

2023/24  
academic year

# Registering with



Canterbury Christ Church University (CCCU) is the awarding institution for your degree. Even though you are studying with GBS, you are also a student of Canterbury Christ Church University and must comply with CCCU's terms and conditions.

in partnership with  
**GBS**  
GLOBAL APPLIED KNOWLEDGE

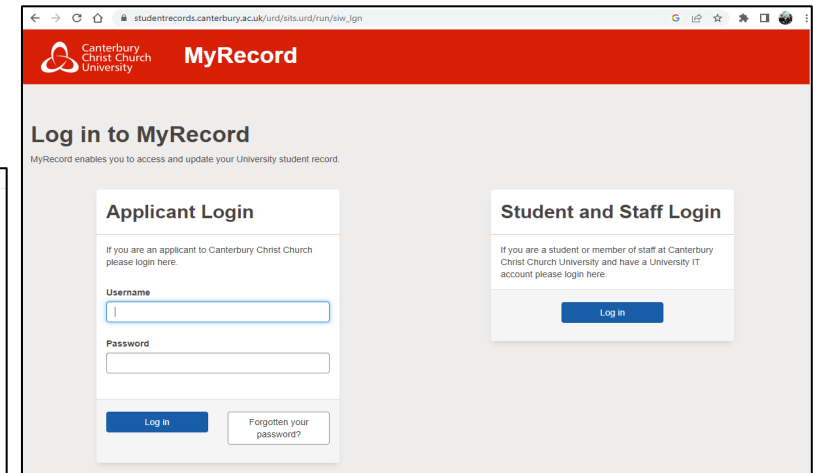
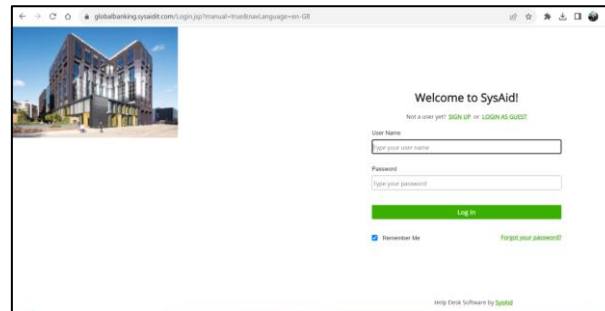
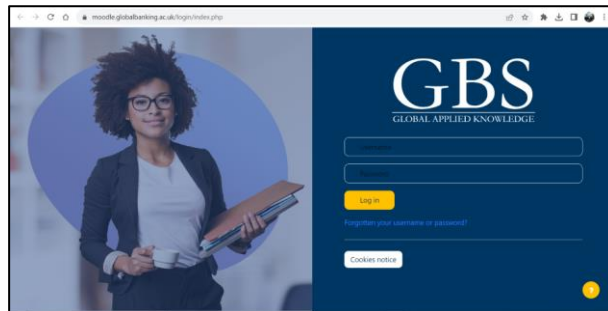
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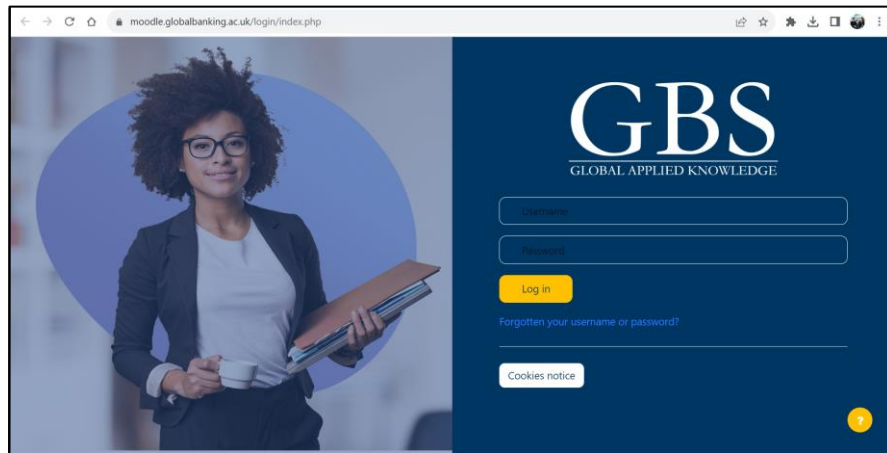
# Introduction: studying with GBS & CCCU

- As a student of both GBS & CCCU, you will get:
  - 2 computing accounts (one to access GBS online services, one to access CCCU online services)
  - 2 email accounts (one for emails from GBS, one for emails from CCCU)
  - access to GBS' student portals *plus* a CCCU student portal known as [MyRecord](#).

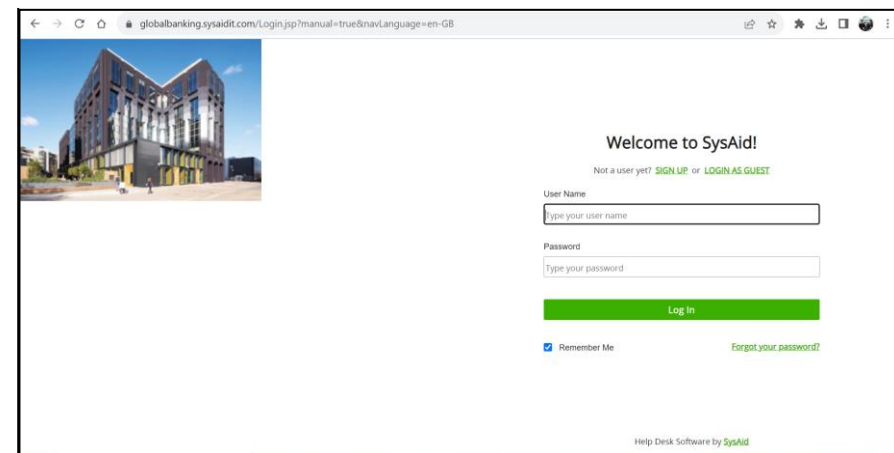


# Introduction: GBS computing account

- You will get a GBS email address (*yourname@globalbanking.ac.uk*) and a GBS username for password for logging into your [GBS portals](#).



[GBS Learning Environment](#): for course materials and access to GBS' academic/ welfare support services



[GBS self-service portal](#): for GBS IT services and other GBS support while you're not on campus

Speak to your GBS support team if you have any questions about your [GBS student portals](#).

