myUniHub user guide
A practical guide to using the student portal
2020-2021
Introduction

myUniHub is your personalised portal to all of the University systems you will need to support your studies at Middlesex. With a single password you can access your student record, information about your programme and modules, your timetable, library resources such as electronic journals and databases, other study materials and information on submitting assessments. Through myUniHub you can enrol, pay your fees and access your emails.

myUniHub is an official channel for delivering important announcements which are specifically relevant to your programme or campus. You will find that you use myUniHub continually throughout your time here, from the day you join right through to graduation.

myUniHub is accessible through the student website, UniHub, which provides general information for all students at Middlesex. It is also designed to be mobile-friendly across a range of different devices.

This guide is here to help you make the best use of myUniHub – it shows you what you can do, how you can do it and where to get more help if you need it.
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How to log in or log out

How to log in
To log in to myUniHub go to:
unihub.mdx.ac.uk

Click the myUniHub link at the top right of the UniHub front page.

You will need your IT User ID (which you can find on the back of your Student ID Card eg: JK123) and your password. For returning students this will be the password you used to log into the University network.

Students studying on the Hendon campus will receive a password in a separate email at the same time that you receive your User ID. It will be a randomly generated password and you should change it immediately to something that only you know.

For students studying on an overseas campus, the password is your student number followed by the first three characters of your month of birth (in lower case) if you haven’t already changed this during enrolment eg: Student Number = M00123456 and month of birth = January, password = M00123456jan.

When you first log in, you must change your password for security reasons. To do this, click on Change your default IT User ID password in the To Do List portlet on the Getting Started page of myUniHub and follow the instructions.

Can’t remember your password now?
Contact UniHelp -

unihub.mdx.ac.uk/unihelp or phone +44 (0)20 8411 6060.

Register to be able to reset your password in the future

If you didn’t register your password when you first logged in, click on Register for password reset on the myUniHub login page (https://myunihub.mdx.ac.uk) or go to https://sso.mdx.ac.uk/passwordregistration

Follow the steps to set the answers to a minimum of three and a maximum of ten questions. This is essential, as without registering you won’t be able to reset your password if you forget it in the future.

If you forget your password
Click on Forgotten your password?
on the myUniHub login page. You will be asked one of the questions that you set up and will be able to reset your password.

How to log out
To sign out from myUniHub – click the Account Icon at the top right of the screen.

For the security of your information, it is very important that you ensure you sign out of myUniHub and close your browser.
How to enrol or re-enrol

New student
Log into myUniHub.
Go to the Enrol Here portlet on the Getting Started page. This will be the first page you see.

Returning student
Log into myUniHub.
Go to the Enrol Here portlet on your Welcome Back page. This will be the first page you see. (You will also be able to enrol via the My Status portlet on the My Middlesex page)
1. Before you enrol, read Enrolment Terms and Conditions by clicking on the link
2. View Enrolment FAQs by clicking on the link
3. Ready to enrol? Click on the ENROL button and follow the simple on-screen instructions
4. You will be presented with the message “You have now successfully enrolled” upon completion of the online enrolment
5. Sign out of myUniHub and re-login to access all your pages in myUniHub
How to pay your fees

To make a secure online payment by debit/credit card (students studying in the UK)

1. Log into myUniHub
2. Go to the My Admin and Finances page
3. In the My Fees and Finance portlet select Make an online payment by debit/credit card and follow the on-screen instructions

To make a payment by International Bank Transfer (International students studying in the UK)

1. Log into myUniHub
2. Go to the My Admin and Finances page
3. In the My Fees and Finance portlet select Make a payment by international bank transfer and follow the on-screen instructions

It is important that you read the instructions presented very carefully before completing the online pages.

Further information regarding all payment methods and dates can also be found in the My Fees and Finance portlet (including students studying on an overseas campus) or at unihub.mdx.ac.uk/money (students studying in UK only).

Note for Apprentices

Please note, that whilst you will be able to see the My Fees and Finance links, there are no Associated fees attached to your programme of study. Your apprenticeship is paid for by your employer via the Apprenticeship Levy and any outstanding fees listed in this section do not apply to you. If you receive any Financial Holds on your account please contact the Student Fees and Finance team on 020 8411 6400, option 2.

