

Plymouth Institute of Education Partner College Registration frequently asked questions (FAQs)

1. Where do I start? I don't know what to do or how to answer the questions.
The instructions for online enrolment will guide you through the entire process. Please read these before attempting to complete your enrolment. On-line enrolment (OLE) opens for returning students on 6 August 2018 and for new students on 17 August 2018.
2. I have just confirmed my place to start in September/October, when can I online enrol?
Online enrolment opens for new students via the [applicant portal](#) on 17 August 2018.
Please wait for your centre tutor or administration team to provide you with your University of Plymouth student reference number before attempting to register.
3. I am returning to a further year of my PGCE however the registration screen indicates I am registering for Stage 1 (nnnn/1). I think I should be on Stage 2. Which is correct?
Stage of study is different to year of study. Stage refers to the level at which you are studying. You are continuing to study at PGCE level so this is why your stage has not incremented.
4. I am a new student and haven't yet uploaded my photo for the University card. How do I do this?
To apply for your University card you must upload a photograph of yourself. There is a section for this in the OLE process but if you don't have a photo available you can upload one later using the [e@pplicant page](#).
Please complete this as soon as possible to avoid delays in the production of your University card.
5. I think I have made an error in completing section six with regards to student funding. What should I do?
You should have ticked the no fees payable box and entered the reason type 'Partner College'.
If you have not done this please contact our Tuition Fee team via their generic email: tuitionfees@plymouth.ac.uk.
6. Why can't I give my own mobile number in the emergency contact information?
The need for an emergency contact is rare, but if there is a serious problem and we need to make contact with the person you have nominated as your emergency contact, we need their number and not your own.
7. I've forgotten my password; can I set myself a new one?
Yes, you can by going to the [password change utility](#). You will need your student reference number to access this and you will be asked to enter your username, date of birth and to confirm security questions you have set previously.

8. I will be moving address in the next few weeks but don't have the details of my new address. Can I update my personal details later?
Yes, you can complete OLE now using your current address and update your contact details at any time on the student portal by selecting the personal details menu on the My Edesk tab.
9. I was on a year zero foundation degree at Plymouth University last year, but don't seem to be able to online enrol through the student portal?
You need to enrol through the [applicant portal](#). OLE will open 17 August 2018.
10. I was on a foundation degree last year, but don't seem to be able to online enrol through the student portal?
You need to enrol through the [applicant portal](#). OLE will open 17 August 2018.
11. I was on a different course last year, but don't seem to be able to online enrol through the student portal?
You need to enrol through the [applicant portal](#). OLE will open 17 August 2018.

Who do I contact if I have a query that has not been answered
by the FAQs or Guidance Notes?

If your centre tutor or administration team are unable to answer your query,
then please email: artshumenrol@plymouth.ac.uk
This generic email is the quickest route for enrolment queries to be
answered or escalated.