Are you a new student at UCLan Cyprus?
HERE ARE SOME COMMON QUERIES:

THE STUDENT PORTAL

The Student Portal is a platform that hosts the Blackboard, Library Catalogue, University Mail Account, Student Record, Timetables and Student Services Website.

1. How can I log on to the Student Portal?
   a. An email has been sent to the personal/valid email address provided upon enrollment. Please follow the instructions to verify your identity.
   b. Go to www.uclancyprus.ac.cy
   c. Click the “Student” Tab (You can find it on the top right corner of the screen)
   d. Enter your University Username and Password

ON-LINE ENROLMENT

2. How can I do my On-Line enrolment?
   - Log on to the Student Portal (follow steps a-d)
   - Click on Student Record under “My Services – Cyprus students”
   - Enter your Username and Password
   - Click on Services for students
   - Click on Course Enrolment
   - Go through the 8 stages and fill up all the fields which are required then press submit.
   - For further guidance you can contact the Induction Hotline at 24694044

3. Why can’t I do my online enrolment?
   - Did a message appear that says you are not eligible to do your online enrolment?
   - Then you need to contact your School’s Administrator on schoolsadmin@uclancyprus.ac.cy
MY GRADES:

4. How can I see my grades?
   - Log on to the Student Portal (follow steps a-d)
   - Click on Student Record under “My Services – Cyprus students”
   - Enter your Username and Password
   - Click on Services for Students
   - Click on “View Course Information” to see your grades

PERSONAL DETAILS

5. How can I change the Personal details of my University Account?
   - Log on to the Student Portal (follow steps a-d)
   - Click on Student Record under “My Services – Cyprus students”
   - Enter your Username and Password
   - Click on Personal Details
   - Choose the area you would like to update
   - Once you finish, click the “Submit” button

STUDENT REGISTRATION STATUS

6. I haven’t received any emails with instructions or username/password
   - Have you paid your deposit and received your unconditional offer letter from the admissions?
   - Have you checked your personal email’s Junk folder?
   - If you checked all the above but you still haven’t received the confirmation email, then you need to check if your email address is correct by contacting your administrator on schoolsadmin@uclancyprus.ac.cy

7. I can’t see all my modules on Blackboard
   - Have you completed your module registration with your course leader?
   - Have you completed your online enrolment?
   - If you checked all the above but you still can’t see your modules, then you need to contact your administrator on schoolsadmin@uclancyprus.ac.cy

TIMETABLE

8. Where can I access my timetable?
   - Log on to the Student Portal (follow steps a-d)
   - Click on Timetable under “My Services – Cyprus students”. In order to log in you should use the Username and Password sent to your UCLan e-mail account

9. I haven’t received an email from timetable.
   - Check your UCLan email Junk folder
   - If you still haven’t received the email, then you need to contact the Information Technician (IT)
     · IT Department, cyrushelpdesk@uclan.ac.uk

10. I can’t see all my modules on my timetable
    - Have you completed your module registration with your course leader?
    - If you have done all the above but you still can’t see your modules, then you need to contact your administrator on schoolsadmin@uclancyprus.ac.cy

BLACKBOARD

11. How can I see the lecturer notes:
    - Log on to the Student Portal (follow steps a-d)
    - Click on your Module under “My Blackboard Modules and Programs”
    - Click on Module Materials and there you will find your Lecturer notes