# Introduction: CCCU computing account

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- You will also have a **CCCU username and email account** which you must create during your CCCU registration.
- Your **CCCU username** will be the initial of your first name *plus* the initial of your surname/family name *plus* a random number, e.g. if your name is Jane Doe, your username will be something like:

**J** **D** **1 2 3** @ c a n t e r b u r y . a c . u k

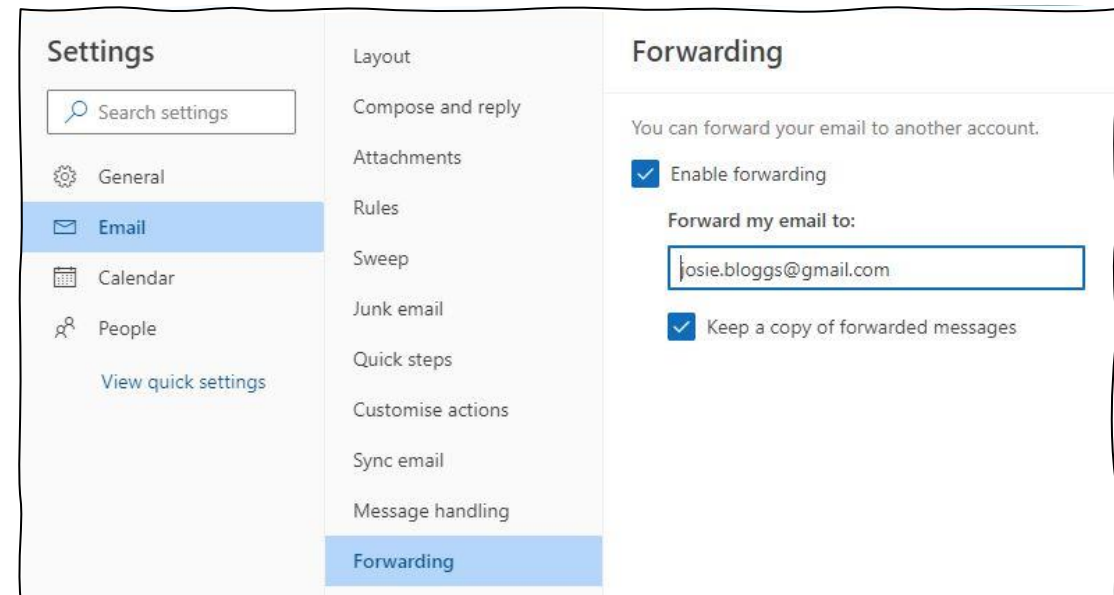
the initial  
of your  
first name

the initial of  
your surname/  
family name

a random  
number

# Introduction: CCCU computing account

- You must regularly check your **CCCU emails**. This is how CCCU will contact you about other important topics related to your studies, e.g your results.
- Alternatively, you can set up your CCCU emails to be automatically forwarded to another email address that you use more often. [Find out how to forward your CCCU emails in Outlook.com.](#) To back up your emails, we suggest you tick the option, 'Keep a copy of forwarded messages'.



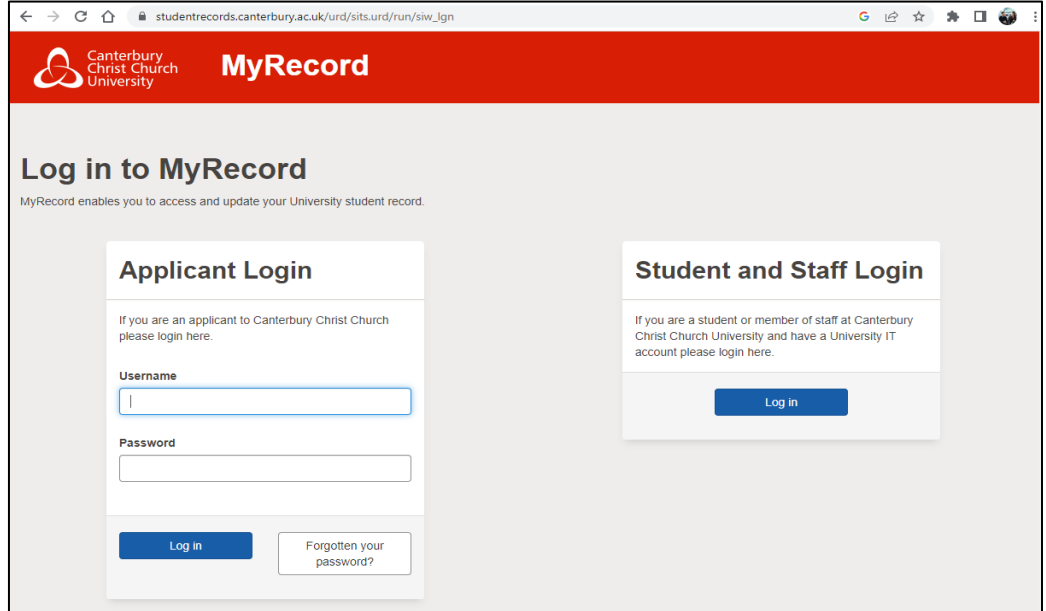
# Introduction: CCCU computing account

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- You will need your **CCCU username** to log in to CCCU's online services during your studies. This includes the **CCCU email account** and the **CCCU student portal [MyRecord](#)**.

[MyRecord](#) is where you :

- register for your first year of study
- re-register for each subsequent year of study
- update contact details like your personal email & phone number
- access your academic results.



The screenshot shows the MyRecord login page in a browser. The page has a red header with the Canterbury Christ Church University logo and the text "MyRecord". Below the header, the main heading is "Log in to MyRecord" with a sub-heading "MyRecord enables you to access and update your University student record." There are two login sections: "Applicant Login" and "Student and Staff Login". The "Applicant Login" section includes a "Username" field, a "Password" field, a "Log in" button, and a "Forgotten your password?" link. The "Student and Staff Login" section includes a "Log in" button.

# How to register with CCCU – 2 key tasks

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- As you are a student of both GBS & CCCU, you must register with both GBS and CCCU for each year of study.
- When CCCU is ready for you to register for your first year of study, you will receive 2 emails to **your personal email address**. Each email relates to a different task:
  - **Email 1: Completing online registration** (this includes answering questions about you and your history)
  - **Email 2: Creating your CCCU computing account** (so you can access CCCU Library resources, [MyRecord](#) and your CCCU email).
- You must complete both tasks.



# Reasons to register

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- If you are entitled to funding from Student Finance (tuition fee loan and/or maintenance loan) you must be registered with CCCU in order for the funding to be released by Student Finance.
- As you will be studying towards a CCCU degree, CCCU must have a complete and accurate student record for you.
- You must be registered in order to be exempt from paying Council Tax.



## Top tip! Our IT recommendations

- Use a laptop or a desktop computer rather than a smartphone or tablet.
- Google Chrome is the best browser to use.

If you don't have your own computer:

- you can use one in the GBS Student Support Centre
- you may still be able to use a smartphone or tablet, but it may take longer.



## Task 1: CCCU online registration

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- You need to complete your registration in order to officially become a Canterbury Christ Church University student, start your studies and to release your student loan or bursary (if you are eligible for one).
- When CCCU is ready for you to register, you will receive an email to your [personal email address](#) titled 'Invitation to complete your online registration'.

Look out for this email – it is very important!

Once you receive this email, you can start your online registration. There is guidance on the following slides *or* scan this QR code to view a short video.



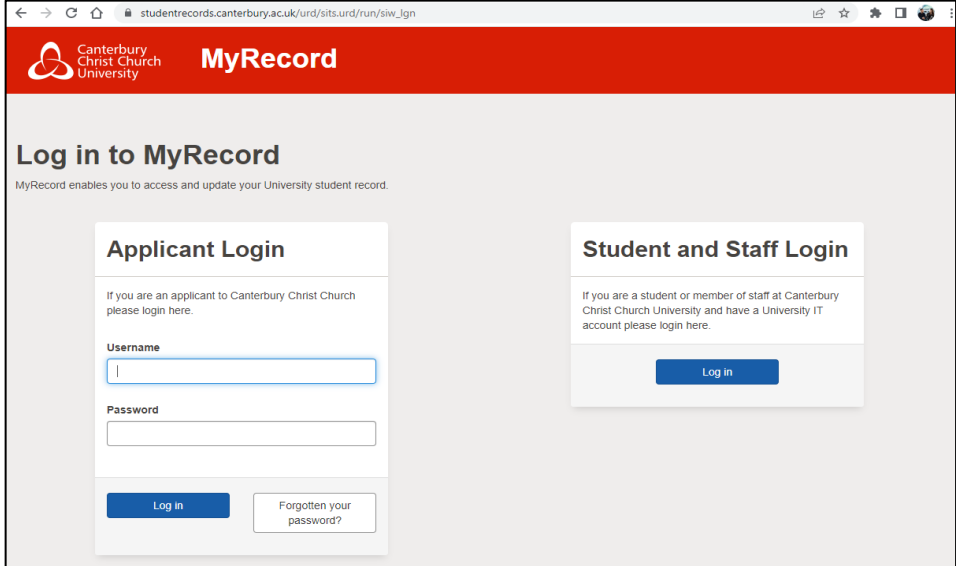
# Task 1: CCCU online registration

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Online registration involves doing a number of tasks in [MyRecord](#), such as:

- checking details CCCU has for you
- providing further details
- uploading the photo you have chosen as your official student photo
- agreeing to CCCU's terms and conditions.

