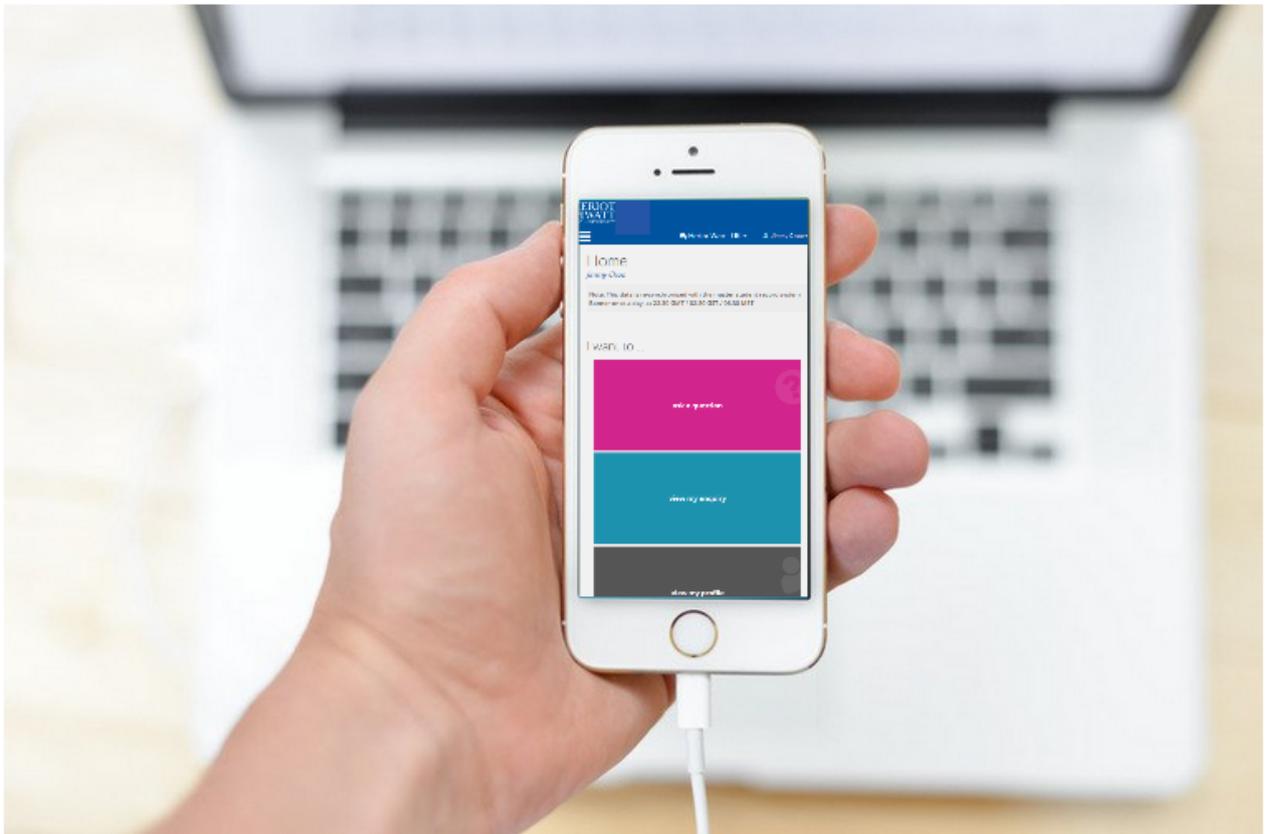


# Ask HWU

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## User Guide



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## What is Ask HWU?

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Ask HWU is a new web-based application delivering personalised student support whenever it is needed. It aims to be first point of contact for student's enquiries. It is easy to access anytime from any device with the Internet access.

Ask HWU is a place where you will find a collection of FAQ tailored to your campus. It is also a place where you will be able to raise support issue instantly so the teams can work with each other in the background to be able to provide the answer to the student.

