



Middlesex
University
London

UniHelp Online

A practical guide to your personalised help portal

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Welcome to UniHelp Online

UniHelp is your first stop for information and advice. As well as getting support in person at the UniHelp Desk or by phone, you can also access help via your personalised help portal: UniHelp Online.

The UniHelp Online portal is accessed through myUniHub and you can:

- 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 workshop

This guide will take you through the help portal step-by-step, but if you'd like some further help or would like to share your views, please visit <http://unihub.mdx.ac.uk/unihelp> for details on how to contact UniHelp and UniHelp opening times.

How to access UniHelp Online

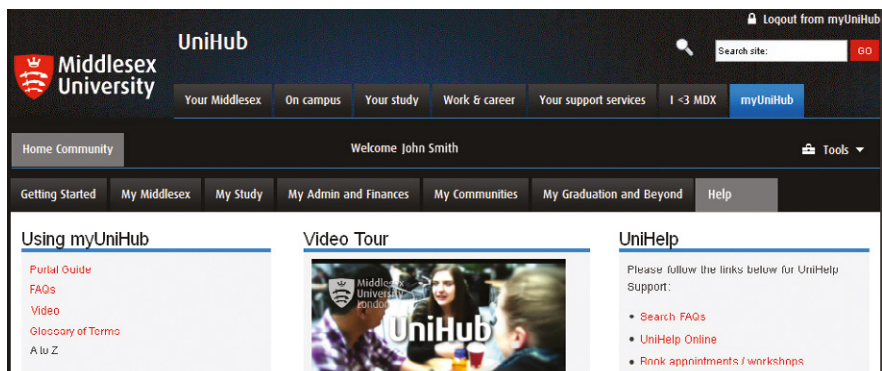
To access UniHelp Online from UniHub, please go to <http://unihub.mdx.ac.uk/unihelp>

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

If you have difficulty logging in to myUniHub, please follow the link provided under **Submit Your Query** to get in touch without having to log in.



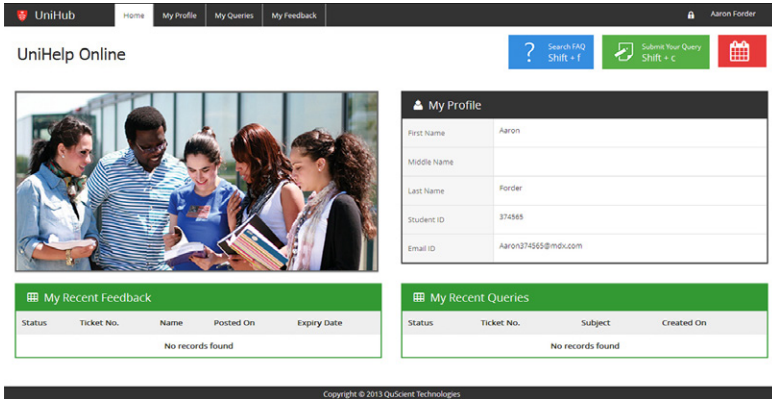
1. To access UniHelp Online from myUniHub, log in using your IT User ID and password
2. Go to the Help page to find the UniHelp portlet
3. Click on the links to search FAQs or launch the UniHelp Online portal



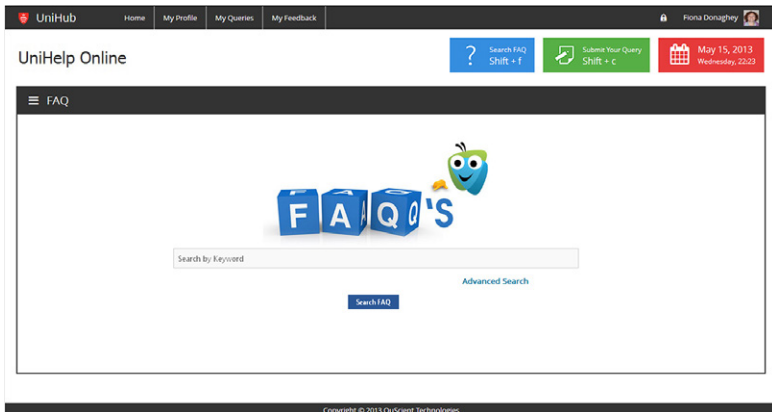
How to search the FAQs

Many of the answers to your general queries can be found in the FAQs. To search the FAQs:

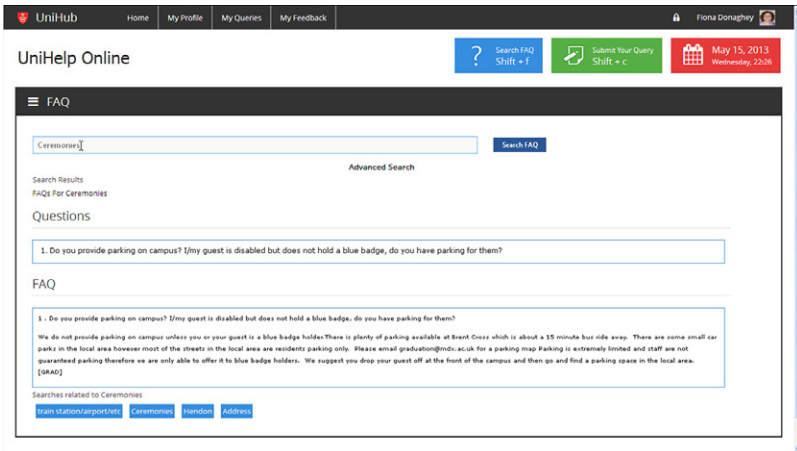
1. Click the **Search FAQ** option in the top right corner of the screen



