Middlesex University London
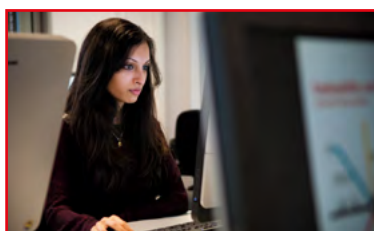
UniHelp Online Guide 2023

A practical guide to your personalised help portal

Contents

Welcome to UniHelp Online
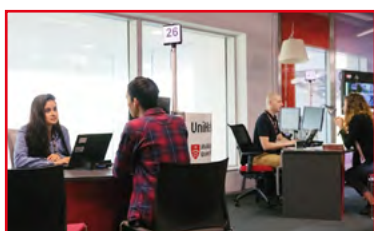
UniHelp is your first point of call for information and advice that includes receiving support in person at the UniHelp desk by phone or Chat. You can also access help via your My Enquiries Portal.

UniHelp Online portal can be accessed through myUniHub or directly via https://unihelponline.mdx.ac.uk provides you with the following services:

— Search an extensive FAQ database

— Submit a query and get a unique reference number

— Track the progress of a query and receive automatic updates by email or text

— Give feedback on the service and responses received

— Book an appointment with a specialist Advisor

— Book a place on a support event

This guide will take you through the help portal step-by-step. For further help and support, view our opening times or if you would like to share your views, visit http://unihub.mdx.ac.uk/unihelp

How to access UniHelp Online

To access UniHelp Online from UniHub, go to https://unihub.mdx.ac.uk/unihelp

Here, you can search FAQs and submit a query. You will be prompted to sign in to myUniHub and once you have successfully logged in, you will be able to access the UniHelp portlet from the Help Page.

If you have difficulty signing in to myUniHub, you can use our Chat service by clicking on the Chat with us button or click Submit an Online Query to get in touch without having to sign in.

UniHelp - your first point of call for general student enquiries

Access our services	How we help	Book a specialist appointment	Letters and forms	Using myUnihub

UniHelp Opening Times

	Face-to-Face	Live Chat	Telephone
Weekdays	9am to 5pm*	8.30am to 7pm	8.30am to 5pm
Saturday and Bank Holidays	Closed	11am to 3pm	Closed
Sundays	Closed	Closed	Closed

You can submit an online query at any time.

* - Access channels will open at 10am on Wednesdays, with a ring bell service for escalated queries, apart from peak times during Welcome periods and immediately following Progression Boards.

Access our services

Face-to-Face

On campus enquiries can be made face-to-face on the Ground Floor of Sheppard Library.

Live Chat

If you're off campus you can also contact us via chat:

Chat with us >

Telephone

You can also call us on:
020 8411 6060 (UK)
0044208 411 6060 (International)

Online enquiries

You can submit an enquiry at any time by completing an Enquire With Us form. Please be aware that the live access channels (above) will ususally provide a quicker response to your query. There may be a delay in responding to online enquiries during busy times.

Submit an online query >

FAQs

It might be that your question has already been answered. Why not check our FAQ section to save yourself time.

