

HWU STUDENT ACCOUNT GUIDE

essential information for new students



Malaysia campus

www.hw.ac.uk



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Activating your HWU IT account

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Step 1

At the end of your enrolment process, you will get your username and email address. Your username will be used to log in to the IT facilities. On that page, there will be a link to reset your HWU password [<u>https://idm.hw.ac.uk/sfpr/]</u>.

Please be informed that this **must** be completed for you to start using your IT account.



myHWU Student Portal

Your myHWU Portal is your one-stop shop for everything you need during your time at Heriot-Watt University

You can access your email, calendar, and course information. You can also book appointments with services to support you during your time at University and get the latest information from your school & campus.

If you already have your HWU Login credentials, you can access the myHWU student portal now or get the app from the App Store or Google Play

For information about the portal, please click HERE



Step 2

At the '**STUDENT Forgotten Password Reset**' page, enter your personal email that was used during admission.

HERIOT WATT UNIVERSITY	
	STUDENT Forgotten Password Reset
	Reset your password
	You can reset your student password by entering your personal/home email in the box below. Email address

Step 3

Please wait for a few minutes for the **'password reset email'** to arrive at the email that you have provided in Step 1.



Step 4

Go to the mailbox that you have provided in Step 1 and look for the email from **idm@hw.ac.uk.** Open the email and click on the 'Reset your password' button, as

shown below.



Step 5

Upon clicking the button, it will lead you to the 'Reset your password' page. Follow the presented instructions carefully.

Your password must include:

- minimum of 8 characters
- at least one upper case character (A-Z)
- at least one lower case character (a-z)
- at least one number (0-9)
- at least one special character (e.g. -!*%&:/\$#@?|+=).
- NOT contain your username.
- NOT contain 3 or more consecutive characters from your username or name.
- NOT re-use old passwords.



Your password must contain at least one number.	
Deserved	
Password	×
Password confirmation	*
 Reset my password 	

Step 6



Accessing your HWU email

Step 1

Students can access the HWU emails at <u>http://www.office.com</u>.

Step 2

Click the 'Sign-in' button to enter the login page.



Step 3

At the Microsoft login page, sign in using the **HWU user ID** [eg: abc123@hw.ac.uk]. Then, click the 'Next' button.



Step 4

The HWU login page will pop up. Please key in your **HWU user ID** [eg: abc123@hw.ac.uk] and enter your password.



Step 5

Once you have logged in, please look for the '**Outlook**' application and click the icon to access your email.

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Apps	ĺ	Tips and Tricks	Add-Ins $ ightarrow$
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After that, you should be able to access your email as shown below.



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I am unable to reset my HWU IT password.

As stated in **Step 5**, **Page 5** above, please follow the password prerequisites in order for the system to accept your password. If you still encounter any errors, please report this issue to <u>ISHelp@hw.ac.uk</u>.



How do I access other services such as Vision, student portal, etc?

We are happy that you are excited to use our services! Please wait for the actual Welcome Week where we will present this to you.





What if I don't get the enrolment confirmation page and I am not able to reset my password?

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Please report this issue to <u>HWUM-Welcome@hw.ac.uk</u>.

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