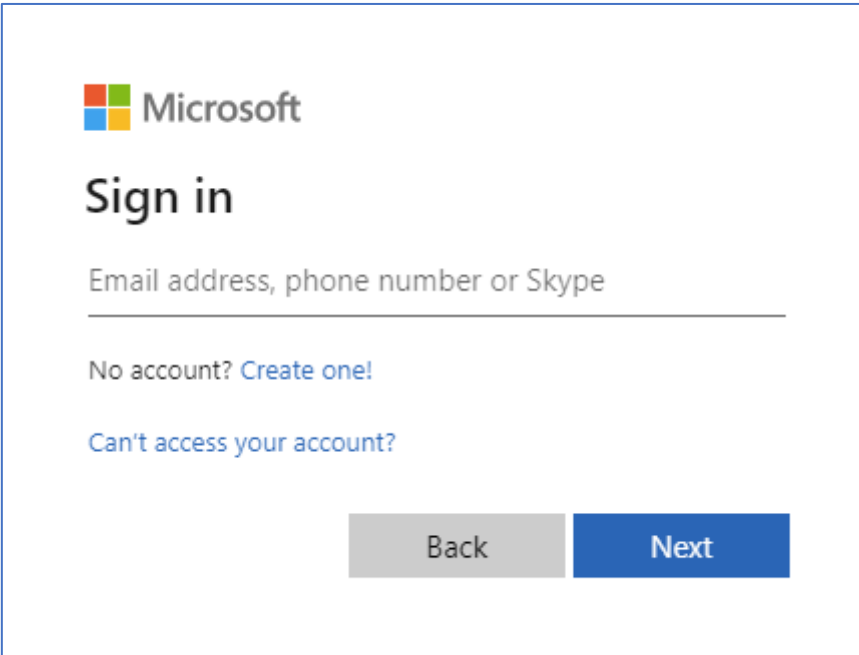


How to Complete your Pre-Registration Form

Completing the Pre-Registration form before you travel is vital to ensuring that we have all the information about you that we need. This will help us look after you when you arrive and after you begin your studies.

The Pre-Registration form also helps you to book transport to pick you up from the airport and take you to your student accommodation. For more information about this please click [here](#).

- 1) Once you click the link to go to the [Pre-Registration Form](#) you will be asked to log into a Microsoft account like in the picture below.

A screenshot of the Microsoft Sign in page. At the top left is the Microsoft logo. Below it is the text "Sign in". Underneath is a text input field with the placeholder text "Email address, phone number or Skype". Below the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom right are two buttons: a grey "Back" button and a blue "Next" button.

If you do not see this image please go to the '[FAQs](#)' section at the end of this guide for help.

- 2) At the Microsoft 'Sign in' page you will be using your Study Group credentials. These will have been given to you shortly after confirming your place on your course and can be found on your offer letter.

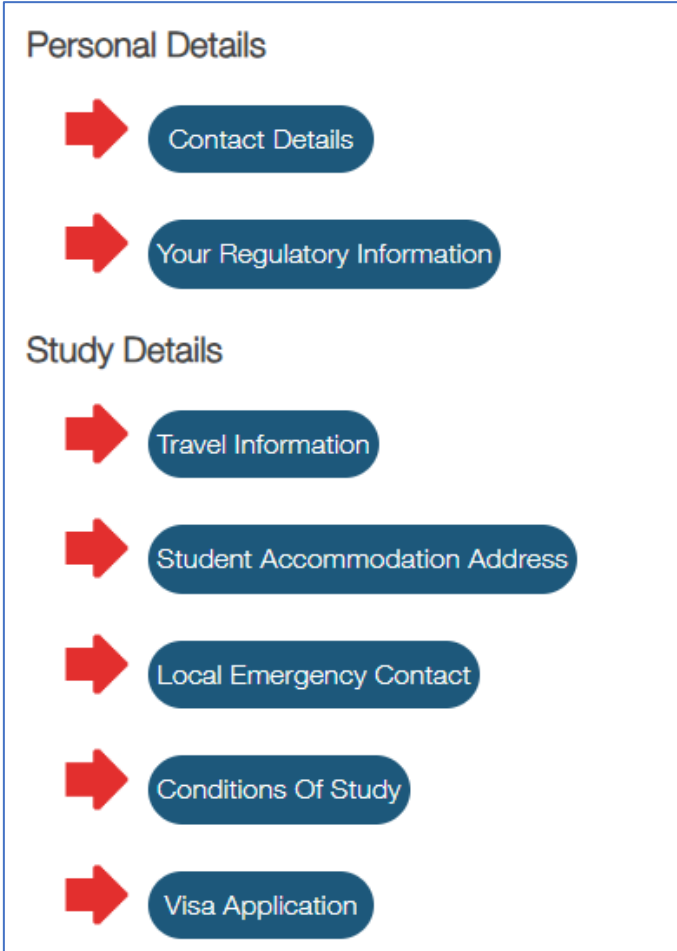
The email address you should enter here is your **7-digit Study Group Student ID** (this begins with the number '2'), followed by '@student.durhamisc.com'.