My Fees & Finances

My financial account
Understanding my financial account

How to make a payment
Make an online payment by debit/credit card

Register card for instalments payment
(You will need to enter your student ID and date of birth to access this site)

Library Account
Library borrowing, returning and charges
How to access your timetable

**Teaching timetable**
If you are based on a Middlesex University UK campus, to access your personal teaching timetable:
1. Log into myUniHub
2. Go to the My Calendar portlet on the My Middlesex page and select My teaching timetable

OR
1. Go to the My Timetable portlet on the My Study page and select My teaching timetable

This will take you to the current week, if no timetable is shown click the ‘Next Week’ link to get to your first teaching week to see your timetable.

**NOTE:** Please check your timetable regularly as it is subject to change and may be updated.

In order to search the whole University’s teaching timetable for UK campuses:
1. Go to the My Timetable portlet on the My Study page and select Search University teaching timetable

**Exam timetable**
Before and during exam times, the exam timetable for the whole University, both UK and overseas, can be found on the My Timetable portlet on the My Study page.
How to access your emails

The University provides you with a Microsoft Office 365 account that gives you 25MB maximum message size, auto-forwarding of University emails to your personal email address and free file storage. Office 365 is an online (“cloud”) service which means that you can access your emails and calendar from anywhere you have an internet connection and from virtually any device - Windows or Mac desktops and laptops, Android devices, iPhones, iPads, and other smart phones and tablets. Your University email address is: IT User ID@live.mdx.ac.uk, for example JK123@live.mdx.ac.uk

Your IT User ID is on the back of your Student ID card.

To access your University email
1. Log into myUniHub
2. Go to the My Email portlet on the My Middlesex page
3. Click on University Email to take you to your inbox

It is important that you check your University emails regularly.

As well as email, the University will also use the Announcements portlet on the same page to send you important information relevant to you and your studies.
How to access your online learning materials/gain feedback

The My Learning portlet is your access to the online space for your programme and modules. This online space will provide you with study materials and resources, module and programme handbooks, and may allow you to submit assignments and receive feedback online.

You will find details in your module handbook on how the online space will be used on your specific programme.
1. Log into myUniHub
2. Go to the My Learning portlet on the My Study page
3. Click on the name of the module or programme that you wish to access

To see your final module grades and progression decision, go to the My Progress and Achievement portlet on the My Study page and select My grades and progression.
How to access library resources

**My Library** provides quick and easy access to all of your library resources without the need for passwords.

1. Log into myUniHub
2. Go to **My Library** on the **My Study** page
3. Click on the name of the resource that you wish to access

**Library Search**
to find and access quality academic resources.

Sign in using your University email address:

E.g. JK123@live.mdx.ac.uk

Password: Your normal University IT Password

**Referencing**
for guidance and support on citing and referencing.

**Library Account and Online Payments**
to place requests, renew items and check the books that you have on loan and make online payments.

**Suggest a book**
to help us to ensure that we hold the appropriate books to support your studies.

**Reading Lists**
to find the required reading for your modules.

**My Subject – Library Guides**
for specialist library resources and support for your subject area.

**Ask a librarian and Make an appointment**
to ask for help from or make an appointment with your specialist librarian.

**Databases and ejournals**
to locate a specific database or ejournal.

**eBooks**
to search our collections of eBooks.

**Research Repository**
to search for research carried out by your lecturers.

**Previous exam papers**
to search for old exam papers.

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**Please note:** the provided links may differ depending on which campus you are studying at.
Getting Started

Getting Started is the first page you will see in the portal when you start a new programme. It will give you a lot of the information you will need before you arrive and commence study.

On this page you will find:
- Access to the online enrolment process which you need to complete in order to see the rest of the myUniHub pages
- Resources giving an insight into your programme of study and to help prepare you for student life at Middlesex
- Your to do list
- Activities that may be of interest to you during your first few weeks of University
- Further information about areas such as finance and accommodation
- A Study Skills Quiz to find out how prepared you are for university study and to provide you with useful online resources

You will be able to see this page for up to four weeks after you enrol. After that it will disappear and My Middlesex will become your front page.
Welcome Back

Welcome Back (below) is the first page you see when you log into the portal when you return for a new year. It gives you access to useful information and essential tasks you will need to carry out before you restart study.

