



UNIVERSITY_{OF}
WINCHESTER

Arrivals and Welcome Week 2026

Student Helper FAQs

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ADMISSIONS

I am yet to enrol online	Go to My Record to complete online enrolment. See Wi-Fi section for details of how to connect.
I have started to enrol online but have a question and/or have got stuck.	Please speak to a member of Registry staff who will be able to provide support and guidance. Staff will be located in the Food Hall from Saturday to Tuesday and then in Winton Building (Student Support and Success) for the remainder of Welcome Week.
I have lost / not received my username/password. My password is not working, or I no longer have access to the email account that received my credentials.	Please go to Martial Rose Library to request username and/or new password.
I can't enrol online	If there is no option to enrol on My Record, please speak to a member of the Admissions team. During Arrivals and Welcome Week, Admissions will be in the Food Hall (Saturday-Tuesday) and in Winton Building (Student Support and Success) for the remainder of Welcome Week.
What should I do with ID documents or originals of qualifications?	Please visit the Admissions team during your enrolment slot with the documents so that they can check they match the copies you originally provided or take copies if they have not seen them previously.
I want to change course	Until the end of your second week of teaching, you can request a transfer via our Admissions team. Please email Course.enquiries@winchester.ac.uk including the following information (you do not need to visit the Admissions team in-person). Subject line: Request to transfer programmes Body of email: student name, student ID number, current course, new course, reason for transfer. Admissions will check your qualifications and capacity on the proposed course before replying to you with the outcome. If you are a student with an immigration status then our Visa Compliance team will also carry out additional checks and will contact you if they need any further information.
I want to withdraw	Please email course.enquiries@winchester.ac.uk

CAREERS, STUDENT ENGAGEMENT AND PART TIME JOBS

How do I get careers/jobs advice and help?	You can get careers advice/support with finding a part time job from the Careers and Opportunities Team. You can find them opposite Student Support and Success on the King Alfred Quarter in the St Alphege Building (SAB 303). You can book a one-to-one 40-minute careers guidance appointment (in person or online) with one of our Career Consultants using our careers and opportunities platform, CareerConnect, by heading to the Appointments tab on the Dashboard. You can use this meeting to talk about any career ideas that you may have, get help with generating ideas, and discuss ways to develop your CV. You can also book an appointment with a Placement Coordinator to discuss volunteering and work placements.
How do I find out about part-time jobs?	Please register on CareerConnect to search for part-time jobs. Use the site to job search by location and find current opportunities being advertised locally. You are welcome to drop in for a 15-minute appointment to look at your CV and for advice on job searching between 10am–3pm on weekdays in SAB 303.
How do I find out about extra-curricular activities / sports teams / societies?	You can find out about extra-curricular activities, including sports and societies on the Winchester Students' Union website - https://www.winchesterstudents.co.uk/ .
How do I find out about volunteering?	You can start your search for volunteering opportunities on CareerConnect by looking on the Jobs tab and filtering by tag 'Volunteering'. You are welcome to drop in for a 15-minute appointment to look at your CV and for advice on searching for voluntary opportunities between 10am–3pm on weekdays in SAB 303. You can also email us: careers@winchester.ac.uk for support.
How do I find out about doing a Placement?	Your programme may offer you the opportunity to do a work placement as part of your degree. If you have a query or would like to find out more, you can email workplacements@winchester.ac.uk . You can also look at the work placement section on the intranet for more information.

CHAPLAINCY

The chapel is open each weekday from early until late for peace and reflection.

Saturday 19 September – Chapel open from 10.00am for peace and reflection.

Sunday 20 September – Chapel open from 10.00am for peace and reflection.

Welcome Week – please see Welcome Week planner for further information which includes a free chapel cafe and other events open to all.

Saturday 26 September - 11.00am-3.00pm Freshers Fayre. Come and find us. You will be very welcome.

We have a warm, friendly and inclusive Multi faith Chaplaincy. We aim to provide a hospitable heart at the centre of campus and would love to meet you! Tea, biscuits and chat always available!