You don't need to complete your online registration in one go. You can log out of [MyRecord](#) at any time, and the information you have supplied so far will be saved.

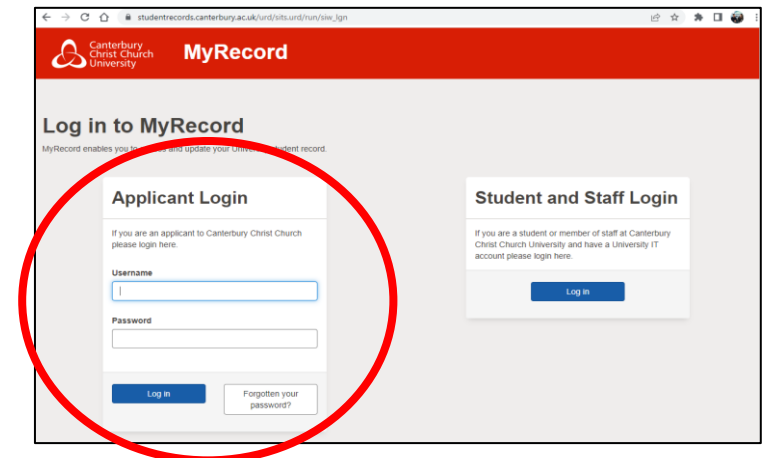


The screenshot shows the MyRecord login page for Canterbury Christ Church University. The page has a red header with the university logo and the text "MyRecord". Below the header, the main heading is "Log in to MyRecord" with a subtext: "MyRecord enables you to access and update your University student record." There are two login boxes: "Applicant Login" and "Student and Staff Login". The "Applicant Login" box contains a "Username" field with a blue border, a "Password" field, a "Log in" button, and a "Forgotten your password?" link. The "Student and Staff Login" box contains a "Log in" button.

# Task 1: CCCU online registration

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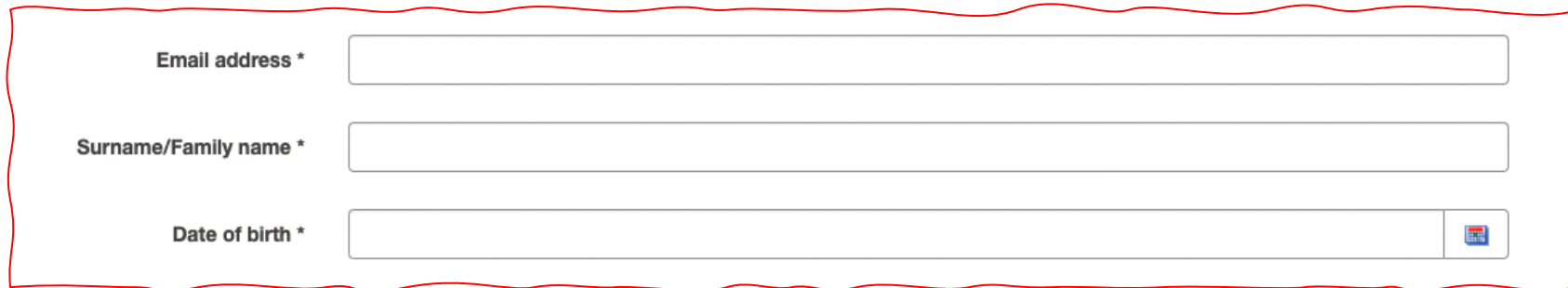
- Look out for your 'Invitation to complete online registration' email. It includes a link to take you to [MyRecord](#).
- To register for the very first time, use the 'Applicant Login' option.
- Your **username** for [MyRecord](#) is your CCCU Student ID – this normally has 9 digits (e.g. 154278917) and you will find it at the top of the email inviting you to register. *Or* you can use the **personal email address** you used when applying for your course.
- To create your **password**, click the 'Forgotten your password?' button.



# Task 1: CCCU online registration


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- To create your password, you need to confirm your personal email address, surname/family name and date of birth.

A registration form with three input fields. The first field is labeled 'Email address \*', the second is 'Surname/Family name \*', and the third is 'Date of birth \*'. The 'Date of birth' field includes a small calendar icon on the right side. The entire form is enclosed in a red hand-drawn border.

Email address \*

Surname/Family name \*

Date of birth \*  

- **Top tip!** Your password must be:
  - at least 14 characters long
  - something you'll remember!
- Make a note of your [MyRecord](#) username and password as you will need to log in to [MyRecord](#) throughout your studies.

# Task 1: CCCU online registration

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- CCCU needs you to answer questions and provide information on several different topics. Much of this is asked for by the government, meaning that you must answer. However, you can opt out of answering some of questions.
- Use these symbols to keep track of which sections you have completed and which are still outstanding :

**Incomplete X** This means that you have not yet started this section or there is more information for you to provide.

**Complete ✓** This means you have successfully provided everything that is needed for this section.

**Pending ↻** This means CCCU need to check something you have submitted. When these checks have taken place, the section will become marked as 'Complete'.

- Most sections are very easy to complete, but for some it helps to know a little more information.

# Task 1: CCCU online registration

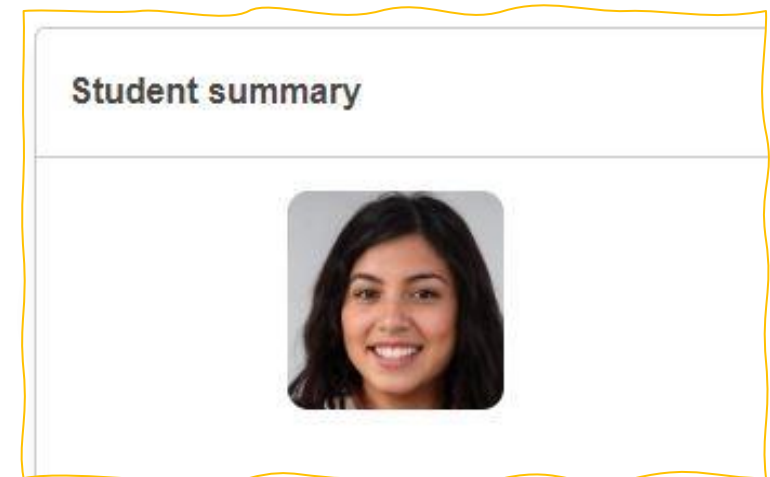
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## 'Student summary' section

You must upload a colour photo as your official CCCU student photo. Just like a passport photo, your student photo must be:

- in colour, and taken against a light background
- of you on your own, and taken recently
- without any filters
- with nothing covering your face, unless it is worn for religious beliefs or medical reasons.

