UNIVERSITY OF GREENWICH
Student Lifecyle Management

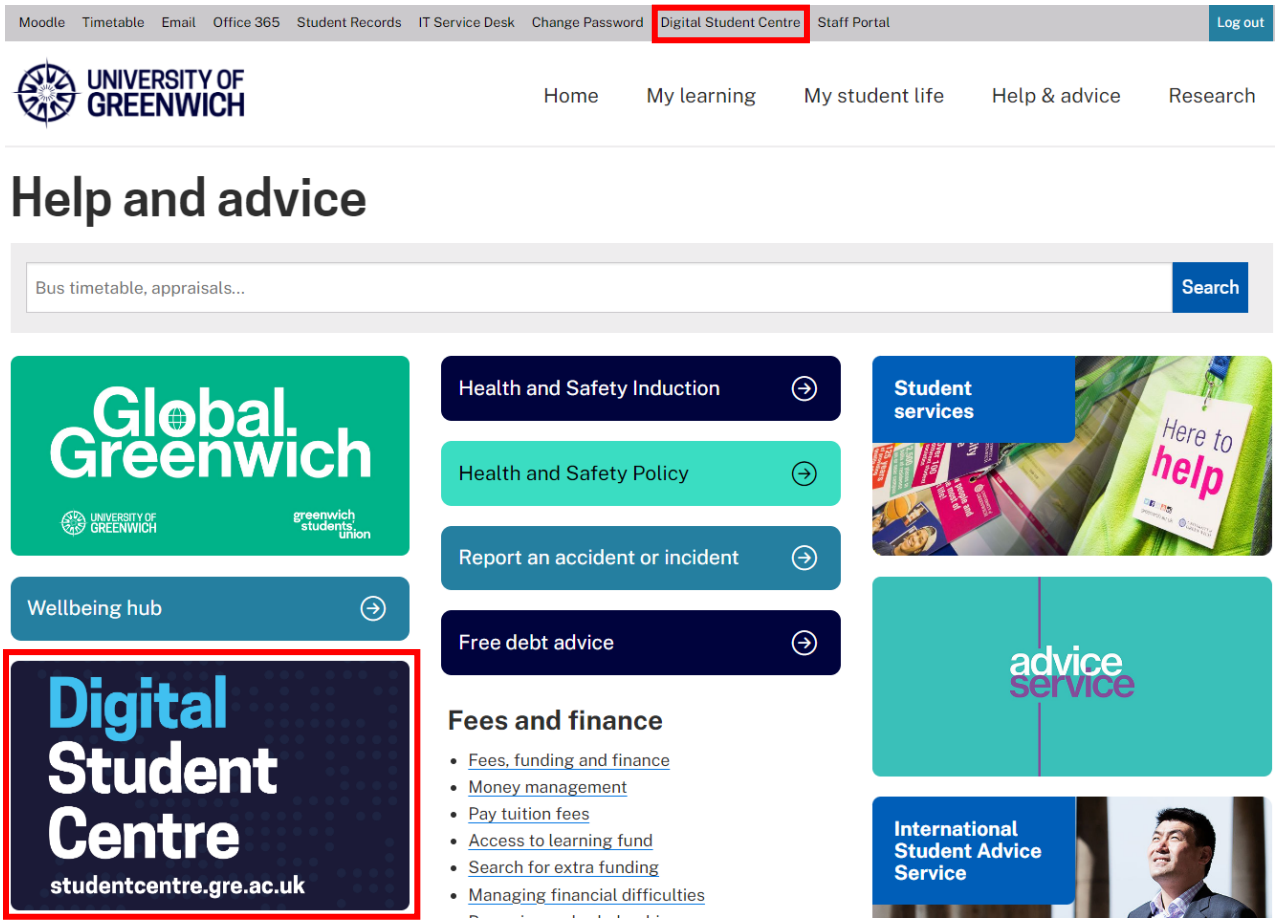
Digital Student Centre Guide

https://studentcentre.gre.ac.uk/

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Accessing the Digital Student Centre

On your Portal:



The Digital Student Centre link is in the top ribbon and under the Help and Advice tab.

On the back of your Student ID card holder:

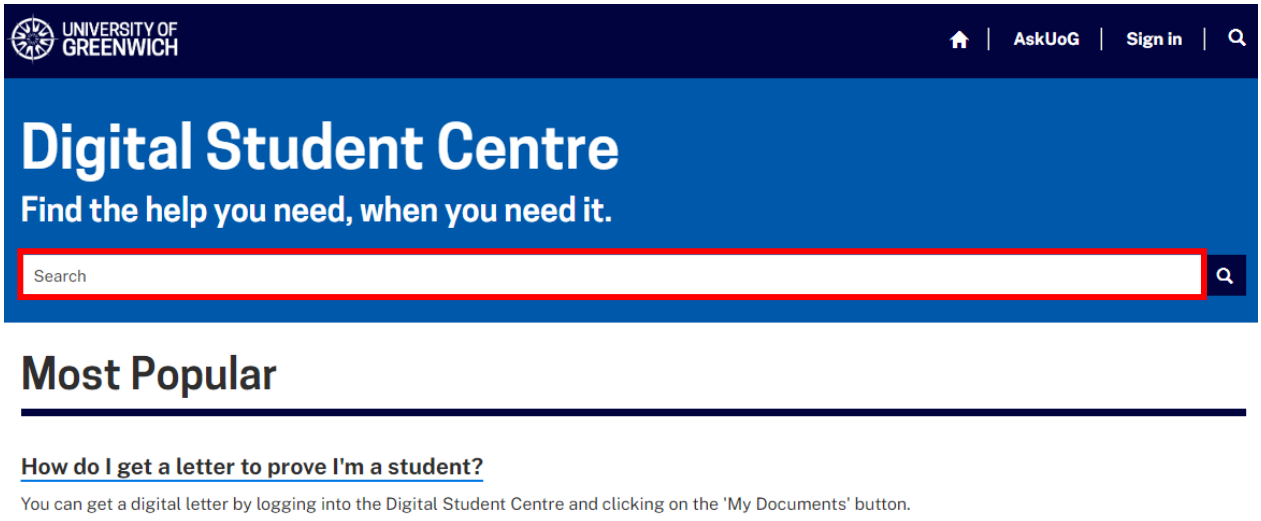


Scan the left QR code for the Digital Student Centre and the right QR code for the Wellbeing Support Hub.

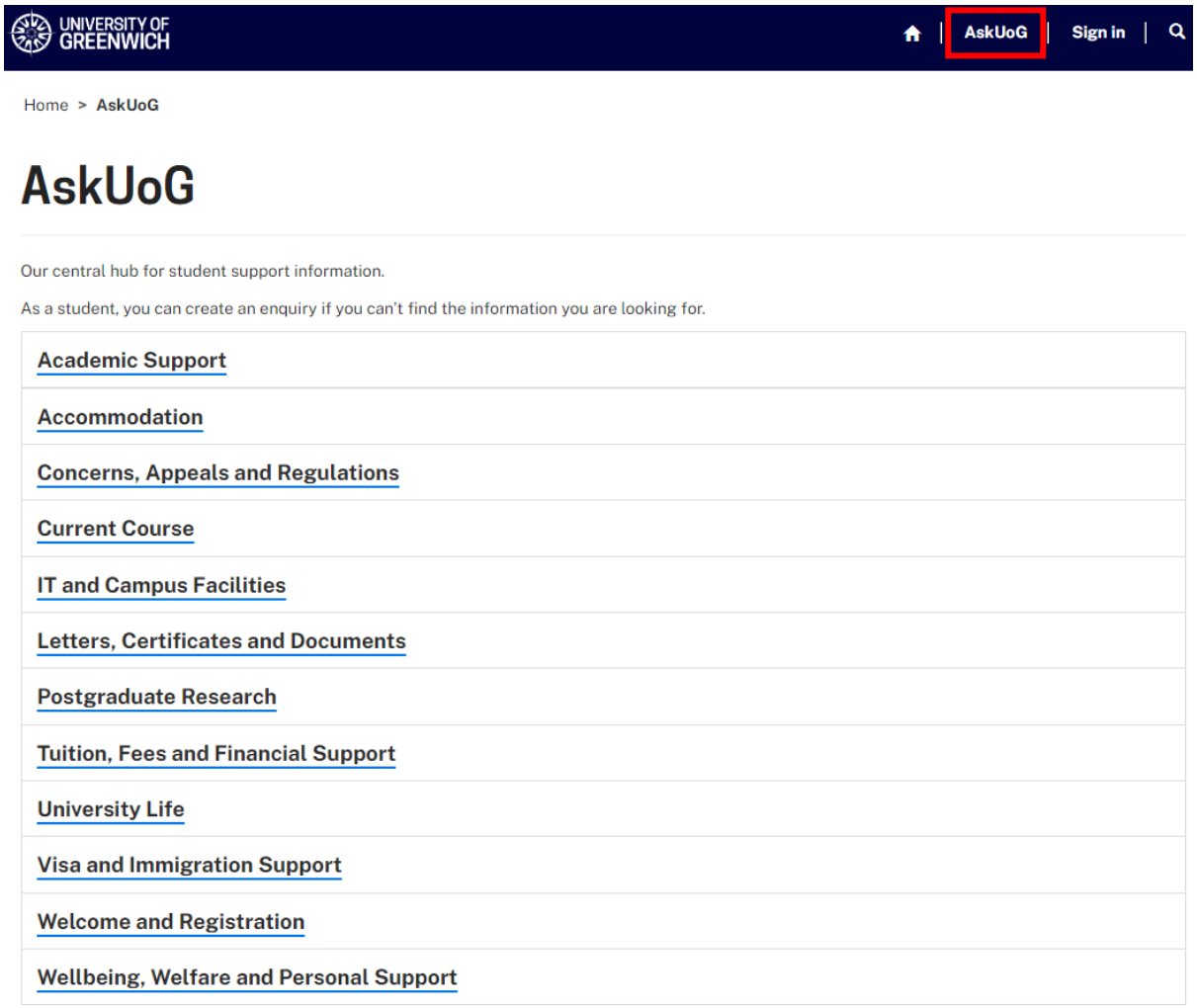
AskUoG

AskUoG is a central hub for student support information. You don't have to be logged in to view these articles.

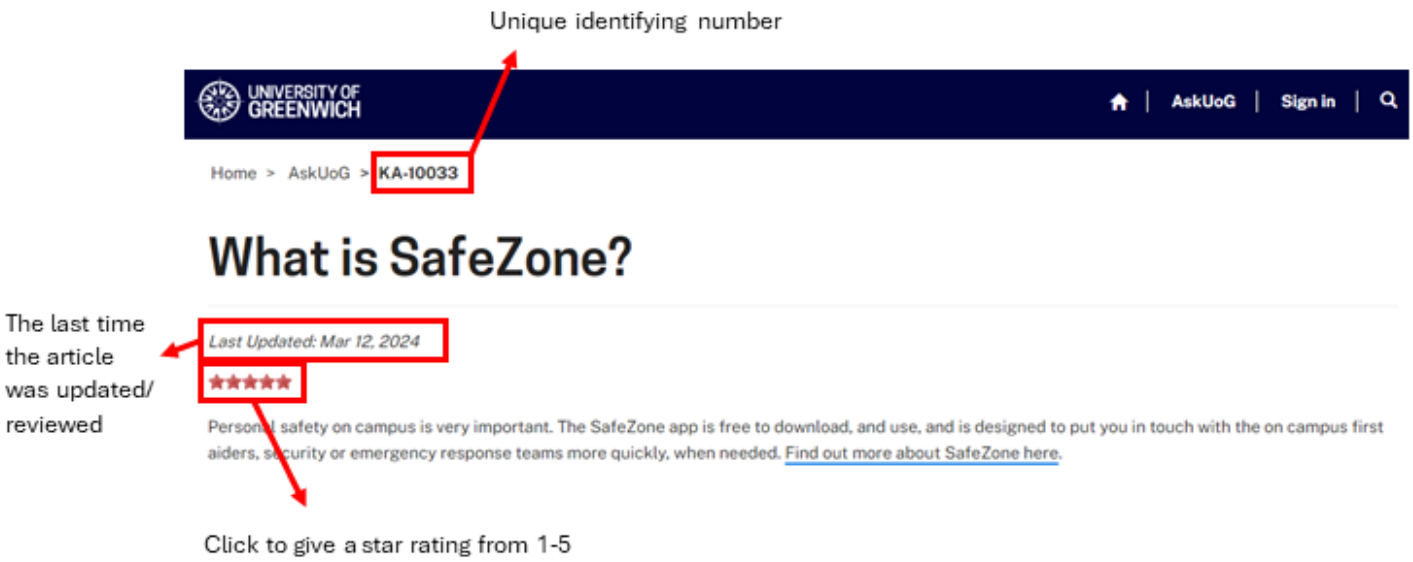
Use the search bar on the Home page to find answers to questions:



Or click **AskUoG** to find articles by category:



Each article page has a title, answer, and some helpful information.



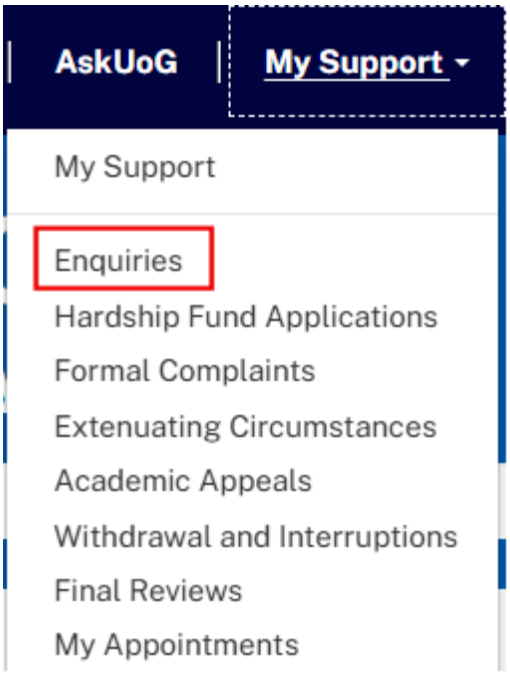
Enquiries

If you can't find the answer to your question on AskUoG, you can submit an enquiry. Your enquiry will be triaged by the Student Centre team, who will answer it or refer it to the relevant team or academic.

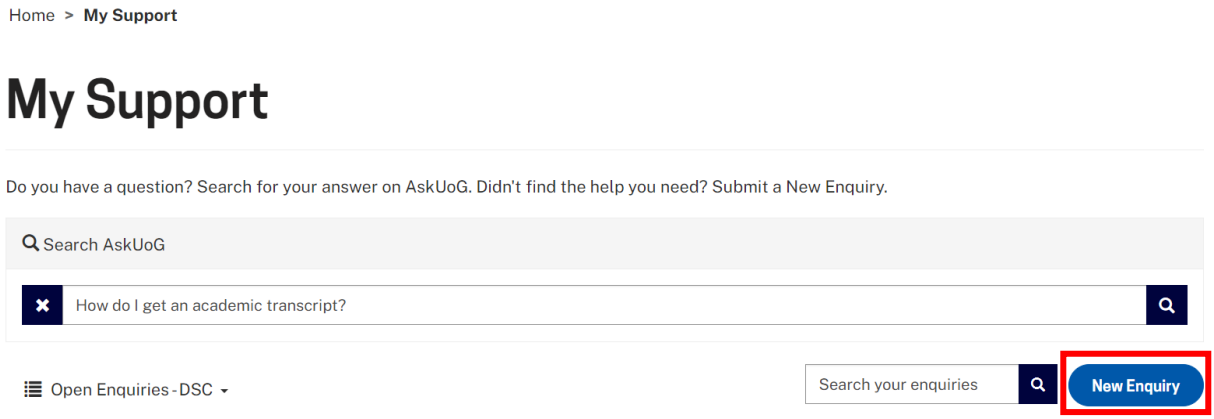
Submit an Enquiry

You must be logged in to submit an enquiry.

1. Click **My Support**
2. Select **Enquiries**



3. Click **New Enquiry** from overview page



Open a New Enquiry opens in a new page.

Open a New Enquiry

Please give us as much detail as you can and select the topic that best matches your enquiry, to help us help you.

You should not include sensitive information in the description of your enquiry. If our team requires more information, they will get in touch with you directly.