Read our FAQs >

My Enquiries

You can manage your current enquiries, create new enquiries and book appointments through your own personal help portal.
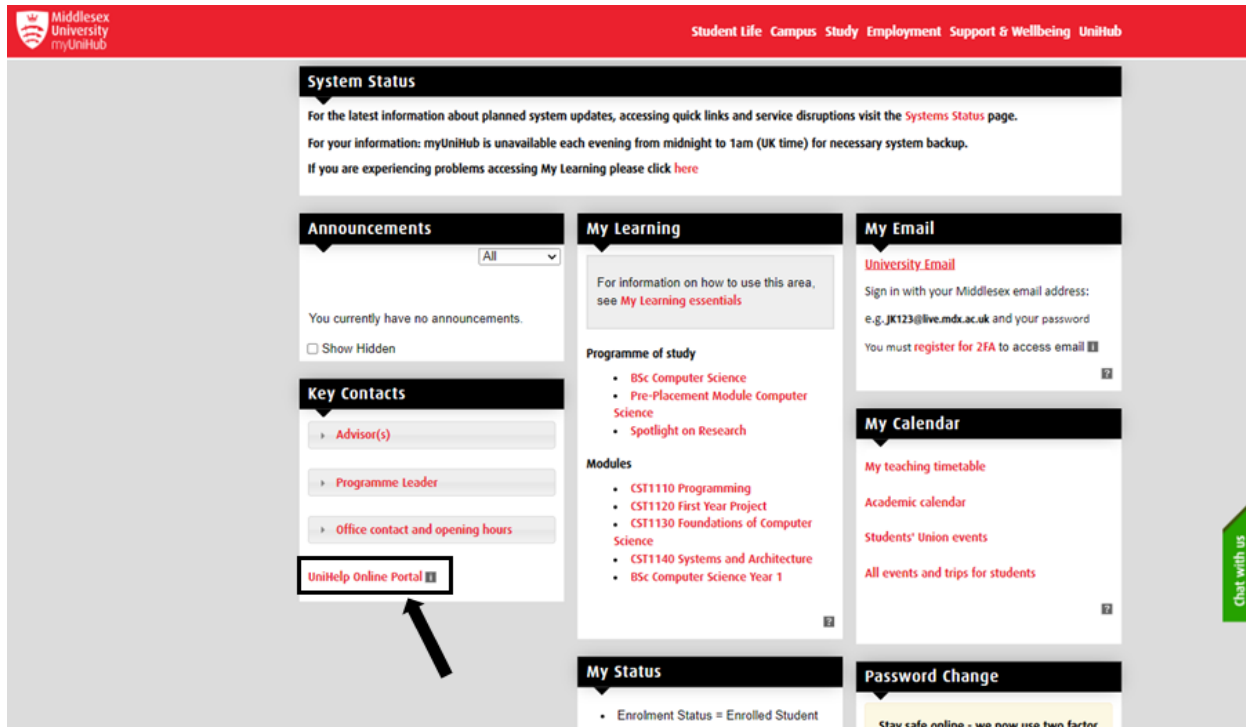
My Enquiries Portal >

Book an appointment

Some specialist services offer appointments. To see a list of these and to book an appointment, click below.
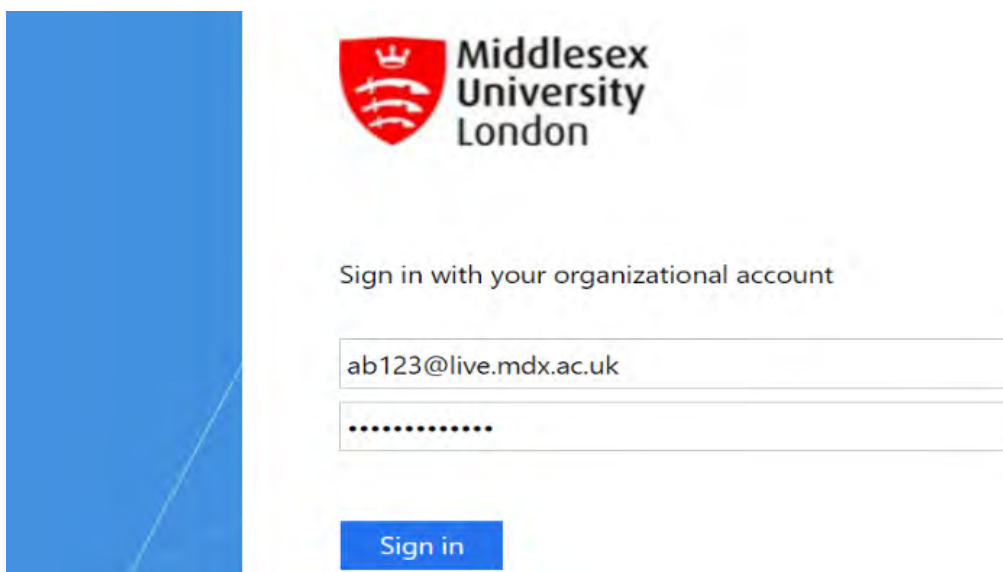
Book an appointment >

Accessing UniHelp Online from myUniHub

1. Go to UniHub at https://unihub.mdx.ac.uk

2. Click on myUniHub from the top menu, then sign in using your IT UserID and password e.g. **AB123** followed by your password.

3. Go to the **My Middlesex** page and click on **UniHelp Online Portal** from your Key Contacts Portlet or, you can also access it from the UniHelp portlet from the Help page.