CCCU will check that your photo is suitable, and either approve it or contact you if there is an issue.



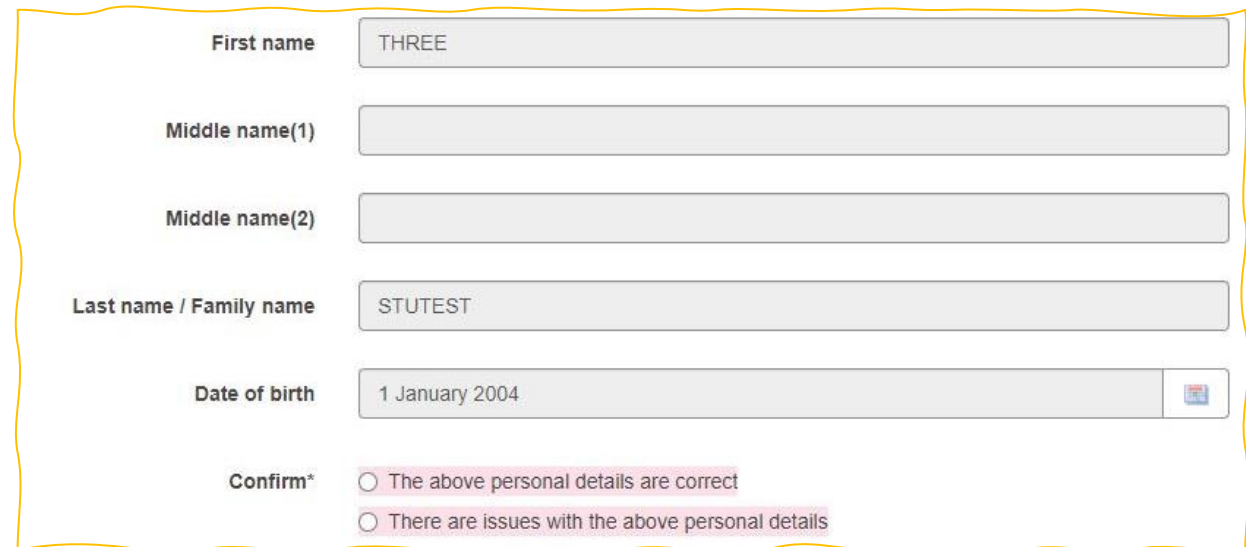


# Task 1: CCCU online registration

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## 'Personal details' section

- If any of your personal details have changed, you must tell CCCU, providing evidence if possible.
- If your date of birth is wrong, you should upload a suitable form of ID and your record will be amended.
- You must explain in detail what it is you are changing and why, e.g. you have recently got married and must change your name.



The screenshot shows a registration form with the following fields and options:

First name	THREE
Middle name(1)	
Middle name(2)	
Last name / Family name	STUTEST
Date of birth	1 January 2004
Confirm*	<input type="radio"/> The above personal details are correct <input type="radio"/> There are issues with the above personal details

# Task 1: CCCU online registration

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## 'Contact details' section

- Your 'Correspondence' address is where your degree certificate and academic transcript will be sent once you complete your studies.
- For your 'Email address', use your personal email address. For your 'Alternate email', use a different email address if you have one (such as a work email or any other email account you use).
- If your address or other contact information changes during your studies, please remember to update it in [MyRecord](#).



Email address REGFOUR.TRAIN@MAILINATOR.COM

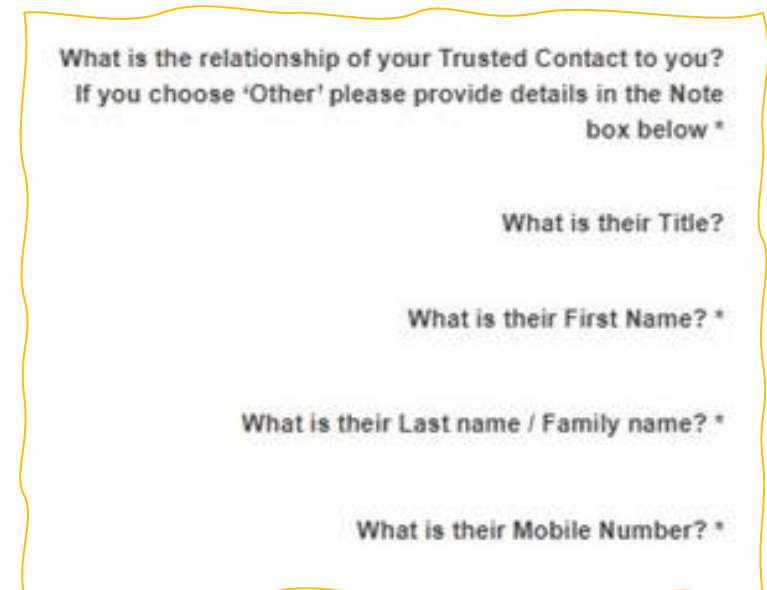
Alternate email

# Task 1: CCCU online registration

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## 'Trusted contact' section

- You will be asked to provide the details of someone for CCCU to contact in an emergency or if we are concerned about you.
- Wherever possible, this should be someone based in the UK. They must give their consent for you to share their details with CCCU.
- These details will be kept safe whilst you are studying and deleted once you finish. Your named contact has the right to have their details deleted at any time.



What is the relationship of your Trusted Contact to you?  
If you choose 'Other' please provide details in the Note box below \*

What is their Title?

What is their First Name? \*

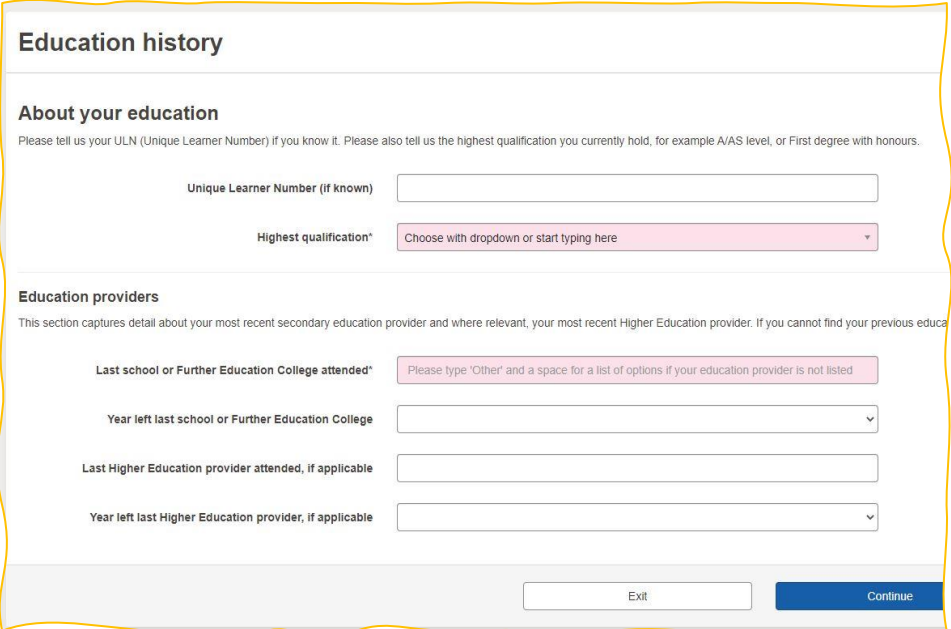
What is their Last name / Family name? \*

What is their Mobile Number? \*

# Task 1: CCCU online registration

## 'Qualification and education history' section

- For 'Last school of FE College attended', enter the name of the place you last studied and from the auto-generated list select the option that is the closest match.
- If your last place of study is not on the list, type 'Other' and then select from the options.



