

# Online Student Information System (OSIS)

Online Student Information System (OSIS) holds the essential information about you and you can also use it download Proof of Study and Council Tax Exemption Letters.

## Online Enrolment Guide *(pages 2- 22.)*

Activating your OSIS account allows the immediate access to the university IT systems and your Kingston University Email Address: [kxxxxx@kingston.ac.uk](mailto:kxxxxx@kingston.ac.uk)

In order to complete your online enrolment, please look for the following email: **Kingston University & Accessing OSIS (Online Student Information System)**

This guide shows the essential steps during the registration:

- Update personal details *(pages 3-12.)*
- Upload passport and visa images *(pages 13-20.)*
- Upload picture for ID card *(pages 21-22.)*

## Online Student Information System (OSIS) Guide *(pages 23-27.)*

The second part of the guide will explain the rest of the OSIS pages available for you.

## If you have any questions regarding the topics below please contact the relevant Study Group and Kingston University Teams:


1. General questions about the online enrolment process and if you have not received the Online Enrolment Email: [KingstonISC.CSS@studygroup.com](mailto:KingstonISC.CSS@studygroup.com)
2. Technical difficulties completing the online enrolment: [enrol@kingston.ac.uk](mailto:enrol@kingston.ac.uk)
3. Technical difficulties uploading your ID picture: [idcards@kingston.ac.uk](mailto:idcards@kingston.ac.uk)

## Online Enrolment Guide (pages 2- 22.)

You will find your Kingston ID (KU ID) number and temporary password from **Kingston University & Accessing OSIS (Online Student Information System) email**, which sent to your **personal email address**. **You must activate the account and change the password before accessing to the OSIS login page.**

This is the OSIS login page, please input your KU ID and the password that you have set to login.

### Portal Login



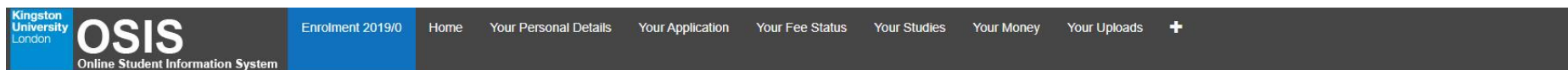
Username: (e.g. K123456 or KU12345)

Password

[Forgotten your password?](#)

In order to complete your online enrolment please proceed to **[Click here to enrol.](#)**

Online Enrolment is also called as *Stage 1* enrolment you should complete this before you arrive, *Stage 2* enrolment is the process when Kingston University officially changes your learner status to active/ current and it happens after you have arrived.



## Welcome to Kingston University - Online Enrolment

### Stage 1

This stage involves updating your student record information online. It is important that this information is correct so that we can communicate with you and maintain accurate records for you during your studies.

Please click on the link below to start Stage 1 of your enrolment.

**[Click here to enrol](#)**



Should you have any queries regarding the information on the following screens you can contact us by phoning 0800 048 2484 (or for those outside the UK +44 (0) 207 2064174) Monday - Friday, 10.00 - 16.00 or by emailing [enrol@kingston.ac.uk](mailto:enrol@kingston.ac.uk)

The first part of the registration will ask for your personal details, please note that the fields marked in red are compulsory. When inputting the phone number, **please ensure the country code is inputted.**

Please note that the fields that are compulsory to complete will be highlighted in pink.

## Personal Details

Please check your personal details below and amend where necessary. You **cannot** amend your name or date of birth here. If either of these are incorrect then please contact your Faculty Student Office after enrolment to correct these details. Please note that the names below will be used on all official university documentation, including your graduation certificate, therefore it is essential that you check and correct these.

Fields marked with an asterisk (\*) and in pink are mandatory.

Surname / Family Name	<input type="text"/>
First Name/ Forename	<input type="text"/>
Second Name/Forename 2	<input type="text"/>
Third Name/ Forename 3	<input type="text"/>
Name Known By	<input type="text"/>
Official Name	<input type="text"/>
Date of Birth	<input type="text"/>

Please provide details of someone who can be contacted in an emergency.