The main benefits from using Ask HWU by students are:



## How can I access Ask HWU?

You can access Ask HWU no matter where you are or what device you use. It is also accessible at any time. Ask HWU is one of the tiles available on the myHWU Student Portal. To find a response to your query, you should start typing the question and click on the magnifying glass next to the question. Ask HWU will find an answer based on keywords.

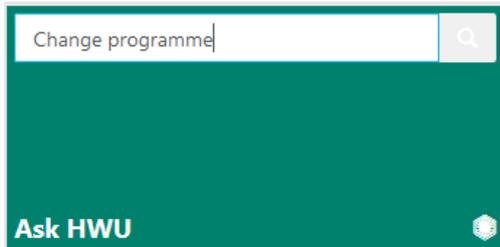
IF you have any problems with signing into the myHWU, please contact IT help.



## FAQ

You can use FAQ section when you have any question about your studies. There is a wide range of categories, so you should be able to find FAQ related to most of your queries.

Start typing the question using Ask HWU search box tile and click on the magnifying glass to look for responses available. To make sure that responses are tailored, you will only see the information relevant to you and the campus you are in.



Once you have clicked on the magnifying glass, Ask HWU will take you to page with a list of FAQ that will answer your query. Select the most relevant one to see further details.

Searched for "Change programme" Found 19 FAQs

- How do I change programme?  
Student Profile / Course Information
- How do I change programme?  
Student Profile / Changing My Degree
- How do I change programme?  
Student Profile / Course Information
- Which institutions outside of Europe does Heriot-Watt have an Exchange partnership with?  
Go Global / Overseas Exchange
- Is there additional funding to support students taking part in an Exchange outside of Europe (i.e. non-Erasmus+)?  
Go Global / Overseas Exchange
- Am I eligible to take part in an Inter-Campus Transfer?  
Go Global / Campus Transfers  
Go Global / Campus Transfers
- I'm not happy with the mark I received; Can I do something about this now?  
Appeals, Discipline & Complaints / Appeals
- I can't progress with my enrolment because it says no eligible programme found

Extended Info

### How do I change programme?

**Undergraduates** - If you wish to transfer programme, including transferring campus permanently, you will need to complete a Programme Transfer Application form for taught programmes. Once completed, please return the form to your School office.?

**Postgraduates** - Any postgraduate student wishing to change programme, including transferring campus permanently, should complete either the Programme Transfer Application (Taught), or the Programme Transfer Application (Research). Once completed, please return the form to your School office

Additional Notes

View Count 0 Read Comments 0 Solution Found? Yes No



You can also leave the comment to let us know what information is missing.

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Thank you for your feedback. To help us improve this FAQ further please leave a comment. ×

Additional comments

It would be helpful, if there would be a link to the Programme Transfer Application.]

Submit

Close

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Another way of letting us know if the response was helpful is yes/no functionality available under each response. As soon as you have seen response to the question selected, you can decide whether solution

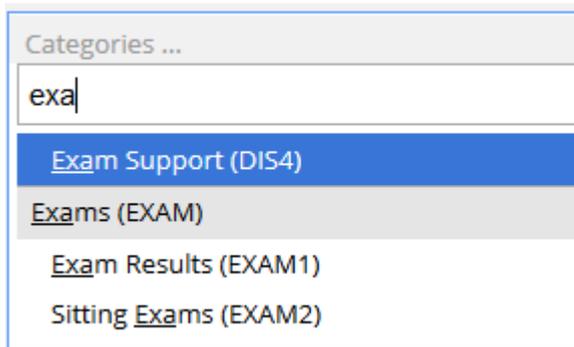
has been found clicking  or if it did not answered you question . Although this functionality is optional, it helps us to identify whether there is something missing in response provided.

## Logging an Enquiry

If FAQ section have not responded to your question, you can log an enquiry to receive a response from relevant service area. Before logging an enquiry, please make sure that you have checked FAQ section.