2. The FAQ screen will appear with a search bar

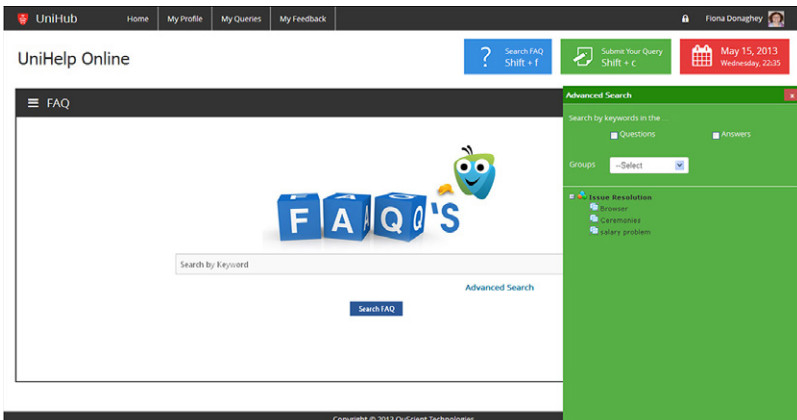


- In the search bar, type a keyword or key phrase related to the issue you are looking to resolve. For example, enter the keyword “Graduation” to search for graduation-related FAQs
- Click the **Search FAQ** button
- A list of all FAQs matching the keyword / phrase will appear

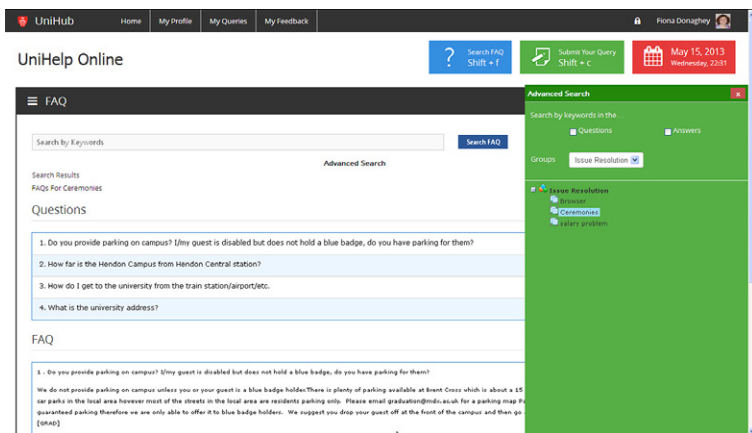


3. To perform an advanced search, click the **Advanced Search** link positioned below the search bar

- The **Advanced Search** pop-up will appear on the right-hand side of the screen



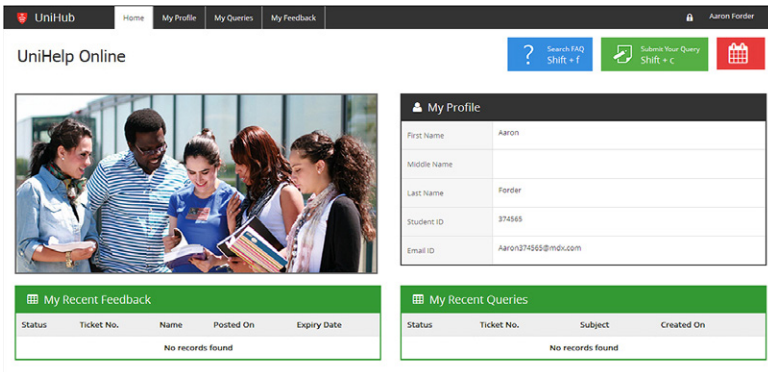
- Select the **Question** checkbox to search by keywords in the FAQs or select the **Answer** checkbox to search by keywords in the answers to the FAQs
- In the lower part of the pop-up screen, a list of all categories and subcategories that the FAQs are associated with will appear
 - i. Click a category or subcategory
 - ii. A list of all FAQs associated with the chosen category / subcategory will appear in the main screen



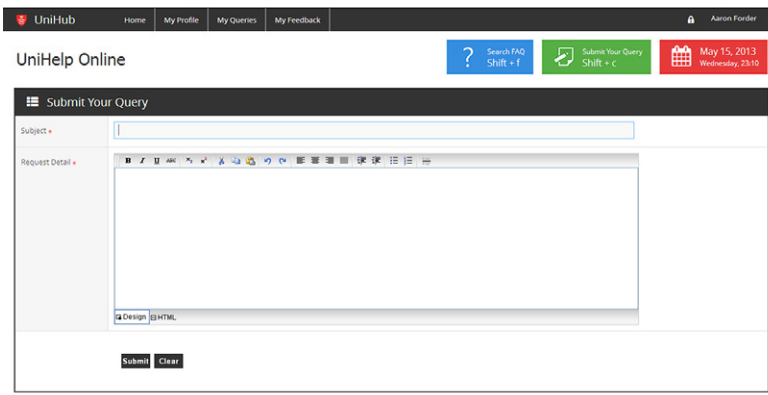
How to submit a query to UniHelp

If you'd like to submit a query to UniHelp:

1. Click the **Submit Your Query** button in the top right corner of the screen



2. The **Submit Your Query** screen will appear



3. Enter a brief description of the query / issue in the Subject text box
4. Enter a detailed description of the query / issue in the Detail text box
5. Click the **Submit** button
6. A confirmation message with a reference ID for the query raised will be displayed

How to track the progress of your query

To view a query that you have submitted, or to track its progress:

1. Click the **My Queries** menu
2. The **My Queries** screen will appear with a grid consisting of the following columns:



The screenshot shows the UniHub 'My Queries' interface. At the top, there are navigation links for Home, My Profile, My Queries, and My Feedback. The main content area features a 'My Queries' header with a search bar and a grid of query entries. The grid has columns for Status, Ticket No., Subject, Created By, Created On, and Last Updated On. A 'Ticket Details' panel is open on the right, showing the details for ticket number 12, including a message from 'nick oswaldeen' and a 'Status: Closed' indicator.