Forename of Emergency Contact*	<input type="text"/>
Surname of Emergency Contact*	<input type="text"/>
Relationship of Emergency Contact (e.g. Mother, Friend)*	<input type="text" value="---- Please select -----"/>
Telephone number of Emergency Contact*	<input type="text"/>

Next

## Further Personal Details

The University promotes a positive attitude and inclusive environment for all students, including disabled students. To enable us to plan how we support our disabled students and apply for funding for that support, we collect data about the number of disabled students studying here at Kingston University and the disabilities / health conditions they have.

If you have any queries about disclosing a disability or about support available for students with a disability, specific learning difference, long term health condition or mental health difficulty, please see My Kingston or contact the Disability and Mental Health Advisors on 0208 417 7314 / [disability@kingston.ac.uk](mailto:disability@kingston.ac.uk)

Please indicate whether you have a disability\*

- No Disability ▾
- No Disability**
- Social/communication impairment e.g. Autistic spectrum disorders
- Blind or serious visual impairment
- Deaf or have a serious hearing impairment
- Long-standing health condition such as diabetes, HIV, cancer etc
- Mental health condition such as depression
- Learning difficulty such as dyslexia, dyspraxia or AD(H)D
- Physical impairment or mobility issues
- Other Disability not listed
- Two or more impairments/disabling medical conditions

## Enter your Home Address

Fields marked with an asterisk \* are mandatory

Your Permanent Home Address is the address where you would normally live **outside of term time**

You will be given the opportunity to provide your term-time address on the next page

If you do not have a UK postcode click the **I do not have a UK postcode** button and enter your address in the fields provided.



UK Postcode

KT2 7LE

Get Address

If you have a UK Postcode enter it here and Click the Get Address button to select your address - If you do not have a UK postcode click the I do not have a UK postcode button and enter your address in the fields provided. If your UK postcode is not recognised click the **I do not have a UK postcode** button and enter your address manually in the fields provided.

I do not have a UK postcode

Next

If your home country is not the UK, please go for the **I do not have a UK postcode** option. When inserting the address, please ensure the House/Unit/Flat number is inputted.

## Enter your Home Address

Fields marked with an asterisk \* are mandatory

Your Permanent Home Address is the address where you would normally live **outside of term time**

You will be given the opportunity to provide your term-time address on the next page

If you do not have a UK postcode click the **I do not have a UK postcode** button and enter your address in the fields provided.

UK Postcode

Address Line 1 \*

This question is mandatory and cannot be left blank.

Address Line 2

Town/City

County/State/Province

Country

Landline

Personal Email Address \*


This question is mandatory and cannot be left blank.

## Term Time Address Update

Please update us with your **term time address** as necessary. If your term time address is not yet known or confirmed, please click the **Use Home Address** button. You can update your address again at a later stage via OSIS.

If you do not have a Postcode, click the **I do not have a UK Postcode** button to enter your address details.

Fields marked with an asterisk (\*) and in pink are mandatory.

 Use Home Address

UK Postcode

Get Address

I do not have a UK Postcode

Next

If your term time address is in the UK, you may search through your UK address by inputting the UK postcode.

**It is important to include a HOUSE, FLAT and ROOM number when inputting your address. If you are living in a university accommodation, you must include the ROOM, FLOOR and FLAT number.**

If your term time address is the same as the home address, please fill in the information again and ensure the House/Unit/Flat number is there.




## Term Time Address Update

Please update us with your **term time address** as necessary. If your term time address is not yet known or confirmed, please click the **Use Home Address** button. You can update your address again at a later stage via OSIS.

If you do not have a Postcode, click the **I do not have a UK Postcode** button to enter your address details.

Fields marked with an asterisk (\*) and in pink are mandatory.

 Use Home Address

UK Postcode

Get Address

I do not have a UK Postcode

Address Line 1 \*



This question is mandatory and cannot be left blank.

Address Line 2

Town/City

County/State/Province

Country

Term Time Accommodation Type \*

Please Select



This question is mandatory and cannot be left blank.

Term Time Landline Telephone number

Mobile Telephone Number



This question is mandatory and cannot be left blank.