4. To access your UniHelp Online Portal you will first need to authenticate with your university email address followed by your password e.g. **AB123@live.mdx.ac.uk**

How to search FAQs

Many of the answers to your general enquiries can be found by searching our list of FAQs.

1. Click on **Search FAQs** option from the top right corner
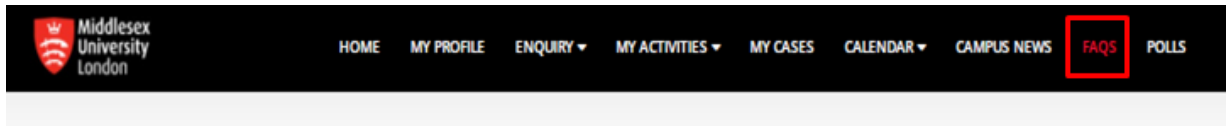
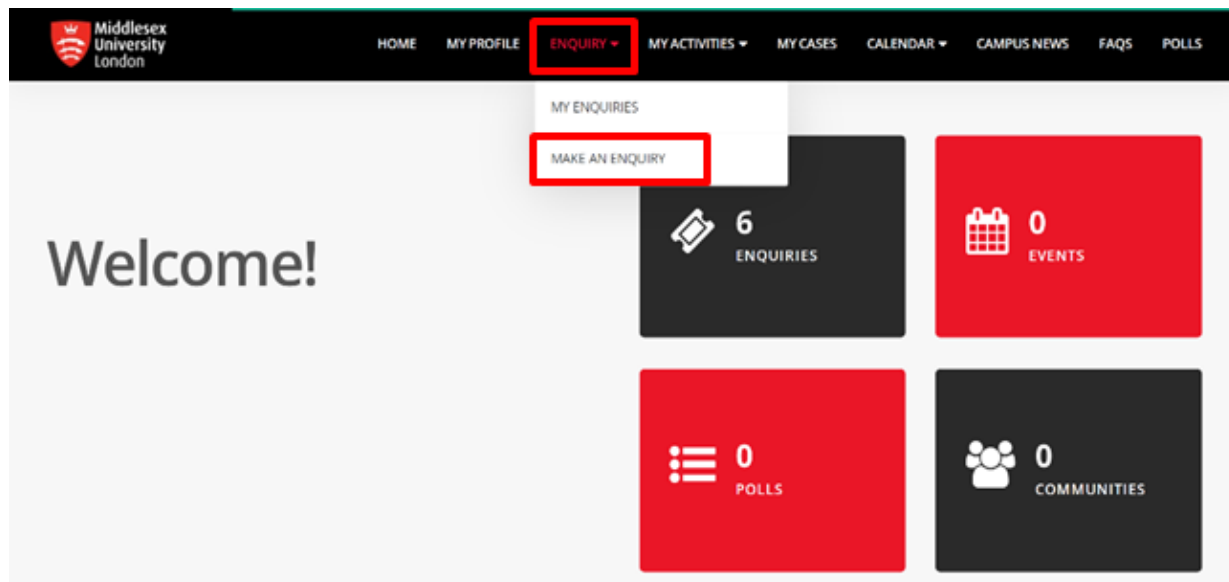
2. FAQ screen will appear with a search bar
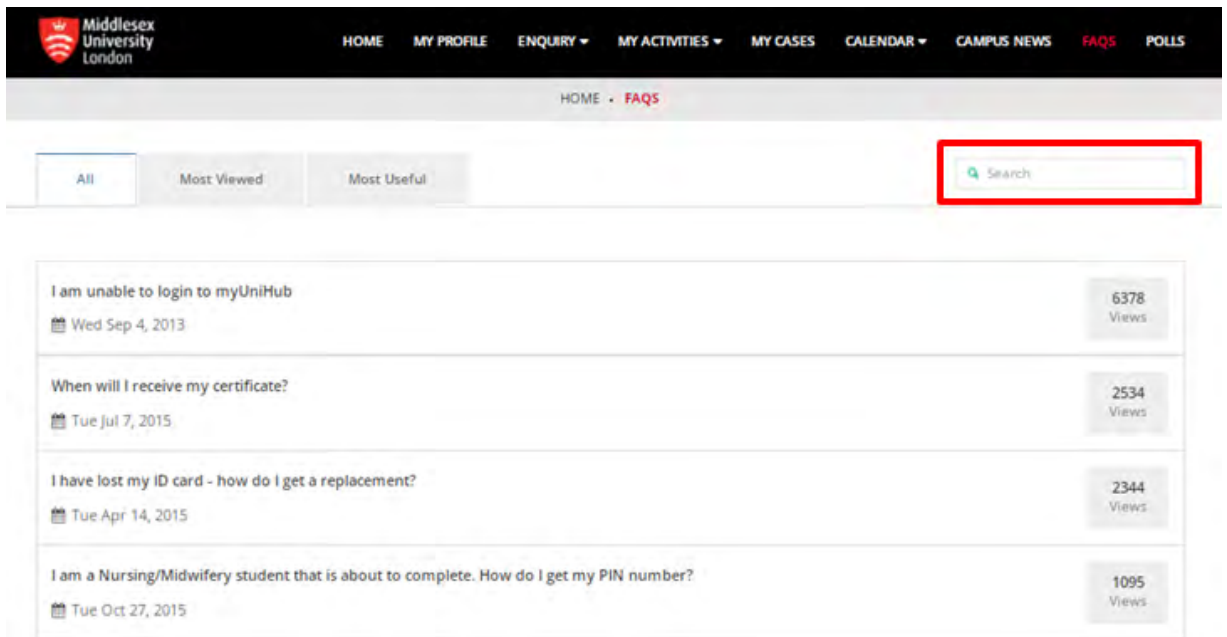
3. From the left menu, select the status of your enquiry
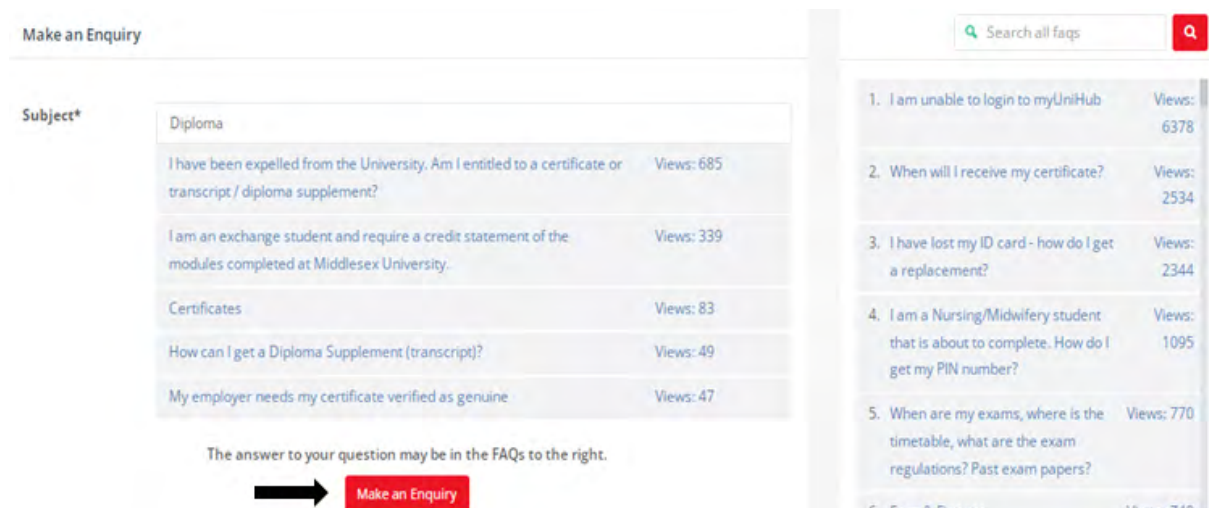
— Open