For example, if your Student ID number was 2345678, your email address would be 2345678@student.durhamisc.com.

- 3) Next you will enter your password. Your password is your **date of birth in the format DDMMYYYY**.

For example, if your date of birth is 8th December 2001, your password would be 08122001.

- 4) If you have logged in correctly you will see the Pre-Registration form main menu:



The image shows a screenshot of a web form titled 'Personal Details' and 'Study Details'. It contains several red arrows pointing to blue buttons. The buttons are arranged in two columns. The first column contains 'Contact Details', 'Your Regulatory Information', 'Travel Information', 'Student Accommodation Address', 'Local Emergency Contact', 'Conditions Of Study', and 'Visa Application'. The second column is empty.

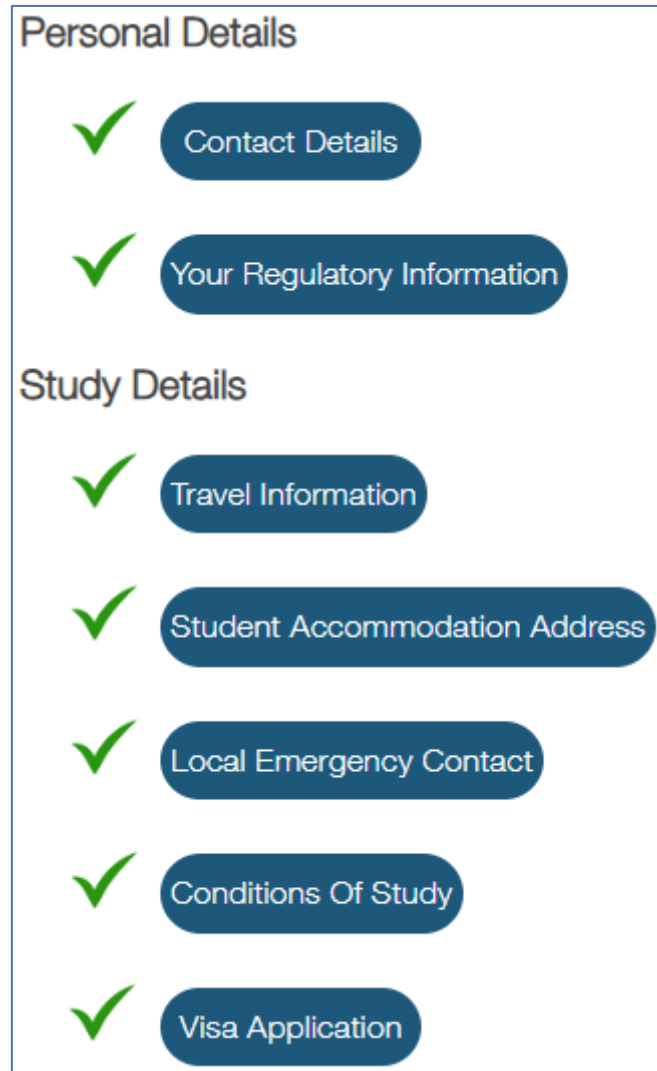
Personal Details

- Contact Details
- Your Regulatory Information

Study Details

- Travel Information
- Student Accommodation Address
- Local Emergency Contact
- Conditions Of Study
- Visa Application

- 5) Now that you have successfully logged into the Pre-Registration form it is time to complete each section. Once you have completed a section it will get a green tick next to it in the main menu. The finished form will look like this:



The image shows a screenshot of a web form titled "Personal Details" and "Study Details". Under "Personal Details", there are two items: "Contact Details" and "Your Regulatory Information", each preceded by a green checkmark. Under "Study Details", there are five items: "Travel Information", "Student Accommodation Address", "Local Emergency Contact", "Conditions Of Study", and "Visa Application", each preceded by a green checkmark. The items are displayed in blue rounded rectangular buttons.