Next

## Supplementary Information

The University is required to collect the following information for the Higher Education Statistics Agency (HESA). This information will be recorded in accordance with the University's Data Protection Statement, which can be found in the [Kingston University General regulations](#)

All fields are mandatory. Certain questions have further information and guidance. You can see this by hovering over the pink boxes.

<b>Please indicate whether either of your parents (natural parents, adoptive parents, step-parents or guardians) have any higher education qualifications, such as a degree, diploma or certificate of higher education.*</b>	<input type="text"/>
<b>What is your highest obtained qualification to date?*</b>	<input type="text" value="Please select"/>
<b>What would you consider to be your ethnicity?*</b>	<input type="text"/>
<b>What is your nationality?*</b>	<input type="text" value="Please select"/>
<b>What is your country of normal residence?*</b>	<input type="text" value="Please select"/>
<b>What is your religion or belief?*</b>	<input type="text" value="Please Select"/>
<b>What is your sexual orientation?*</b>	<input type="text" value="Please Select"/>
<b>What is your sex?*</b>	<input type="text" value="Please Select"/>
<b>Is your gender identity the same as the gender you were originally assigned at birth?*</b>	<input type="text" value="Please Select"/>

Next

Please note that these fields are compulsory.

## Supplementary Information



I agree to allow my information to be shared with the Royal Borough of Kingston upon Thames solely for the purpose of electoral registration. Kingston Council will then contact you with information about registering to vote

Please select\*

If you do not wish to share this information, please select No

To vote in local and national elections you must be registered to vote. More information about registering to vote and an online application can be found [here](#).

Next

If you are studying overseas, you may select **No** to not share your information with the Kingston Council (Local City Council)

## Student Declaration

To complete Stage 1 of your enrolment, you must confirm that you have read and agree to abide by the following Student Declaration:

I confirm that I have seen, read and agreed to abide by the Kingston University General Regulations 2019 - 2020 (shown below) for the duration of my course;

### GENERAL REGULATIONS 2019-2020

All students must read the General Regulations contained in this booklet, before completing the enrolment process, as it is a condition of enrolment at Kingston University that all students accept and agree to abide by them, and they form a part of your contract with the University.

Contents	Paragraph number
Introduction	
Statement on the provision of education	
<b>Section 1</b>	<b>General regulations for students who are enrolled for a University award or one conferred under licence e.g. an HND, and who are enrolled at the University.</b>
Fees	1-10

I declare that the information provided during this online enrolment process is correct and that I will update any future changes to details given during this process as soon as they occur in the manner described in the University Regulations above.

I accept responsibility for the payment of my contribution towards any fees due to Kingston University and any costs and interest incurred in the event of non-payment by a nominated fee payer.

I agree that where my course charges fees, but the fee amount remains blank during online enrolment, it is my responsibility to confirm the correct fee with the Accounts Receivable team.

I accept that I am required to maintain a contact address and telephone number and that I am required to update these via OSIS or by contacting my Faculty Student Office as soon as any changes occur. I accept that a failure to do this may result in my details being passed to the University's tracing agents, for which I will incur a charge of £100.

I agree to the processing and disclosure of all or part of the data in accordance with the University's Data Protection statement which can be found in the University Regulations above. Please see the University's [Data Protection Policy](#) and [Student Privacy Notice](#) for further information.

I agree to my photograph being used to produce an ID card and to its use by staff of the University, KUSCO and Union of Kingston Students for identification purposes;

I affirm that the information given is both true and complete; and that giving inaccurate or false information, or submitting false or fraudulent documentation, will affect my ability to enrol or remain on a course of study at Kingston University; that the University reserves the right to verify the information given and may need further documentary evidence to substantiate this information at any time should a query arise.

I understand that if I am an International student on a student visa and do not complete enrolment or subsequently wish to change mode of attendance, withdraw or take a break in studies, advice should be sought from an International Student Advisor as this will change my immigration status. Kingston University are required to report any change of study to UK Visas and Immigration (UKVI).

If I am a student on a Tier 4 visa, I accept that I must attend monthly engagement monitoring events to confirm my attendance at Kingston University. Failure to do so may result in withdrawal from Kingston University and subsequent curtailment of my visa by UK Visas and Immigration (UKVI).