You can access the Log enquiry  button at all points through the FAQs, including on the FAQ headings page.

If you click log enquiry from within an FAQ, the category will be automatically selected – If you don't, select a category. You can either scroll through or you can start typing to find a category.

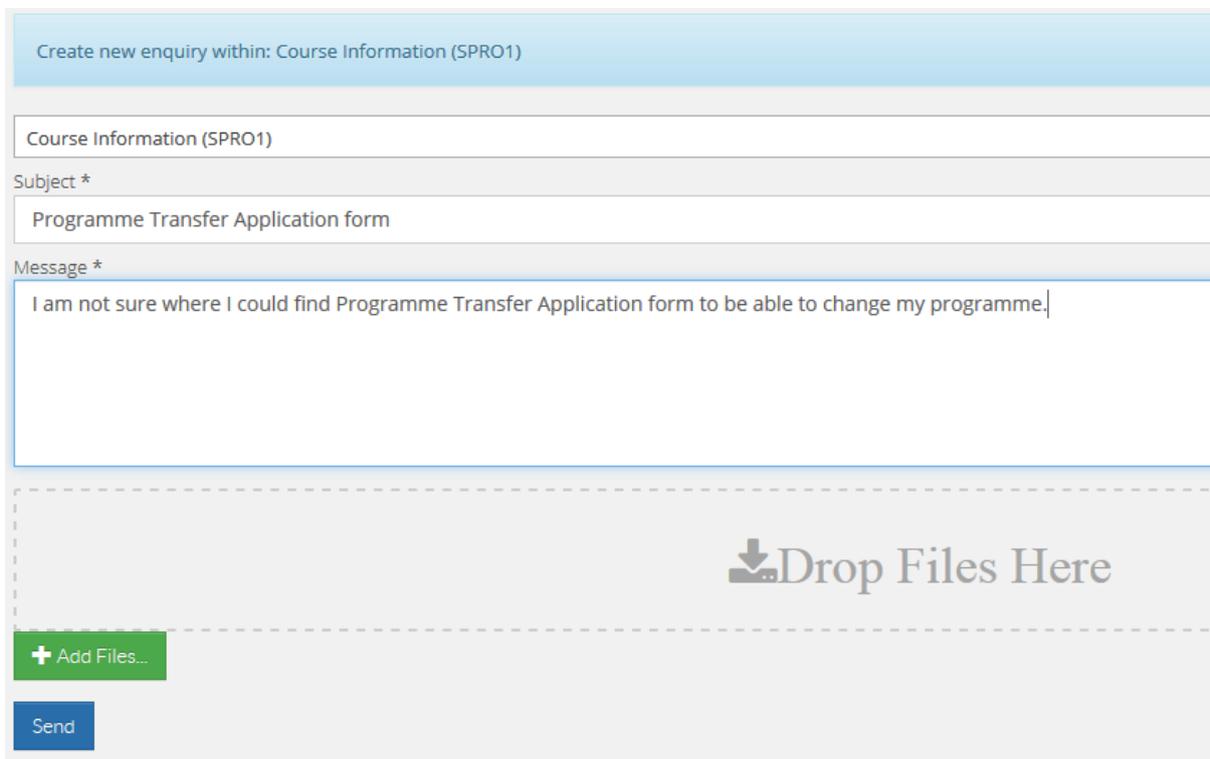


Categories ...

exa|

- Exam Support (DIS4)
- Exams (EXAM)
- Exam Results (EXAM1)
- Sitting Exams (EXAM2)

Add the subject and type a summary of the enquiry into the message box. You can add files by either drag and drop facility or by clicking  button. You can upload different file types i.e.: .doc, jpeg, pdf etc.



Create new enquiry within: Course Information (SPRO1)

Course Information (SPRO1)

Subject \*

Programme Transfer Application form

Message \*

I am not sure where I could find Programme Transfer Application form to be able to change my programme.

