



ROBERT KENNEDY COLLEGE REGISTRATION



University of
Salford
MANCHESTER

1. I have already registered with the Robert Kennedy College (RKC). Why do I have to register with Salford too?
2. How do I access my University email account?
3. How do I get access to Salford online library resources (SOLAR)?
4. What do I do if I have forgotten my Salford log-in details?
5. How do I get my ID card?
6. How do I get a letter from Salford so that I can attend the Residency programme?
7. I need to take an interruption in studies, or leave the course completely, what do I need to do?
8. Something has happened and I can't complete my work on time, what do I do (submitting a PMC form)?

1. I HAVE ALREADY REGISTERED WITH THE ROBERT KENNEDY COLLEGE (RKC). WHY DO I HAVE TO REGISTER WITH SALFORD TOO?

Although you may have already registered with the Robert Kennedy College, you also need to register with the University of Salford. Registering with Salford is the only way that you can access your student email account and online library resources (SOLAR). You will be asked to register with Salford each year for the full length of your course.

Emails inviting you to register will be sent by **registration@salford.ac.uk**. Simply follow the instructions within the email to complete your registration online. Reminder emails will be sent to you if you have not completed the full registration process with the University; please act on these emails as they are very important!

If you do not register on time with Salford, then your account will be closed. This may also impact on your ability to continue accessing the Robert Kennedy College portal

If you are not correctly registered with Salford, any work that you complete with Robert Kennedy College cannot be submitted to an examination board, which may ultimately delay the award of any qualification to you.

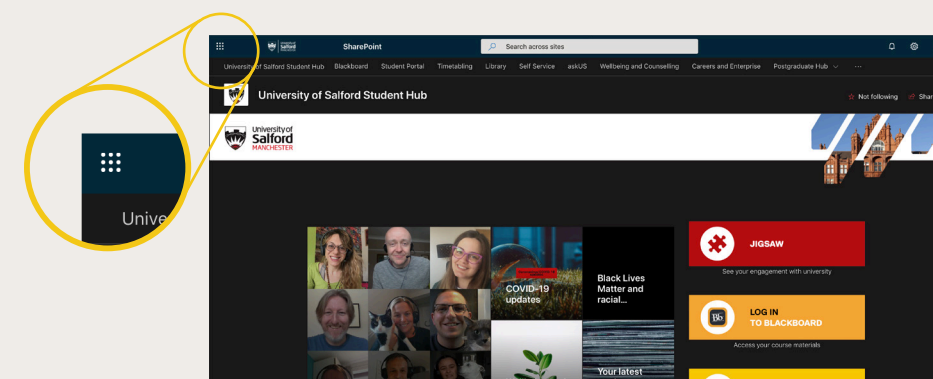
2. HOW DO I ACCESS MY UNIVERSITY EMAIL ACCOUNT?

You can only access your University email account after you have completed registration with the University of Salford. To access your account and all your Office 365 applications, you need to access the Student Hub site.

If you have forgotten your email address, please contact **Digital-ITServiceDesk@salford.ac.uk**

If you need to re-set your password, you can do so by clicking on this link **identity.salford.ac.uk/StudentPasswordSelfService**

Log in to the Student Hub via **testlivesalfordac.sharepoint.com/sites/UoS_Students** using your University of Salford email address and the password that you created when you registered with Salford. This is the first screen that you will see once you have successfully logged in to the Student Hub.

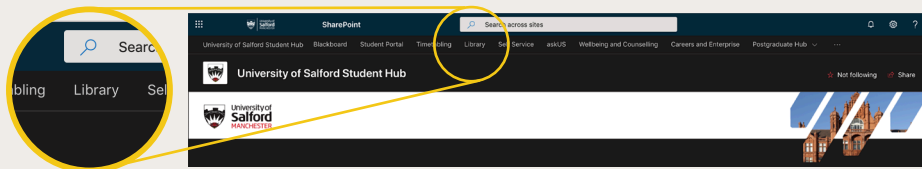


Click on the waffle in the top left to see your Office 365 Apps. Click on OUTLOOK and follow any on screen instructions to access your email account.