On this page you will find:

— Access to the online enrolment process where you must re-enrol
— Helpful information about your current status
— Information about any new developments at Middlesex
— Activities that may be of interest to you during your first few weeks back
— Further information about areas such as finance and accommodation

Until you enrol, you’ll only be able to see certain areas of the other portal pages. You will be able to see the full site once you’ve re-enrolled. The Welcome Back page will stay as your front page for up to four weeks after you enrol. After that it will disappear and My Middlesex will become your front page.
My Middlesex

The **My Middlesex** page (facing page) provides key information that Middlesex students need.

The **My Status** portlet shows your enrolment status, progress code and hold status and provides advice on how to resolve any related issues. Direct access to your programme and module online learning, teaching and assessment is within the **My Learning** portlet. The modules for which you are currently registered on are displayed here.

The University will use the **Announcements** portlet to communicate information relevant to you and your study, which are compiled specifically for you. The **My Email** portlet provides your access to your Middlesex email account.

It is important that you regularly check both emails and announcements.

In the **Key Contacts** portlet you will find the contact information for your module and programme leaders and advisor (if relevant), as well as other key support staff.

The **Password Change** portlet enables you to reset your password for your IT User ID by clicking on **Reset your password**. However, first you must register by clicking on the **Register for the ability to reset your password** which will require you to provide the answers to between three and ten questions.

The **My Calendar** portlet provides a link to your teaching timetable, the academic calendar and social events.
My Study

The **My Study** page contains information relevant to your academic life at Middlesex.

Direct access to your programme and module online learning, teaching and assessment is within the **My Learning** portlet.

Access to your final module grades, progression decision and final classification will be available by clicking on **My Grades and Progression** within the **My Progress and Achievement** portlet.

The **Study Skills** portlet is a simple way to obtain extra help with your studies - whether it’s finding online learner development materials, booking time with a librarian, an IT specialist or a member of the Learning Enhancement Team (LET).

The **My Library** portlet provides direct access to all your books, journals and electronic resources, either by searching the library catalogue or browsing the indexes.

**Software** provides you with access to a range of software such as SPSS, NVivo and Minitab. You can download and install Microsoft Office programs like Word and Excel when you log into your email. You can also access online help with using the software.

Should you be looking to enhance your employability, support and information on placements, internships and volunteering opportunities can be found within the **My Employment** portlet.
**Please note:** My Library and Software portlet links may differ depending on which campus you are studying at.
My Admin and Finances

The **My Admin and Finances** page contains information and links that will help you with non-academic matters during your student life.

You should be aware of all of the University Regulations, which cover personal behaviour, and academic and financial issues. These are available in the **University Regulations** portlet.

You can check and amend the information that the University holds about you by using the links in the **My Personal Record** portlet.

International students can obtain information including visa advice and assistance, events and general support in the **International Support** portlet.

If you wish to view your tuition fee charges and/or make a payment (students studying in UK only) you should go to the **My Fees and Finance** portlet. Information regarding payment methods and dates is available to all students from this portlet.

If you need financial advice or support you can visit the **My Financial Aid** portlet. You can obtain information regarding student loans, University discounts and bursaries as well as monitor the progress of any applications that you have made to the University for financial assistance.

If you wish to obtain a letter such as a student status letter, a letter to open a student bank account or obtain a council tax discount, you can request a letter from the **Letters and Forms** portlet. You can also check on the progress of a previous request here.

In addition, you will see a number of easy to submit forms listed in this portlet and can also access additional forms by clicking on the **Other useful forms** link.
My Admin & Finances

My Personal Record
- It is important that your personal data is kept up to date at all times
  - My personal information
  - My address and phone number
  - My email address
  - My emergency contact

If you need to change your name in the University records this must be done in person at UniHelp.

My Fees & Finances
- My financial account
  - Understanding my financial account
- How to make a payment
  - Make an online payment by debit/credit card
- Register card for instalments payment
  - (You will need to enter your student ID and date of birth to access this site)

Library Account
- Library borrowing, returning and charges

My Wellbeing
- If you think you may have a disability, dyslexia or an ongoing mental or physical health condition, please contact the Disability and Dyslexia service to discuss possible support arrangements.
- Is an issue affecting you on an emotional or psychological level? Contact the Counselling and Mental Health Team to discuss how we can help.