 Drop Files Here



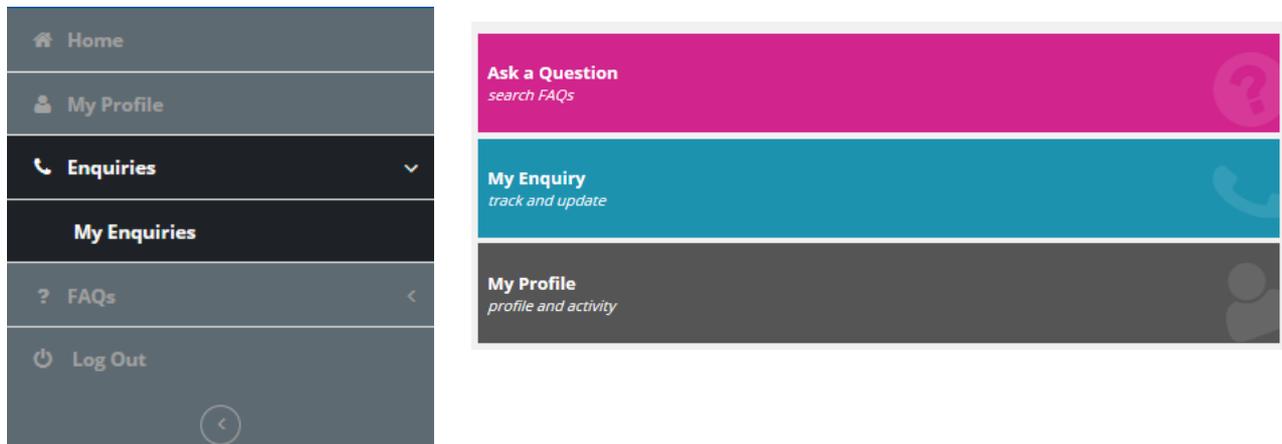


Once you completed the form, click  button.

You are then returned to the enquiry summary page where you can update or close your enquiry (if you no longer need a reply or have resolved your issue) and attach any further documents.

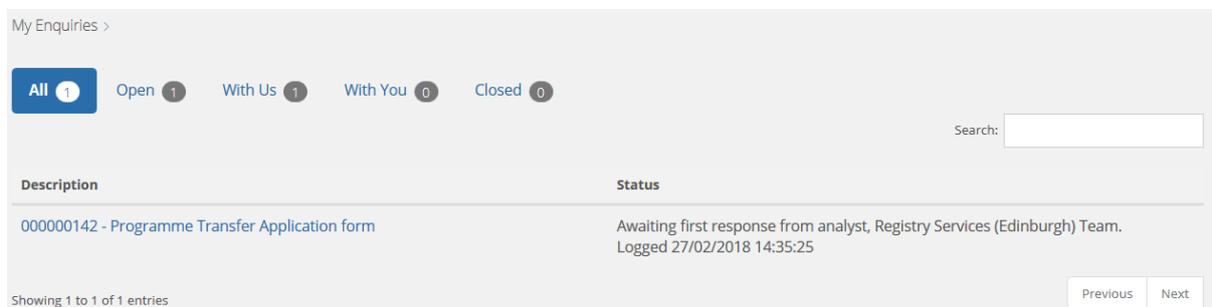
## Updating an Enquiry

You can update your enquiry by replying to the email you will receive, you can click My Enquiry on the coloured tiles, or you can click My Enquiries from the menu on the left hand side.