Status	Ticket No.	Subject	Created By	Created On	Last Updated On
●	999	MyuniHub	Site Ad...	5/15/2013	5/15/2013
●	929	test	Site Ad...	5/15/2013	5/15/2013
●	920	accounts problem	Site Ad...	5/14/2013	5/14/2013
●	919	accounts problem	Site Ad...	5/14/2013	5/14/2013
●	918	accounts problem	Site Ad...	5/14/2013	5/14/2013
●	917	accounts problem	Site Ad...	5/14/2013	5/14/2013
●	16	Parking for disabled...	Site Ad...	5/12/2013	5/12/2013
●	12	Parking on campus fo...	nick. ni...	5/12/2013	5/12/2013
●	11	Parking on campus	nick. ni...	5/12/2013	5/12/2013
●	3	When are the Graduat...	Site Ad...	5/11/2013	5/11/2013

Ticket Details
Ticket No.: 12
nick oswaldeen 12052013 22:12
We do not provide parking on campus unless you or your guest is a blue badge holder. There is plenty of parking available at Brent Cross which is about a 15 minute bus ride away. There are some small car parks in the local area however most of the streets in the local area are residents parking only. Please email graduation@uni.ac.uk for a parking map. Parking is adversely limited and staff are not guaranteed parking therefore we are only able to offer 1 to blue badge holders. We suggest you drop your guest off at the front of the campus and then go and find a parking space in the local area. [ORAC]
Status: Closed Action: Close
nick oswaldeen 12052013 22:12
Do you provide parking on campus? My guest is disabled but does

- Status - a green icon ● appears for queries for which a resolution has been received and a yellow icon ● appears for queries for which a resolution has yet to be received
 - Reference No. – your unique reference number associated with the query / issue
 - Subject – a brief description of the query / issue
 - Created By – name of the person who submitted the query / issue
 - Created On – date on which the query / issue was submitted
 - Last Updated On – date on which the query / issue was last updated
3. Select the query from the grid to view the details
 4. The communication history associated with the selected query will be displayed in the right-hand section of the screen

Ticket Details

Ticket No.: 3

Site Admin 11/05/2013 04:32

An invitation will be posted to your home address at the start of April. Details of what happens on the day will be included in your pack. You will need to wear a gown to attend the ceremony and the type of gown depends on your award. When you telephone you will need to know your award. Full dress regulations can be found at:



Status : **Closed** Action : **Close**

Site Admin 11/05/2013 04:32

Student wanted to know details about the Graduation Ceremonies.

Status : **Unassigned** Action : **NEW TICKET**

5. There are two types of icons above the communication history:

- Add a Note : to add further notes / updates to your query
- Re-open : to re-open a query that has been closed



How to submit feedback on how your query was handled

We'd like to know how you think we handled your query. To leave feedback when your query has been resolved:

1. Click the **My Feedback** menu
2. The **My Feedback** screen will appear with a grid consisting of the following columns:

Status	Ticket No.	Name	Posted on	Expiry Date
Submitted	549	student survey	5/15/2013	5/29/2013
Submitted	2	student survey	5/15/2013	5/29/2013

- Status - a green icon appears for feedback surveys that you have responded to, a blue icon appears for those that you have yet to respond to, a yellow icon appears for those that are saved in draft mode and a red icon appears for those which have expired
 - Reference No. - the reference number for the query you can leave feedback on
 - Name - the type of feedback survey (e.g. Satisfaction)
 - Posted On - the date on which the feedback survey link was posted
 - Expiry Date - the date on which the feedback survey link expires
3. Click the name of the feedback survey you wish to complete
 4. A pop-up displaying the feedback survey will appear

5. Answer the questions and click the **Submit** button

The screenshot shows the UniHub interface. At the top, there is a navigation bar with 'UniHub', 'Home', 'My Profile', 'My Queries', and 'My Feedback'. On the right, it shows the user's name 'Adam Burt'. Below this is the 'UniHelp Online' header with utility buttons for 'Search FAQ Shift + f', 'Submit Your Query Shift + c', and the date 'May 15, 2013 Wednesday, 22:58'. The main content area features a 'Feedback survey' window with the following questions:

- 1. Overall how satisfied are you with resolution of your issue? (Dropdown menu: --Select--)
- 2. Please share comments about your level of satisfaction with resolution of this ticket (Text input field)
- 3. How do you rate the agent in terms of being helpful and courteous? (Dropdown menu: --Select--)
- 4. Were you happy with the speed your issue was resolved? (Dropdown menu: --Select--)

At the bottom of the survey window, there is a checkbox: I wish to save the feedback and submit it later.