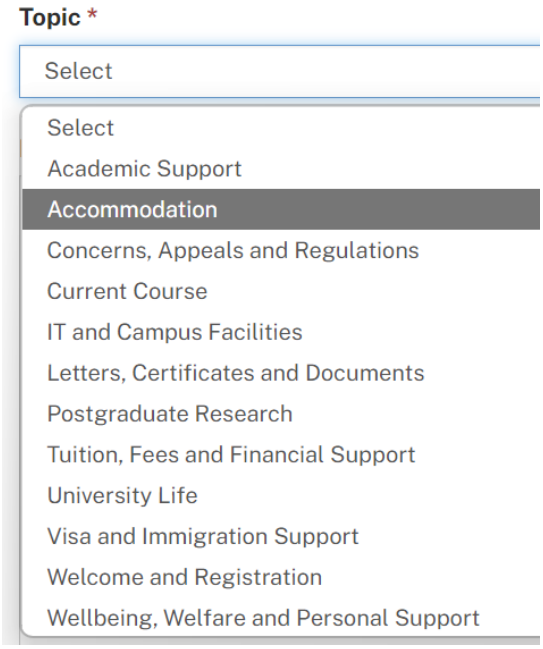
Subject *

Topic *

Select

Description *

4. Add the title of your enquiry in the **Subject** field
5. Select the relevant **Topic** from the drop-down menu

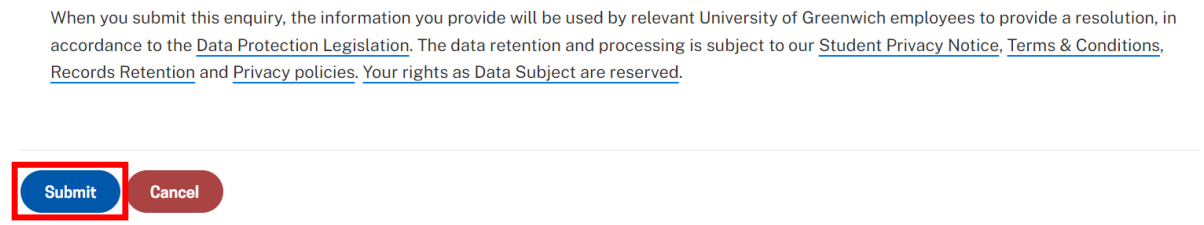


6. Add the details of your enquiry in the **Description** box
7. If your enquiry relates to your course/module, select the most relevant from the magnifying glass menu

If this Enquiry is about a Course, click the magnifying glass to choose the relevant option. Otherwise, leave blank.

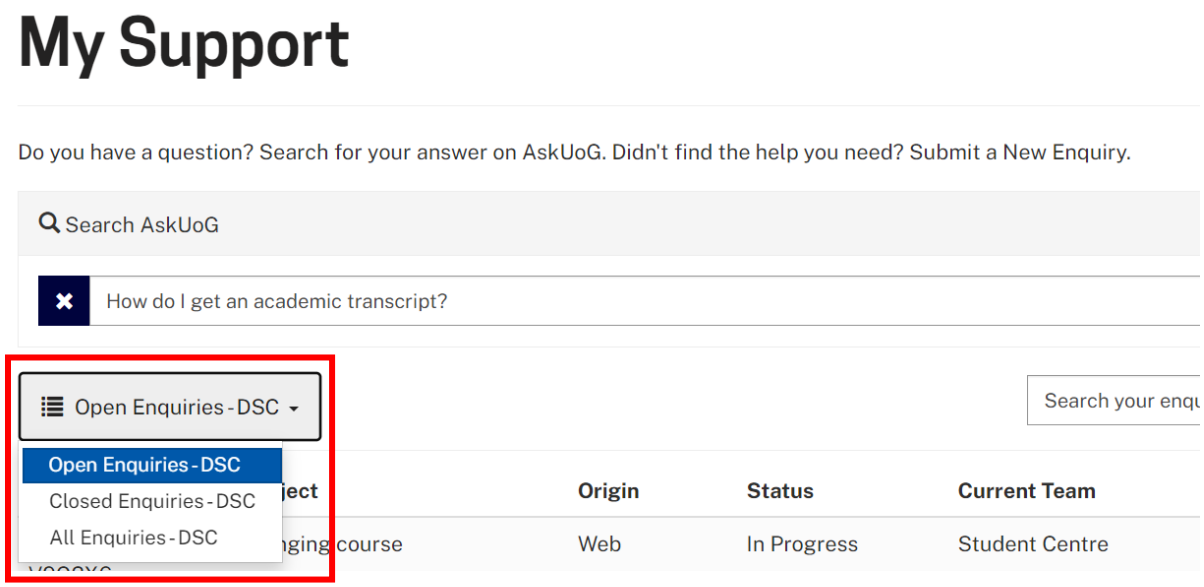
If this Enquiry is about a Module, click the magnifying glass to choose the relevant option. Otherwise, leave blank.

8. Click **Submit**



Review Enquiries

You can find all your enquiries in My Support. Any resolved, closed, or cancelled enquiries can be found under **All Enquiries - DSC** in the drop-down menu.

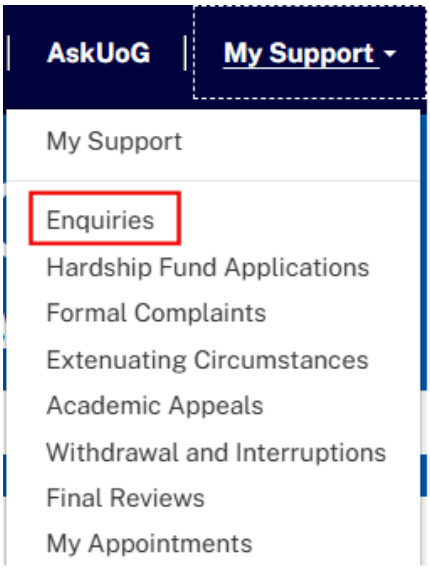


Add a Portal Comment

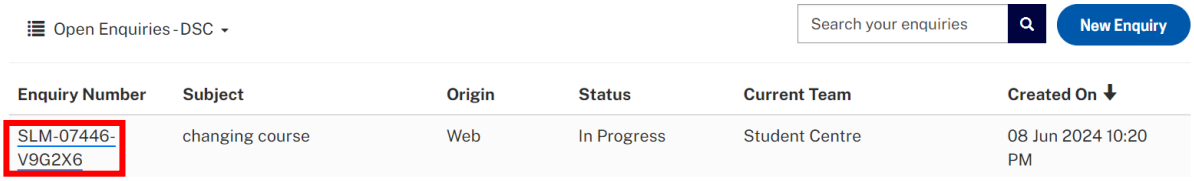
Portal Comments are ways to add missing information to your enquiry, so you don't need to submit a new one.

Portal Comments will **not** get a direct reply, but they will be reviewed by staff. Please note that adding a comment will not mean your enquiry is resolved any faster.

1. Click **My Support**
2. Select **Enquiries**



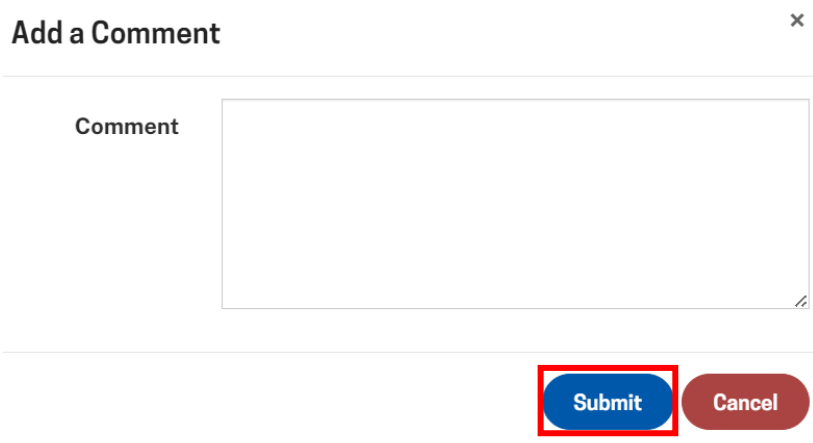
3. Click the **Enquiry Number** to open it



4. Scroll to the bottom of the page
5. Click **Add Comment**



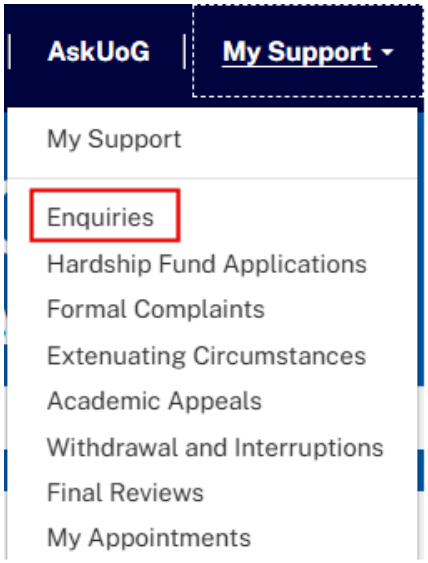
6. Add your comment in the pop-up window
7. Click **Submit**



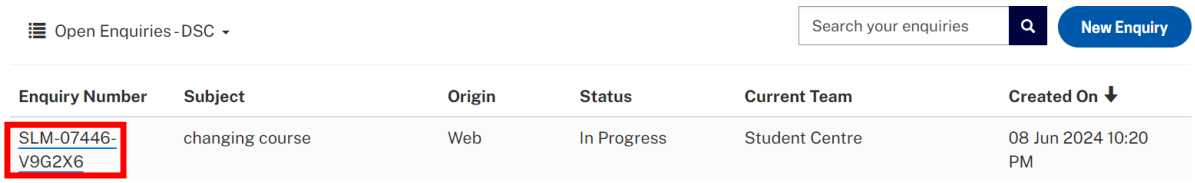
Cancel an Enquiry

If you've found the answer to your enquiry and no longer need an answer from staff, you can cancel your open enquiry.

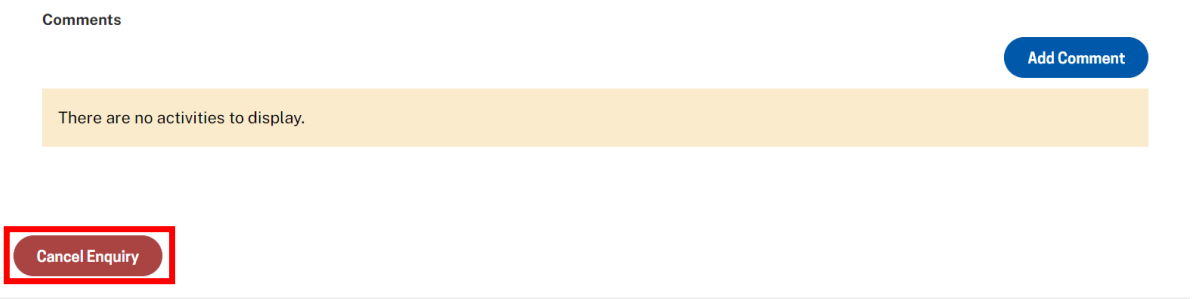
1. Click **My Support**
2. Select **Enquiries**



3. Click the **Enquiry Number** to open it



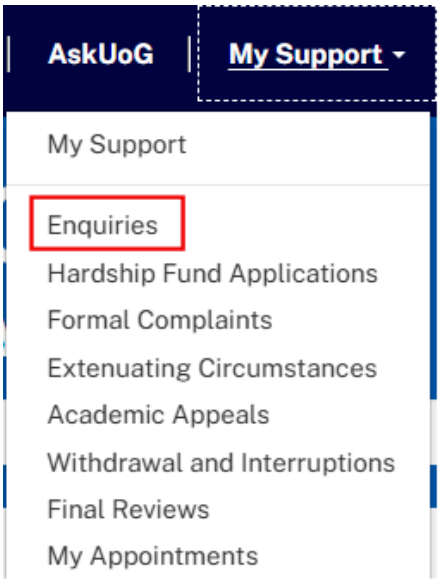
4. Scroll to the bottom of the page
5. Click **Cancel Enquiry**



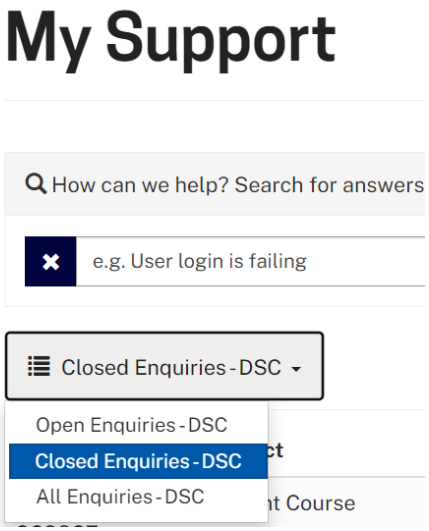
Reopen an Enquiry

If you've cancelled an enquiry by mistake or feel your enquiry has not been resolved, you can reopen it for staff to review again.

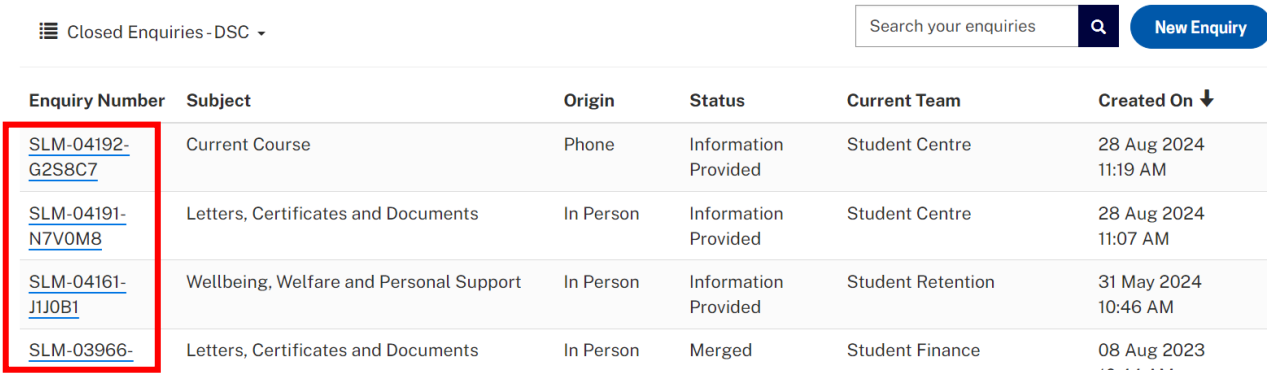
1. Click **My Support**
2. Select **Enquiries**



3. Select **Closed Enquiries – DSC** from the drop-down menu



4. Click the **Enquiry Number** of the enquiry you want to reopen

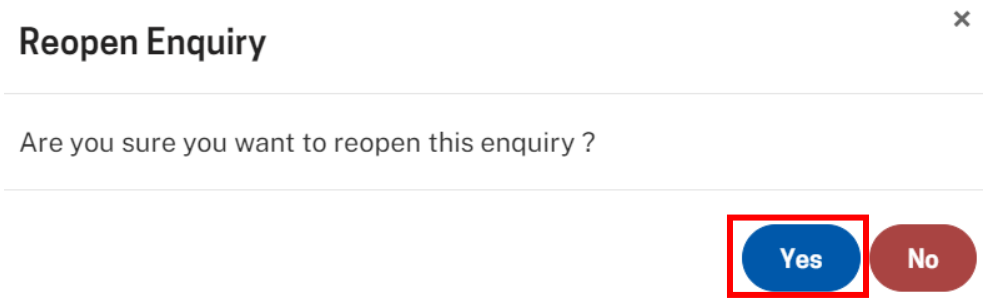


5. Scroll to the bottom of the page
6. Click **Reopen Enquiry**

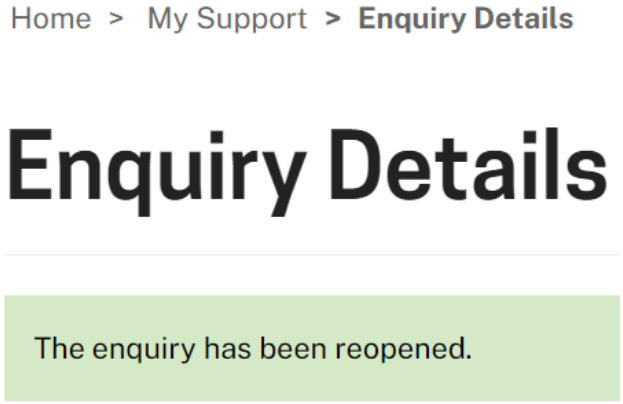




7. In the pop-up window, click **Reopen**



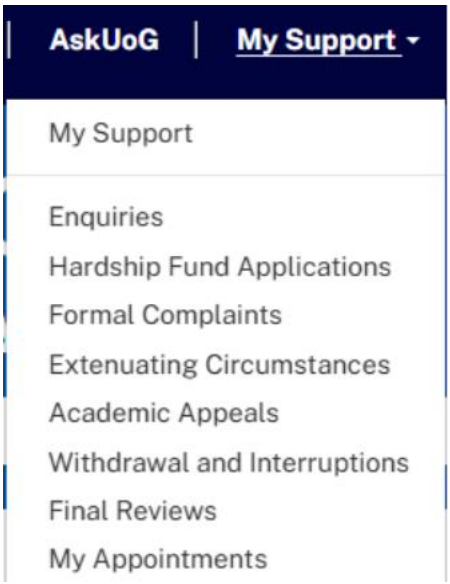
Your enquiry will be reopened and reviewed.