Accommodation
- How can Accommodation Services help you?
- Apply online for a place in halls of residence
- Private rented accommodation

University Regulations
- When enrolling with the University you agree to abide by all the regulations set out by the University and it is therefore important that you are aware of the documents below and understand their implications for you.
- Academic Regulations
- Assessment Regulations

Letters & Forms

Letters
- The letters below may be ordered online
  - Student Status letter
  - Student Status with Address Confirmation (Bank) letter
  - Council tax letter
  - View status of my letter requests

For any other letter you will need to complete and submit UniHelp Letter request form.

Forms
- Forms you may need access to during your study:
  - Exceptional circumstances
  - Request a permanent or temporary withdrawal from studies
  - Other useful forms

My Financial Aid
- University Financial Support
  - What financial support is available to me and how do I apply?
- Other Support
  - The Student Welfare Advice Team offer advice regarding financial support issues.
  - Make an appointment with one of the advisors in the Student Welfare Advice Team.

Research grants

International Support
The **My Graduation and Beyond** page provides information related to graduation and your options after that. This page will only appear a few months before you are due to complete your programme.

In the **Graduating** portlet, you can see information related to graduation ceremonies, certificates, diploma supplements, academic references/verifications and professional registration.

Using the **Is My Information Correct** portlet you can update your contact information and check if the information that we have about your name and award title is correct.

You can also access Employability Service in the **Career Information** portlet.

If you wish to study further, the **Further Study** portlet contains links to information about postgraduate study at Middlesex, scholarships and bursaries, postgraduate open evenings, visas as well as the online application form.

In the **Keep in Touch** portlet, you can access information related to alumni accounts, library access, as well as information about alumni bursaries and scholarships.
My Graduation and Beyond

Graduating

Graduation ceremonies
The University Graduation Ceremonies take place every year in December at Central Hall Westminster and in July at the Hendon Campus. An invitation will be sent to your Middlesex University email and personal email address at the start of April for the July ceremony and November for the December ceremony.

Certificates
A formal certificate will normally be posted to you within two months of the date of your award. Please keep your address details up-to-date. Your Diploma Supplement may be used as official confirmation of the qualification you have been awarded.

A digital certificate will be available to you online within two months of the date of award.

Diploma supplement
diploma supplements are sent to you within two months of the date of your award. You can verify module results and final classifications. The initial diploma supplement is free of charge.

Academic references/verifications
Academic references and verification requests from graduates can be requested via UniHelp. Verification requests from third parties i.e. employers or referencing agencies should be emailed to verifications@mdx.ac.uk

Is My Information Correct

Update my address and phone number
Check name
You need to ensure that your legal name is recorded correctly as this is how it will appear on your official certificate. A request to change your name must be made in person at UniHelp.

Check award title
If your Award Title is incorrect, please go to UniHelp asap.

Career Information

You can continue to use MDXWORKS after you graduate. Simply contact MDXWORKS by clicking on the following link.

Keep in Touch

Remain part of the Middlesex University community after you graduate. Our Alumni Association is there to support you and provides access to a growing range of benefits including ongoing access to the Sheppard Library, life-time employability support, free wi-fi whenever you return to campus, regular Middlesex news updates and the opportunity to connect with more than 190,000 other former MDC students.

Sign up to myAlumniHub
Alumni careers and scholarships
Alumni library access
Join the Alumni Association LinkedIn Group

Further Study

There is no relevant information for you.
Troubleshooting, help and support

**Having difficulty in logging into myUniHub**
Make sure that you are entering the correct IT User ID and password (see page 2). If you still cannot log in, UniHelp will be able to support you.

**Cannot view myUniHub or pages/portlets**
Check that you are using a recommended browser. The site is designed to work with Firefox, Chrome, Internet Explorer 11 or higher and Mac Safari.

**Need help navigating or finding information in myUniHub**
The Help page in myUniHub provides ‘how to’ instructions as well as FAQs.

**Downtime**
If there is a problem or planned downtime with any of the IT systems accessed via myUniHub, this will be communicated via the System Status portlet on the My Middlesex page, and the System Status page on UniHub. Please see unihub.mdx.ac.uk/support/system-updates

**Still having problems**
Visit unihub.mdx.ac.uk/unihelp to check out our FAQs and submit your enquiry online.

Alternatively, contact UniHelp from the Chat with Us tab on all UniHub and myUniHub pages. Advisors are available between 8.30am and 9.30pm (UK time) Monday to Friday and 11am to 6pm Saturday and Sunday.

Phone us on +44 (0)20 8411 6060