**Education history**

**About your education**  
Please tell us your ULN (Unique Learner Number) if you know it. Please also tell us the highest qualification you currently hold, for example A/AS level, or First degree with honours.

Unique Learner Number (if known)

Highest qualification\*

**Education providers**  
This section captures detail about your most recent secondary education provider and where relevant, your most recent Higher Education provider. If you cannot find your previous education provider in the list, please type 'Other' and a space for a list of options if your education provider is not listed.

Last school or Further Education College attended\*

Year left last school or Further Education College

Last Higher Education provider attended, if applicable

Year left last Higher Education provider, if applicable

# Task 1: CCCU online registration

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## 'Terms and conditions of student registration'

- Once each section is marked either 'Pending' or 'Complete', a final section will appear for our [Terms and Conditions of Student Registration](#).
- These apply to all students registered with CCCU. They define the basis of the contractual agreement between you as the student and CCCU, so please read them fully before accepting.
- Once you've agreed to the terms and conditions, CCCU will review all your documentation and contact you by email within 3 working days (i.e. Monday to Friday, excepting Bank Holidays.) This email will confirm that you are fully registered *or* advise you if something you still need to do.

## Task 2: CCCU computing account

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- As part of your CCCU registration, you must also set up your CCCU computing account.
- An email titled 'Create your Canterbury Christ Church University computing account' will be sent to **your personal email address** within 24 hours of the 'Invitation to online registration' email.

Look out for this email – it is very important!

Once you receive this email, you can set up your CCCU computing account. There is guidance on the following slides *or* scan this QR code to view a short video.



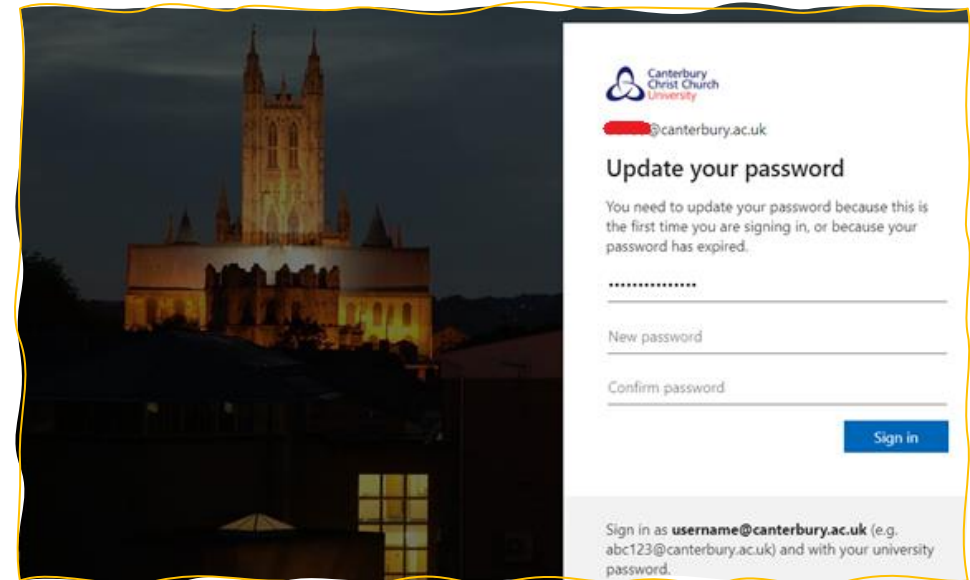
## Task 2: CCCU computing account

- Make a note of your **CCCU username** and **temporary password** as stated in the email.
- Your **temporary password** will be the word **Student** plus your **date of birth** (day, month, year) e.g. if you were born on 30 September 2001, your temporary password will be **Student30092001**.
- Click on the link in the email and log in with your CCCU username and temporary password to continue.



## Task 2: CCCU computing account

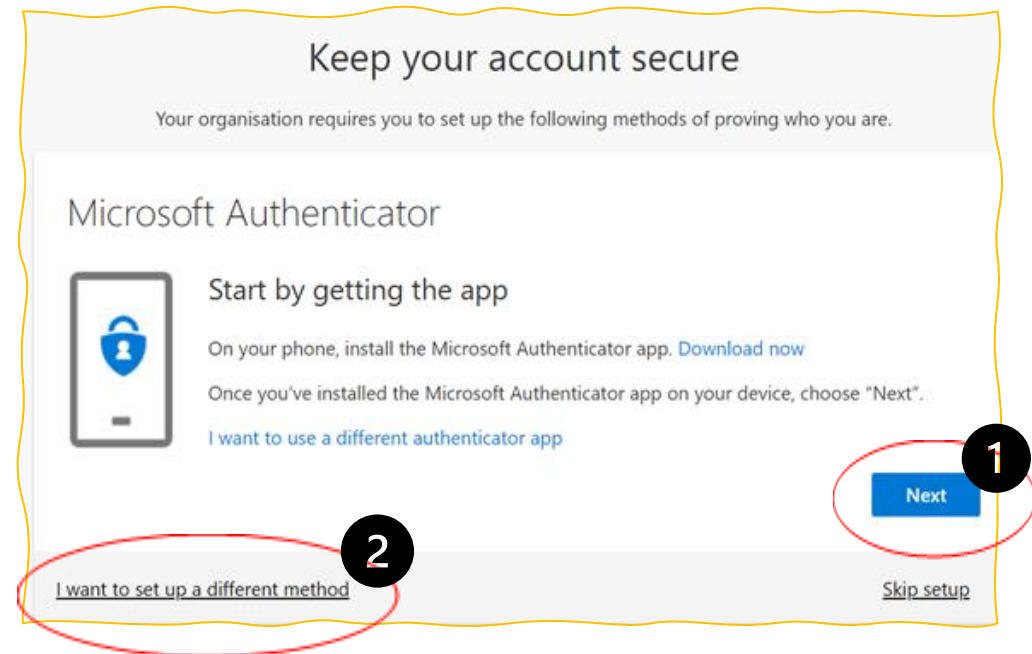
- Once you have logged in successfully, choose a new password for yourself.
- Make sure your password is:
  - at least **14 characters** long
  - something you'll remember.
- You can use any combination of capital or lowercase letters, numbers or symbols. But for security reasons, **do not** use your name or date of birth.
- Make a note of your CCCU username and password as you will need it to log into CCCU's online services including your CCCU email throughout your studies.





## Task 2: CCCU computing account

- Once you have created your password, you must set up either the Microsoft Authenticator app *or* a recovery mobile number to keep your account safe.
- To do this, you will need a computer *plus* a smartphone or tablet.
  1. To keep your account safe with the Microsoft Authenticator app, click the blue 'Next' button, *or*
  2. to keep your account safe by setting up a recovery mobile number, click 'I want to set up a different method'.