To the right of the survey window is a table with the following data:

Expiry Date
4/18/2013
4/18/2013
4/19/2013
4/19/2013
4/19/2013
4/19/2013
4/18/2013
4/18/2013



Booking an appointment or workshop

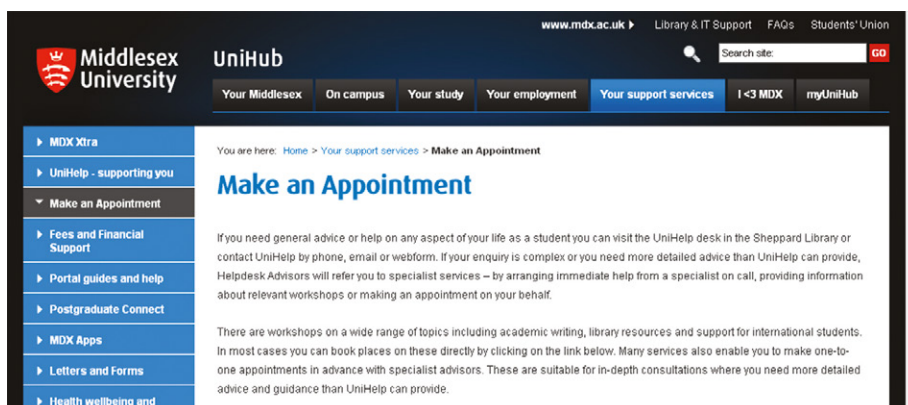
If your enquiry is complex or you need more detailed advice, you should see a specialist Advisor or book onto a workshop.

Appointments are provided across a wide range of services and are suitable for in-depth consultations where you need more detailed advice and guidance than UniHelp can provide. Workshops are available on a range of topics including academic writing, library resources, student finance and support for international students.

How to book an appointment

You can book an appointment or a place on a workshop by contacting UniHelp, by visiting UniHub, or by logging in to UniHelp Online.

To book an appointment or workshop via UniHub, visit the **Make an Appointment** page on UniHub and click on the link provided.



The screenshot shows the UniHub website interface. At the top, there is a navigation bar with the Middlesex University logo on the left and the UniHub title in the center. To the right of the title are links for 'Your Middlesex', 'On campus', 'Your study', 'Your employment', 'Your support services' (which is highlighted), 'I <3 MDX', and 'myUniHub'. A search bar is also present with a 'GO' button. Below the navigation bar, a breadcrumb trail reads 'Home > Your support services > Make an Appointment'. The main heading is 'Make an Appointment' in a large blue font. Below this, there is a paragraph of text: 'If you need general advice or help on any aspect of your life as a student you can visit the UniHelp desk in the Sheppard Library or contact UniHelp by phone, email or webform. If your enquiry is complex or you need more detailed advice than UniHelp can provide, Helpdesk Advisors will refer you to specialist services – by arranging immediate help from a specialist on call, providing information about relevant workshops or making an appointment on your behalf.' A second paragraph follows: 'There are workshops on a wide range of topics including academic writing, library resources and support for international students. In most cases you can book places on these directly by clicking on the link below. Many services also enable you to make one-to-one appointments in advance with specialist advisors. These are suitable for in-depth consultations where you need more detailed advice and guidance than UniHelp can provide.' On the left side of the page, there is a vertical menu with several items: 'MDX Xtra', 'UniHelp - supporting you', 'Make an Appointment' (which is highlighted with a dark background), 'Fees and Financial Support', 'Portal guides and help', 'Postgraduate Connect', 'MDX Apps', 'Letters and Forms', and 'Health wellbeing and'.

Alternatively, you can log in to UniHelp Online (see page 2)

To book an appointment from UniHelp Online:

1. Click the **My Appointments & Workshops** menu

UniHelp Online

Home My Queries My Feedback **My Appointments & Workshops** Jerry Taylor

Search FAQ Shift + F Submit Your Query Shift + C January 25, 2014 Saturday, 12:58

My Profile

First Name	Jerry
Last Name	Taylor
Student ID	ID10241
Email ID	Jerryt1021@live.mdx.ac.uk
Mobile No	9003119965