Note: This does not guarantee that you will get a different answer.

My Support

When you're logged in, you can click the My Support button and access a drop-down menu.



My Appointments

Track and manage appointments with student services.

Book an appointment

If you have an open case with one of our student services, you may be invited to book an appointment to speak to a member of the team. You will receive an email with a link to book:

Subject: Book an appointment for your Student Wellbeing Service Counselling Case SLM:0010312751

Hi

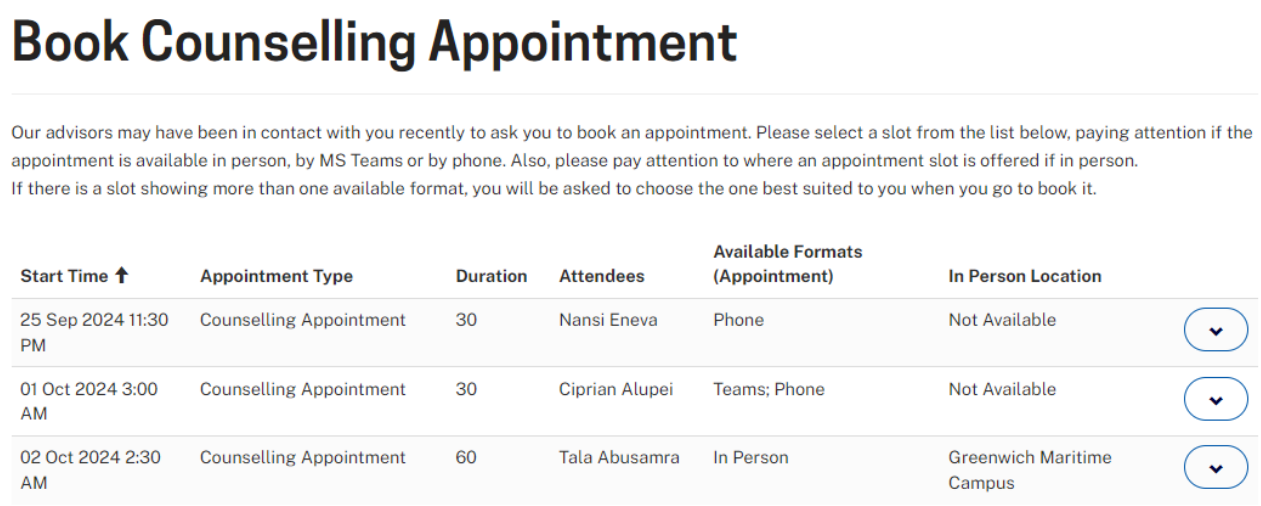
An appointment is being offered to you with the Student Wellbeing Service Counselling Team. Please use our appointment system to arrange a session at a time and date that is convenient for you. To ensure our counsellors have enough time to prepare for your meeting, please ensure you book an appointment at least 24 hours in advance.

Please book an appointment on the Digital Student Centre.
If you have any trouble booking this appointment, please reply to this email and we will be happy to help.

Kind regards,

Student Wellbeing Service Counselling
University of Greenwich

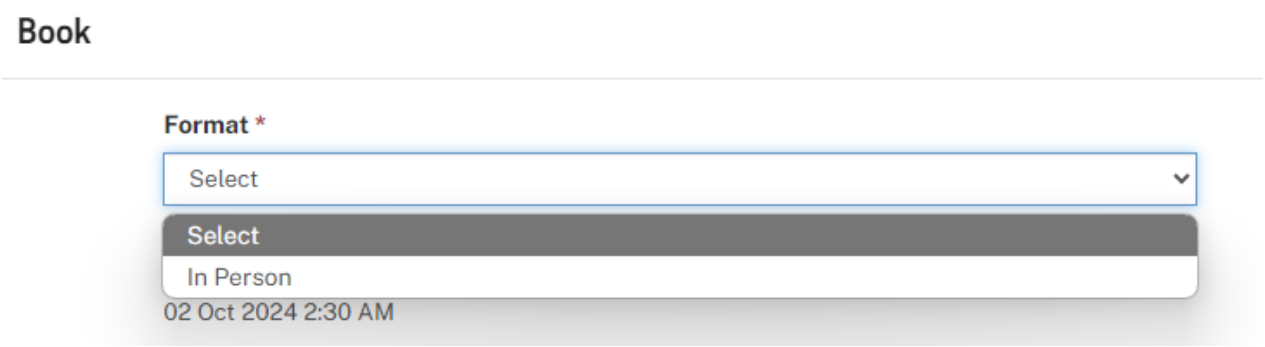
1. Click the link in the email
2. Find the appointment that suits your availability (time, date, and format)



3. Click the arrow on the right of the chosen appointment
4. Select **Book**



5. In the pop-up window, select the format



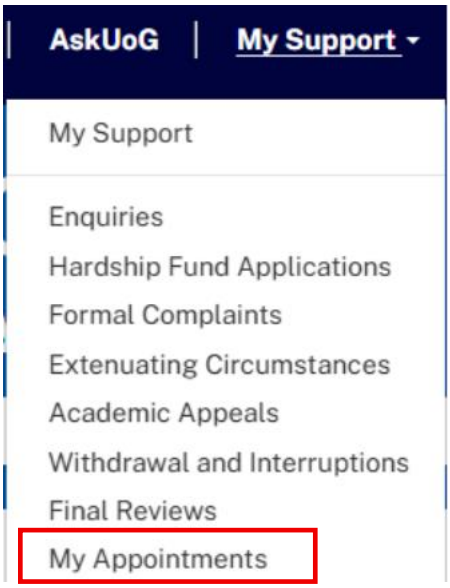
6. (Optional) Add any notes for the member of staff to see. E.g. if you'll be a few minutes late
7. Click **Book**

You will receive an email confirming the date, time, and format of your appointment.

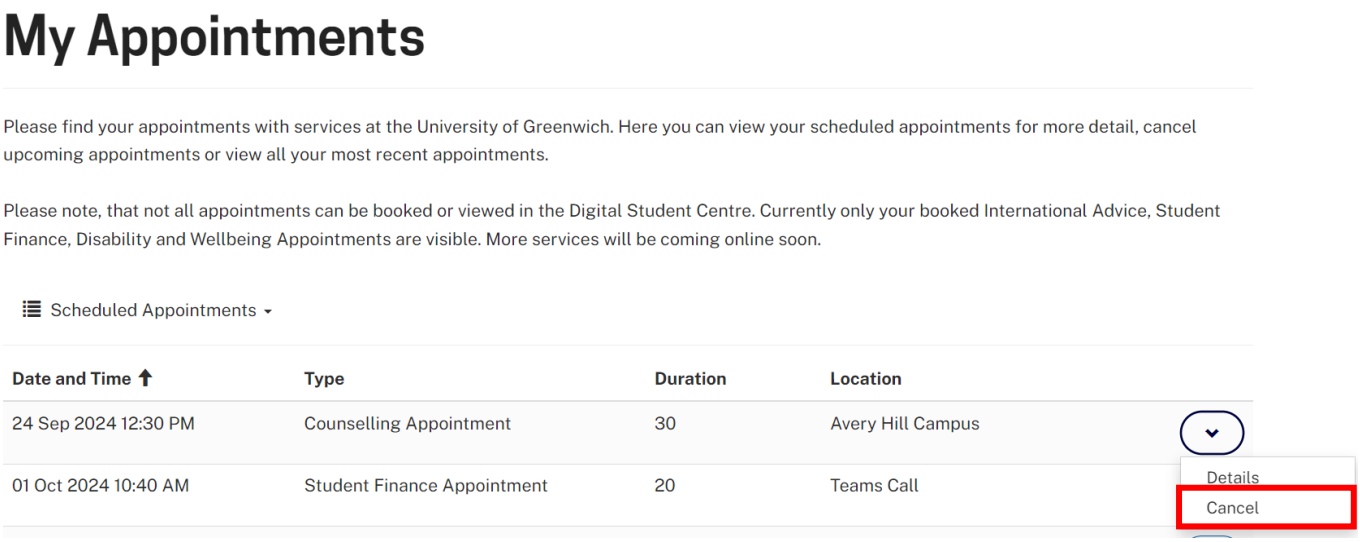
Cancel an appointment

If you can't make a scheduled appointment and you have access to the DSC, you can cancel it.

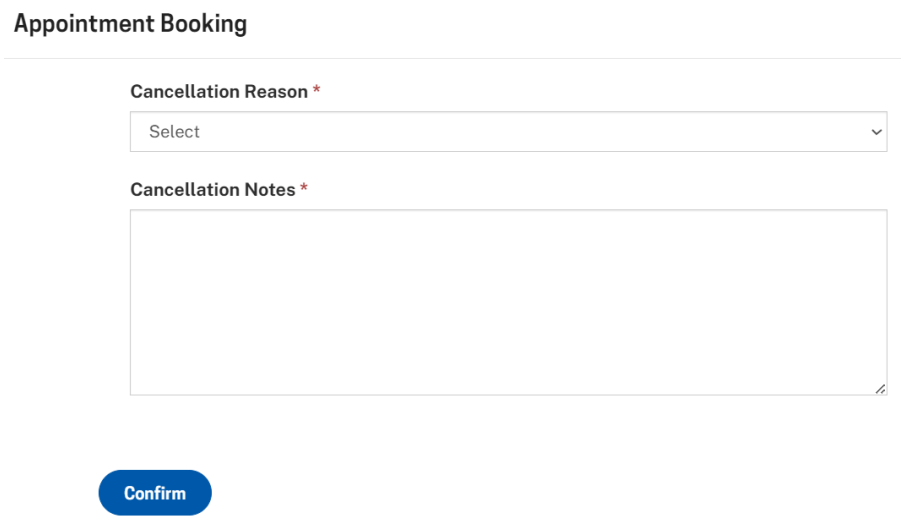
1. Click **My Support** in the top toolbar
2. Select **My Appointments**



3. Click the arrow to the right of the appointment you want to cancel
4. Select **Cancel**



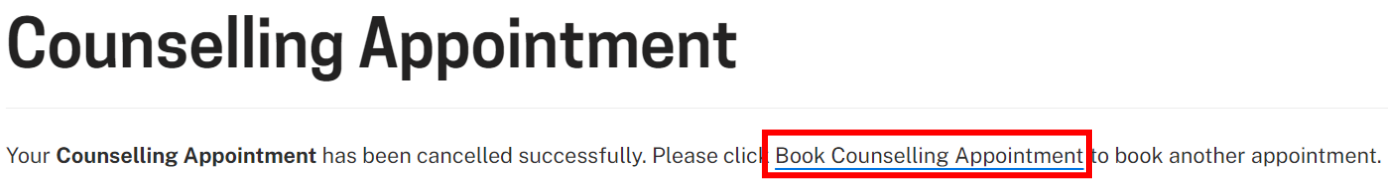
5. In the pop-up window, select a **Cancellation Reason** from the drop-down menu
6. Enter **Cancellation Notes**



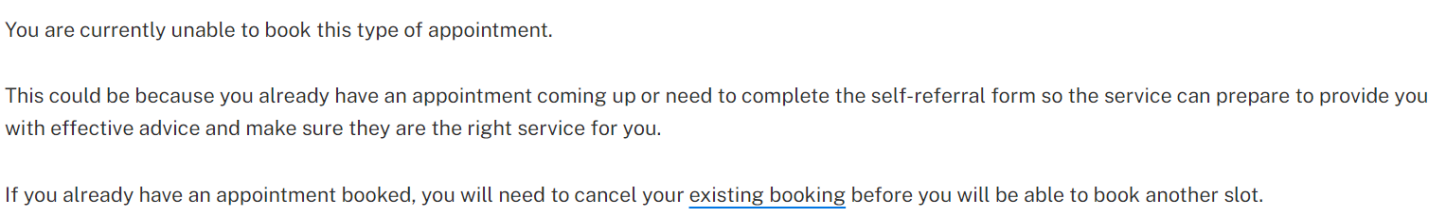
7. Click **Confirm**

You will receive confirmation that your appointment has been cancelled by email. You may be able to rebook your appointment immediately.

8. Click the underlined text to return to the appointment booking page and follow step 2 of Book an Appointment onward



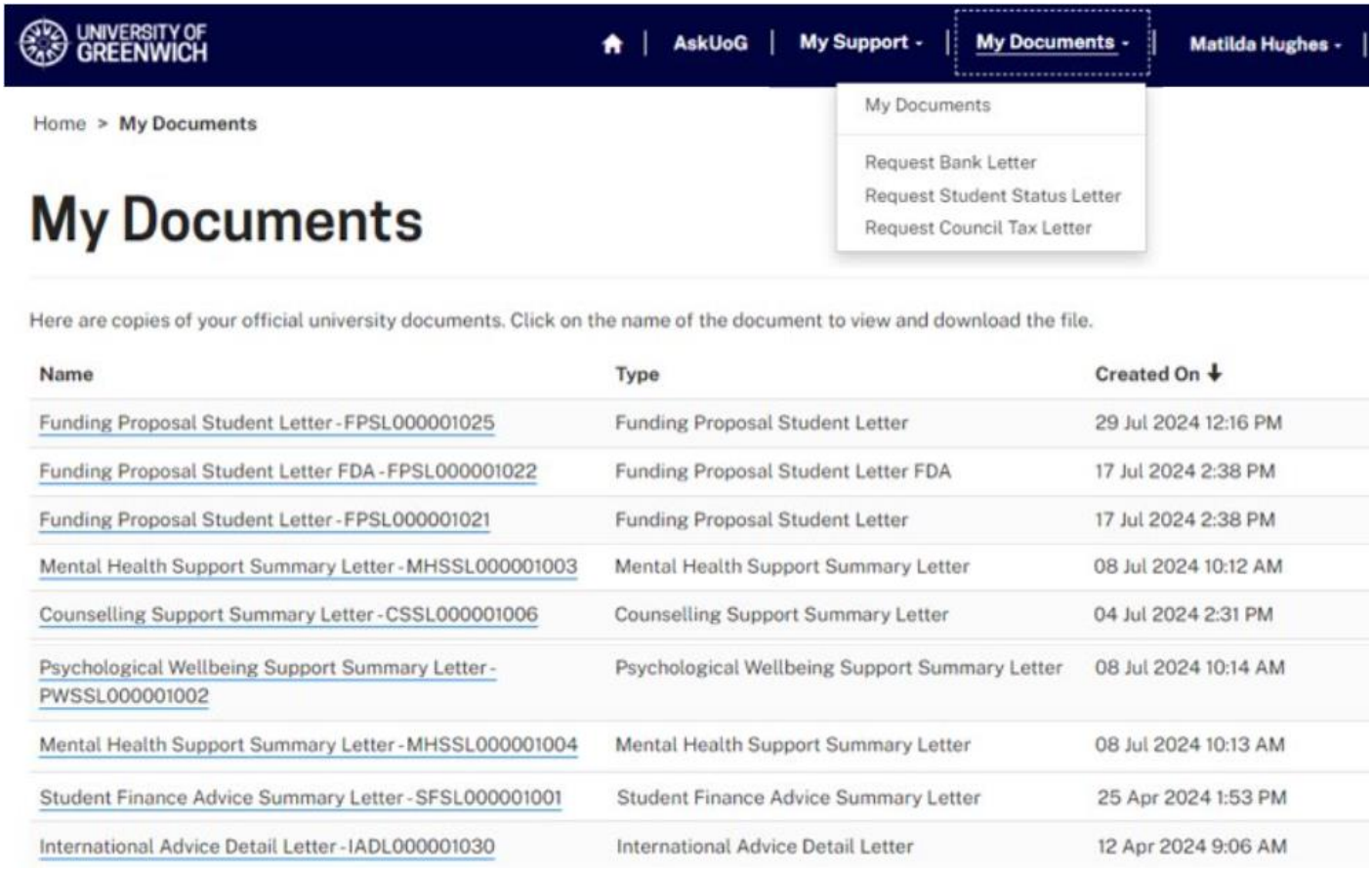
If you can't rebook your appointment, you'll see a page with the following text:



Contact your case lead/a member of the team to request a new appointment or meeting.

