

Quick Start

Your next steps once you have enrolled

Welcome to the University of Huddersfield and congratulations on enrolling. All students will have scheduled sessions on campus and in the digital learning environment. Key elements of your 'entry' to the University will be through our online services. This quick start guide will support you getting started and help you to find your way round the online services that will support your learning. Additional information is available at students.hud.ac.uk/quickstart.

PLEASE NOTE: it can take 24 hours for your IT account to be activated. If you have recently enrolled, please allow 24 hours for your IT account to be activated. You will then be able to complete the Quick Start guide.



Eight steps to getting started

1. Download the MyHud app or log in to MyHud via the web

To access your timetable, emails, Brightspace, print credits, tutor and personalised information, download MyHud via the Apple App store for Apple devices (hud.ac/hjd) or the Google Play Store for Android devices (hud.ac/hje) or log in via myhud.hud.ac.uk. Using MyHud will enable you to access most digital resources through a single sign on.

Undergraduate and Postgraduate Taught Students

On your first login to MyHud, you will be asked to enter your username (your student email address e.g. **U2012345@unimail.hud.ac.uk**) and password (initially set as your date of birth – in the format ddmmmyy e.g. 15jan02 – **note the month is all lowercase**). If you are a re-registering student, your password will stay the same as it was last term.

Postgraduate Research Students (PGR)

If you are a PGR student, you will be asked to enter your username (e.g. **firstname.lastname@hud.ac.uk** some people will have a number, N, to distinguish between duplicate names). Your password will initially be set as your date of birth (in the format ddmmmyy - e.g. **15jan02**). If you are a re-registering student, your password will stay the same as it was last term.

You will then be asked to complete a few additional steps to ensure that your IT account is secure. A video explaining the process can be found at hud.ac/hi4. Once the security steps have been completed you will be taken to your MyHud where you can see:

- Your live timetable will detail all your sessions, providing information on your first meetings both face to face and online. Check this regularly as any updates and changes will be posted here first.
- Your university email will be used for all important correspondence and you are expected to check it regularly.
- News and announcements keep you posted on the widest range of University activities and news.

2. Change your password

When you log in after enrolment you will be asked to change your password. You will need to select a 16 character password, this is the first line of defence in protecting your account so it's important you select something that isn't easy to guess.

The password must be a minimum of 16 characters in length. If you need any help with logging in, you can use the Self-Service [Password Reset](#) system. If this does not work for you, please contact IT Support: it.support@hud.ac.uk or call 01484 473737 to get it unlocked.

3. Check your PC, camera, microphone, speakers and internet connection are working

Once you have activated your IT account, have a go at doing the following to see that everything is working.

- You can watch a short video to test your sound and video. What is a Personal Academic Tutor - hud.ac/kcg (45 seconds), Teams for Education - hud.ac/hej (two minutes) or Microsoft Teams to streamline research - hud.ac/hek (1 minute).
- Test your microphone by logging in to Microsoft Teams and following these instructions (hud.ac/hel) to make a test call with an automated service.
- You can access Microsoft 365 online or choose to download copies that you can use on your PC. These are free to students via the University. More information can be found on the Office 365 apps page at hud.ac/hem.

4. Log in and learn in Brightspace

This online learning environment houses your course and academic information. Lectures, reading lists, timetabled meetings with tutors and fellow students can be accessed via Brightspace. Your course tutors will post tasks and make regular announcements here, so getting familiar with Brightspace will get you ready for University. These how to guides (hud.ac/eqk) and training videos (hud.ac/kch) provide you with the basics of Brightspace.

5. Start your online induction resource: Huddersfield Essentials: Induction 2022

This resource will provide you with information and activities to start your year. It has been designed to enable you to start once enrolled and complete it independently, so, when you have enrolled, dive in and get started! It contains lots of important information, so you may wish to revisit it later in the year. Try to complete the first section 'Getting Started' before your arrival.

[Huddersfield Essentials: induction resource 2022](#)

(there may be a delay to access the resource after enrolment but don't worry, you can complete it at your leisure).

6. Explore Microsoft Teams

Microsoft Teams is one of the key places we will meet online and learn together. Meeting, sharing and chatting very quickly becomes familiar and straightforward. Review this [introduction guide to Microsoft Teams](#) (search Microsoft Teams training on Google) to get up to speed.

7. Find your, modules, tutors and groups

Your course will be made up of modules. You can find all your modules on Brightspace. Each module will have an intro announcement to welcome you. The module tutors will be listed in staff profiles on the module home page. You will be able to explore each module and get a sense of the learning journey ahead of you. Your first session will be listed on your timetable in MyHud.

8. Your Personal Academic Tutor

Every taught student is allocated a Personal Academic Tutor (PAT) who will be an academic in your school. You are expected to meet with your PAT five times per year. PATs are there to help you get the most out of your time at University, and to discuss academic progress so that you can achieve your best, and to direct you towards appropriate support services such as wellbeing and finance. It can take a couple of weeks at the start of term to allocate your PAT but once allocated you will be able to identify your PAT via MyHud. Your PAT will schedule a meeting with you early in your first term. Postgraduate Researchers are allocated a Supervisor who will guide you through your studies and research.