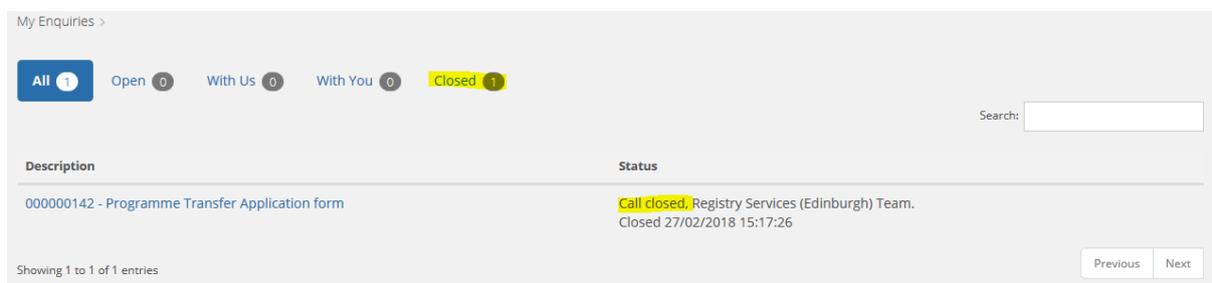


## Checking an Enquiry Status

You can check status of your enquiry clicking selecting My Enquiry, then you will see the list of all enquiries logged by yourself along with the status. Here you can see whether the enquiry is actioned by HWU staff or whether we require further action from you.



When an enquiry is closed you will see the status changed in your Enquiry details.



Clicking on the enquiry you can see communication summary between you and the helpdesk.

**Log an Enquiry and Assign Owner**  
 Tuesday 27/02/2018 14:35 Jimmy Choo

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I am not sure where I could find Programme Transfer Application form to be able to change my programme.

**Send information to Enquirer**  
 Tuesday 27/02/2018 15:10 Olga Szelemej

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Hi Jimmy,  
 Thank you for sending your query. Please find Programme Transfer Application Form [here](#).  
 I hope this answers your query.  
 Regards,

**Owner provides solution and closes Enquiry**  
 Tuesday 27/02/2018 15:17 Olga Szelemej

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Enquiry closed

## Re-open an Enquiry

If you don't think that the enquiry should be closed you can re-open it in My Enquiry section. Click on the enquiry that should be re-open, then scroll down and Update an enquiry clicking on the action field. Select 'Re-open an Enquiry, Problem still exist'. Then type a message explaining why the enquiry should be still open.

**Update this enquiry**

To update your enquiry simply enter your message below, select the action that best describes your update, and click 'Send'

Select an action

Your next action...

Enquirer adds feedback after close

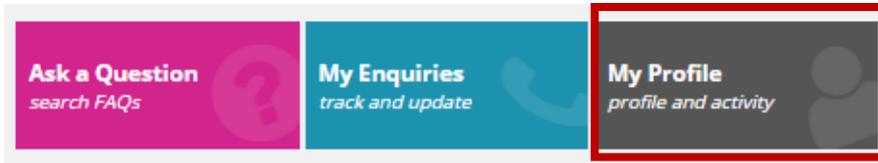
Additional Information after close of Enquiry

