

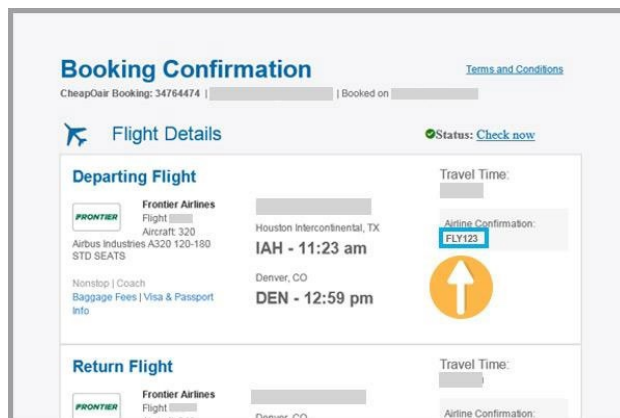
Course Title:
University Student ID:
Full Name:
INTO Student ID:

Dear

A warm welcome to you, from all of us at INTO Newcastle University!

We look forward to you joining us on your XX programme shortly.

What to do before you arrive in the UK



1. UK Arrival Information

Once you have booked a flight, you must email the **Student Progress Team**. Email: intostudentprogress@ncl.ac.uk Include your name, student number, UK arrival date, and flight booking confirmation (see left).

Need a taxi from Newcastle Airport? Go to: <https://www.intoarrivals.com/arrivals/>

If you need to contact our Accommodation Team email: INTO.Accommodation@ncl.ac.uk

If you do not have a UK arrival date, due to a visa delay or other reasons, let the Student Progress team know.

2. Access your University Email Account

- Go to <https://office365.ncl.ac.uk>

Your username

Your password

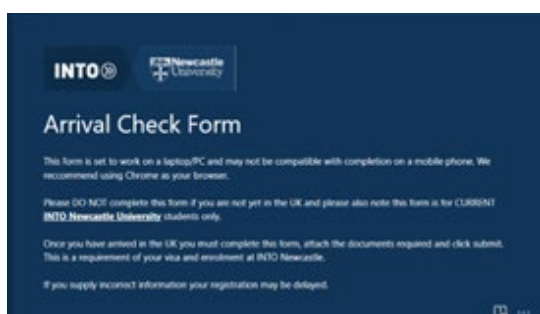
- The first time you log in, you will be prompted to set up **Multi-Factor Authentication (MFA)**. You can find step-by-step instructions at <https://go.ncl.ac.uk/itservice/mfa>
- There is also step-by-step instructions if you cannot use the Authenticator app, which you can find here: https://services.ncl.ac.uk/itservice/core-services/account-admin/mfa/mfa_sms_setup/#step1
- You can now access your university email address and access the Microsoft Office 365 tools.
- Your university email address is **X**, it is important that you check this daily as this is the main way that we will contact you once your course starts
- We recommend all students change their password as soon as possible by visiting: [Reset password](#)

3. Payment of tuition and accommodation fees

Any fees that you owe must be paid in full before to your start date.

- If you have any outstanding fees you need to pay now – this helps to avoid any unnecessary delays when you join your course.
- If you arrive in the UK and still have unpaid fees, you will not be registered. This means you will not be allowed to attend class or receive your Student Card and **you will not have access to your Canvas courses**. You should also be aware that it can take several days for payments to clear.
- Making payment for your fees is easy with our fast and secure online payment system, INTO Pay. Just follow this X to make your final payment online or by bank transfer.
- If you have any questions about making your payment contact us on INTOPayUK@intoglobal.com quoting your Application ID

What to do after you arrive in the UK



1. Arrival Check Form

Once you have arrived in the UK, please complete the Arrival Check Form by clicking [>>here<<](#)

- You must complete this form, attach the documents required and click submit. This is a requirement of your visa and enrolment.
- Guidance on completing this online form can be found at the top of the link. Use a laptop rather than a mobile.

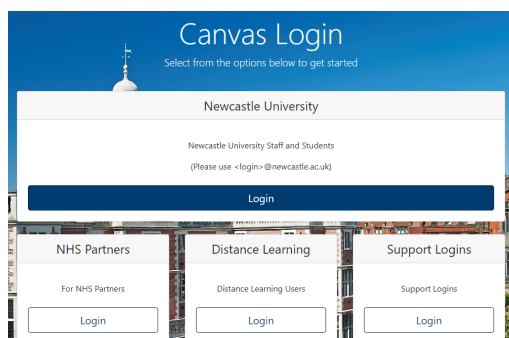
If you do not complete the Arrival Check Form you will not be able to attend classes.

2. Student card & University systems

- Once you have completed the Arrival Check Form **and** paid all outstanding tuition, book, lab or accommodation fees the Student Progress Team (intostudentprogress@ncl.ac.uk) will email you with a student card collection appointment and what you need to do next. Sponsored students must also provide a valid financial guarantee letter.
- Kindly note that INTO Newcastle University students do not have access to the S3P portal, so should ignore any messaging on the Newcastle University website relating to this.

3. Access the Virtual Learning Environment – Canvas

Please note: it can take up to 3 days before your account is activated by Newcastle University from when your fee payment is received. If you have not paid all your fees you will not have access to Canvas.



- Go to <https://canvas.ncl.ac.uk/login/>
 - Click on Newcastle Staff and Students Login
 - Enter your username:
 - Click Next
 - Use your new password created in Step 1
 - To help familiarise yourself with your new online learning environment there are some student training videos in the Help section

- To view the instructions for this process – Click [>>here<<](#) to watch the video
- You should now log in and join the [INU9140 INTO Newcastle Student Support Community](#). This Canvas course includes your [Student Handbook](#), which should be read carefully.

What happens next?

1. Induction Activities & Class timetable

- If you arrive before you will be emailed with information about the events taking place before teaching starts. These activities include meetings with your Programme Manager, the Academic Director, Student Welfare, Student Progress & Admissions, and the Director of Studies and Student Experience. Attendance at these events is compulsory.
- The activities also include receiving your class timetable.
- If you miss the induction events, please report to INTO reception once you have completed your arrival check form.

Need Help?

- You can read our support articles here: <https://help.intostudy.com/support/home>
- For non-academic student queries relating to arrival and registration please email intostudentprogress@ncl.ac.uk
- If you need help logging in or have any problems once the course starts, then we are here to help.
- If you have a problem with registering your account, accessing your email, or forget your password you need to contact Newcastle University IT support directly at:
Email: IT.servicedesk@newcastle.ac.uk - please quote your Newcastle Student ID:
Alternatively, call by telephone: +44 (0)191 208 5999

We look forward to you joining INTO Newcastle University and hope you enjoy your time with us.

Kind Regards,

Chris Heady
Academic Director