COMMUTER LOUNGE

Find out more about the commuter lounge here:

<https://www.winchesterstudents.co.uk/groups/commuting-students-network>

FINANCE

Queries about UG finance	Refer to https://www.winchester.ac.uk/student-life/Students-and-money/Undergraduate-financial-information/
Queries about PG finance	Refer to https://www.winchester.ac.uk/student-life/Students-and-money/Postgraduate-financial-information/
When will I receive my student maintenance loan?	If you have an approved application with Student Finance, the maintenance loan is due to be paid to you within 3-5 working days from when you have fully completed enrolment. Your payment schedule from Student Finance may give a different expected payment date, but you will be able to view the revised payment date after you have enrolled. If you have any questions, please contact funding@winchester.ac.uk .
Where can I get help with my Student Finance application? Or with any further queries	Email the Funding and Financial Wellbeing team via funding@winchester.ac.uk .

HOUSING

Non-urgent maintenance issue with my house/flat.	Water/gas leak/ keys/locks – refer to Housing or Security team. General Maintenance issues – Place a Service Desk request using the instructions on the poster in bedrooms. You just need your student email and password to log in. Over arrivals weekend: If you don't have your log in details yet, please email housing@winchester.ac.uk or call 01962 827533. In an emergency call Security on 01962 827666.
I want to move my accommodation	You can apply for a room transfer by emailing housing@winchester.ac.uk , who will send you the transfer request form. Transfers are offered subject to availability, and we usually begin sending the offers after the first four weeks "settling in period".
How do I access my catering package	Students who have ordered a catering package will have their funds loaded onto their Campus Card. Further details will be sent to you.
Kitchen packs and Bedding packs	We are aiming to get these into bedrooms before you arrive – if we can't do this, they can be collected when you collect your key/card.

INTERNATIONAL STUDENT SUCCESS TEAM

Online enrolment	Please complete the on-line enrolment process which you can begin by using your Welcome email sent to you by Admissions (see Admissions guidance above). Dependent on your immigration status, you will need to upload certain documents for compliance and enrolment purposes. This process is managed through the My Record section on your University of Winchester App (if you haven't already downloaded this, please do so).
Where/ when can I enrol?	All students must attend an in-person enrolment, taking place over Arrivals Weekend and Welcome Week in the King Alfred Centre. Your allocated enrolment time slot is indicated in your Welcome Week schedule on My Record.
Any questions about Visa or International Support	ISS team will be in the Enrolment Zone, Food Hall in KAC Saturday 19 to Tuesday 22 September. After that, you can find them in Winton Building. You can also email on international.support@winchester.ac.uk .

IT

Connecting to Eduroam Wi-Fi	If you have enrolled, you will be able to access Eduroam. Go to your network settings on your device and select Eduroam and then enter your full university email address (see back of your University Identity Card) as the username, and the password is your latest current password. You will need to approve the trust certificate if prompted. For easier access for mobile phones and tablets, go to the Play/Apple store and download the 'geteduroam' app. Select the University of Winchester as the institution and enter your full university email address (see back of your university card) as the username, and the password is your latest current password.
I can't log on to the Wi-Fi to complete my enrolment? Temporary Wi-Fi guest access	For Temporary Wi-Fi Guest Access: • To register for Wi-Fi access, Choose UOW visitor network and follow the links selecting "visitor" • Use the email address that you have access to on the device you are using. • You will be granted 10 minutes of Wi-Fi access. • You will receive an email to validate your email address. • After validation, your access will be extended to 24 hours. • You MUST re-register every 24 hours. You will be able to access Eduroam using your university credentials once your enrolment is fully completed. [Please let people know that when they get their full IT account to switch to Eduroam instead of this temporary access. This happens after in person enrolment.]