My Appointment Calendar

January 2014

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

My Appointment Details

Saturday, Jan 25, 2014

00:00	
01:00	
02:00	
03:00	
04:00	
05:00	

My Recent Feedback

Status	Reference No.	Name	Posted On	Expiry Date
No records found				

My Recent Queries

Status	Reference No.	Subject	Created On
No records found			

2. The **My Appointments & Workshops** screen will appear
3. Click on the **Appointments** tab

UniHelp Online

My Appointments & Workshops

Service Name

Workshops **Appointments**

Student Welfare → Student Union

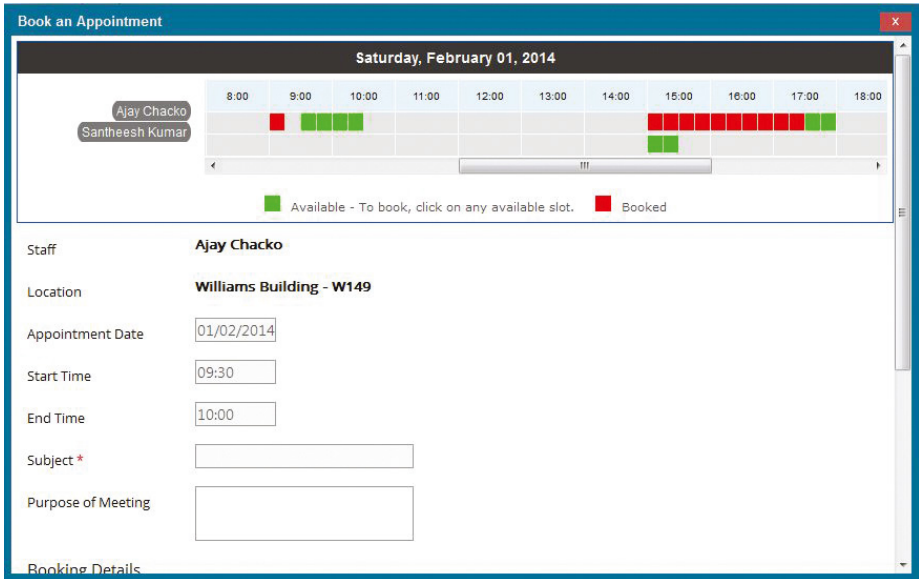
Works with Google Drive
Runs Offline

The world's favorite dynamic mathematics software. Learn. Teach. Share.

Choose an Advisor: --Select-- Choose a Date: 25/01/2014

January 2014							Month	Week	Day
Mon	Tue	Wed	Thu	Fri	Sat	Sun			
30	31	1	2	3	4	5			
6	7	8	9	10	11	12			
13	14	15	16	17	18	19			
20	21	22	23	24	25	26			
27	28	29	30	31	1	2			
3	4	5	6	7	8	9			
AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE	AVAILABLE			

4. Select a service from the list available in the panel on the left
5. The available dates for the selected service will be highlighted as green slots in the calendar view
6. On clicking the green slot, the **Book an Appointment** pop-up appears and displays the available time slots and Advisor names available for the selected service



7. If the screen displays the availability for more than one Advisor, click on your preferred time slot
8. The corresponding appointment and booking details will be displayed below
9. Complete the required booking details and click on the **Submit** button
10. Your appointment will be registered and a confirmation mail along with a QR code will be sent to your University email address. (The QR code can provide you with further details of the appointment - to view the details, scan the QR code with a QR code reader)

How to book an appointment with a specific advisor

Often services will have more than one Advisor available to support you. If you would like to book an appointment with a specific Advisor:

1. Click the **My Appointments & Workshops** menu

The screenshot shows the UniHelp navigation bar with 'My Appointments & Workshops' highlighted. Below the navigation bar, there are three utility buttons: 'Search FAQ', 'Submit Your Query', and a calendar icon for 'January 25, 2014'. The main content area is divided into three sections: a photo of students, a 'My Profile' section, and two appointment-related sections.

My Profile

First Name	Jerry
Last Name	Taylor
Student ID	ID10241
Email ID	Jerry1021@lve.mdc.ac.uk
Mobile No	9003119965

My Appointment Calendar

Mon	Tue	Wed	Thu	Fri	Sat	Sun

My Appointment Details

Saturday, Jan 25, 2014	
00:00	
01:00	
02:00	

2. The **My Appointments & Workshops** screen will appear
3. Click on the **Appointments** tab

The screenshot shows the 'My Appointments & Workshops' screen. The 'Appointments' tab is selected and highlighted. The page includes a search bar, a list of services, a student profile section, and a calendar view.

My Appointments & Workshops

Service Name: Find

Clear

- Disability
- Psychline Support
- Employability Service
 - Art & Design, Science & Tech
 - Business School & Law
 - Health & Education, Media & Performing Art
 - Postgraduate & International
- Helpdesk Development
- International Student Liaison
 - Chinese Student Liaison
 - Free Seasonal Students
- Learner Development Unit
 - Academic Writing and Language
 - Business School
 - Health & Education
 - Law
 - Media & Performing Arts
 - Science & Technology
 - Maths, Statistics and Numeracy
- Library Operations
 - Printing
- Student Achievement
 - Art & Design

Student Welfare → Student Union

Works with Google Drive
Runs Office

The world's favorite dynamic mathematics software. Learn. Teach. Share.

Choose an Advisor: Choose a Date:

Today January 2014

Mon	Tue	Wed	Thu	Fri	Sat	Sun

4. Select a service from the list in the panel on the left
5. Select your desired Advisor from the **Choose an Advisor** drop-down
6. From the **Choose a Date** drop-down, select the preferred date on which you would like to book an appointment - the availability of the selected Advisor will be displayed in the calendar below

The screenshot displays the UniHelp Online interface for booking appointments. At the top, there is a navigation bar with 'UniHelp', 'Home', 'My Queries', 'My Feedback', and 'My Appointments & Workshops'. Below this, the page title is 'UniHelp Online' and there are utility buttons for 'Search FAQ', 'Submit Your Query', and a date indicator for 'January 23, 2014'. The main content area is titled 'My Appointments & Workshops' and features a search bar, a list of services on the left, and a calendar for February 2014. The 'Choose an Advisor' dropdown is set to 'Bobbie Winter-Burke' and the 'Choose a Date' dropdown is set to '01/02/2014'. The calendar shows green slots for availability on February 19th and 20th.