My Documents

Your student letters and letters some of our student services have sent you can be found under **My Documents**.



Types of letter

Bank letters are used to open a new bank account or prove your student status for an existing account. You must enter the name of the bank when requesting the letter.

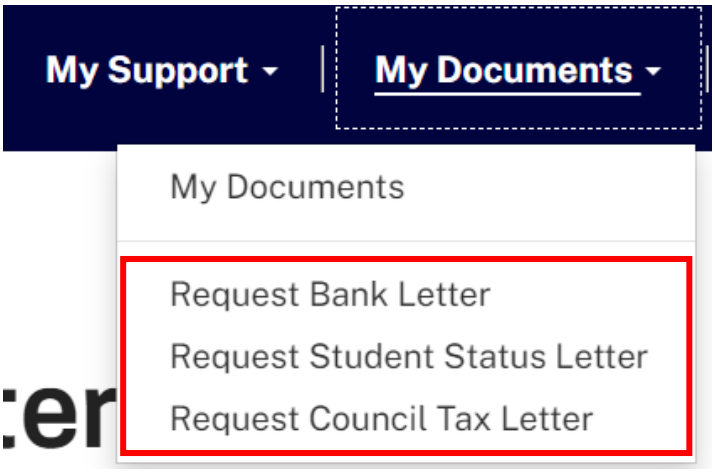
Student status letters are used to prove your student status generally. They can be used to prove your term-time address (e.g. to register with a General Practitioner), that you are in education, when your course starts and ends, etc.

Council tax letters are used to prove your exemption from paying council tax, dependant on eligibility criteria.

All letters are subject to eligibility criteria. Further information can be found on the Student Letters webpage.

Request letters

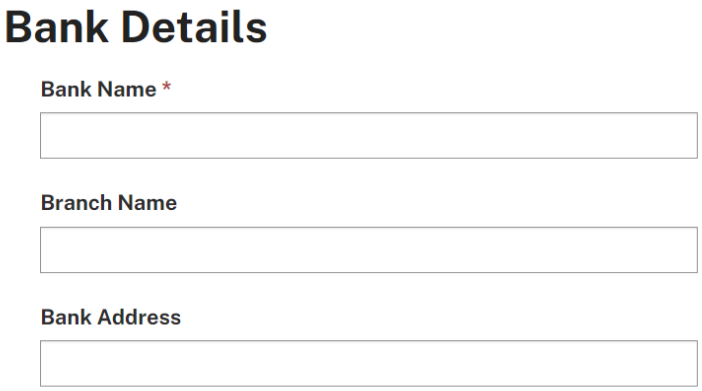
1. Click **My Documents** in the top toolbar
2. Select the type of letter you want to request in the drop-down menu



3. Check your details are correct

Note: If your address is incorrect, you need to update it in your Student Records. Wait 2 hours for the information to sync and request a new letter.

4. (Bank Letters only) Enter the **Bank Name** and **Branch Name/Bank Address** if needed



5. Click **Submit** at the bottom of the page

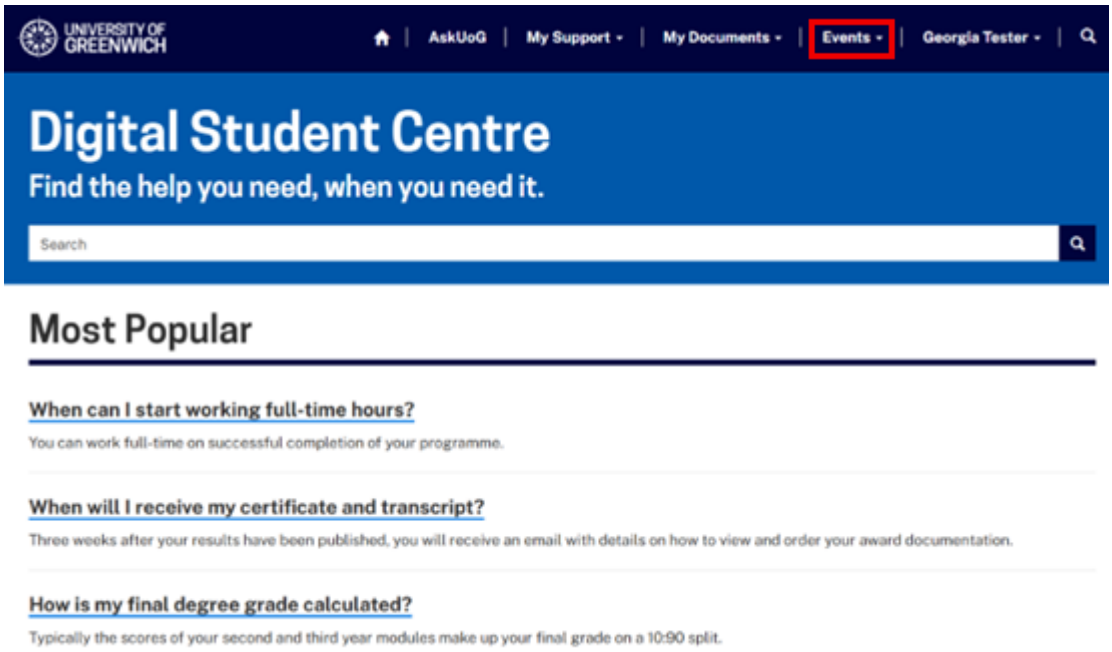
Your letter will be processed in the next 10 minutes and sent to your university email address. It can also be found under **My Documents.**

Events

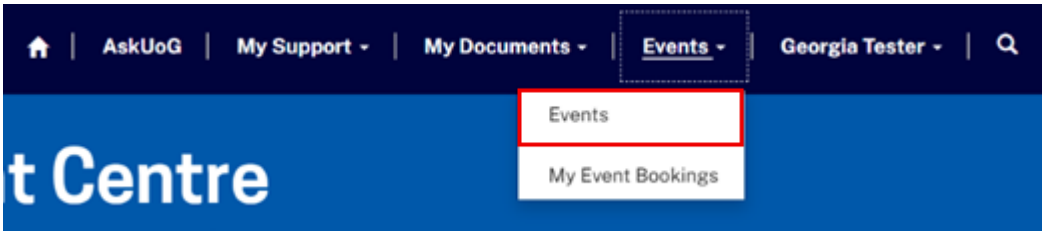
You can find select Student and Academic Services (SAS) events on the Digital Student Centre.

Find and browse Events

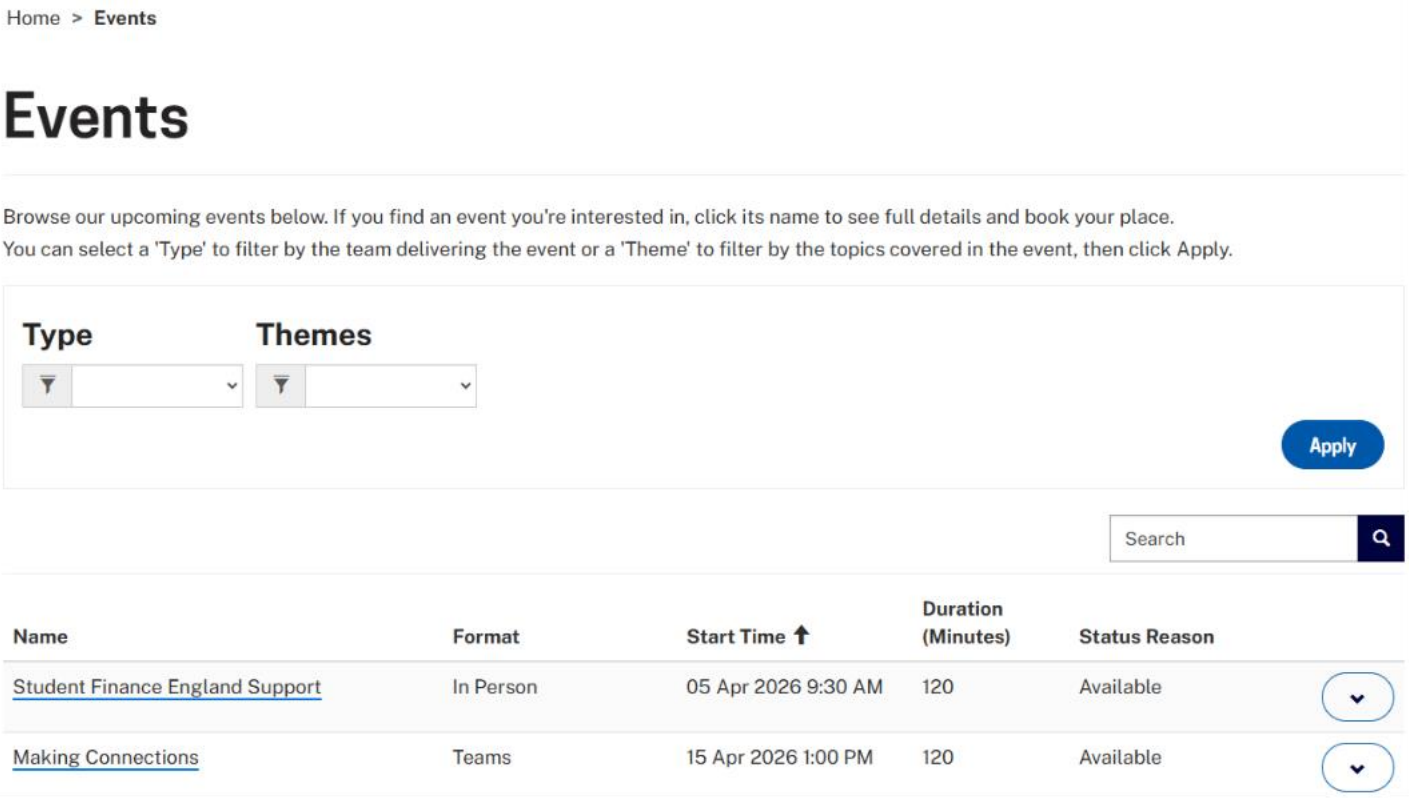
1. Log in to the Digital Student Centre with your Portal details
2. Click **Events** in the top navigation bar



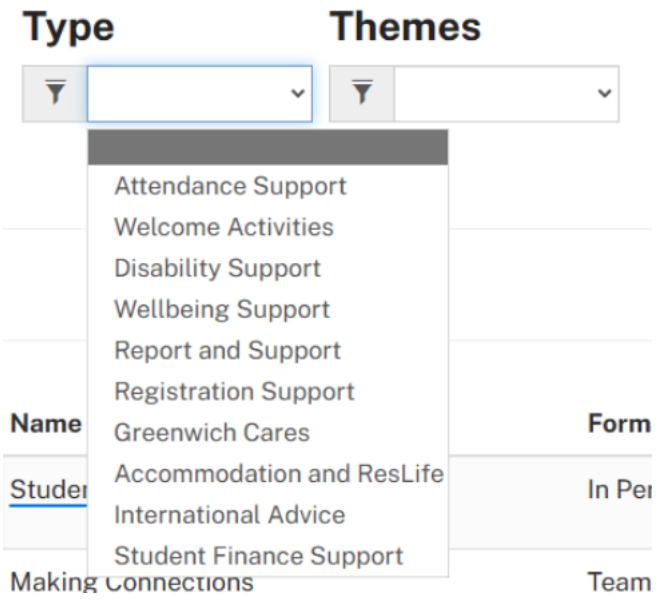
3. Select **Events** from the drop-down menu



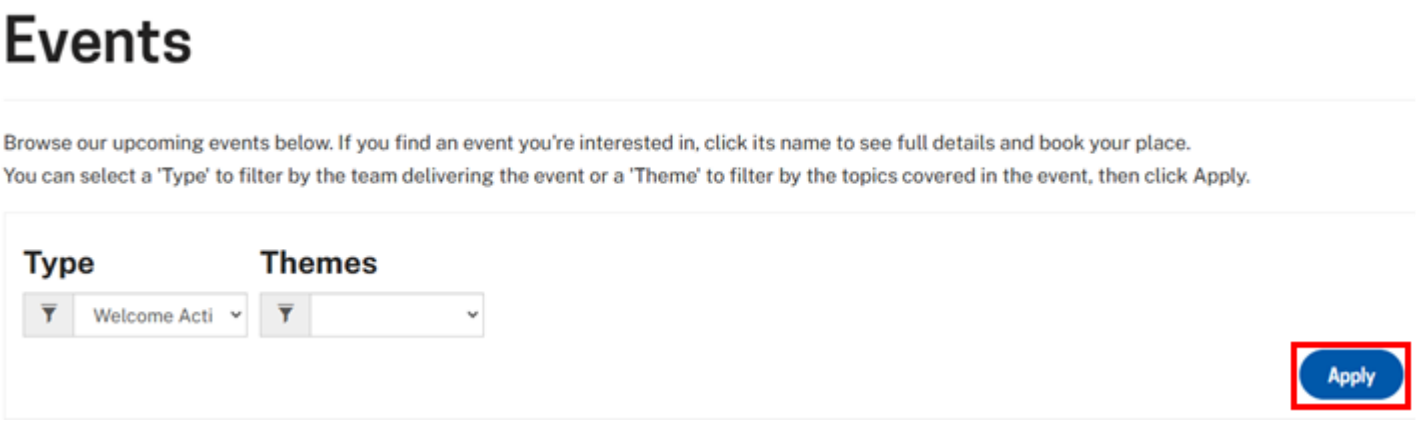
4. On the Events landing page, find available events in the list



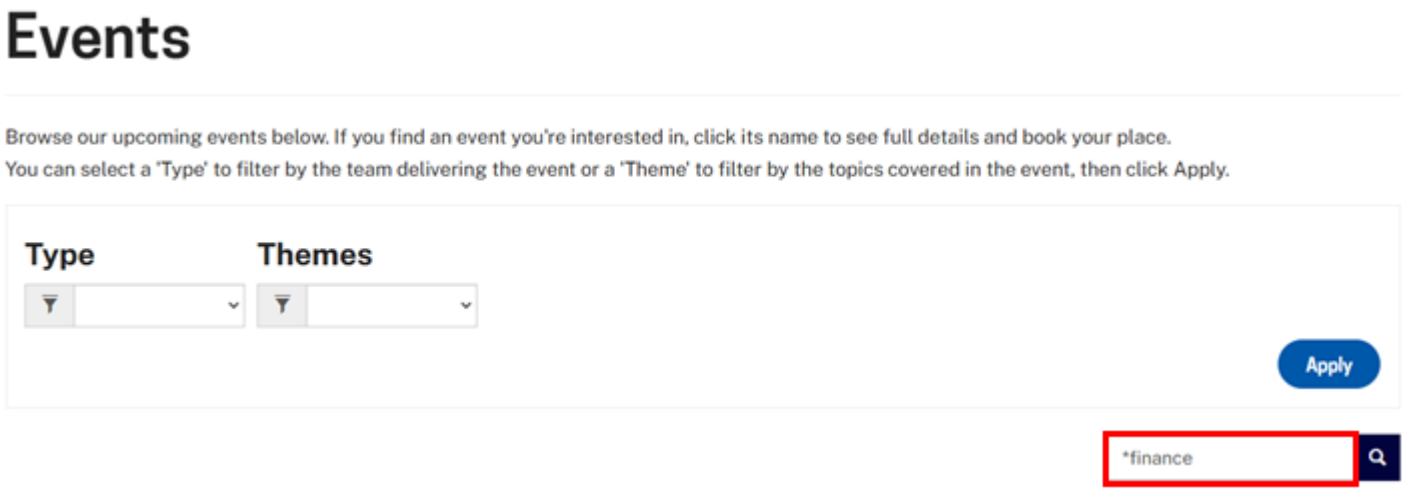
a. Search by **Type** (the team running the event) or **Theme** (the event topic)
   i. Select a **Type** or **Theme** from the drop-down list



   ii. Click **Apply**



b. Search by event name
    i. Use the **search bar** to find events with a specific name (**add an asterisk (*) before your search text to find event names containing your text anywhere**)