Re-open an Enquiry, Problem still exists

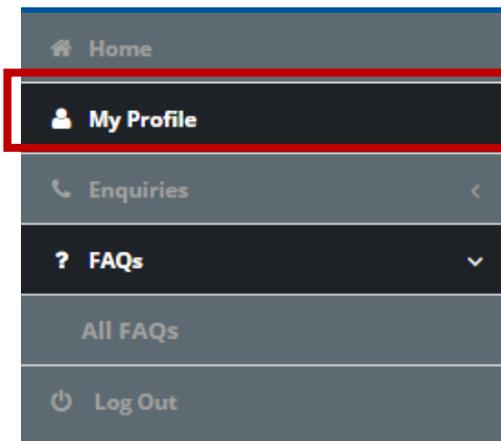
Bookmark or unbookmark call

## My profile

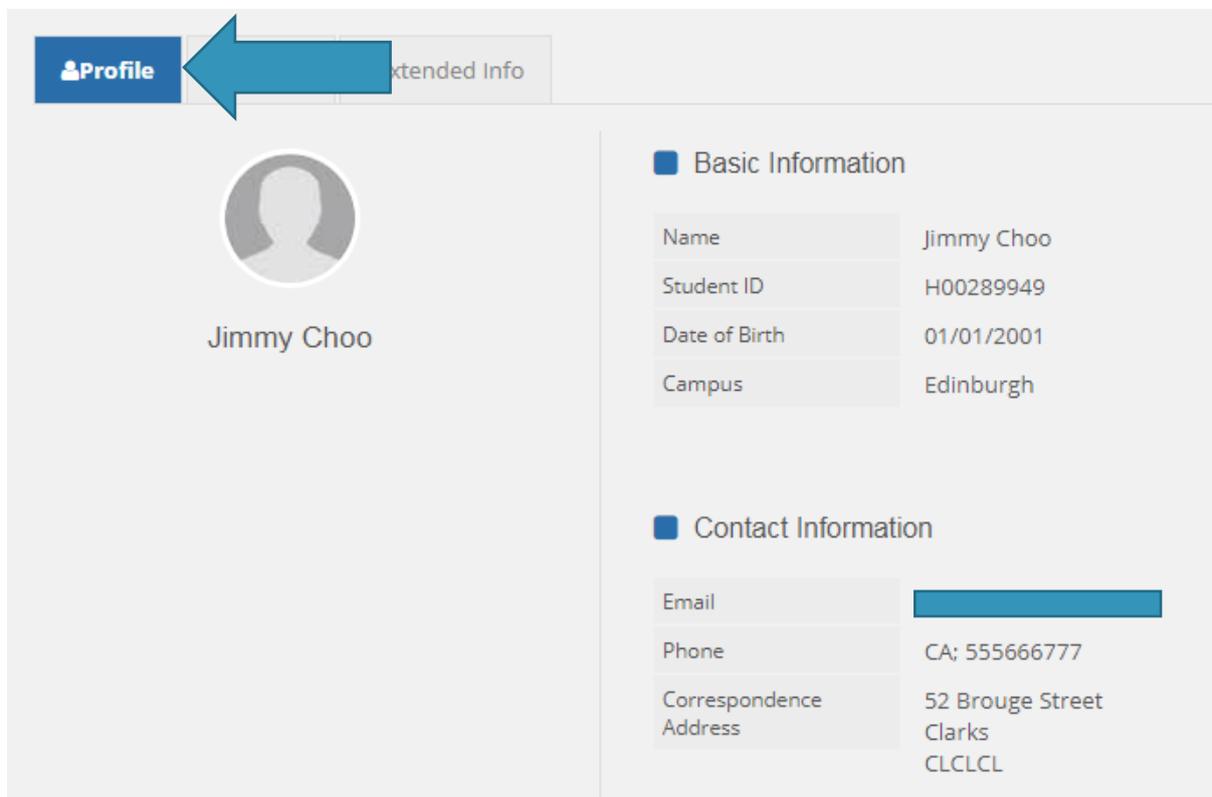
You can see your profile by clicking 'my Profile' on the top of the screen,