7. Click on any of the available green time slots and the **Book an Appointment** pop-up will appear

Book an Appointment

Staff: **Bobbie Winter-Burke**

Location: **Sheppard Library Ground Floor - SG01**

Appointment Date:

Start Time:

End Time:

Subject *

Purpose of Meeting

Booking Details

1. Student name - NAME *

2. Student number *

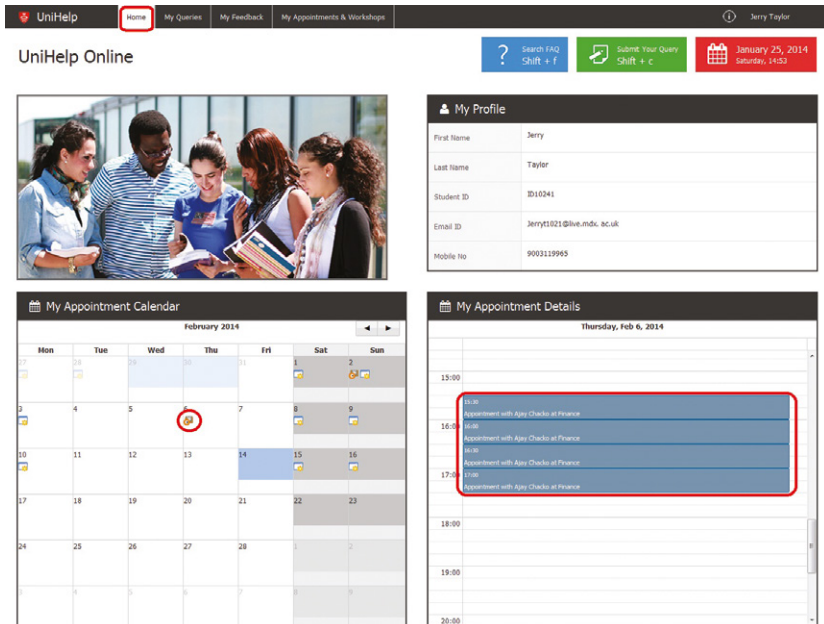
8. Complete the details in this form and click the **Submit** button
9. Your appointment will be registered and a confirmation mail with QR code will be sent to your University email address

Note: You can manage and view all your appointments from the **My Appointment Calendar** available on the home page (Click the **Home** menu to navigate to the home page).

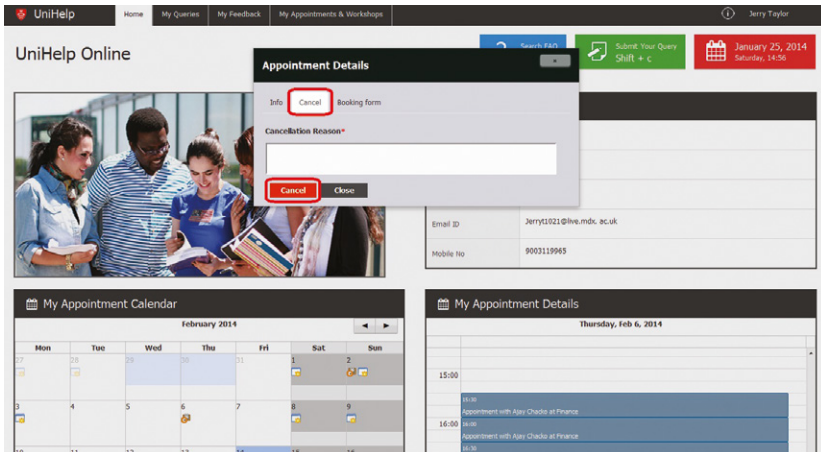


How to cancel an appointment

1. Click the **UniHelp** icon on the top-left corner of the screen or click the **Home** menu
2. From the **My Appointment Calendar** available on the left of the screen, click the date on which you have booked an appointment



3. From the **My Appointment Details** panel on the right, click on the appointment time slot that you want to cancel



4. A pop-up with the details of your appointment will appear
5. Click on the **Cancel** tab
6. Enter the reason for your cancellation in the text box
7. Click the **Cancel** button and then click the **Yes** button that appears
8. Your appointment will be cancelled and an alert email will be sent to your University email address



How to register for a workshop

The University provides a wide range of student support workshops, many of which you can register for and book onto yourself.

To register for a workshop:

1. Click the **My Appointments & Workshops** menu

The screenshot displays the UniHelp Online interface. At the top, the navigation bar includes 'UniHelp', 'Home', 'My Queries', 'My Feedback', and 'My Appointments & Workshops' (highlighted with a red circle). Below the navigation bar, the 'UniHelp Online' section features a search bar, a 'Submit Your Query' button, and a date indicator for 'January 25, 2014'. The main content area is divided into three panels: 'My Profile' showing user details (First Name: Jerry, Last Name: Taylor, Student ID: ID10241, Email ID: JerryT021@live.mdu.ac.uk, Mobile No: 990311995), 'My Appointment Calendar' for January 2014, and 'My Appointment Details' for Saturday, Jan 25, 2014, showing a grid of time slots from 00:00 to 04:00.

2. The **My Appointments & Workshops** screen will appear
3. Select the **Workshops** tab

UniHelp Home My Queries My Feedback **My Appointments & Workshops** Jerry Taylor

UniHelp Online Search FAQ Shift + f Submit Your Query Shift + c January 25, 2014 Saturday, 10:28

My Appointments & Workshops

Service Name Find Workshops Appointments

Clear

- Disability
- Dyslexia Support
- Employability Service
 - Art & Design, Science & Tech
 - Business School & Law
 - Health & Education, Media & Performing Art
 - Postgraduate & International
- Helpdesk Development
- International Student Liaison
 - Chinese Student Liaison
- Learner Development Unit
 - Academic Writing and Language
 - maths, Statistics and Numeracy
- Library Operations
 - Printing
- service testing
 - Testing 1
- Student Achievement

Upcoming Workshops

January 2014 Today

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

WORKSHOP
On 26 January 2014 (09:00 -10:00)

