

Congratulations on getting a place on the Study Abroad and Exchange Programme at Durham University! If you have not yet received your offer letter via e-mail, please do not worry this is just because we are waiting for approval from the Department(s) on your module selection.

All students must go through a registration process prior to arriving at Durham. You must do this to activate your Durham University account and give you access to online systems.

Your username and password will be sent to you 56 days prior to your arrival in Durham at the earliest

Before you begin this registration you should be aware that:

- You are required to change your password within two weeks of receiving your username and password.
- You cannot complete the process until you have been allocated a college either for accommodation or membership only.
- Whilst you have received approval for modules, you will meet with an academic advisor on arrival to confirm or make any changes to your modules. Please see section below regarding module registration.
- You must complete ALL sections of the enrolment process to be fully registered.

Important Information:

Blackboard Learn Ultra

Blackboard Learn Ultra is the online platform for Durham University students. Once you are a fully registered student the platform will contain the list of modules you have registered for as well as information and materials for your classes. Until you are fully-registered you will have limited access to the platform. The link to Banner Self-Service is: <https://ban-ssb.durham.ac.uk/ssomanager/saml/login?relayState=/c/auth/SSB>

This guide explains the individual steps you have to follow. If you have any questions please contact the Exchanges & Study Abroad Team for advice. Contact details can be found at the end of the guide.

Ideally you should complete the enrolment process before you arrive in Durham, with the exception of the module registration and verification of identity steps of registration. If you are unable to complete your enrolment before you arrive you can do so upon arrival in Durham. Please be aware that in this case there might be a slight delay in obtaining your Campus Card and internet access.

In addition to this guide further guidance and a link to FAQ's are provided throughout the Student Enrolment and Registration process.

STEP 1- Your Username and Password

You will receive two emails to the personal email address you provided in your application. Please inform us immediately if your personal email account changes.

The first email will give you your username and provide you with further instructions on the Student Enrolment and Registration. You will then receive a second email to give guidance on your password.

STEP 2- Change your Password

You have 2 weeks from the date of receiving your username to change your password. Please follow the links in the email you receive to change this. If you do not change your password within 2 weeks you will need to telephone the CIS service desk on 0191 3341515 to have your password reset. The CIS service desk will be able to help with any other issues relating to your access. You can also get in touch with them via [Computing and Information Services : IT Service Desk - Durham University](#) using the Online Live Chat.

STEP 3- Receive your College allocation

In August or September you will receive an email from the Study Abroad and Exchanges team confirming your college accommodation and/or membership. Once you have received this, you should be able to begin the enrolment process.

STEP 4- Begin Enrolment

To access the Student Enrolment and Registration please go to <https://ban-ssb.durham.ac.uk/ssomanager/saml/login?relayState=/c/auth/SSB> and log in with your username and password.

The Student Enrolment and Registration comprises several screens and to complete online enrolment, students are required to:

- check, update or confirm their personal details (including addresses)
- upload a digital photograph – this is now mandatory and without this you cannot complete your enrolment
- provide information on how you will pay your tuition fees (**does NOT apply to Overseas or Erasmus Exchange Students!**)
- agree to the University's rules and regulations

All data items on the enrolment screens showing a red asterisk (*) are COMPULSORY items and must be completed before the student will be allowed to progress from the page.

You are not required to complete the process in one single session but can leave and re-enter the system. Please do not forget to log-out if you want to leave the system. When re-entering the system the "Process Checklist Page" will list which sections have been completed/ not completed.

Module Registration

On arrival you will meet with the academic Exchange Coordinator to finalise your module choices and make any changes needed. **You do not need to complete this part of the registration prior to arrival.**

Obtaining your Campus Card and Verifying your Identity

Once you have uploaded a photograph, you need to get your identity verified before being able to collect the Campus Card. This process is mandatory for all new students arriving at Durham.

To verify your identity please contact your College to check on the procedure in place which will be either face to face or via Teams or Zoom. You will be required to show photographic identification to a member of staff at the College during the first few days after your arrival on campus or virtually if applicable. You must complete this part of the registration process before you can become a fully registered student and collect your Campus Card.

We accept the following photographic identification as proof of identity:

- Current passport
- Current UK Driving Licence
- Biometric Residence Permit