I understand that the university as my sponsor reserves the right to withdraw its sponsorship of my Tier 4 visa if I fail to adhere to the Tier 4 regulations. I give permission for the university to contact the Home Office regarding my current immigration status and/or application.

I accept that in the event of withdrawing I will be liable for the percentage of my tuition fees as specified in the University Regulations and/or 'Money Matters' and that where I withdraw after the final cut-off date I will be liable for the full tuition fees for that academic year.

- By clicking this box, I confirm that I have seen, read and agreed to abide by the Kingston University General Regulations (shown above) for the duration of my course; that this is a valid means of establishing the authenticity and integrity of my signature to this agreement; and I understand that Kingston University will hold this acceptance data on their files.  
Date: 06/May/2020

Next

To update and upload your *Passport and Visa Information*, you can navigate to **Your Visa** by pressing the **+ sign** on the top right of the tabs.

Kingston University London **OSIS** Online Student Information System

Enrolment 2019/0 Home Your Personal Details Your Application Your Fee Status Your Studies Your Money Your Uploads **+**

Your Visa  
Helpful Contacts

## Welcome to Kingston University - Online Enrolment

### Stage 1

This stage involves updating your student record information online. It is important that this information is correct so that we can communicate with you and maintain accurate records for you during your studies.

Please click on the link below to start Stage 1 of your enrolment.

**[Click here to enrol](#)**



Should you have any queries regarding the information on the following screens you can contact us by phoning 0800 048 2484 (or for those outside the UK +44 (0) 207 2064174) Monday - Friday, 10.00 - 16.00 or by emailing [enrol@kingston.ac.uk](mailto:enrol@kingston.ac.uk)

When you are in the Visa page, it displays your Visa look to the right to find **To Do List**.

Kingston University London **OSIS** Online Student Information System

Enrolment 2019/0 Home Your Personal Details Your Application Your Fee Status Your Studies Your Money Your Uploads +

## Your Visa

### Your Visa

This page is only for international students who are **not** from an EEA country. The resources on this page enable you to:

- Understand** your immigration status
- Maintain** up to date records
- Interact** with relevant University departments

The **To Do List** displays all tasks that should be completed. Keeping this up to date will help us maintain accurate records and to avoid issues that could affect your immigration status.

### Information & Advice

Please visit the links below for information and advice for international students:

**International Office contact details:**

CAVC Team  
Yorkon Building Room 0019  
Kingston Hill Campus  
Kingston upon Thames  
KT2 7LB  
✉ [ukvi@kingston.ac.uk](mailto:ukvi@kingston.ac.uk)

[Responsibilities for Tier 4 students](#)  
[General information for applicants on the Kingston University website](#)  
[UK Visas and Immigration website](#)

### To Do List

List of tasks that should be completed - please keep updated.

- [Update Passport Details](#)
- [Update Visa Details](#)
- [Upload Qualification Image](#)
- [Inform KU of UKVI Decision](#)
- [Upload UKVI Document if you have a visa renewal in progress](#)

### CAS - FAQs

Frequently Asked Questions about Confirmation of Acceptance for Studies (CAS)

[CAS FAQs](#)

Once you updated any of your details a **green tick** will appear for passport and visa details.

Study Group already has a copy of your qualifications, so you are not asked at this stage to enter the information and upload the image again.

### To Do List

List of tasks that should be completed - please keep updated.

- Update Passport Details
- Update Visa Details
- Upload Qualification Image
- Inform KU of UKVI Decision
- Upload UKVI Document if you have a visa renewal in progress

In order to update the passport details, please go **Add New Passport Details** and fill in the information required. Do not forget to upload the image of your passport via **Upload Passport Image**.

### Passport Information


Students on a Tier 4 visa are required to maintain an up to date passport record and image.  
Your passport record and image are displayed below. Please use the options below to ensure your passport record and image are up to date.

#### Passport Details

Passport Number	<input type="text"/>
Name on Passport	<input type="text"/>
Country of Birth	<input type="text"/>
Nationality	<input type="text"/>
Date of Issue	<input type="text"/>
Expiry Date	<input type="text"/>

[Add New Passport Details](#)

#### Passport Image

File (click to view)	Upload date & time
 Doc1.pdf	17 December 2019, 9:38 am

[Upload Passport Image](#)

[Exit](#)



To update the Visa details, please go to **Add New Visa Record**.