WORKSHOP
On 27 January 2014 (09:00 -10:00)

WORKSHOP 1
On 27 January 2014 (09:00 -09:00)

WORKSHOP 1
On 28 January 2014 (09:00 -10:00)

WORKSHOP 1
On 28 January 2014 (10:00 -11:00)

- Select a service from the list in the panel on the left
- Scheduled workshops for the selected service will be shown

UniHelp Home My Queries My Feedback My Appointments & Workshops Jerry Taylor

UniHelp Online Search FAQ Shift + f Submit Your Query Shift + c January 25, 2014 Saturday, 10:39

My Appointments & Workshops

Service Name Find Workshops Appointments

Clear

- Disability
- Dyslexia Support
- Employability Service
 - Art & Design, Science & Tech
 - Business School & Law
 - Health & Education, Media & Performing Art
 - Postgraduate & International
- Helpdesk Development
- International Student Liaison
 - Chinese Student Liaison
- Learner Development Unit
 - Academic Writing and Language
 - maths, Statistics and Numeracy
- Library Operations
 - Printing
- service testing
 - Testing 1
- Student Achievement
 - Art & Design
 - Business School

Workshop Hosted by Postgraduate & International

TRTR
On 25 January 2014 (09:00 -18:00)

CM1
On 01 February 2014 (01:00 -05:00)

CM1
On 08 February 2014 (01:00 -05:00)

January 2014 Today

Mon	Tue	Wed	Thu	Fri	Sat	Sun
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31	1	2
3	4	5	6	7	8	9

- Click on a workshop name and the details of the workshop will be displayed

UniHelp Home My Courses My Feedback My Appointments & Workshops Jerry Taylor

UniHelp Online Search FAQ Shift + f Submit Your Query Shift + c January 23, 2014 Saturday, 10:04

CM1

CM1

Workshop Details

Name	CM1
Service Name	Postgraduate & International
Date	01/02/2014
Time	From: 01:00 To: 05:00
Organiser(s)	Postgraduate & International
Campus	Hendon
Location	Fenalls - Build 1
Room Name	C217
Seats Left	14 (Maximum no. of Seat(s) 15)
Presenter(s)	CM1
Registration Status	Not Registered

Required Booking Details

- Full Name**
- Student Number**
- Email**
- Contact Number**
- What would you like to achieve?**

* Note: Single Registration enabled for this Workshop. On one session registration will update all session in this Workshop.

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- If registration is required for the workshop, a registration form will appear. Complete the registration form and click the **Submit** button
- Your workshop will be registered and a confirmation mail with QR code will be sent to your University email address

Note: The calendar available on the right-hand side of the screen will highlight all the dates on which this workshop is scheduled.

How to register for a single session

Some workshops have single sessions and others have more than one session (for example a morning session and an afternoon session). To register for a single session:

1. Click the **My Appointments & Workshops** menu

The screenshot displays the UniHelp Online interface. At the top, the navigation bar includes 'UniHelp', 'Home', 'My Queries', 'My Feedback', and 'My Appointments & Workshops' (highlighted with a red circle). Below the navigation bar, there are three utility buttons: 'Search FAQ Shift + f', 'Submit Your Query Shift + c', and a calendar icon showing 'January 25, 2014 Saturday, 12:50'. The main content area is divided into three sections:

- Image:** A group of five diverse students looking at a book together.
- My Profile:** A table containing personal information:

First Name	Jerry
Last Name	Taylor
Student ID	ID10241
Email ID	Jerry12021@live.mdu.ac.uk
Mobile No	9003119965
- My Appointment Calendar:** A calendar for January 2014. The 25th of January is highlighted in blue, indicating the selected date. Below the calendar is a detailed view of the appointment for Saturday, Jan 25, 2014, showing a time slot from 00:00 to 05:00.

2. The **My Appointments & Workshops** screen will appear
3. Select the **Workshops** tab
4. Select a service from the list in the panel on the left
5. Scheduled workshops for the selected service will be listed
6. Click on your preferred workshop and details of the workshop will be displayed

UniHelp Home My Queries My Feedback My Appointments & Workshops Jerry Taylor

UniHelp Online Search FAQ Shift + F Submit Your Query Shift + C January 25, 2014 Saturday, 10:46

CM1

CM1

Workshop Details

Name	CM1
Service Name	Postgraduate & International
Date	01/02/2014
Time	From: 01:00 To: 03:00
Organiser(s)	Postgraduate & International
Campus	Hendon
Location	Fenshall - Build 1
Room Name	C217
Seats Left	14 [Maximum no. of Seat(s) 15]
Presenter(s)	CM1
Registration Status	Not Registered

Required Booking Details

- 1. Full Name**
- 2. Student Number**
- 3. Email**
- 4. Contact Number**
- 5. What would you like to achieve?**

* Note: Single Registration enabled for this workshop. On one session registration will update all session in this Workshop.

Register

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- Complete the registration form and click the **Register** button
- Your workshop will be registered and a confirmation mail with QR code will be sent to your University email address

How to register for multiple sessions using a single registration

To register for multiple sessions:

1. Click the **My Appointments & Workshops** menu

The screenshot displays the UniHelp Online interface. At the top, the navigation bar includes 'UniHelp', 'Home', 'My Queries', 'My Feedback', and 'My Appointments & Workshops' (highlighted with a red circle). Below the navigation bar, there are three utility buttons: 'Search FAQ Shift + F', 'Submit Your Query Shift + C', and a date/time indicator for 'January 25, 2014 Saturday, 12:39'. The main content area is divided into three sections: a photo of students, a 'My Profile' section, and a 'My Appointment Calendar' for January 2014. The calendar shows a selected date (Jan 25) and its corresponding 'My Appointment Details' for Saturday, Jan 25, 2014.