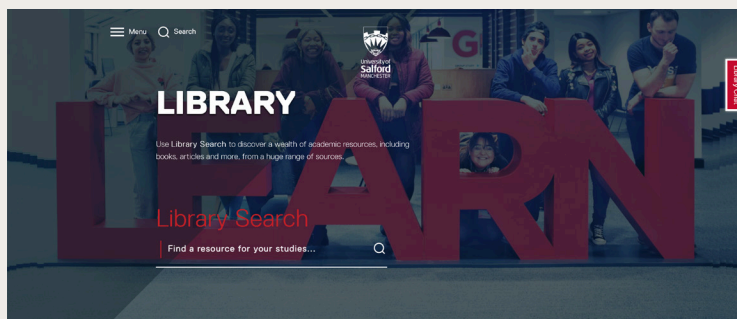
3. HOW DO I GET ACCESS TO SALFORD ONLINE LIBRARY RESOURCES (SOLAR)?

You can only access the online library resources after you have completed registration with the University of Salford. To access the library resources, you first must log into the Student Hub site using your University email address and the password that you created when you registered with Salford.

Across the top of the Student Hub homepage, you will see a menu bar with links to various student resources.



Click on the word 'Library' to access Library resources:



Searching here will open a link to the e-resources available to you. If you have any queries about the Library search, please contact library@salford.ac.uk for help.

4. WHAT DO I DO IF I HAVE FORGOTTEN MY LOG-IN DETAILS?

If you have forgotten your University email address or network login, please contact Digital-ITServiceDesk@salford.ac.uk or call them on +44 161 295 2444. Staff are available from 8am until 5pm Monday to Friday.

If you need to reset your password, you can do so here:
identity.salford.ac.uk/StudentPasswordSelfService

Please remember that you will only be provided with a University of Salford email address after you have completed registration with the University. The Digital IT Team cannot provide you with any details until you are a fully registered Salford student.

5. HOW DO I GET MY ID CARD?

Please note that whilst the University campus remains closed due to the Covid-19 pandemic, unfortunately it is not possible to produce and send out ID cards for any student.

If you are due to attend the **Residency Week** at the University of Salford campus during your programme, your ID card will be available for you to collect on campus. You do not need your Salford ID card if you are attending the Residency Week in Zurich.

If you need to receive your ID card now, there are a couple of options available to you, depending on whether you live in the UK or outside of the UK.

IF YOU LIVE IN THE UK YOU HAVE TWO OPTIONS:

Option 1 - 1st class mail (free of charge). If you wish to receive your card in this way please use [this link](#). Please be aware that once the card leaves the University, we have no way of tracking the card through the delivery process.

Option 2 - Recorded Delivery (£5.00 charge). If you wish to receive your card in this way please use [this link](#). A tracking number will be available in the event of non-receipt.

If you live outside of the UK, you have two options:

Option 1 – Standard airmail (free of charge). If you wish to receive your card in this way please use [this link](#). Please be aware that once the card leaves the University, we have no way of tracking the card through the delivery process. This method of delivery is not particularly successful to some parts of the world.

Option 2 - Non-EU DHL express delivery (£20.00 charge). If you wish to receive your card in this way please use [this link](#). A tracking number will be available in the event of non-receipt. Please note that DHL do not currently deliver to Cuba, Iran, North Korea, Sudan, South Sudan, Syria, Crimea and Iraq.

Please select the appropriate link and place your order for your ID card to be posted. We aim to action your request within 10 working days however at peak registration times this may be longer.

Reminder - whilst the University campus remains closed due to the Covid-19 pandemic, unfortunately it is not possible to produce and send out ID cards for any student.

6. HOW DO I GET A LETTER FROM SALFORD SO THAT I CAN ATTEND THE RESIDENCY PROGRAMME?

Due to the Coronavirus Pandemic, you will not be able to attend the Residency programme at Salford.

If you are planning on attending the Residency programme at Salford University, you may need to apply for a visa in order to come to the UK. To assist with the application for your visa, you may require a letter from the University confirming the dates that you are required to be in the UK.

As soon as RKC confirm with Salford that you have paid for the residential, a letter will be produced and emailed to you. If you have not received a letter by email, please contact studentcare@rkc.edu in the first instance and they will be able to look into this for you.

7. IF I NEED TO TAKE AN INTERRUPTION IN STUDIES, OR LEAVE THE COURSE COMPLETELY, WHAT DO I NEED TO DO?

If you need to take a break/interruption in your studies for any reason, or wish to withdraw from the course completely, you must first contact the Student Care Team at RKC to advise them of your plans. Once you have done this, you will then need to submit an official interruption or withdrawal request with the University directly.