### Visa Information

Your visa record and image are displayed below. Students on a Tier 4 visa are required to maintain an up to date visa record and image. Please use the buttons below to provide new visa information and new images if your details have changed.

#### Visa Information

You do not have a visa record stored on our system. Please enter details by clicking **Add New Visa Details**.

**Add New Visa Record**

#### Visa Image

**Please note:** If you are uploading a Biometric Residence Permit (BRP), then you must upload an image of the **front and back** of it. A BRP is a card which states 'Residence Permit' across the top of it.

You do not have a visa image stored on our system. Please upload one by clicking **Upload Visa Image** below.

**Upload Visa Image**

**Exit**

Please ensure all the details in your visa is inputted correctly.

## Add New Visa Details

Please provide us with details to create a new visa record for you. All fields are mandatory.

For guidance on where to find your visa number, please follow this link: [Where is the visa number?](#)

Visa Number\*

Type of Visa\*

Please select



Application Date



Start date\*



Issue date



Expiry Date\*



Cancel

Confirm Visa Details

It will most likely be a Student Visa, but in some cases, you might fall into another immigration category

Please ensure you enter both your vignette and BRP details once pick it up, as well!

## Add New Visa Details

Please provide us with details to create a new visa record for you. All fields are mandatory.

For guidance on where to find your visa number, please follow thislink: [Where is the visa number?](#)

<b>Visa Number*</b>	<input type="text"/>
<b>Type of Visa*</b>	<input type="text" value="Please select"/>
<b>Application Date</b>	<input type="text"/>
<b>Start date*</b>	<input type="text"/>
<b>Issue date</b>	<input type="text"/>
<b>Expiry Date*</b>	<input type="text"/>

- Please select
- Please select
- Tier 4 visa**
- Indefinite Leave to Remain / Settlement visa
- Student Visitor visa (duration less than 6 months)
- Limited Leave to Remain (not Tier 4)
- Dependency visa
- Spouse visa
- Diplomatic visa
- Asylum seeker / Refugee / Humanitarian
- Tier 1 visa
- Tier 2 visa
- Tier 5 visa
- Other
- Stateless Leave

Cancel

Confirm Visa Details

When uploading both images please use the following format:

30-day entry vignette: "Your name+ 30-day vignette"  
BRP: "Your name+ BRP"  
Visa Decision Letter: "Your name+ Visa Decision Letter"

**Visa Image**

**Please note:** If you are uploading a Biometric Residence Permit (BRP), then you must upload an image of the **front and back** of it. A BRP is a card which states 'Residence Permit' across the top of it.

You do not have a visa image stored on our system. Please upload one by clicking **Upload Visa Image** below.

**Upload Visa Image**

**Upload a visa image**

Please upload an image of your visa. If you are uploading a Biometric Residence Permit (BRP), then you must upload an image of the **front and back** of it. A BRP is a card which states 'Residence Permit' across the top of it.

Click **Browse** to select the location of the image you wish to upload, then click **Upload**. The file must be a **.jpg** less than **3MB**.

**Upload Visa Image**

Please click Browse My Computer to select the image you wish to upload. Once you have selected your file, please click the 'Upload' button.

To obtain your Student ID card, please go to **Upload ID Card Image**

## Your Uploads

### Your uploads



Upload supporting documents for application



Upload ID card image



Upload sponsor letter

### Passport Image Upload

We have a copy of your passport. Please only upload if you have an updated image to give us.

Upload your **Passport** here

If you hold refugee status DO NOT ask the Home Office to return your passport as this will jeopardise your refugee standing.

## Welcome to ID Card Image Upload

Welcome to Kingston University's image uploading service for applicants. The image will be used primarily for your KU student ID card in the event that you are offered and accept a place at Kingston University.

You will have received your username and password in an email from us. Uploading your image before you arrive at Kingston will speed up your enrolment process, but if you are unable to upload a photo before you arrive there will be an opportunity to have your photo taken at enrolment, however this may mean you do not receive an ID card on the day.