First Name	Jerry
Last Name	Taylor
Student ID	ID10241
Email ID	Jerryt1021@live.mdc.ac.uk
Mobile No	9003119465

January 2014						
Mon	Tue	Wed	Thu	Fri	Sat	Sun
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

My Appointment Details	
Saturday, Jan 25, 2014	
00:00	
01:00	
02:00	

2. The **My Appointments & Workshops** screen will appear
3. Select the **Workshops** tab
4. Select a service from the list in the panel on the left
5. Scheduled workshops for the selected service will be listed
6. Click on your preferred workshop and details of the workshop will be displayed
7. Mouse-over the workshop to view the session details
8. Click on the workshop name to display the workshop details followed with the required booking details if registration is needed
9. Complete the registration form and click the **Register** button. Registering for one session will automatically update all sessions for the workshop
10. Your workshop will be registered and a confirmation mail with QR code will be sent to your University email address

How to view a workshop for which you have registered

To view a registered workshop:

1. Click the **Home** menu in the home screen
2. All the workshops you have registered for will appear in the **My Appointment Calendar**
3. Click the workshop icon in the **My Appointment Calendar** to view the details

The screenshot displays the UniHelp Online interface. At the top, there is a navigation bar with 'UniHelp', 'Home' (highlighted), 'My Queries', 'My Feedback', and 'My Appointments & Workshops'. Below this, there are three utility buttons: 'Search FAQ Shift + f', 'Submit Your Query Shift + c', and a date indicator 'January 25, 2014 Sunday, 15:43'. The main content area is divided into three sections:

- My Profile:** A table showing user information:

First name	Jerry
Last name	Taylor
Student ID	ID10241
Email ID	Jerryt1021@live.mdc.ac.uk
Mobile No	9003119965
- My Appointment Calendar:** A calendar for February 2014. The date February 8th is highlighted in blue, and a red circle is drawn around a workshop icon on that date.
- My Appointment Details:** A view for 'Sunday, Feb 9, 2014'. A green rectangular block representing a workshop is highlighted with a red border, spanning from 09:00 to 10:00.

4. The details of the workshop will appear in the **My Appointment Details** on the right side of the screen

How to cancel your registration for a workshop

To cancel attendance at a workshop:

1. Click the **My Appointments & Workshops** menu
2. The **My Appointments & Workshops** screen will appear
3. Select the **Workshops** tab
4. Select a service from the list in the panel on the left
5. Scheduled workshops for the selected service will be listed
6. Click on your preferred workshop and details of the workshop will be displayed
7. If you have already registered for the workshop, you will see a **Cancel** option
8. Type the reason for cancelling the registration in the **Cancellation Reason** text box and click the **Cancel** button

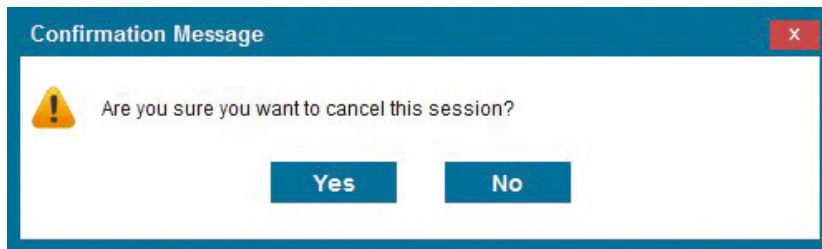
The screenshot displays the UniHelp Online interface. At the top, there is a navigation bar with 'UniHelp' and several menu items: 'Home', 'My Queries', 'My Feedback', and 'My Appointments & Workshops'. The user's name 'Jerry Taylor' is visible on the right. Below the navigation bar, there are three utility buttons: 'Search FAQ Shift + f', 'Save Your Query Shift + c', and a calendar icon showing 'January 25, 2014 Sunday, 10:12'. The main content area is titled 'Workshop' and contains a 'Workshop Details' section with the following information:

Name	Workshop
Service Name	Pre Sessional Students
Date	09/02/2014
Time	From: 09:00 To: 10:00
Organiser(s)	Pre Sessional Students
Campus	Hendon
Location	College Building
Room Name	C131
Seats Left	14 (Maximum no. of Seat(s) 15)
Registration Status	Registered

Below the details is a 'Cancellation Reason*' section with a text input field containing the placeholder text 'Enter the reason for workshop cancellation' and a 'Cancel' button.

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9. In the confirmation pop-up that appears click the **Yes** button



10. The workshop will be cancelled and an alert message will be sent to your University email address

How to check in for your appointment or workshop

If you have booked an appointment or workshop, you will receive confirmation of the session along with details of the location. If your appointment or workshop is in a specified room, please make your way to the room directly at your allocated time.

If you are scheduled to attend an appointment or workshop on the ground floor of the Sheppard Library, please check in at the kiosk at the UniHelp Desk and go to the waiting area. By checking-in at the kiosk, an alert will be sent to your Advisor to let them know you have arrived and they will call you to their location for your appointment.

Please follow the instructions on the kiosk screen to check in or speak to a member of the UniHelp team.



UniHelp Online:

<http://unihub.mdx.ac.uk/unihelp>

Visit the myUniHub Help page to access the UniHelp portlet

Telephone:

+44 (0)20 8411 6060