— Closed

— Unread

How to submit a query to UniHelp

If you would like to submit a query to UniHelp:

1. Click on **Enquiry** from the top menu

2. Select **Make an Enquiry** from the drop down menu

3. Type in the subject of the enquiry in one or two key words. You will then be presented with FAQs relating to your enquiry.

If you would like to submit a query to UniHelp:

5. Under the **Description** box, enter a clear and concise description of your enquiry. Include as much detail as possible.

6. Click **Attach files** button to add any relevant files which could help us resolve your issue.

7. Click on **Create** to submit your enquiry

How to view your enquiry or track its progress

1. Select **Enquiries** from the top menu followed by **My Enquiries**

2. Or return to your UniHelp Online portal landing page by clicking **Home** and then select **Enquiries**
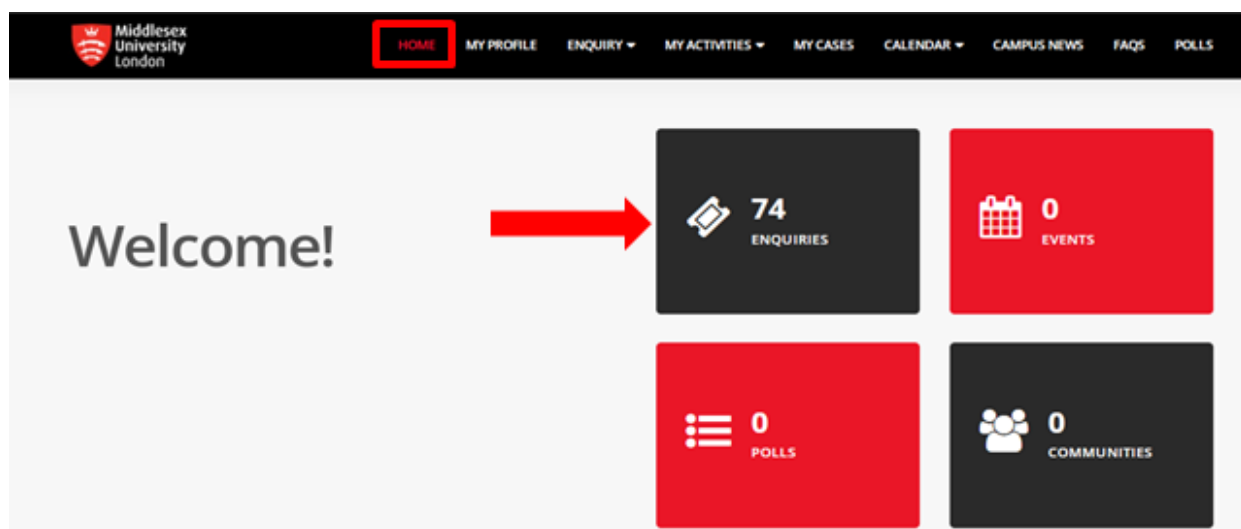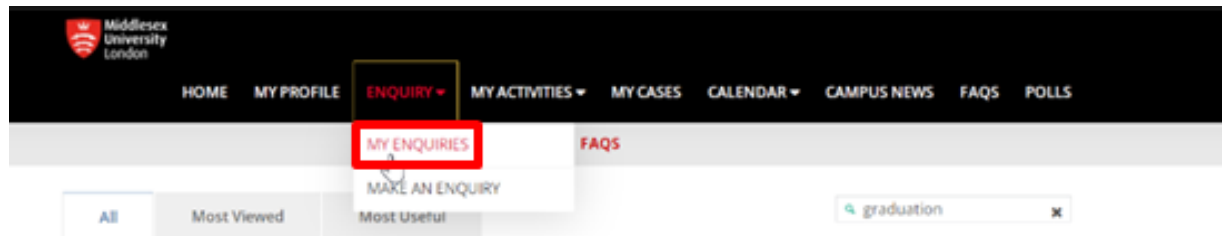
3. From the left menu, select the status of your enquiry