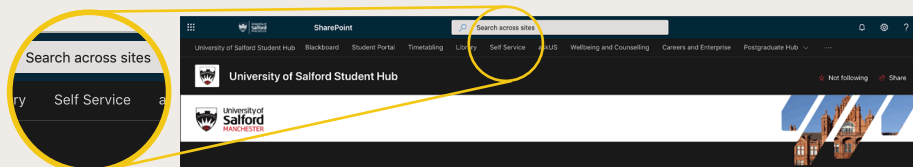
Log into the Salford Student Hub via testlivesalfordac.sharepoint.com/sites/UoS_Students using your University of Salford email address, and the password that you created when you registered online with Salford.

If you have forgotten your University email address or network login, please contact Digital-ITServiceDesk@salford.ac.uk or call them on +44 161 295 2444. Staff are available from 8am until 5pm Monday to Friday.

If you need to reset your password, you can do so here:
identity.salford.ac.uk/StudentPasswordSelfService

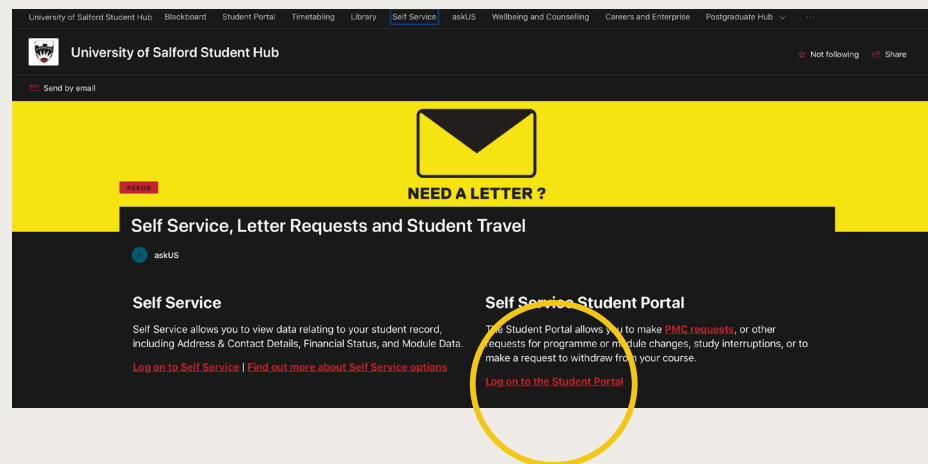
Please remember that you will only be provided with a University of Salford email address **after** you have completed registration with the University. The Digital IT Team cannot provide you with any details until you are a fully registered Salford student.

Once you have logged into the Salford Student Hub, you will see a number of options in the menu bar at the top of the screen



Click on 'Self Service', and this will take you to the section of the website where you can request your interruption or withdrawal.

The page will look like this:

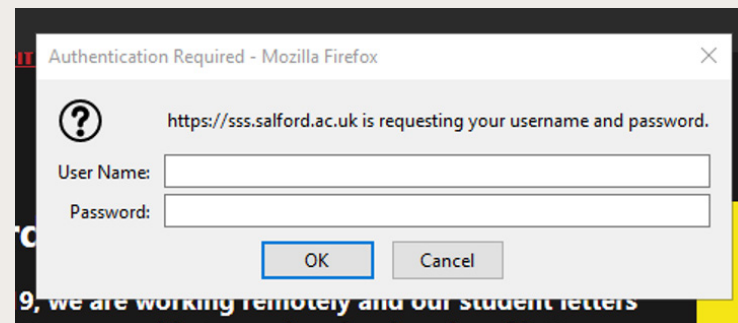


You will need your NETWORK ID to access the Self-Service Student Portal for an interruption or withdrawal request. Your username is three letters followed by three numbers i.e. ABC123. You will have been sent confirmation of your username when you first registered online with the University of Salford.

If you do not know your network login name, please contact Digital-ITServiceDesk@salford.ac.uk

If you need to reset your password, you can do so here:
identity.salford.ac.uk/StudentPasswordSelfService

Enter your Network Username in the first box below, and your password in the second box, and then click OK. Then simply follow the online instructions to submit your interruption or withdrawal request.



Further information on the interruptions process can be found by clicking on this link
www.salford.ac.uk/askus/academic-support/interruptions-and-withdrawals

You will receive a notification by email when your request to interrupt or withdraw has been confirmed. If you have any queries about this, please email sa-tuitionfees@salford.ac.uk for further information.