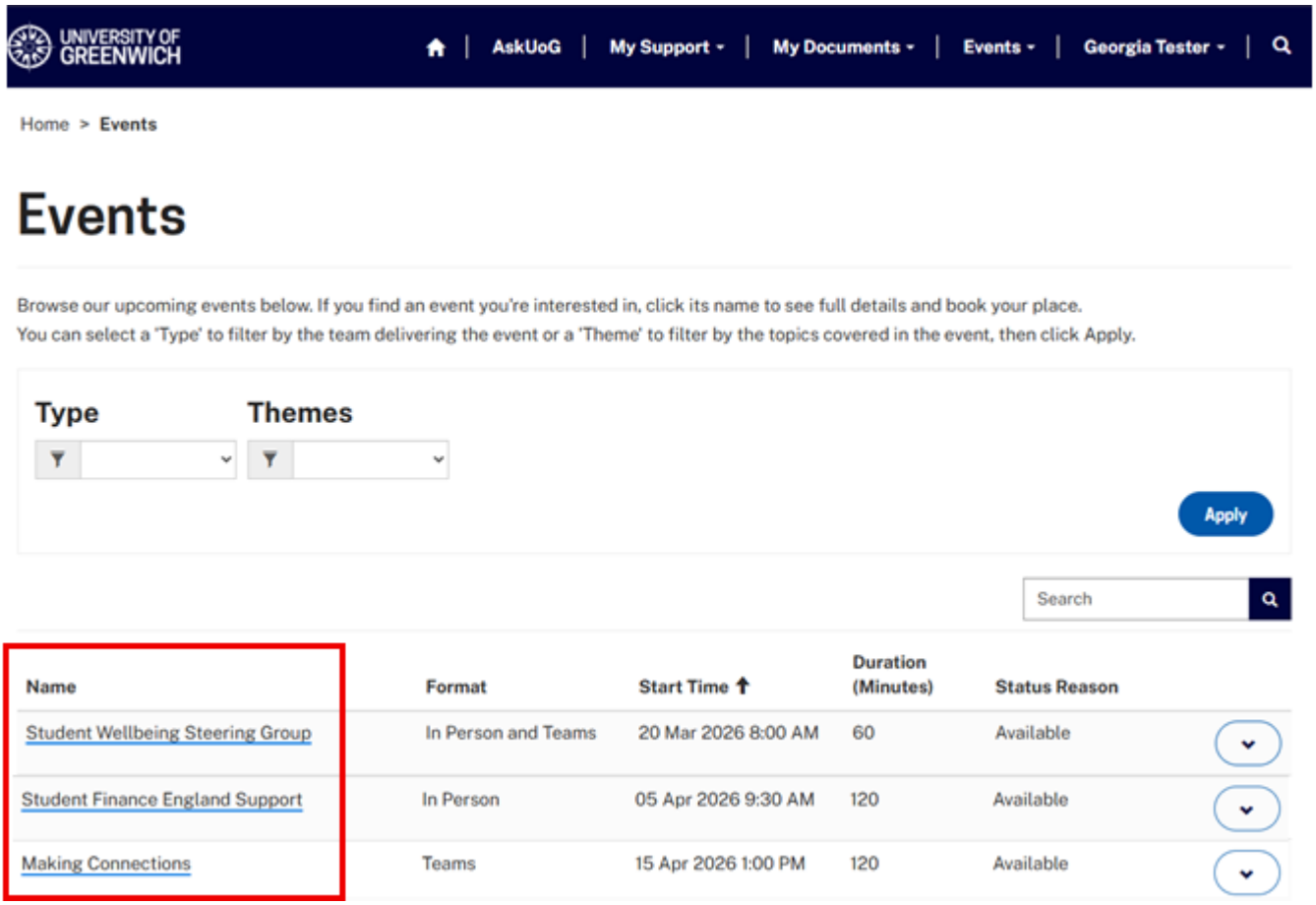


    ii. Click the **magnifying glass** to search

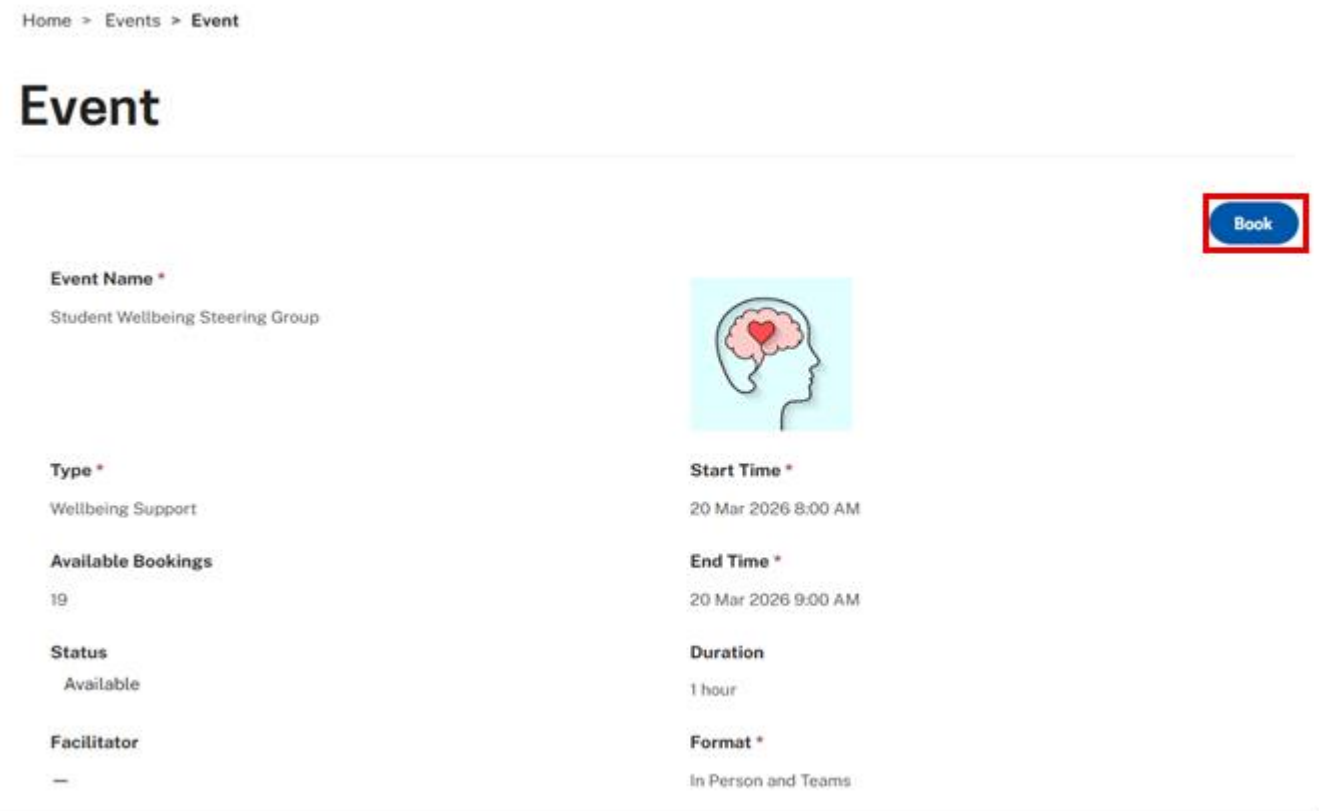


Book an Event

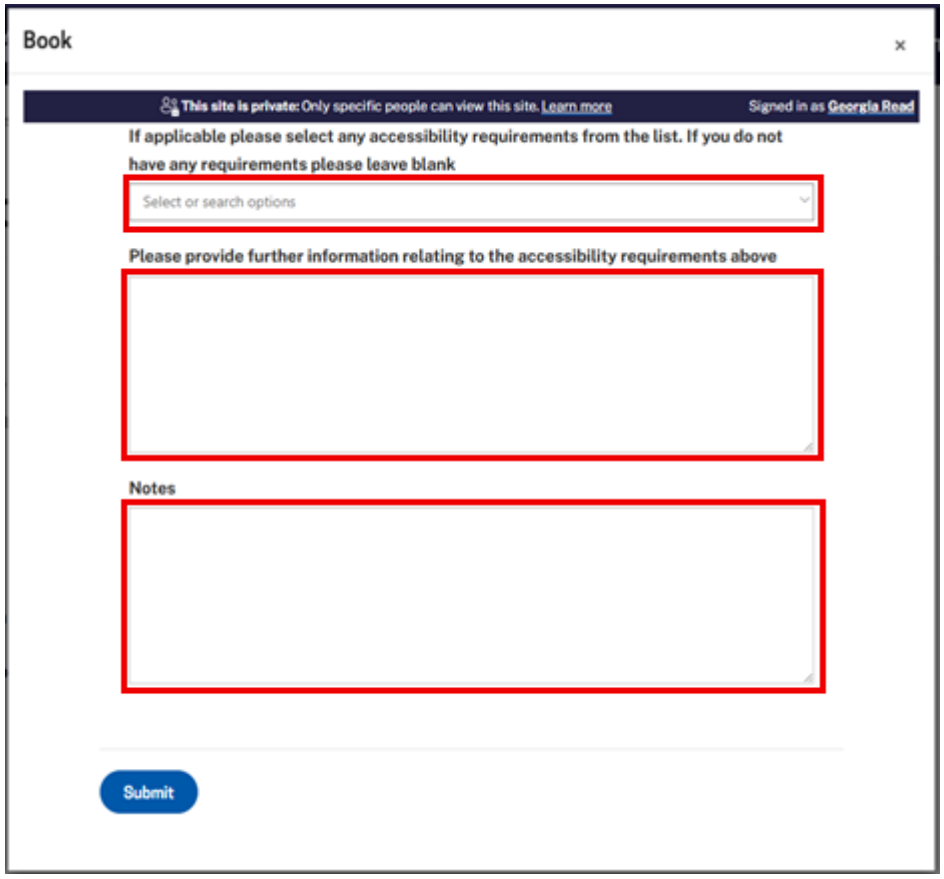
1. Find an event you'd like to attend on the Digital Student Centre
2. Click the Event **Name** to open its page



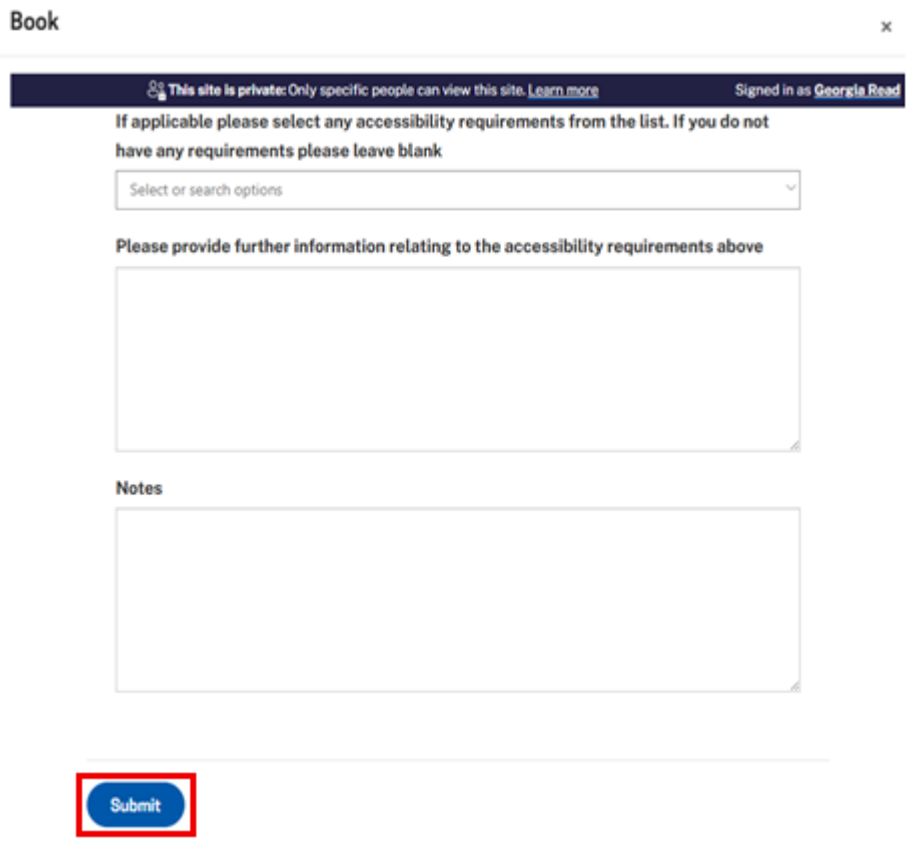
3. Review the details on the page
4. Click the **Book** button on the right



5. (Optional) In the pop-up window, provide any accessibility requirements or notes. If you do not have any requirements or notes, skip this step



   a. Select **accessibility requirement(s)** from the drop-down menu
   b. Provide any additional details about the requirement(s)
   c. Provide any relevant **notes**
6. Click **Submit**



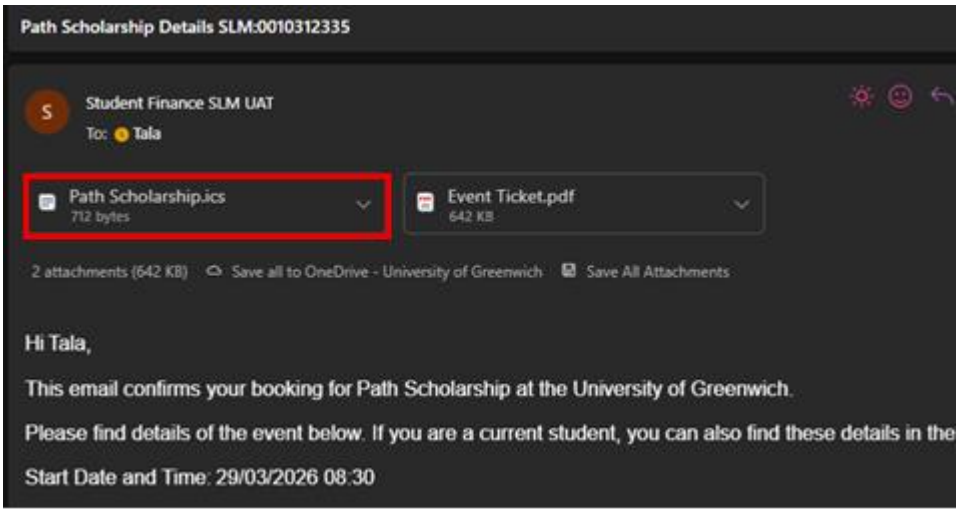
You will receive an email confirming your event booking, with a ticket and calendar file attached.

Add an event to your Outlook calendar

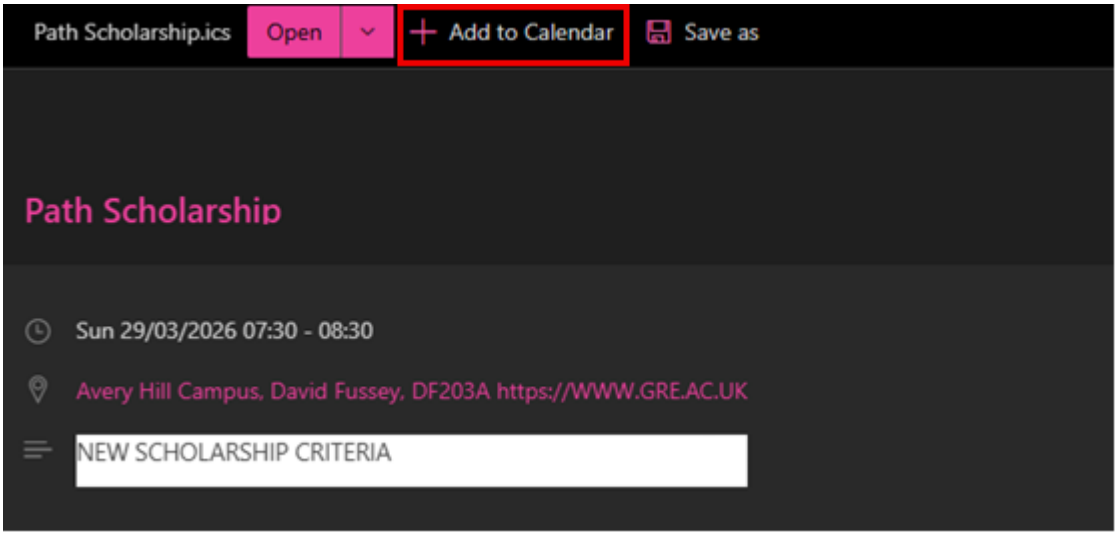
Once you've booked an event through the Digital Student Centre, you'll receive an email with a ticket and calendar file attached.

