket. The price will increase to £210 from November 2011.

### Where is my Learning & Teaching Service hub?

Your hub is in .....	if your school is....	and you are studying...
1 Edith Cavell	NSC	UG course ( inc post registration and all NSC placements)
2 Elizabeth Fry – Floor 2	All schools	PG research course
3 Elizabeth Fry – Floor 0	AHP, ART, BIO, CHE, CMP, EDU, ENV, MED, MTH, NBS, PHA, SCI, SWP	UG course, Grad Dip, Integrated Masters, EYPS and Cont Ed
4 ZICER	AHP, ART, BIO, CHE, CMP, EDU, ENV, MED, MTH, NBS, NSC, PHA, SCI, SWP, or you are at UEA London	PG taught course, at UEA London ( also all placement matters except NSC)
5 Arts	AMS, DEV, ECO, FTV, HIS, LAW, LCS, LDC, MUS, PHI, PSI	UG & PG taught courses



### **I am an international student, is there anything else I need to do to?**

For the University to adhere to the United Kingdom Border Agency policy, the University is required to take a copy of all International Tier 4 students' visa and passport. Therefore you need to visit the University's Visa Team in the Student Union House, LCR, between the hours of 10:00 and 17:00 on either the 21 or 22 September. Please ensure you do this before attending your Registration event.

Once you are registered, you also be required to attend two further checkpoints during the academic year which you will be notified about. Also please ensure that you inform us if your contact details change (UK residential address, telephone number, and mobile telephone number). These details must always be up to date.

If you have a replacement visa or passport because you have lost or damaged the original visa or passport that you used to enter the UK, then we will also need to update our records and we will request to take a copy.

Please contact [UKBA-keycontact@uea.ac.uk](mailto:UKBA-keycontact@uea.ac.uk) if your passport, visa or contact details change during the academic year.

