



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?

- An email has been sent to the personal/ valid email address provided upon enrollment. Please follow the instructions to verify your identity.
- Go to [www.uclancyprus.ac.cy](http://www.uclancyprus.ac.cy)
- Click the "Student" Tab (You can find it on the top right corner of the screen)
- 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](mailto: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](mailto: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](mailto: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, [cyprushelpdesk@uclan.ac.uk](mailto:cyprushelpdesk@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](mailto: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