Connect laptop/ console/ smart TV/ printer/ Amazon or Google device to internet in Halls?	Phones, laptops, tablets, and some e-readers can connect wirelessly via Eduroam using your university email just username and password, or by using the geteduroam app on phones and tablets (see above). All other devices – games consoles, smart TVs, Amazon/Google devices etc. – will need to be added to ClearPass. Using a device that is already connected to the Eduroam Wi-Fi, go to https://clearpass.winchester.ac.uk. Enter your full university email address as the username and then your university password. Click the Log In button. Click on Create Device and fill in the details required. When done click the Create Device button and a password will be generated to allow the device to connect to the UOW-SSN network. This password will only work for that particular device. It is not possible to connect wireless printers to the network at this time. Please ensure it is a USB printer and use a suitable cable to connect directly to your PC/laptop. Laptops and PCs connected via ethernet will prompt for username and password the first time a browser window is opened, to register the device.
Where can I pick up my ID card?	Only university cards with valid photos will be printed. • Students moving in to Halls of Residence on 19/20 September will collect their ID card when they collect their room key • For on-campus students: your University Identity Card will be issued once you have completed in-person enrolment. • For students studying off-site: your digital University Identity Card will be available via the University of Winchester app once the enrolment ID check has been completed • For students enrolling after Welcome Week: your digital University Identity Card will be available via University of Winchester app after your enrolment ID check has been completed. You should then email servicedesk@winchester.ac.uk to arrange a time to collect your physical ID card from Martial Rose Library on King Alfred Campus. NB: for cards printed outside the bulk print-run, the student will be required to get the relevant access added to their card (Security for accommodation access; Catering for food package; Reception at WD or KAC for out-of-hours access to WD Library).
What is an eCard?	An eCard is a digital university ID card. This is now live in the University of Winchester app (search UoW in the app store). It shows a person's picture, name/faculty etc, and has a barcode which is compatible with both Library services and Lapsafe loan cabinets. Log in to the app with your university credentials to display the eCard.
Help with Canvas	If you are able to access Canvas you can access 24-hour support by clicking the Help button on the Canvas menu. If you are unable to log in to Canvas, please call the telephone helpdesk on 01962 827654. For course-related issues, contact your tutors, using the contact information on Canvas.

How do I print?	You will be sent a pin to your university email address. Use this to log in to a university computer and send documents to either Canon print queue (4p a sheet for Mono, 10p a sheet for colour). £5 of credit is added automatically at the start of the year. To retrieve printing, visit an open access printer and either scan your university card or log in with username and password. Please see the intranet pages for more information Print, Scan and Copy Winchester
Further IT support	Please visit or phone the WDC or MR Library desks during staffed opening hours, phone (01962 827654) or log a Service desk request: Go to the intranet, click My Links, select Service Desk. Email: servicedesk@winchester.ac.uk

LIBRARY

Where is my library card/what do I need to borrow books?	Your University card (physical or on the App) can be used to borrow any of our resources, just scan the barcode.
What are the opening times of each library?	Please look at the intranet for current staffed times. <i>Access to the West Downs Centre Library and Martial Rose Library outside of these times will normally be using your physical student card (once these have been distributed) via the top floor entrance.</i>
How do I find books?	Use the Library OneSearch or look on your Resource List (linked from your Canvas module pages). You can borrow up to 50 items at a time.

MENTAL WELLBEING SUPPORT

Where can I access support for my emotional and mental wellbeing?	The University of Winchester Mental Wellbeing service is made up of experienced counsellors and mental health advisers who provide a safe and confidential space for you to look at areas surrounding your mental wellbeing. They can help you decide what support or services are beneficial to you.
How to book an appointment to meet the mental wellbeing team?	All appointments are self-bookable via the SsaS appointment page: Appointments Winchester (omniacloud.net). These can be face to face, via phone or by Microsoft Teams. Appointments are available up to 24 hours in advance and the initial appointment is called a "Let's Chat" and will be for up to 30 minutes. If you have any queries, you can also email mentalwellbeing@winchester.ac.uk .
Wellbeing events – start of term	Members of the team will be available through Welcome Week to discuss any queries or concerns at the Mental Wellbeing Hub. This will be situated on King Alfred Campus by the Winton Building. Please feel free to go along and say hello, especially if you'd like to find out more about support available, or if you are feeling a bit wobbly and need a friendly face! Winton Building 6 will also house a quiet space for students who would like to get away from the busyness of Welcome Week.

MUSIC CENTRE

How do I join music groups on Campus?	The Music Centre is the university's extra-curricular/enrichment music department. We run four core music ensembles open for anyone to join, plus we support student-run groups. We also offer tuition, workshops, music leadership and community engagement projects.
What activities are there during Welcome Week?	Please explore the Welcome Guide and Events Planner for further information.
How do I get involved?	Come and find us at any of the above events to find out all about our activities. Leave your details with us and we'll make sure you're updated by email, or, once rehearsals start, go along to any rehearsal and give it a go. There's no cost to join and no auditions. If you have any questions, please do see www.winchester.ac.uk/music or email Music.Centre@Winchester.ac.uk
I want to keep playing but could not bring my instrument with me. Do you have one I can use?	Whilst it is always best to bring your own instrument if you can, we know that some students cannot bring their instrument. We have some instruments we can loan for free and in other cases can source one for you to use. This is mostly for free with the understanding you will join one of our groups. There is also secure storage for personal instruments available on request.
Practice facilities	There are practice rooms with pianos in the Music Hub in the St Edburga Building (SEB) which are open to all students. There is a drum kit that is open for use after 5pm and on weekends, and a separate drum studio which can be accessed through emailing music.centre@winchester.ac.uk .
Can I get music lessons on campus?	Yes. There are a variety of teachers who visit campus regularly. For other instruments we can help you contact local teachers.