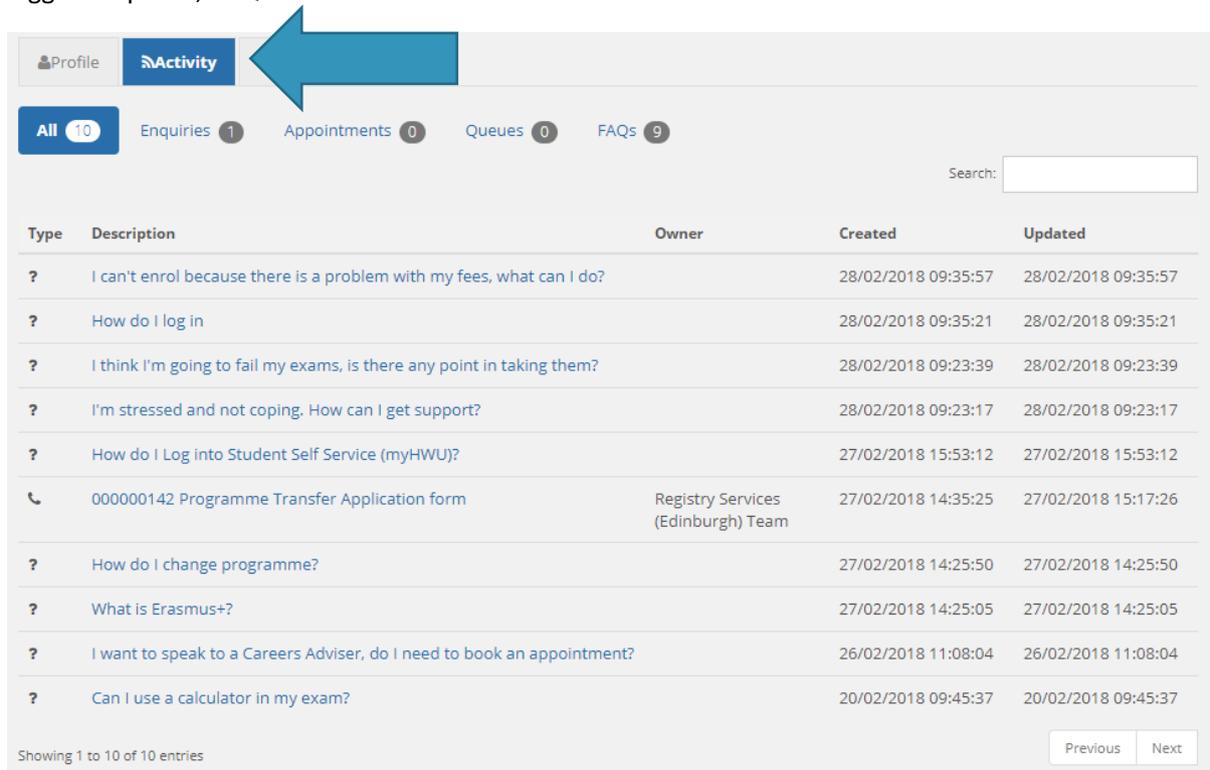
Or selecting 'My profile' from the left hand side menu.



Under 'Profile' tab, there is an information that we hold about you, i.e. name, date of birth, contact information.



Under 'Activity' tab, you can see a summary of your activity with Ask HWU. There is an information about logged enquiries, FAQ checked etc.



Profile **Activity**

All 10 Enquiries 1 Appointments 0 Queues 0 FAQs 9

Search:

Type	Description	Owner	Created	Updated
?	I can't enrol because there is a problem with my fees, what can I do?		28/02/2018 09:35:57	28/02/2018 09:35:57
?	How do I log in		28/02/2018 09:35:21	28/02/2018 09:35:21
?	I think I'm going to fail my exams, is there any point in taking them?		28/02/2018 09:23:39	28/02/2018 09:23:39
?	I'm stressed and not coping. How can I get support?		28/02/2018 09:23:17	28/02/2018 09:23:17
?	How do I Log into Student Self Service (myHWU)?		27/02/2018 15:53:12	27/02/2018 15:53:12
📞	000000142 Programme Transfer Application form	Registry Services (Edinburgh) Team	27/02/2018 14:35:25	27/02/2018 15:17:26
?	How do I change programme?		27/02/2018 14:25:50	27/02/2018 14:25:50
?	What is Erasmus+?		27/02/2018 14:25:05	27/02/2018 14:25:05
?	I want to speak to a Careers Adviser, do I need to book an appointment?		26/02/2018 11:08:04	26/02/2018 11:08:04
?	Can I use a calculator in my exam?		20/02/2018 09:45:37	20/02/2018 09:45:37

Showing 1 to 10 of 10 entries

Previous Next