## Task 2: CCCU computing account

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To set up the Microsoft Authenticator app



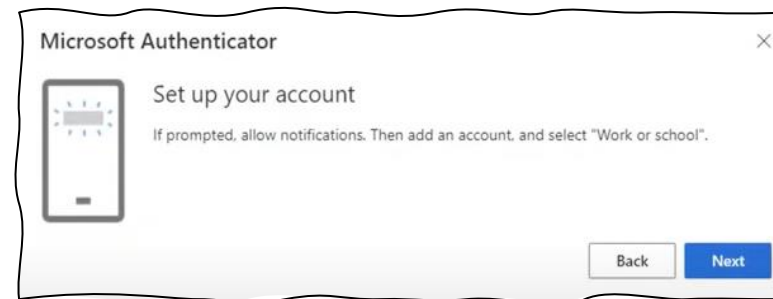
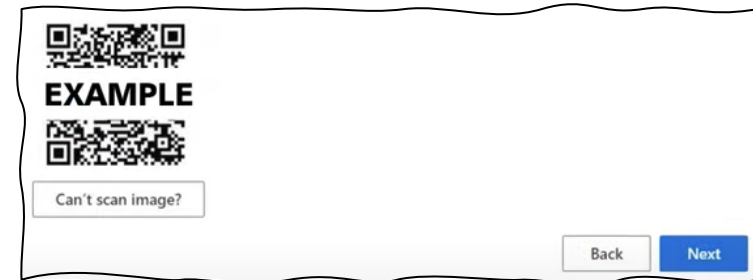
- On your smartphone or tablet
  - download and install the Microsoft Authenticator app from the Google Play or Apple App Store.
  - within the app, look for the option to 'Add an account' ('+' on an iPhone or ':' on an Android phone).
  - choose the option for 'work or school account'.

## Task 2: CCCU computing account

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To set up the Microsoft Authenticator app

- A QR code will appear will on your computer.
- On your smartphone/tablet:
  - tap 'Scan QR code' in the app.
  - scan the QR code on your computer with your smartphone camera.
- On your computer, click 'Next'.



## Task 2: CCCU computing account

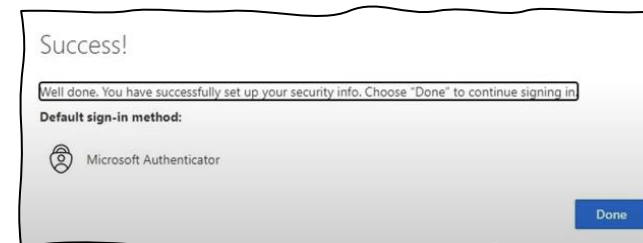
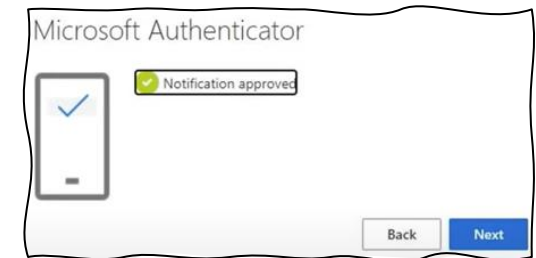
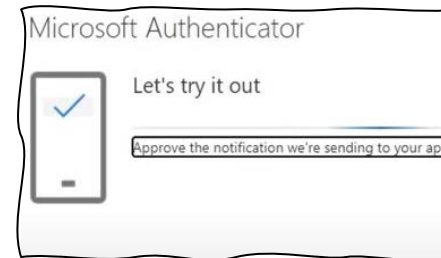
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To set up the Microsoft Authenticator app

- A test notification will appear on your smartphone/tablet.
- Approve the notification.

On your computer:

- Press 'Next'.
- A 'Success!' message will be displayed.
- Click 'Done' to complete the set up.

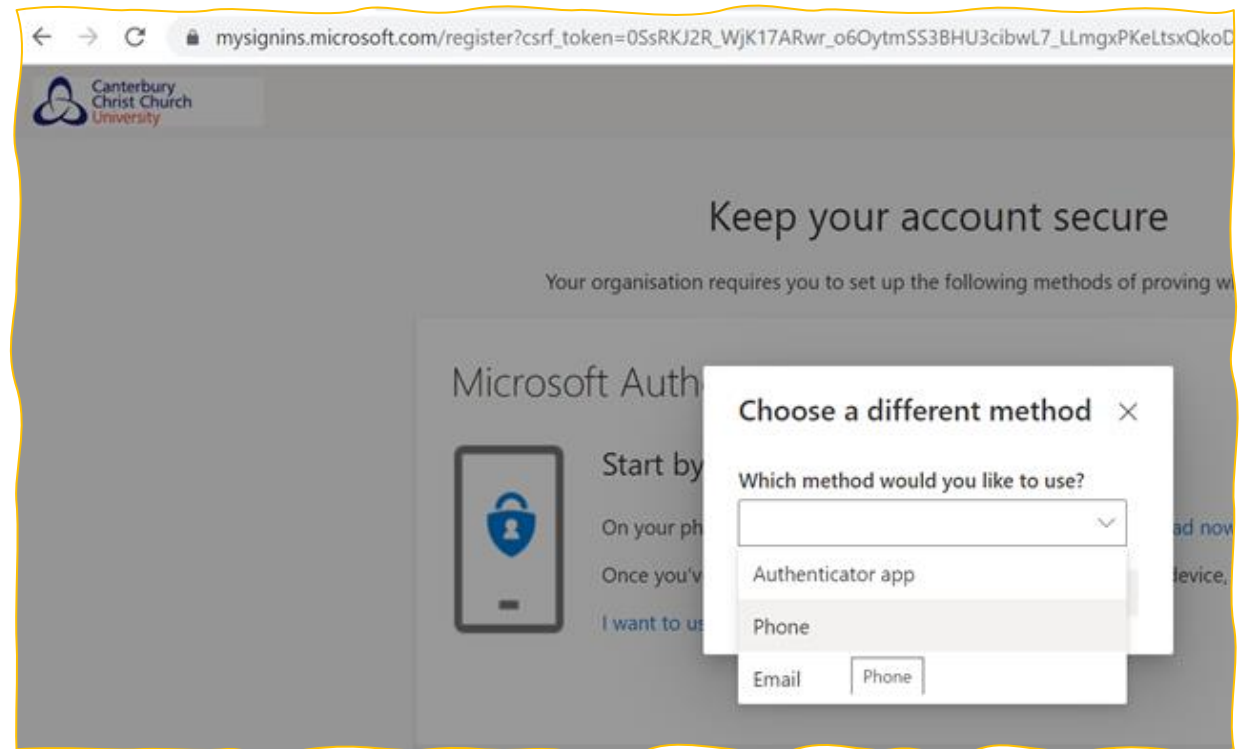


## Task 2: CCCU computing account

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To set up a recovery mobile phone number