Import to New Outlook (desktop)

1. Open your confirmation email
2. Click the attached calendar file (ending with ".ics")



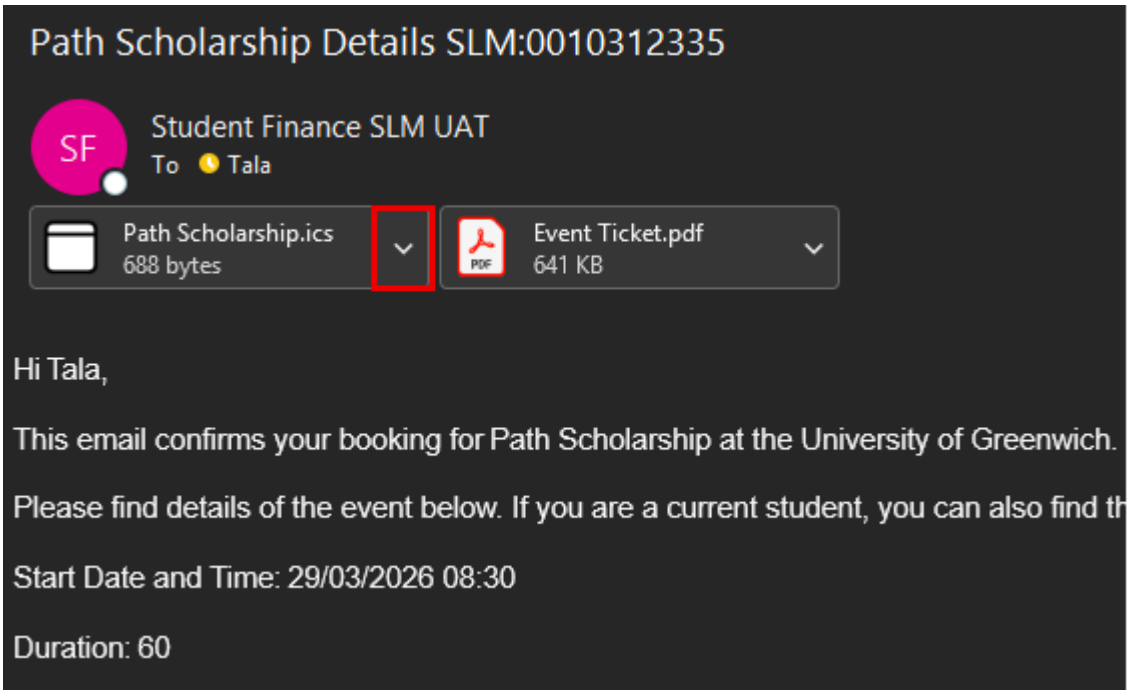
3. In the file preview, click **Add to Calendar**



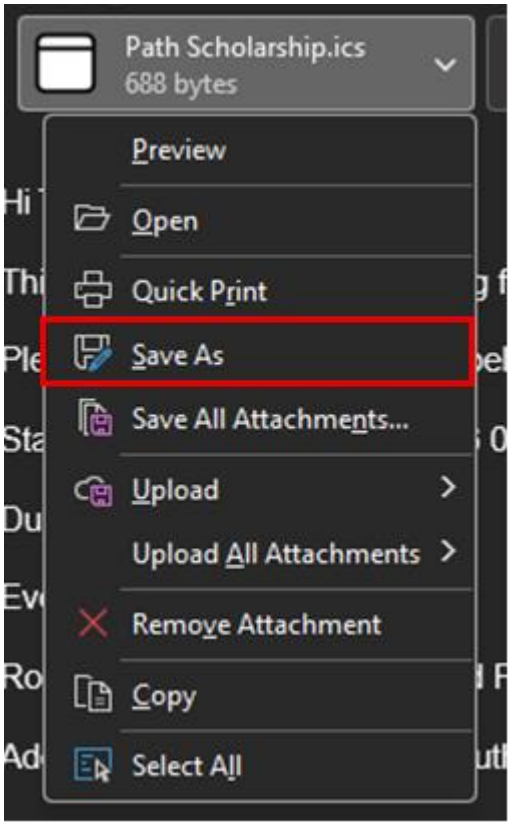
The event will appear in your Outlook calendar.

Import to Classic Outlook (desktop)

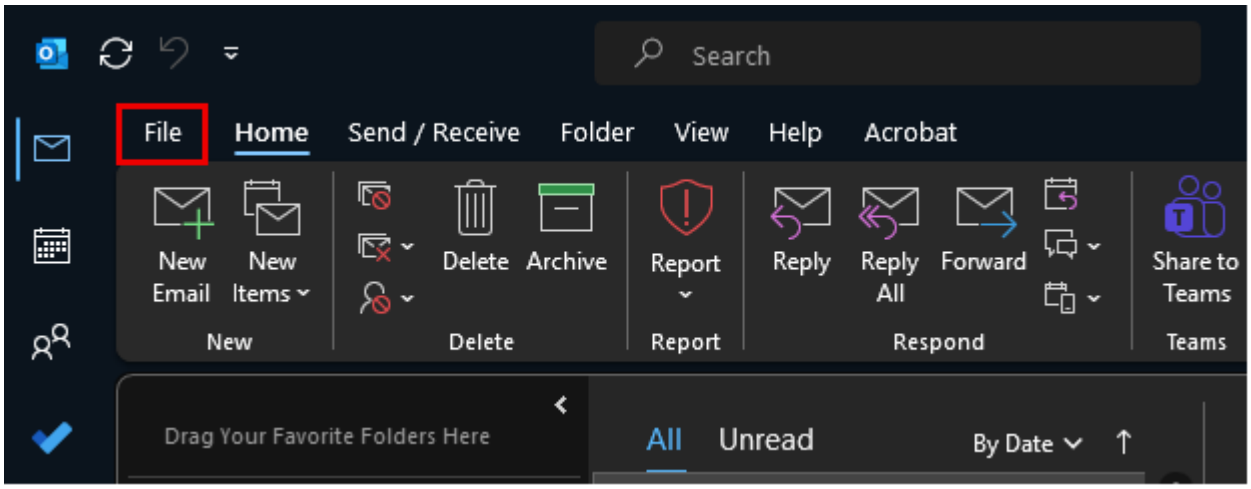
1. Open your confirmation email
2. Click the arrow beside the attached calendar file (ending with ".ics")



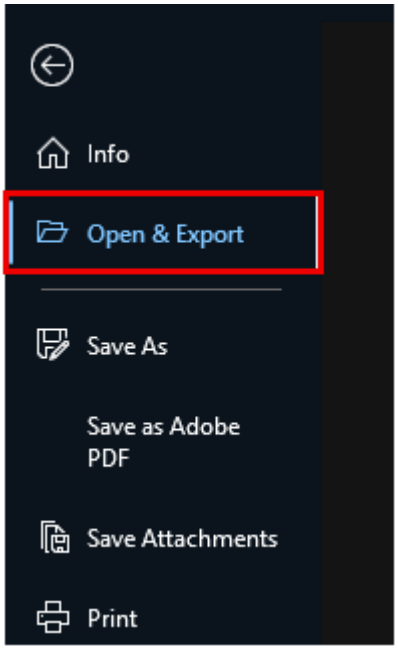
3. Select **Save As** from the drop-down menu



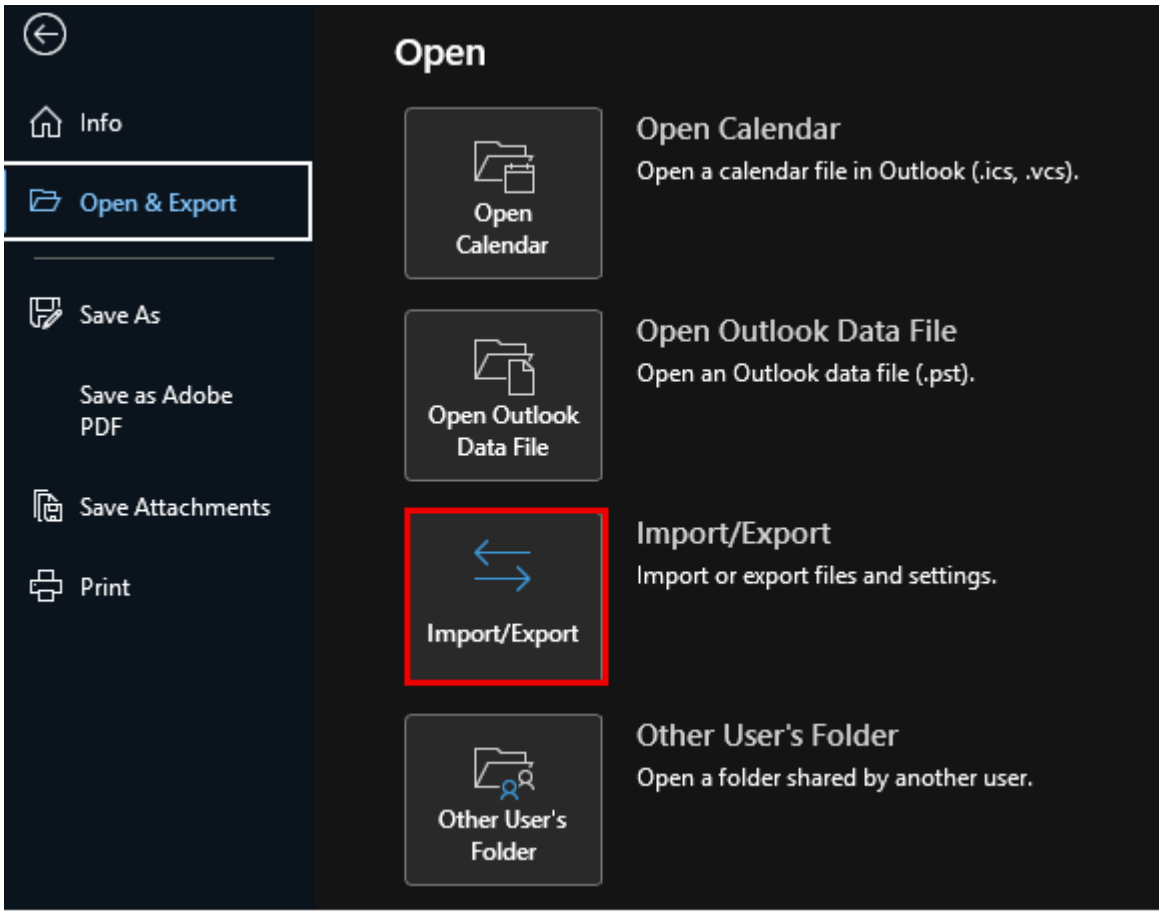
4. Save the file to your device
5. Select the **File** tab in Outlook



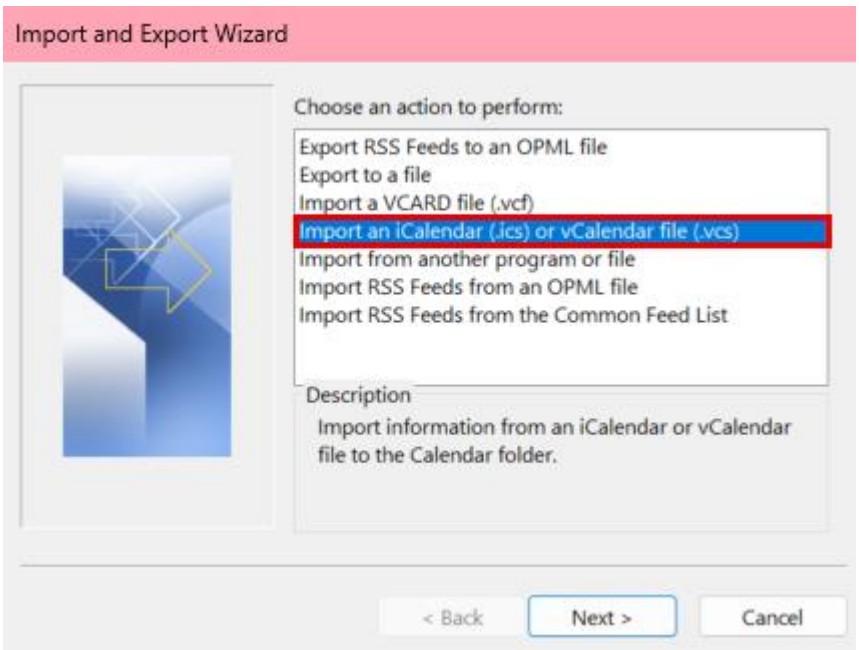
6. Select **Open & Export** from the left panel



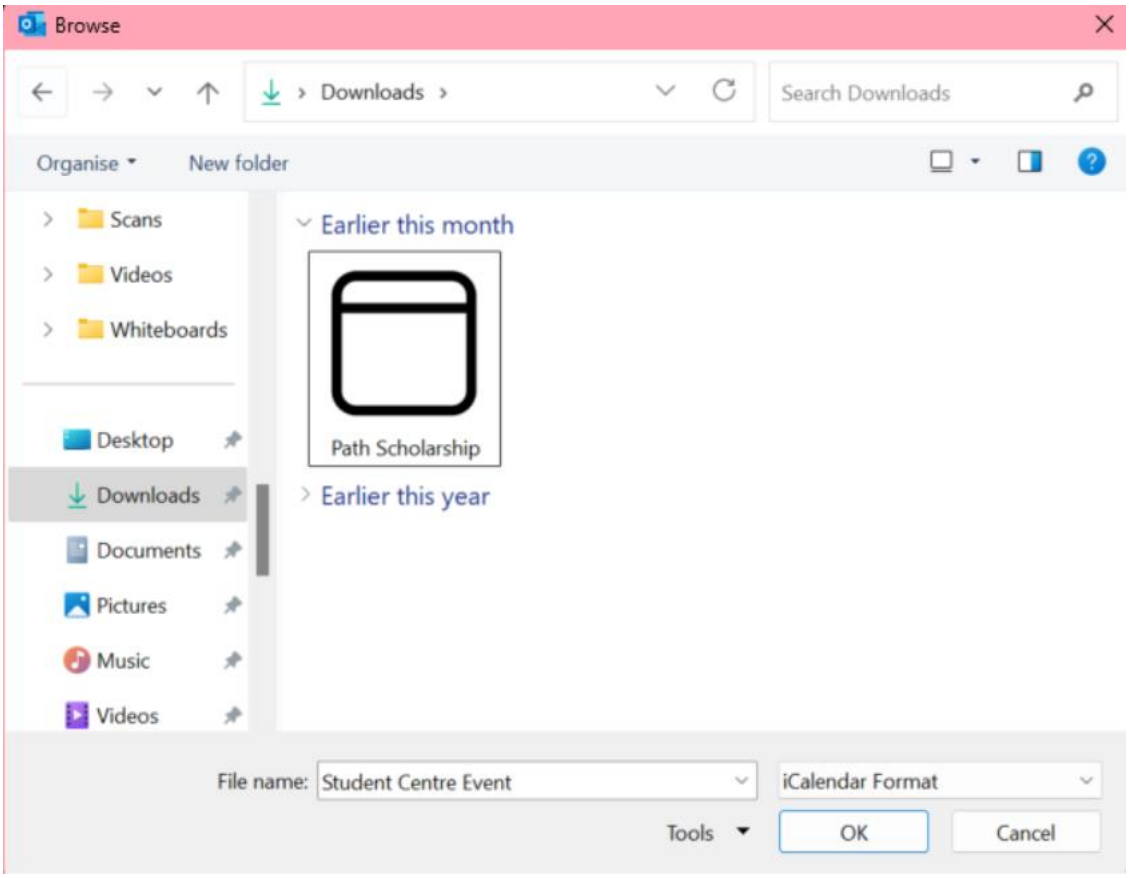
7. Click **Import/Export**



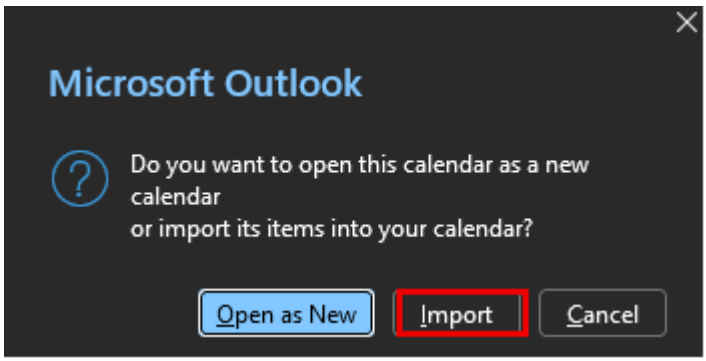
8. In the pop-up window, select **Import an iCalendar (.ics) or vCalendar file (.vcs)**



9. Click **Next**
10. Find the calendar file in your File Explorer



11. Click **OK**
12. In the pop-up window, select **Import**



The event will appear in your Outlook calendar.