READING LISTS

Q: When do I get my reading lists?

Your Faculty and Programme Teams may send you some pre-arrival information or even activities to complete, but most will wait until you are in your module introduction sessions before releasing full reading/resource lists to you. This is because they want to advise and guide you on which core texts would suit you best and also make you aware of the digital versions of texts available to you without additional costs. We don't want you buying books you may not be required to use all the time. If you need any further information prior to your introduction sessions, you can contact your Faculty/Programme Administrators.

SECURITY

My lock or key isn't working. What should I do?	Please call the security control room (01962 827666 or ext.7666) and ask for assistance. If there's a problem with your lock, you'll need to raise a maintenance request using the ServiceDesk link on the intranet.
My key card isn't working. What should I do?	Please head to The Cottage on Burma Road and we will amend your card to ensure you can access your accommodation.
Could you add a key access area onto my card? i.e. a subject-specific learning area?	Our Security Team at The Cottage can help with this. Please visit them to arrange this.

STUDENT JOURNEY TEAM

Am I able to talk to anyone about concerns relating to personal or University life?	The Student Journey team can help with a wide range of issues, concerns, or questions. The team can speak with you about topics including homesickness, difficulty settling or fitting in, friendship issues, bereavement, homelessness, family problems, estrangement, general worries and stress, bullying and harassment, evidence for extenuating circumstances, money worries, pregnancy, and traumatic events such as sexual violence and misconduct. You can book a meeting with a Student Journey Coordinator via the Student Support and Success <u>Appointments</u> system. Meetings can be in person or over Microsoft Teams. You can also email studentsupport@winchester.ac.uk with any query you may have.
I feel unsettled/homesick/not sure University is for me	You can talk things through with a member of the Student Journey team. If you have any questions or worries, please feel free to reach out to us. We can meet you in person, on Microsoft teams or via telephone, and we can explore how best to support you. Appointments for any of our teams can be booked through our Appointments Page (you will need to be signed into the intranet to access this page). If you have any questions you'd like to ask via email, please do not hesitate to contact us via studentsupport@winchester.ac.uk . You can also have a look at the <u>Student Minds website</u> which has some useful information and advice on starting University.
I am a care leaver/young adult carer/estranged from my parents, is there any support?	Within the Journey team, we have designated Student Journey Co-ordinators who will be a named point of contact for students who are a care leaver/young adult carer/estranged. This staff member will remain a point of contact for you throughout your time at university. Your designated contact will be able to meet with you to discuss how the university can support you and if there are any bursaries you are eligible for, in addition to assisting with general student life advice issues, questions and concerns.

	You can book an 'estranged student', 'young adult carer' or 'care leave/care experienced student' appointment via the Appointments system.
How can I meet with the team?	During Arrivals Weekend a Student Journey Co-ordinator will be available in the Welcome Zone (9am-6pm). After this, Student Journey Co-ordinators can be contacted via studentsupport@winchester.ac.uk, the Appointments system, or through Student Support and Success Reception located in the Winton Building.

STUDENTS' UNION

How can I find out about Sports Teams, Societies and Representational Networks?	This year we will be running yet another successful year of Activity Groups. We'd recommend attending our Freshers Fayre on Saturday 26 September (11am -3pm) to meet all our Activity Groups and experience the wide range of opportunities available to you. We are also hosting 'Give it a Go' Week from Monday 28 September, which is a free opportunity to try out what an Activity Group has to offer. To see what activity groups, we have on offer ahead of Freshers Fayre, check out our website: https://www.winchesterstudents.co.uk/activitygroups.
Student Union Advice centre information	Our advisor Ben is based on Level 3 of the King Alfred Centre. To organise and appointment please use our Advice Enquiry Form on our website: https://www.winchesterstudents.co.uk/advice Appointments are available in person or via MS Teams. Advice and support can also be provided by phone and by email. The Advice Centre offers free, independent and impartial support and guidance on a range of issues that may be impacting upon your overall University experience. Specialising in supporting students through academic processes, the Advice Centre can also provide support on issues covering wellbeing, housing, and money. Visit www.winchesterstudents.co.uk/advice to find out more. Our Advisor will also be around in Welcome Week for any concerns or worries you have.