Personal Details

- ✓ Contact Details
- ✓ Your Regulatory Information

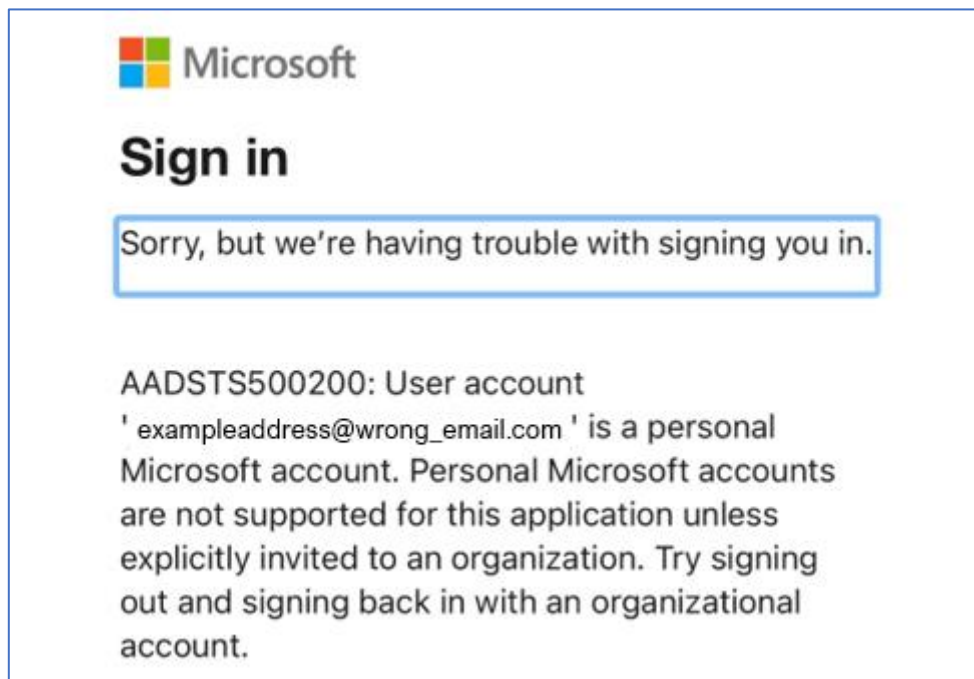
Study Details

- ✓ Travel Information
- ✓ Student Accommodation Address
- ✓ Local Emergency Contact
- ✓ Conditions Of Study
- ✓ Visa Application

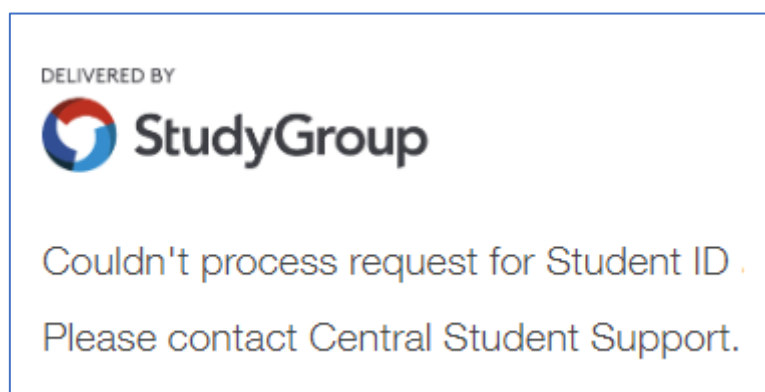
FAQs

“When I click the link to the Pre-Registration form I am unable to log in”

If during Step 1 you instead see a message like the one below, it means that you are logged into your personal Microsoft account in the internet browser you are currently using:



Alternatively, you may see an image like this one, meaning you may have logged in using your university instead of your Study Group credentials:



Here's how you can fix either of these problems:


- 1) First log out of your personal Microsoft account. You can do this by simply [clicking this link](#).
- 2) You can then visit the [Pre-Registration form](#) and start following the instructions at the beginning of this guide.

"I've forgotten my password/I want to change my password"

As described above, your default password is your date of birth in the format DDMMYYYY. However, if you have changed your password to something else and then forgotten it, you can reset your password by visiting the [Password Reset](#) page.

"I can't complete the form because I don't have all the information it asks for"

It may be that you are trying to complete the Pre-Registration form before you have all of the information you need. It could be that you do not yet have your accommodation address, flight details, or other information.

The Pre-Registration form allows you to complete as many sections as you are able and then return later to complete the rest. The sections you have completed will get the  symbol next to them when they are completed and saved.

Please make sure that you complete all sections as soon as possible.

"I don't have a Local Emergency Contact"

If you do not yet have someone who can act as an emergency contact for you in the UK, you can provide this information after you arrive. Remember to return to the Pre-Registration form to add this as soon as you can.

“How do I book an airport pickup?”

When you click the ‘Travel Information’ section you will see this image:

Your *travel intention...*

Please ensure you have discussed your travel intentions with whoever pays for your tuition fees, prior to completing this page.

Please select the appropriate option *

☐ I am already in the UK/EU

☒ I will come to campus for the start of my course and have booked my flight

☐ I will come to campus for the start of my course and have not yet booked my flight

Important Note: You should return to this page and amend your travel intention details if you subsequently book a flight, or change your travel plans.

[Back](#) [Next](#)

Once you have booked your flight you should click the middle option and then click ‘Next’ at the bottom of the screen.

You will then see a form for giving us your flight information. At the bottom of this form is this question:

Did you book an airport pickup? *

I have not yet, show me how

×

▼

If you still need to book an airport pickup, make sure you select the option shown here – ‘I have not yet, show me how’. On the next screen you will be directed to book your pickup with our partnered transport provider, WeKnow.