- **Open**, **Closed** or **Unread**

4. If our FAQs do not answer your query or you require more information, click on the **Make an Enquiry** button.

4. To filter your search, enter an enquiry number and / or subject and click the **Apply** button

My Enquiries

Open	9
Closed	64
Unread	59

Filter

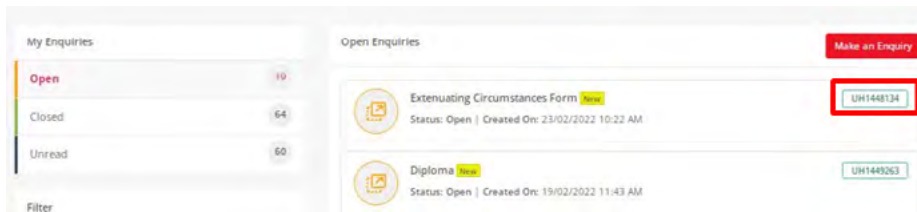**Enquiry Number**

Enter the enquiry number

Subject

Enter the enquiry subject
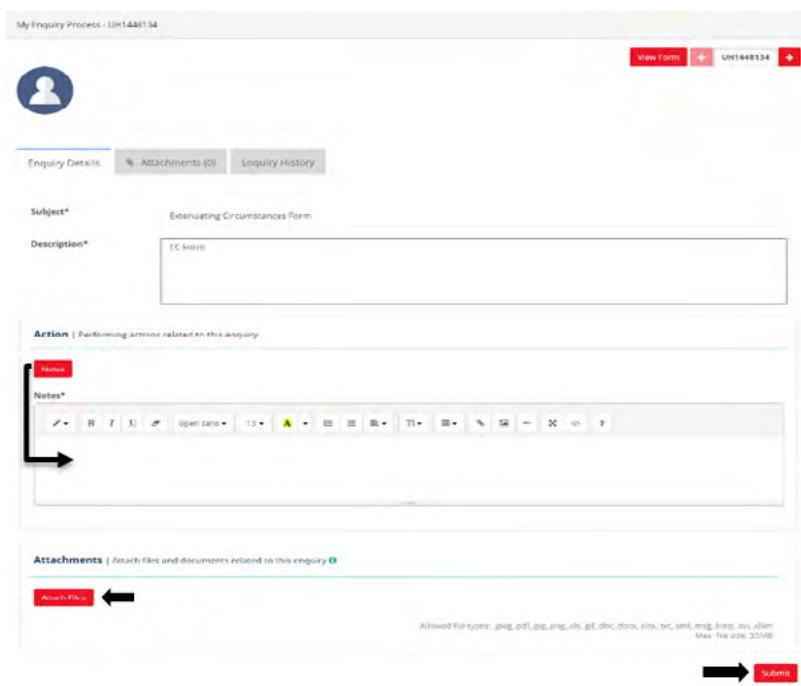
Clear   **Apply**

How to Update or Reply to an Enquiry

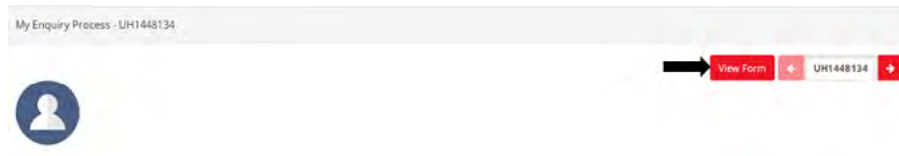1. Click on the enquiry / ticket number

2. Under **Notes** add your response or comments

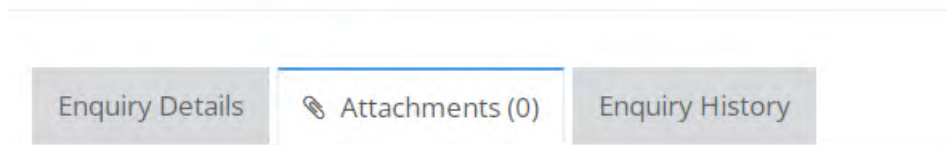3. Click **Attach** files to add any necessary files (if appropriate to your enquiry)

4. Once you are done with your response, click the **Submit** button at the bottom
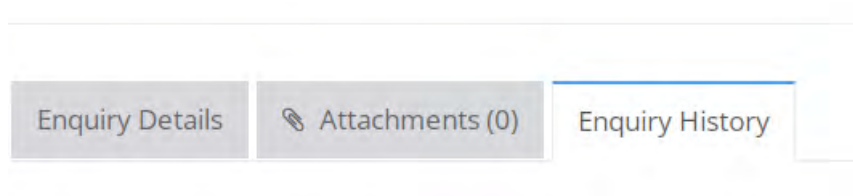
5. Click on **View** form from the top right to view a submitted form

6. Click on **Attachments** tab to view any attached files

7. Click on **Enquiry History** tab to view all communication history

UniHelp:
https://unihub.mdx.ac.uk/unihelp

myUniHub: Visit myUniHub Help page to access UniHelp portlet
https://myunihub.mdx.ac.uk

Phone:
+44 (0)20 8411 6060

MDXLibrary