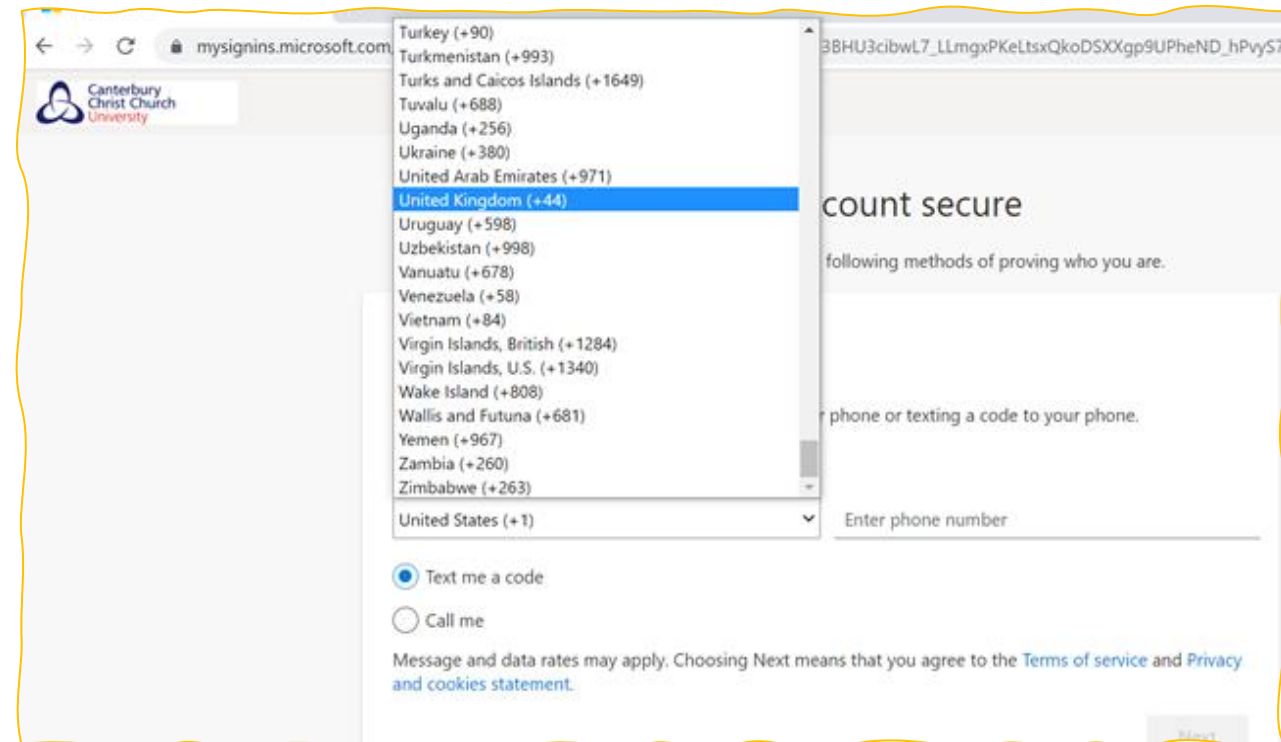
- From the options in the pop-up box, choose 'Phone'.



## Task 2: CCCU computing account

To set up a recovery mobile phone number

- Select 'United Kingdom' from the dropdown list and enter your phone number.

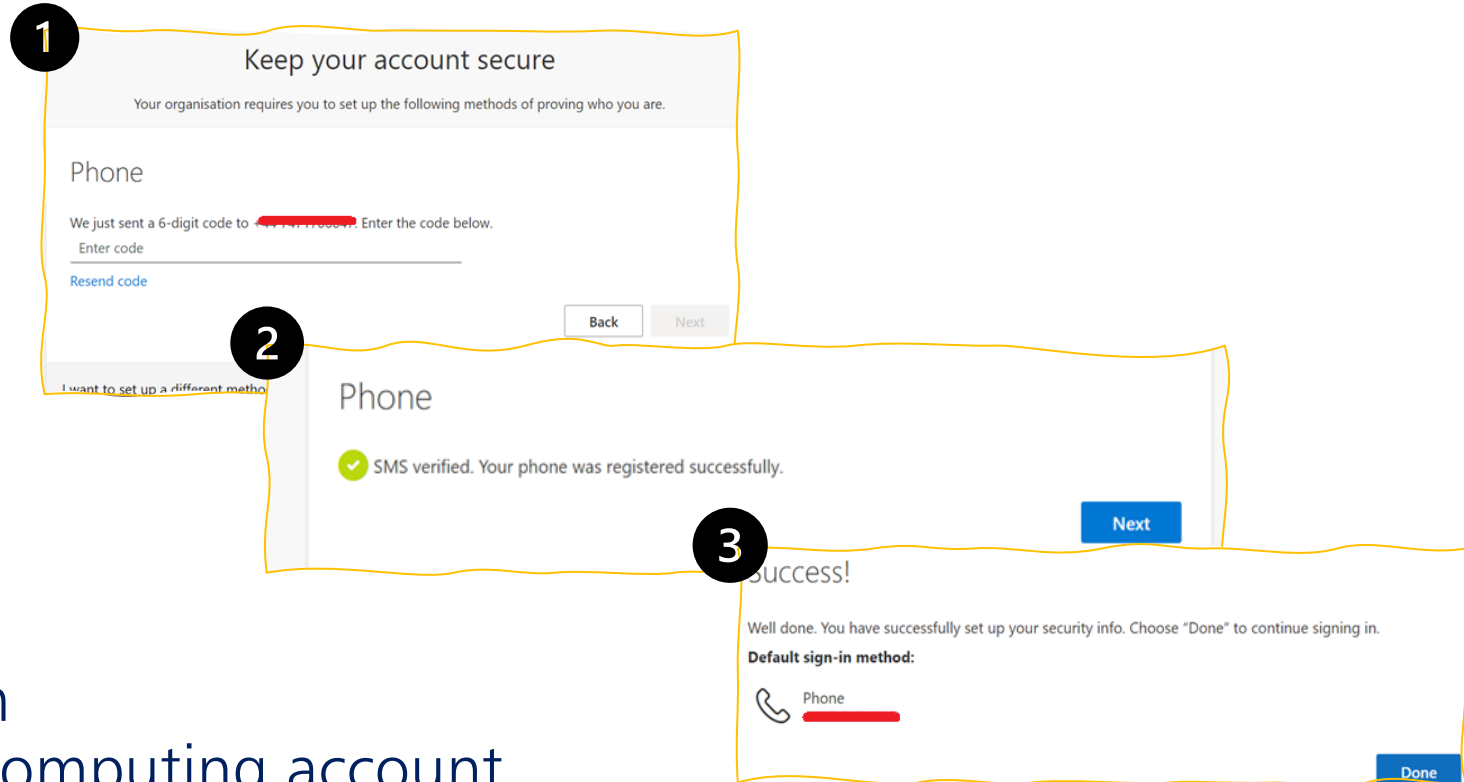


The screenshot shows the Microsoft Sign-in page (mysignins.microsoft.com) with a dropdown menu open for selecting a country. The 'United Kingdom (+44)' option is highlighted in blue. Below the dropdown, there are radio buttons for 'Text me a code' (selected) and 'Call me'. A text input field for the phone number is visible, with the placeholder text 'Enter phone number'. The page also displays a security verification message: 'account secure following methods of proving who you are. phone or texting a code to your phone.'

## Task 2: CCCU computing account

To set up a recovery mobile phone number

1. You will receive a text message with a 6-digit code which you will need to enter.
2. Click on Next...
3. ...then Done to finish creating your CCCU computing account.



**1** Keep your account secure  
Your organisation requires you to set up the following methods of proving who you are.

Phone


We just sent a 6-digit code to [redacted]. Enter the code below.

Enter code

[Resend code](#)

Back Next

**2** Phone


 SMS verified. Your phone was registered successfully.

Next

**3** Success!

Well done. You have successfully set up your security info. Choose "Done" to continue signing in.

**Default sign-in method:**

 Phone [redacted]

Done

# Support services

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- For queries about your course and your studies, please contact GBS Student Support.