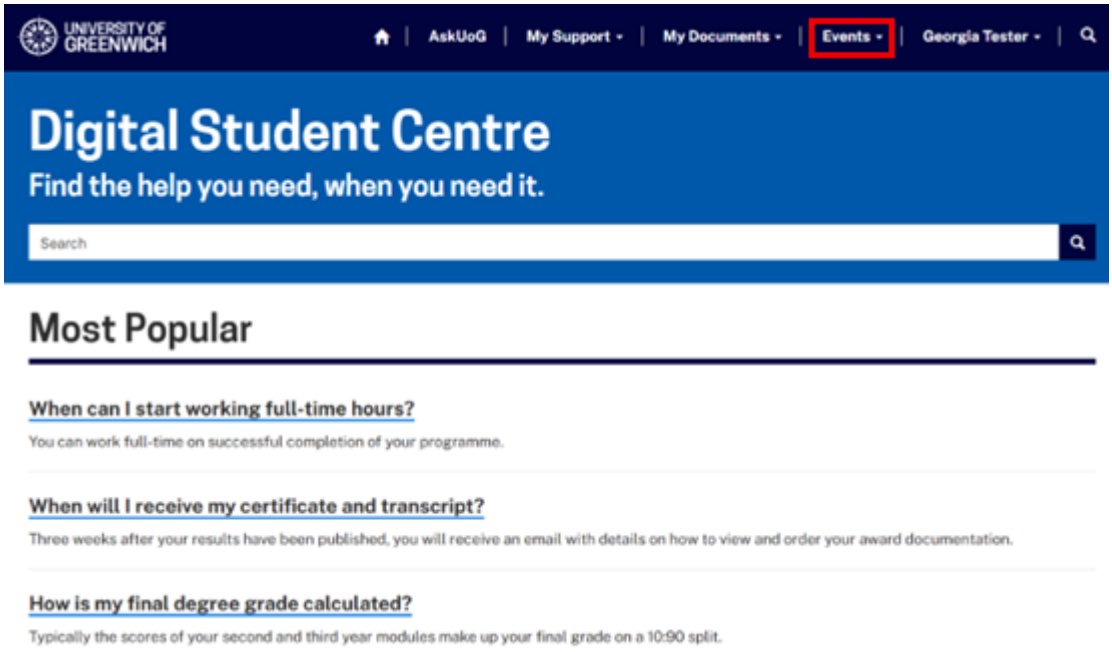
Event Bookings

Track and manage your booked events with Event Bookings on the Digital Student Centre.

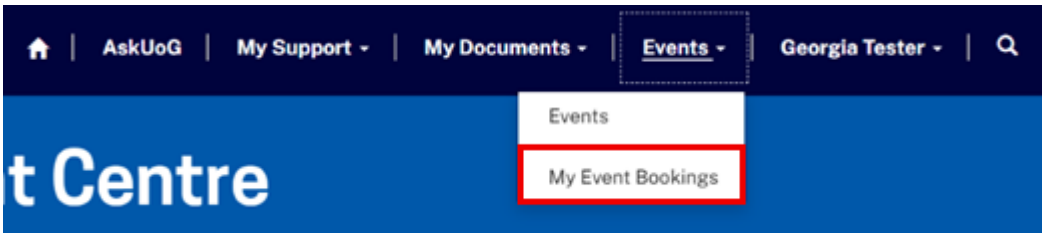
Find your Event Bookings

1. Log in to the Digital Student Centre with your Portal details

2. Click **Events** in the top navigation bar



3. Select **My Event Bookings** from the drop-down menu



Find details of the events you've booked, cancelled, and attended/not attended in the My Event Bookings landing page.

Home > Events > **Event Bookings**

Event Bookings

Find details for your upcoming booked events or cancel your attendance below.

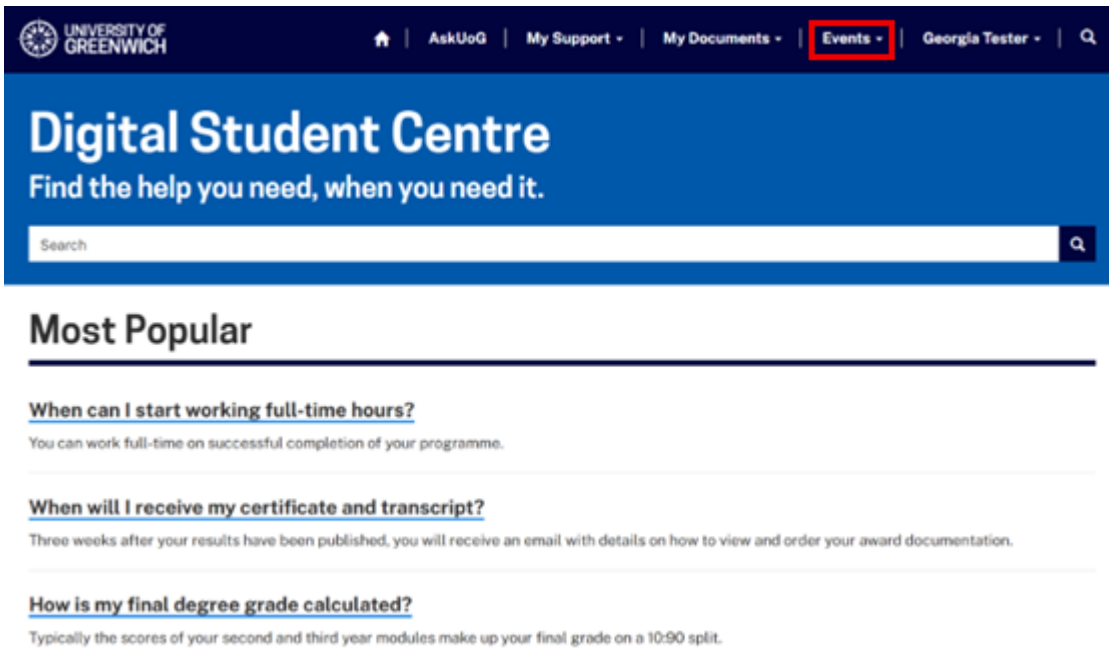
Upcoming

Number	Event	Start Time	End Time	Status	
SLM-EVB-00001038	Building Positive Campus Culture	31 Mar 2026 12:00 PM	31 Mar 2026 2:30 PM	Attended	
SLM-EVB-00001033	Building Positive Campus Culture	31 Mar 2026 12:00 PM	31 Mar 2026 2:30 PM	Cancelled	
SLM-EVB-00001040	Student Finance England Support	05 Apr 2026 9:30 AM	05 Apr 2026 11:30 AM	Booked	
SLM-EVB-00001042	Ranger Stu - Meet the Animals - Greenwich Residents Only	15 Apr 2026 12:00 PM	15 Apr 2026 2:00 PM	Booked	
SLM-EVB-00001041	Making Connections	15 Apr 2026 1:00 PM	15 Apr 2026 3:00 PM	Booked	

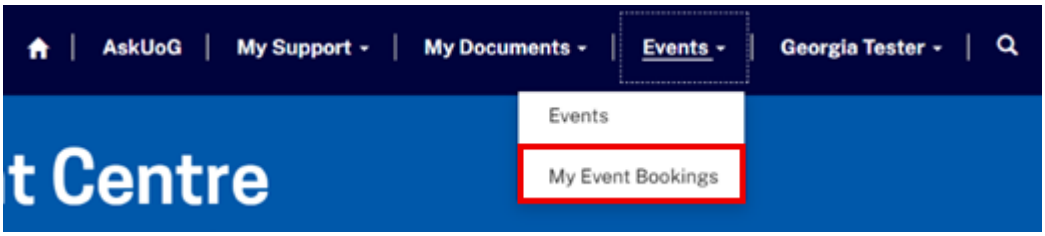
Cancel your Event Booking

If you can't make a scheduled event, you can cancel your booking.

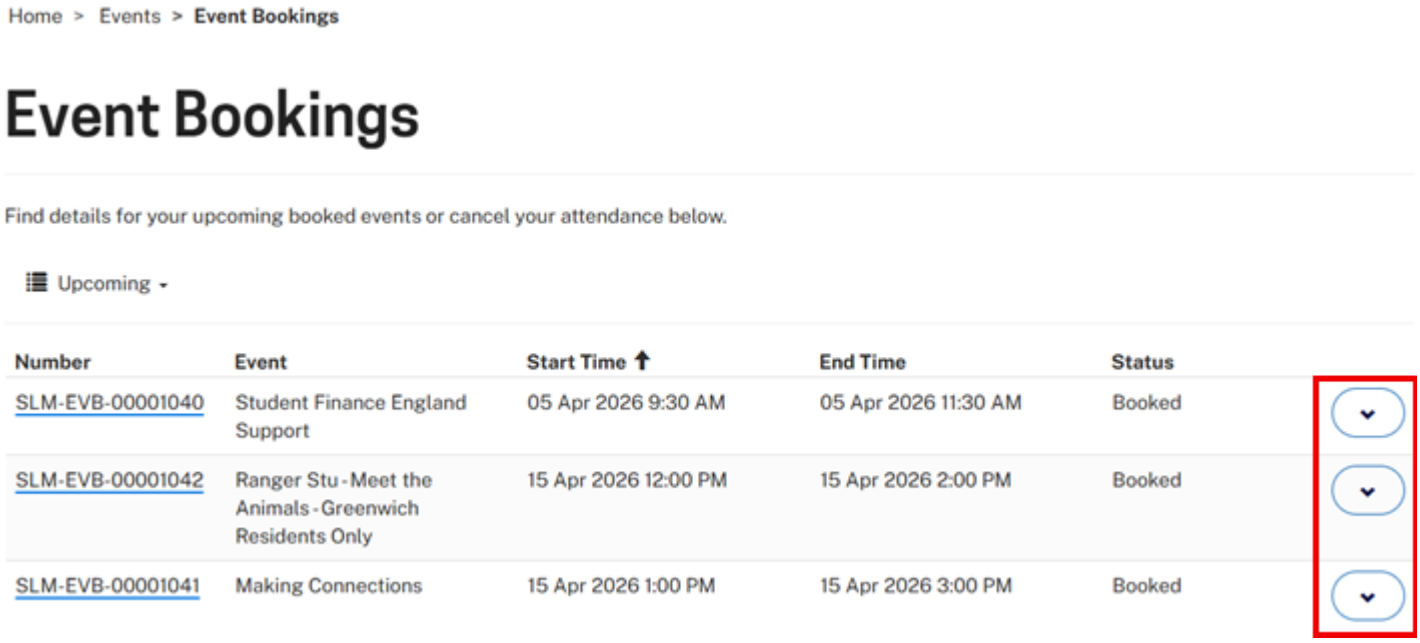
1. Log in to the Digital Student Centre with your Portal details
2. Click **Events** in the top navigation bar



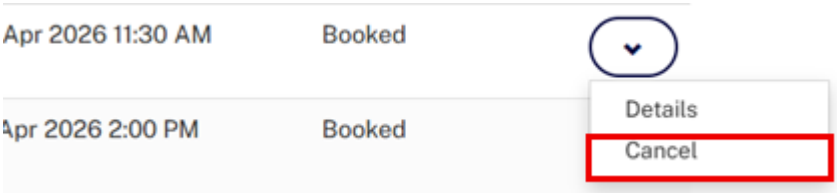
3. Select **My Event Bookings** from the drop-down menu



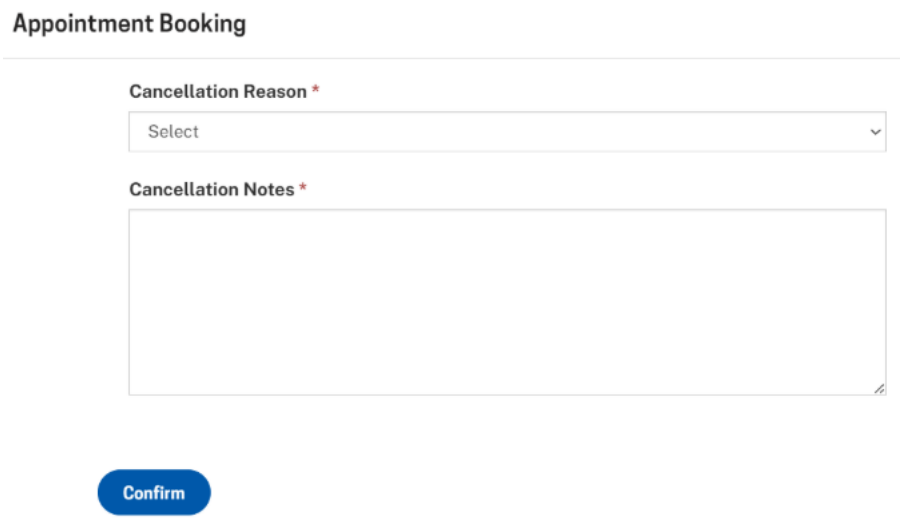
4. Click the arrow to the right of the event you want to cancel



5. Select **Cancel** from the menu



6. In the pop-up window, select a **Cancellation Reason** from the drop-down menu



7. Add **Cancellation Notes**
8. Click **Confirm**

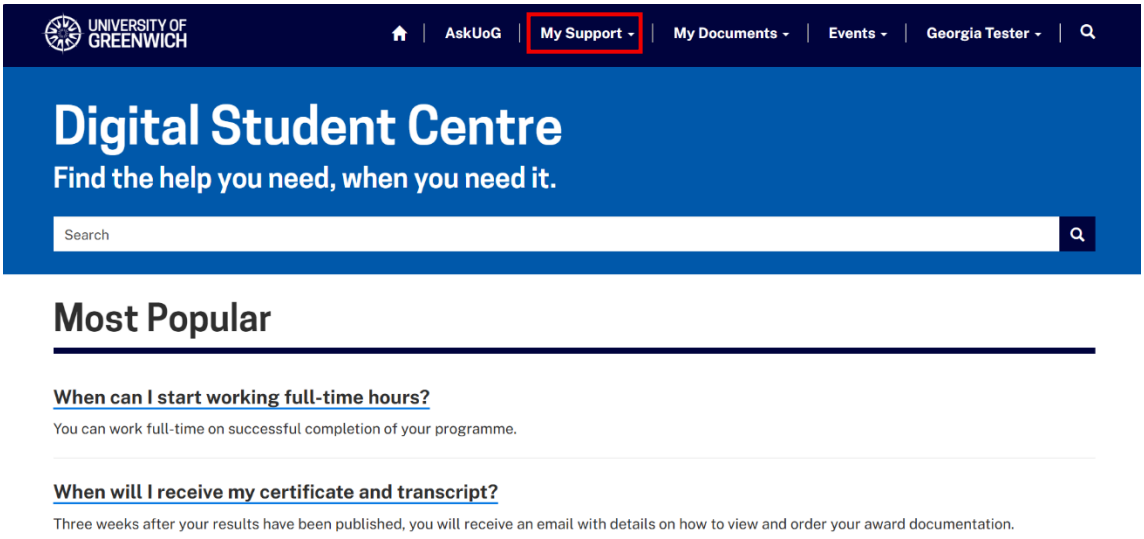
You will receive confirmation that your event booking has been cancelled via email. If you'd like to attend again, you can rebook through the Digital Student Centre if there are available spaces.

