

## Frequently Asked Questions – Research Students

### Registration answers

#### 1. Where can I get help with registration?

You can contact Research Student Administration:

e-mail: [rp\\_student@adm.leeds.ac.uk](mailto:rp_student@adm.leeds.ac.uk)

or telephone: 0113 3434002

(+44 (0) 113 3434002 if you are telephoning from outside the UK)

(opening hours are 0900-1700 hours GMT Monday to Friday).

Please quote your Student ID Number.

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#### 2. Can I register any other way than online?

No, registration with the University of Leeds will take place online for all new and returning taught students unless you are a disabled student who cannot access the online registration system. Please see the question below. If you are on fieldwork and cannot access the internet then alternative arrangements can be made.

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#### 3. I have a disability that prevents me from registering online. What should I do?

If you have a disability which means you require support with the online registration process or would like to discuss alternative methods of registration, please contact Disability Services for advice; email [disability@leeds.ac.uk](mailto:disability@leeds.ac.uk), tel +44(0) 113 3433927, text phone +44 (0) 113 3433616. For further information regarding Disability Services, please see the [Disability Services website](#)

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#### 4. Can I register online from my University of Leeds hall of residence?

Yes. If you have your own computer, you will be able to register online from their hall of residence (**NB.** not all residences have network access) once you have registered your computer on the University network. If you do not have your own printer attached to your PC, you will need to go to a cluster on campus to print your registration certificate.

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#### 5. I am unsure of the information I am being asked to provide online?

If you are unsure about the information you are being asked to provide, please do the following:

- click on the help text in the top right hand corner of the relevant registration screen;
- if still unclear, please contact Research Student Administration

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#### 6. Do I need to register by a certain date?

Yes, you will only be able to register online for an eight week period. For example if the start date of your studies is 01 September, then online registration

will be open from 01 August to 30<sup>th</sup> September. After this date your student record will be updated and you will be prevented from registering online and your access to University facilities such as email will be terminated. Should you then wish to register you will need to contact Research Student Administration.

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**7. Do I have to be registered before I can get an ID Card?**

Yes, in order to be issued with a Student ID Card you must have successfully completed online registration.

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**8. Do I need a new ID Card for each year of study?**

The University of Leeds Student ID Card will last for the duration of your study at the University. If you suspend your studies then this will have an impact on the duration of your study. Upon your return you should go to the Student Services Centre to be issued with a new ID Card.

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**9. I am a returning student and have forgotten my ISS username and password. What should I do?**

Please refer to the ISS username and password [troubleshooting page](#).

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**10. Can I register with an outstanding balance from a previous session?**

No, all debts from a previous session must be paid in full before you can complete your registration. You can make an immediate online payment by visiting the [Accounts Receivable website](#) and clicking on the link to 'Make Immediate Online Payment'. If you cannot pay in full immediately you may be eligible for deferred registration, please refer to the [Complete registration](#) section.

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**11. Do I have to pay my fees in full in order to register?**

No, we offer a discretionary two part instalment scheme which you can set up online as part of registration.

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**12. If I want to pay by direct debit but my bank account is not open yet, what should I do?**

If you are unable to complete your registration immediately you are eligible for deferred registration for a period of one month. This allows you temporary access to University facilities such as the library and computers throughout this period

whilst you make the necessary arrangements to complete your registration.

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**13. What should I do if I have deferred registration but am now able to complete registration in full?**

Log back into online registration and complete the necessary information, you do not need to visit the Accounts Receivable Office again.

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**14. What do I need to do if I am sponsored?**

You should fill in the sponsorship details section of registration and forward your sponsor letter to the Accounts Receivable Office as soon as possible. This letter must quote your full name, course and the amount of sponsorship; you should also write your Student ID Number on the reverse of the letter. Once your sponsorship has been confirmed by the Accounts Receivable Office, you will be able to complete your registration.

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**15. Can I use my Registration Certificate as proof of attendance for official, non-university, purposes?**

No, The Registration Certificate cannot be used for proof of registration for the purposes of opening bank accounts, obtaining a visa or for other official verification. If you require such proof of registration, you should download and fill in the statement request form at

[http://www.leeds.ac.uk/rsa/assets/word/Forms/reg\\_statement.doc](http://www.leeds.ac.uk/rsa/assets/word/Forms/reg_statement.doc)

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**16. How can my parent, guardian or other benefactor pay on my behalf?**

If you wish a third party (i.e. parent / relative) to make a payment on your behalf they can do so via the Make Immediate Online Payment option on the [Accounts Receivable](#) information page.

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**17. Where can I find out more about sports facilities and the membership options?**

You can find more information on the [Sport and Physical Activities website](#).

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**18. When will I receive my first Scholarships maintenance payment?**

The payment will usually be paid into your bank account by electronic transfer (BACS) upon receipt of notification of registration from the University. Please see further details in the Research Student Registration guide

[http://www.leeds.ac.uk/rsa/assets/pdfs/admissionsandregistration/REG\\_inst.pdf](http://www.leeds.ac.uk/rsa/assets/pdfs/admissionsandregistration/REG_inst.pdf)

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