Frequently Asked Questions

How do I know where to go?

Your timetable will contain the locations of your sessions, be that a room on campus or a link to an online class. To get help understanding your timetable, visit hud.ac/hen. To access campus maps, visit hud.ac/maps or open maps in the MyHud app.

How will the University communicate with me?

Important University communications will be emailed to you via your University email address. You will regularly access Brightspace and MyHud and your tutors will post items in the announcement section. You may also get phone calls from tutors and support staff, so please keep your contact details current via MyHud.

What is induction and Flying Start?

All courses, for both new and returning students, will have an induction to equip you for the year. Many first-year programmes blend induction with Flying Start. Flying Start normally lasts a couple of weeks early in term one. It provides opportunities for you to work with fellow students and tutors, acquiring skills and knowledge that will equip you for University learning. Your induction and/or Flying Start sessions will be scheduled on your timetable.

How many hours should I study?

On undergraduate course and taught masters, you are expected to spend 35 hours per week working on your studies. Your studies might involve contact time in lectures, seminars, workshops, practicals, clinical sessions as well as independent learning and completion of assessments in your own time. If you're finding it takes you much less or much more time than this, have a chat with your tutor about it. It's fine to get a little ahead with your studies if you know you have a busy time coming with external commitments. Getting a little behind can be manageable too but do contact your tutor if you think you're falling too far behind.

How will I receive my campus card?

If you enrol before the start of term (27 September 2022), your Campus ID card will be posted to you at the address you requested during enrolment. If you enrol after the start of term, then you should be able to collect your campus card from your academic school. The School Office team will contact you directly about how to do this.

What is my Student number, username and Campus Card?

Your student number is shown on your enrolment confirmation email and on your campus card. This is a 7-digit number linking you to your student record. University colleagues will ask for it when supporting you. Your username consists of the letter "u" (in upper or lower case) followed by the first 7 digits of your student number. This is your log in to university digital services. For some systems you will use **Uxxxxxxx@unimail.hud.ac.uk**. Your Campus/ID Card should be carried with you at all times on campus. It enables you to swipe into University Buildings, the Library, loan books and laptops, confirm your attendance at sessions and will be used to confirm your identity in exams.

What IT will I need?

You will have lots of flexibility to access your learning if you can access the following personal IT:

A laptop or desktop PC with a camera, microphone, internet access.

A laptop is recommended rather than a tablet. Laptops better enable completion of assignments and engagement in the online learning. Laptops also enable learning from home, on campus and during travel to and from campus. The computer you use does not usually need to be a high specification, but comfortably

run IOS or Windows10. If your computer was new within the last 4-5 years, it should enable you to access the primary applications listed above.

A reasonably fast and reliable internet connection is required to participate in online learning.

If your internet connection at home is not very good consider whether you can use an internet connection somewhere else (for example a workplace, library or friend's house) when you need to study online or join a live online class.

A head set or earphones with a microphone.

Most computers have a built-in microphone, but you will be able to hear and be heard more clearly if you can use a headset or earphones with a microphone.

Campus PCs and Laptop Loans

Both loan laptops and campus PCs are available for students to use.



Where to get help

If you are unsure or struggling to get started, please ask for help. University staff are very friendly and helpful so if you are having problems with any aspect of getting started please get in touch.

- **Password problems** are common at the start of term. Start by using our self-service at hud.ac.uk/heo.
- **IT helpdesk** will help you access the digital services. Email it.support@hud.ac.uk or call 01484 473737.
- **iPoint** resolve a wide range of general queries or signpost you to the right specialist support. Email ipoint@hud.ac.uk or call 01484 471001.
- **24/7 online service** and support is available via:
 - students.hud.ac.uk/quickstart/ pulls together information you may need to get started.
 - students.hud.ac.uk provides comprehensive information advice and guidance.
 - MyHud.hud.ac.uk provides access to your logged in personalised services.
 - HudHelp at hud.ac.uk/hep provides a wide range of FAQs and queries – you can log in and search for help 24/7.
- **Start your enquiry by email:** University services support students providing information, advice and guidance via email, phone and video calls. Please start your enquiry by email here - students.hud.ac.uk.
- **Digital Skills Training:** for support and training using software and using IT systems email: digital.skills@hud.ac.uk or book an appointment at hud.ac.uk/heq.
- **Your School** can resolve course related queries.
 - School contact details can be found at students.hud.ac.uk/schoolcontacts.
 - Graduate School and Postgraduate Research School Contacts can be found at students.hud.ac.uk/grad/graduate-school/about-us.

Your Students' Union Community



A big part of the university experience is about making friends, gaining new skills and experiences and feeling part of a community. Here are three things you can do to connect and keep in touch...

1. Check out the Welcome Festival programme at welcome.huddersfieldsu.co.uk
2. Sign up to the Students' Union mailing lists and follow us on social media @HuddersfieldSU
3. Get Involved (www.huddersfieldsu.co.uk/get-involved) with Societies, Sports Clubs, Academic societies, Student Networks and find out more about Academic Reps and Halls Ambassadors.

And don't forget your Students' Union offers you independent advice and support on anything related to your University experience, so get in touch via email students.union@hud.ac.uk.