## FREQUENTLY ASKED QUESTIONS

### GENERAL

**I get an error message when I try to log-in to the Student Hub (www.studentjourney.uhi.ac.uk)**
Contact the UHI Servicedesk on 01463 279150 or email servicedesk@uhi.ac.uk quoting your applicant/student ID number.

**I don't have access to a computer/I'm not very good with online forms**
The college is open during the summer holiday and you can come in and use our computers. If you require help we are offering drop-in sessions during August - details can be found in the “Induction Guide 2019” booklet enclosed.

**Where do I find the Student Hub?**
Go to [www.studentjourney.uhi.ac.uk](http://www.studentjourney.uhi.ac.uk) and log-in. From here you can access online enrolment and your online Bursary/EMA.

### ENROLMENT

**Online enrolment will not accept my previous school/institution**
Key in the school or institution until it appears in the drop down box and select it from there. If the system will still not accept your entry please contact the Registry team at leRegistry@uhi.ac.uk.

**How do I know I've successfully completed online enrolment?**
Ensure you complete each screen and continue until you reach the evaluation page. You can then log out or proceed to your online Bursary/EMA application. You should receive a confirmation email.

### BURSARY/EMA

**I can't upload/scan my documents**
If you don't have access to a scanner or have trouble loading your documents, you can bring them into college or send us photocopies and we will sort it out for you. Note: If you need to provide your family’s Tax Credit Award Notice we require ALL pages.

**How do I know what evidence you need?**
When you have completed the form, you can go back to the Hub and look at the evidence checklist. Anything with a red dot beside it, we need to see.

**My Mum/Dad/partner is self-employed so they don't have a P60**
We still need evidence of their earnings. This could be the most recent tax return (2017/18 submitted by end of January 2018) or accountant’s certificate.

**I can't see my award letter**
When we have all the evidence and have assessed your application, your award letter can be found under the “award letter” tab on the funding section of the Student Hub. It also includes the monthly payment dates for the bursary. If you are on EMA it is paid fortnightly in arrears during term-time only.

**I gave you my birth certificate last year, do you need it again?**
If we had a copy of it last year, you don't need to supply it, we can copy it across.

**What counts as someone living in the household?**
Usually your parents, or if you live with only one parent, it is that parent’s income and the income of any other adult who also lives in that house e.g. current partner of the parent you live with. If anyone in the household is a full-time student, please tell us as we can make an allowance for that too.

**My parents are waiting for this year’s Tax Credit Award Notice – what do we do?**
We need this before we can make an award. Your application will be delayed until we can see this. Please let us know and provide a copy as soon as you can.

**Am I entitled to a bus pass?**
It depends. Firstly you have to live two miles away from college. If you are under 18, you will qualify for one. If you are over 18, it depends on whether or not you are entitled to a bursary. If you are a lone parent of a child under 5 and you are on income support, you will be entitled to one.

**I can't find my birth certificate**
If you can't find it, you can use your passport, Young Scot card, or photographic driving licence as alternative evidence.

**I've worked before coming to college, why don't you use my earnings, not my parent?**
If you are under 25 and not married or have a child, you have to prove you have been self-supporting for three years. This means you need to show that any benefits or wages you got were enough to live on in the three years prior to starting college.

**When I turn 18 can my award be changed from EMA to Bursary?**
No, your award is assessed on your age at the start of the course and cannot be changed mid-session.