This web site will work with all major up-to-date browsers (IE9, IE10, IE11, Chrome, Firefox, Safari and Opera). If you do experience problems please try a different browser.

If you are having problems logging in and you have non-alphanumeric characters please change your password to letters and numbers only [here](#). Any other issue please contact the Service Desk on +44 (0)20 8417 3355 or email your photo as an attachment to [idcards@kingston.ac.uk](mailto:idcards@kingston.ac.uk). Please include your KU ID number (e.g. K1234567) in any correspondence.

Username :

Password :

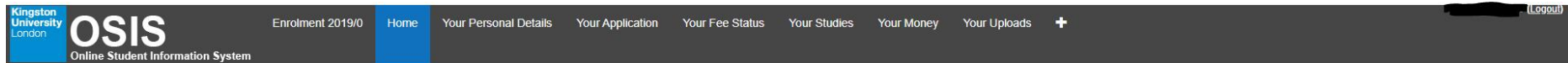
[Login](#)

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Once you have logged in and selected the image to upload (you might need to adjust the size) and at the end click on agreeing the terms and conditions.

## Online Student Information System (OSIS) Guide (23-27.)

Once you have agreed the terms & conditions, you have successfully completed your online enrolment (Stage 1) and your OSIS interface should look like this below and you be able to explore other essential pages for the future.



### What do I do now?

Welcome to OSIS. This is the homepage for OSIS for applicants.

Use the navigation at the top of the screen to find the facilities you need

### Useful Links

#### Accommodation Apply Now!

The Accommodation Team will email you when you can book a room. **If you have not yet received your email, the link will not work.** Please wait for the message. (You must have firmly accepted our offer to be eligible.)

If you have received your invitation, [click here](#) to apply for Halls accommodation and to view your housing options.

For assistance or queries about applying for accommodation, please email [accommodation@kingston.ac.uk](mailto:accommodation@kingston.ac.uk).

#### Other information

[Click here to access the KU welcome site](#)

Here you can get information on how you can prepare for the time you will spend at Kingston University.

#### 🏠 Update Your Personal Details

As part of the University regulations you are reminded that it is your responsibility to update your personal details and provide the University with a current term time address via OSIS.

[✎ Update Your Personal Details](#)

In the future, if you wish to amend your personal details, you can access this via **Your Personal Details**.

Kingston University London **OSIS** Online Student Information System

Enrolment 2019/0 Home **Your Personal Details** Your Application Your Fee Status Your Studies Your Money Your Uploads +

## Your Personal Details

**Your Personal Details**

The personal and contact details we hold for you are shown below.

If your name and/or date of birth are incorrect, please contact [Applicant Services](#) in the first instance with evidence of what the information should be.

Personal Details	
Full name	Sujata - <a href="#">Update</a>
Date of birth	10/Jan/1992 <a href="#">Update</a>
Kingston ID Number	1946290 <a href="#">Update</a>
Disability	No Disability <a href="#">Update</a>

Contact Information	
Home Landline phone number	<a href="#">Update</a>
Mobile phone number	<a href="#">Update</a>
Home email address	abiro@studygroup.com <a href="#">Update</a>
Additional email address	abiro@studygroup.com <a href="#">Update</a>

Home / Permanent Address	
Permanent address	India <a href="#">Update</a>

### Emergency Contact Details

**Emergency Contact**

You've provided the following information about who the University should contact in case of emergency.

[Update Emergency contact details](#)

**Your Doctor**

The University can hold details of your doctor, who may be contacted in case of emergency.

We don't currently hold any doctor details for you.

[Update your Doctor's details](#)



## Your Application

### Your Current application details

According to the University's records, you are applying for the course(s) listed below:  
Click Course name to see information about your application(s), including fee status where applicable.

Study Group Pre Masters Business & Management (2019/0)



MSc International Relations (2020/1)



Study Group Pre Masters Business & Management (2019/0)



### Information



This information is correct as of

**17 April 2020**

If you have any queries contact:

[✉ Kingston University Admissions](mailto:Kingston.University.Admissions)

quoting your Kingston University ID (K1946290).

**Your Application** shows your current and future progression degree.