TIMETABLING

Where can I find my arrivals and Welcome Week Schedule?	You will find this information on My Record once you have completed online enrolment.
Why are there so many enrolment sessions on my welcome week schedule?	• Students moving into halls can enrol over the weekend rather than wait to attend their designated slot during the week. • If you're not moving into halls, each course also has its own designated slot during the week. • You can also choose to enrol during a quieter session in the evening, if you are unable to attend your designated timeslot.

Where can I find my teaching timetable?	You will be able to access your timetable after you have fully enrolled (including ID verification). There are several places you can view your timetable: • Timetable portal through My Record: Go to My Record > Course and Module Information > select the View My timetable link under My Timetable > then select My Timetable to view your own timetable. • Timetables will also be available via the University Mobile App via the "timetable" tile. You will need to download the University Mobile app first.
An activity or module is missing from my timetable, what should I do?	Please speak to your programme leader or administrator as soon as possible. Don't assume there is no teaching.
I don't understand the code for the room allocated on my timetable. How can I find this out?	On the Timetable portal home page, there are links to a list of building acronyms and to a campus map. You will also see these links above your timetable in calendar view. Spreadsheet view shows the full location name.
I'm not sure of the start time and end time of my classes?	Most sessions start on the hour or half hour. If start and end times are confusing in Calendar view, please check the spreadsheet view, which lists the start and end times. Mobile app timetables also show the start and end times.
I cannot see the My Timetable Box in My Record?	• Check the My Timetable box isn't minimised by clicking on the max/min option. • Check that you are on a programme with taught modules. You will only see the My Timetable box if you have taught modules. • Otherwise, please contact Registry.enquiries@winchester.ac.uk
I cannot access the Timetable portal via My Record?	Try clearing your browser cache. If this doesn't resolve the issue, please take a screenshot of any error message displayed on the screen and contact servicedesk@winchester.ac.uk .
I can see my timetable in the portal, but it's not showing in the app.	Please take screenshots which show your timetable in the Portal, and an example where your activities are missing in the mobile app. Once you have these two screenshots, please contact Service Desk .
Nothing happens when I click 'View Timetable' in the Timetable Portal?	Check that your Student ID number appears in the first field in the form. If your student ID number is not displayed, please contact Timetabling. You may need to enable pop ups for the Timetabling Portal site as your timetable will appear as a pop-up – see "Students – guide to viewing your timetable" available on the Timetable Portal home page for instructions on how to enable pop-ups in various browsers and devices. If you have enabled pop-ups and this doesn't resolve the issue, please take screenshots showing all the form options that you selected, and contact Service Desk.

TRAVEL

Cycling options	We have extensive cycle storage facilities on campus including cycle hoops, covered shelters and cycle lockers. We also have showers available for cyclists. We have a Bike Doctor on campus several times a year – bring along your cycle for a FREE basic service and minor repairs.
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Do I get a discount at Park and Ride?	There is a £50 bursary available to students who use the Park and Ride service during term time when traveling to the University. Students must evidence at least 17 uses of the P&R to be eligible, and the bursary will be administered during term 2. Requests to access the bursary can be placed through Service Desk. Further information on Park & Ride can be found on the Travel & Transport intranet pages, and the UoW App. Winchester has five Park and Ride sites, and the University is well-served by the service. The nearest Park and Ride bus stop is outside the Royal County Hospital on Romsey Road, less than a five-minute walk from both King Alfred and West Downs Quarters. All buses on the service stop here.
Can I get a 16-25 railcard if I am over the age of 25?	Yes, if you are in full time education, all students are eligible for a young person's railcard. The application form for this can be found on the travel and transport intranet pages and will need to be stamped with the University stamp (held by Registry) NB Oyster card applications also need to be stamped by Registry

What travel discounts are available to me?

For full details of all travel offers available please visit the Travel and Transport intranet pages or [Travel and transport - University of Winchester](#) Providers offers may change over time.