Final Review

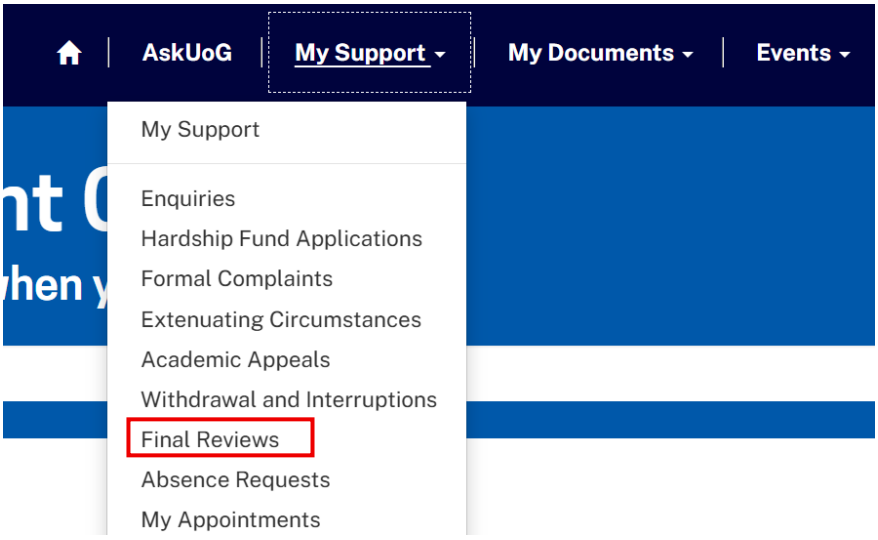
You can submit a Final Review on the Digital Student Centre.

Submit a Final Review

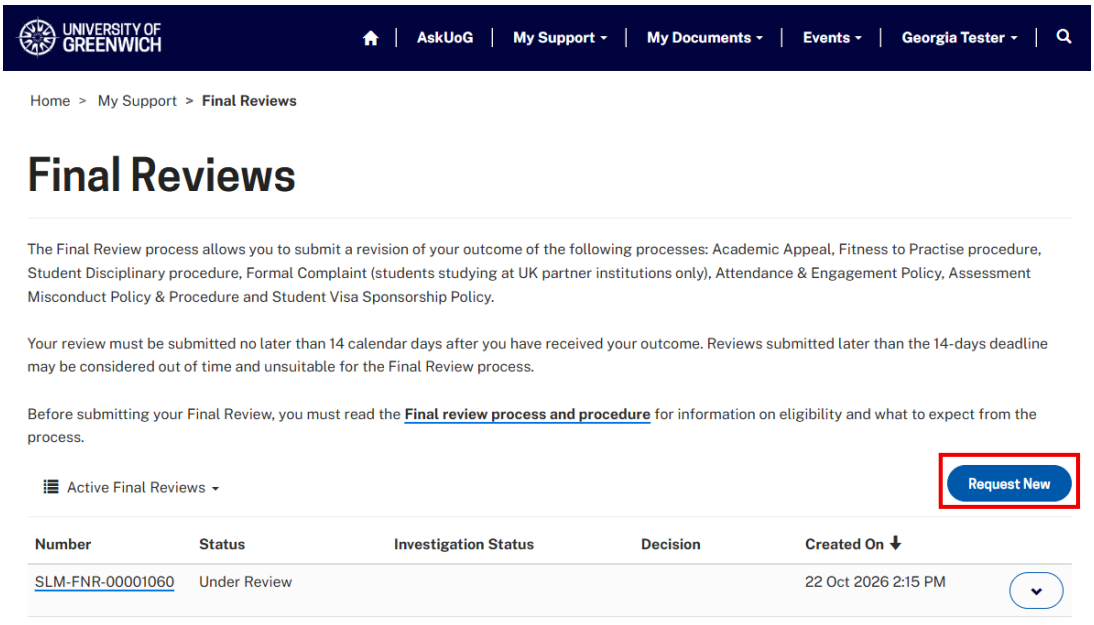
1. Log into the Digital Student Centre with your Portal details.
2. Click **My Support** in the top navigation bar.



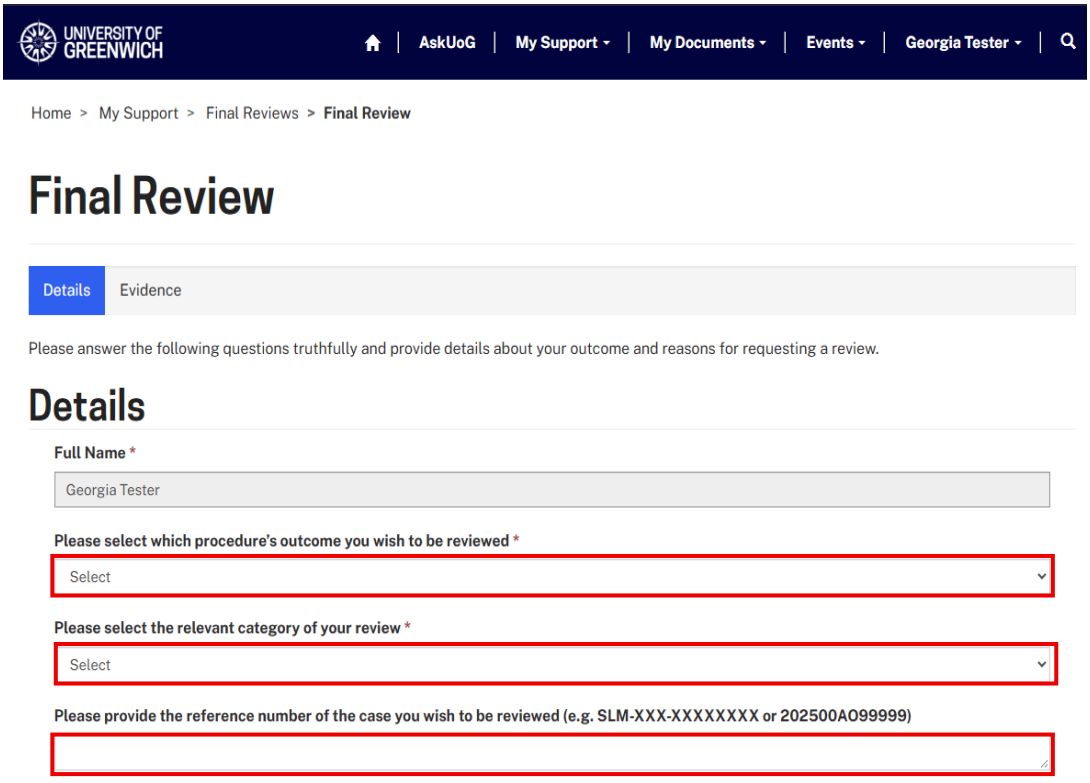
3. Select **Final Review** from the drop-down menu

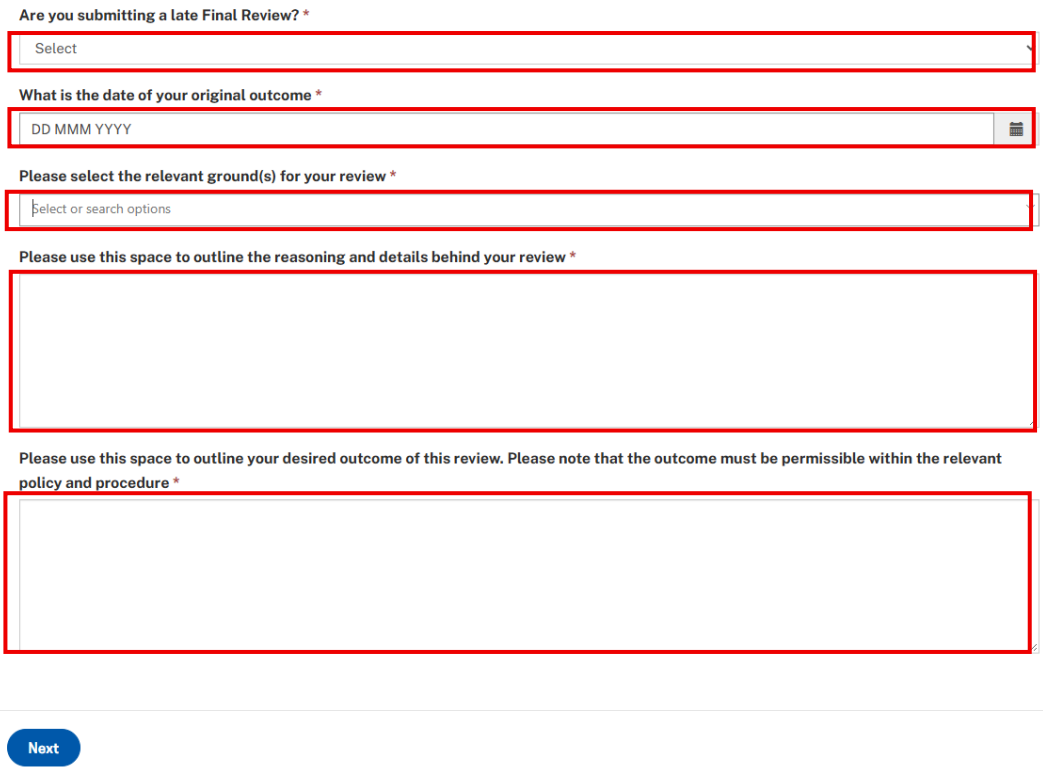


4. On the Final Review landing page, select **Request New**

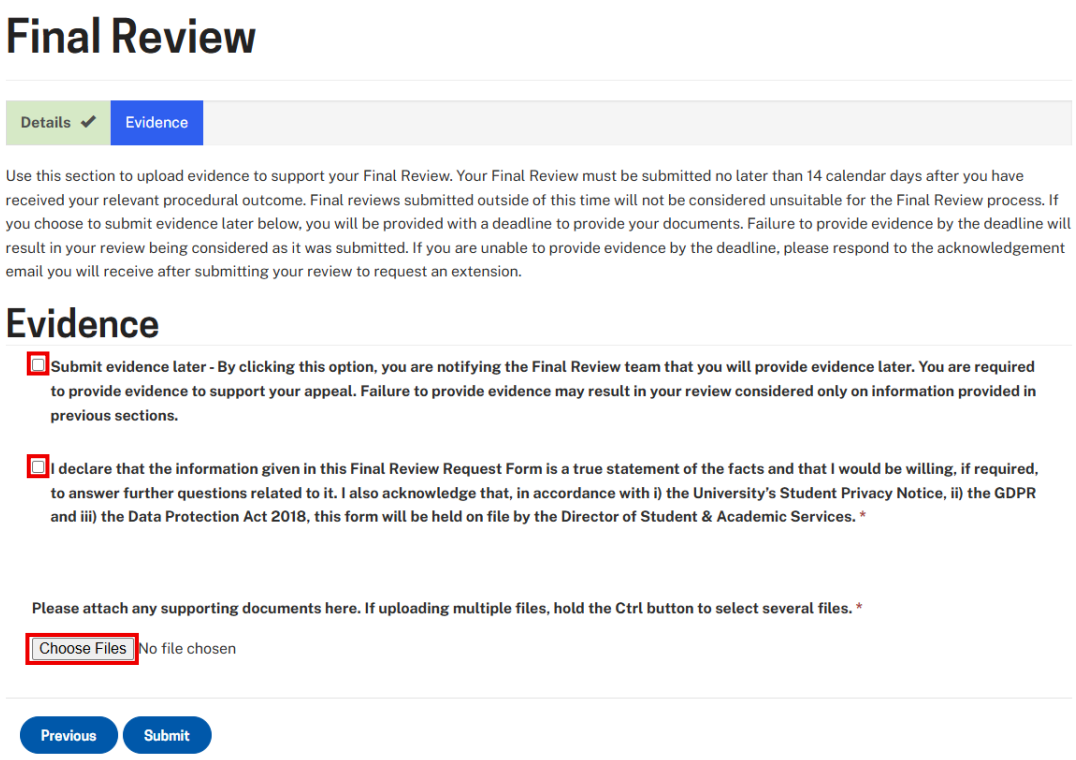


5. Populate required fields

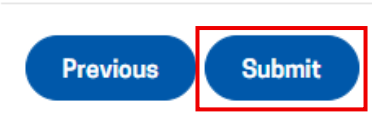




6. Click to agree to declarations and upload evidence or select submit evidence later



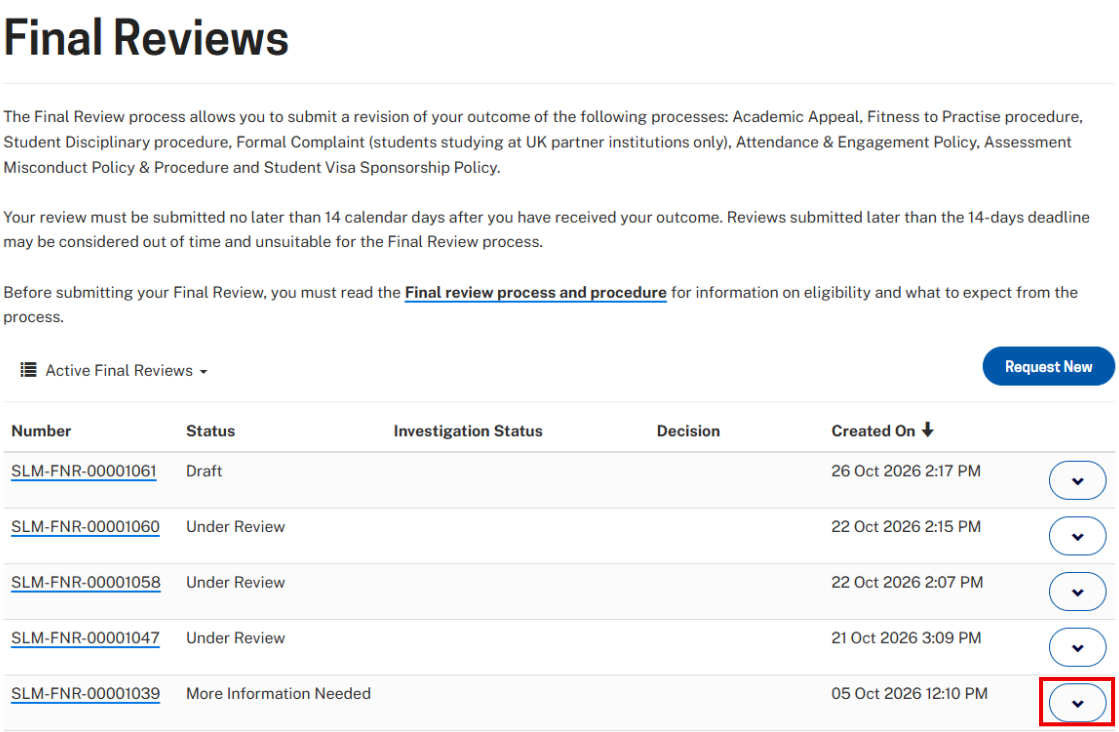
7. Select submit



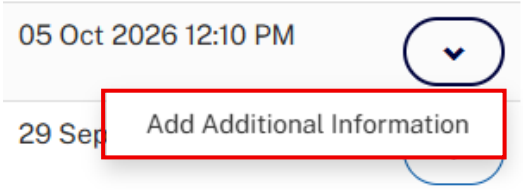
Upload evidence to a Final Review

If you selected to upload evidence later or you have been asked to provide additional evidence, you can upload this from the Digital Student Centre.

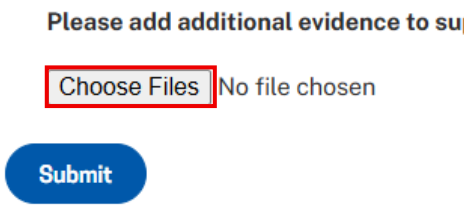
1. From the Final Review landing page, click the downward arrow next to a Final Review with the status 'More Information Needed'



2. Select 'Add Additional Information'



3. Click on 'Choose Files' and select your evidence



4. Click submit