Your campus	Email address	Telephone
Leeds campus	CCCULEeds@globalbanking.ac.uk	0208 092 9440
Cam/Bow Road	CCCUStratford@globalbanking.ac.uk	0208 092 9440
Greenford	CCCULondon@globalbanking.ac.uk	0208 092 9440
Manchester	CCCUManchester@globalbanking.ac.uk	0208 092 9440
Birmingham	CCCUBirmingham@globalbanking.ac.uk	0208 092 9440



## Support services

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- If you have a question about your CCCU registration which GBS Student Support can't answer, you can try CCCU's student helpdesk the i-zone.
  - Email [i-zone@canterbury.ac.uk](mailto:i-zone@canterbury.ac.uk)
  - Telephone 01227 922 222.

Click on the link or scan the QR code to find out more, including contact details for the i-Zone plus opening times.



<https://www.canterbury.ac.uk/our-students/i-Zone/chat-with-the-i-Zone-and-it-hub>

# The i-zone

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- If you need to contact the i-zone about your CCCU registration, please quote the following:
  - your full name
  - your CCCU student ID (you will find this at the top of all correspondence from CCCU, it will be nine digits e.g. 101001368).
- If your query is finance-related, please quote your 13-digit *Student Support Number* from Student Finance. (Please note: your Student Support Number is *not* the same as your 11-letter Customer Reference Number.)



# Student finance

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- If you are entitled to an Undergraduate maintenance loan and you are fully or temporarily registered up to 7 working days before the start of your course, you should receive your first payment on the scheduled instalment date as per your Financial Notification from Student Finance. This is usually the first day of teaching on your course.
- If, however, you register close to or after your course start date, your loan will be paid within 7 working days.



Click on the link or scan the QR code to find out more, including the different Student Finance payment statuses.

<https://www.canterbury.ac.uk/our-students/ug-new/before-you-arrive/finance-and-budgeting>

# Student finance

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- To help ensure there are no delays in your payment:
  - Make sure you use the *same name* to apply for your course as you use to apply for your finance. If there are any differences between the two names, it could cause delays in the processing of your payment.
  - Make sure that the course details on your application match the course details you give to Student Finance.
- If you need to contact the i-zone about a finance-related issue, please quote your 13-digit *Student Support Number*. (Please note: your Student Support Number is *not* the same as your 11-letter Customer Reference Number.)



## Further information


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Click on the link or scan the QR code for a step-by-step guide to CCCU registration.

<https://www.canterbury.ac.uk/guides/online-registration/step-by-step-guide-to-online-registration>



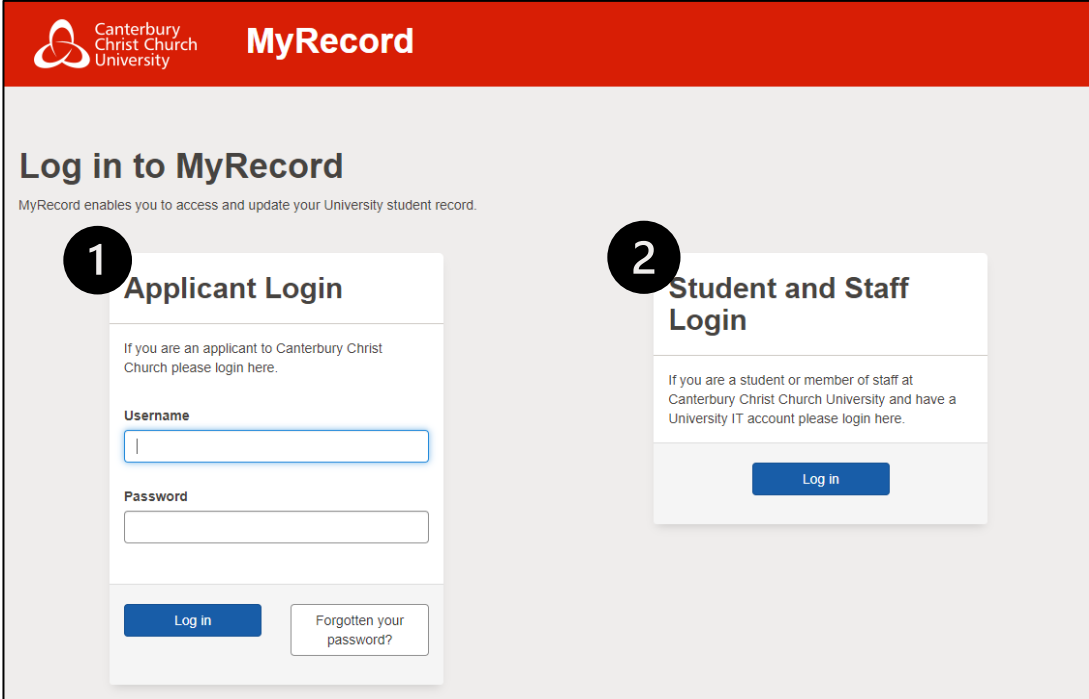
## Important! Stay up-to-date

- It's important you remember your CCCU username and password as you'll need it to check your CCCU emails, access CCCU services like LibrarySearch and log into [MyRecord](#) throughout your studies.
- 
- A photograph of a person's hands using a laptop. A semi-transparent overlay with the word 'UPDATE' in bold white letters is centered on the screen. Surrounding the text are several white icons: a clock, a gear, a refresh symbol, a calendar, a globe, and a document with a checkmark. The background is a blurred office setting.
- For example, if your personal or contact details change during the course of your studies, you must update them in [MyRecord](#). Your 'Correspondence' address is where your degree certificate and academic transcript will be sent once you complete your studies.

## Important! Stay up-to-date

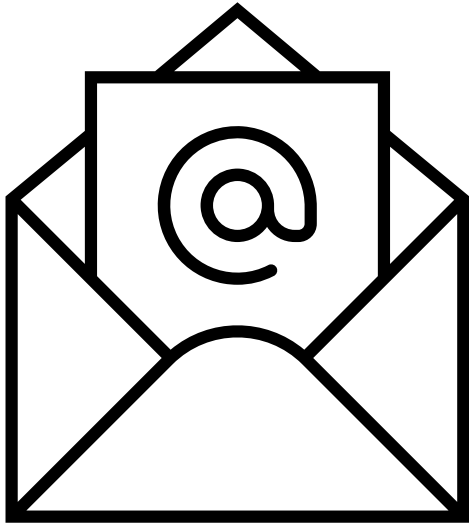
If you need to log into [MyRecord](#) after you have created your CCCU computing account, you can do so in two ways:

1. use your [MyRecord](#) username and password to log in using the 'Applicant Login' or
2. use your CCCU username and password to log in using the 'Student and Staff Login'.



The screenshot shows the MyRecord login interface. At the top, there is a red header with the Canterbury Christ Church University logo and the text "MyRecord". Below the header, the main heading is "Log in to MyRecord" with a sub-heading "MyRecord enables you to access and update your University student record." There are two login options: "1 Applicant Login" and "2 Student and Staff Login". The "Applicant Login" form includes a "Username" field, a "Password" field, a "Log in" button, and a "Forgotten your password?" link. The "Student and Staff Login" form includes a "Log in" button.

## Important! Check your emails regularly



- CCCU will send important updates to your CCCU email address throughout your studies, e.g.
  - your end-of-module and end-of-year results
  - your invitation to re-register for each subsequent year of study.
- Therefore you should often log in to check your CCCU emails.
- Alternatively, you can keep track of your CCCU emails by automatically forwarding them to another email account that you regularly access in your everyday life. [Find out how.](#)



## Further information

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Click on the link or scan the QR code for more information about being a CCCU student who is studying with GBS.

<https://www.canterbury.ac.uk/our-students/ug-current/support-services/personal-support/studying-at-a-partner-institution>