8. I'VE BEEN ILL AND CANNOT SUBMIT MY WORK ON TIME, WHAT DO I NEED TO DO (SUBMITTING A PMC FORM)?

If you have suffered from serious personal mitigating circumstances that are beyond your control, and which have affected your ability to complete assessments, you need to submit a PMC form to advise the University of your circumstances. You should also contact the Student Care Team at RKC to advise them of this.

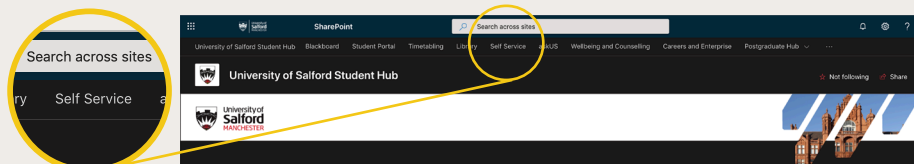
Log into the Salford Student Hub via testlivesalfordac.sharepoint.com/sites/UoS_Students using your University of Salford email address, and the password that you created when you registered online with Salford.

If you have forgotten your University email address or network login, please contact Digital-ITServiceDesk@salford.ac.uk or call them on +44 161 295 2444. Staff are available from 8am until 5pm Monday to Friday.

If you need to reset your password, you can do so here: identity.salford.ac.uk/StudentPasswordSelfService

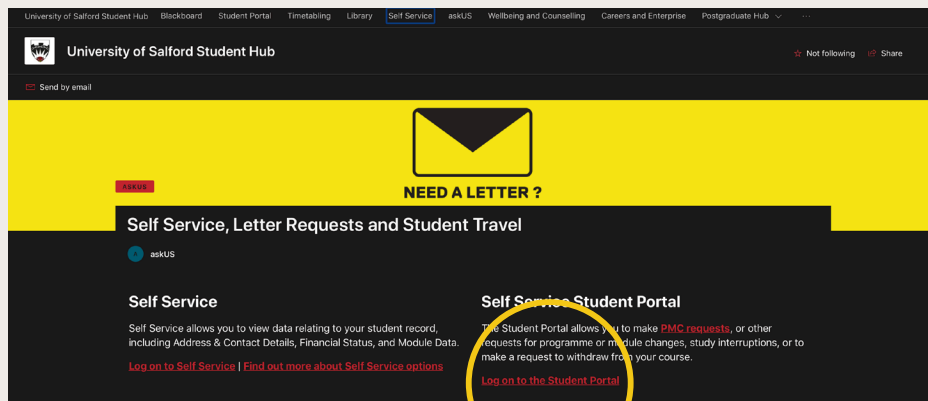
Please remember that you will only be provided with a University of Salford email address after you have completed registration with the University. The Digital IT Team cannot provide you with any details until you are a fully registered Salford student.

Once you have logged into the Salford Student Hub, you will see a number of options in the menu bar at the top of the screen



Click on 'Self Service', and this will take you to the section of the website where you can submit your PMC request.

The page will look like this:

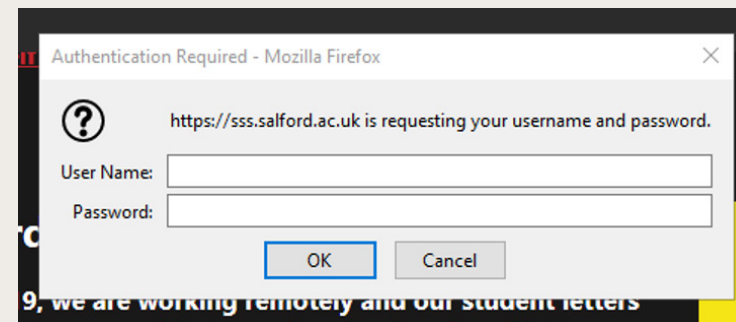


You will need your NETWORK ID to access the Self-Service Student Portal for a PMC request. Your username is three letters followed by three numbers i.e. ABC123. You will have been sent confirmation of your username when you first registered online with the University of Salford.

If you do not know your network login name, please contact Digital-ITServiceDesk@salford.ac.uk

If you need to reset your password, you can do so here: identity.salford.ac.uk/StudentPasswordSelfService

Enter your Network Username in the first box below, and your password in the second box, and then click OK. Then simply follow the online instructions to submit your PMC request.



Further information on the Personal Mitigating Circumstances (PMC) process can be found by clicking on this link www.salford.ac.uk/askus/academic-support/PMC

If you have any problems trying to submit your PMC, please contact SBS-Hub@salford.ac.uk stating that you are a Robert Kennedy College student.



University of
Salford
MANCHESTER