



## Dear Student

We are delighted to welcome you to the University of Derby.

By choosing to study with us at one of our partner institutions you have joined a student community with over 20,000 members and have become part of a University that prides itself on being ambitious, innovative and forward-thinking.

We are committed to working with our partners to ensure that your learning experience is high quality and delivered in a supportive learning environment. Together we are focused on maximising your potential to succeed.

In addition to the services and resources available to you at your partner institution you can also access the following University services and resources online:

- **University of Derby Online (UDO) Student Portal and Password**

When it's time to set up your account with the University/College, you'll receive an email as shown in the **Applicant Password Creation and Management document**, available to you from your partner institution. The email will be sent from [itservicecentre@derby.ac.uk](mailto:itservicecentre@derby.ac.uk) subject named "It's time to set up your University of Derby password". If you can't find it in your inbox, please check your junk/SPAM folder.

Please read the information provided in the document **Applicant Password Creation and Management** document to help you navigate the Password Creation Centre screens.

The University's online resources are accessed via our student portal - [UDO](#).

UDO provides a wealth of information to support your studies and is the gateway from which you can access the University's Library and your Course Resources, Grades and Unimail (see 'Unimail' below). You can also see the information we hold about you, which it is important that you check for accuracy when you first login (for example, the spelling of your name is how it will be printed on your results and final Certificate, so please check that it is correct).

The easiest way to login to UDO is via the '[UDO](#)' link which can be found at the bottom right hand corner of the University's website home page ([www.derby.ac.uk](http://www.derby.ac.uk)). UDO can also be accessed via the **DerbyUni** app (which can be downloaded to your mobile device from either of the major app stores).

**[Note: Your username is your student number / Your UDO account is only valid for 90 days from the date of creation so please ensure that you login to it within this time period to activate your account and that, on your first visit, you change your password to something more personal to you. If you experience any problems logging in please contact our [IT Service Centre](#) ([itservicecentre@derby.ac.uk](mailto:itservicecentre@derby.ac.uk)) quoting your username (ie your student number), the name of the programme you are studying and the name of the partner institution you are studying at]**

- **Unimail**

[Unimail](#) is your University email account and can be accessed by logging into UDO (see 'University of Derby Online (UDO) Student Portal' above) and clicking on the Unimail link.

All official communication from the University will be sent to your Unimail account so it is essential that you either check your inbox regularly or change the settings so that your emails are forwarded to a preferred email account so that you don't miss out on any news or information.

The Registry, Kedleston Road, Derby, DE22 1GB, UK  
01332 590500

Vice-Chancellor Professor Kathryn Mitchell  
Incorporated in England as a charitable limited company. Registration no 3079282

*[Note: Your Unimail email account is comprised of your username (ie your student number) followed by @unimail.derby.ac.uk (for example: 100123456@unimail.derby.ac.uk)]*

- **Virtual ID Card**

You can create your own University Virtual ID Card via the **DerbyUni** app (which can be downloaded to your mobile device from either of the major app stores).

To do this, click on the 'Your Photo' tile within the app and upload a passport style photograph of yourself. Once uploaded the photograph will be subject to a verification check by the University, following which you will be able to access your Virtual ID Card by clicking on the 'Virtual ID Card' tile within the app.

Your Virtual ID card can be used to access University of Derby sites and for bus travel on our Unibuses. You can also access any of our UoD campuses by showing your Virtual ID Card at reception.

*[Note: If you experience any problems creating your Virtual ID Card please contact [uodpartnerships@derby.ac.uk](mailto:uodpartnerships@derby.ac.uk) quoting your username (ie your student number, the name of the programme you are studying and the name of the partner institution you are studying at)]*

- **The University's Academic Regulations, Policies and Procedures and Student Protection Plan**

As a University of Derby student it is important that you are familiar with the University's [Academic Regulations, Policies and Procedures](#) and [Student Protection Plan](#).

Our Academic Regulations apply to all taught programmes leading to awards of the University and provide information on what is expected of you and what you can expect from us.

Our Student Protection Plan sets out what you can expect to happen should a programme, campus or institution close (see section 2.18 - Students on our Partnership Provision).

- **Results**

Upon successful completion of your programme you will receive a Certificate and either a Higher Education Achievement Record (HEAR) (see 'Note' below), a Diploma Supplement or a Transcript (dependent on the award you have achieved and the country in which you studied).

*[Note: The HEAR is a digital document which is accessed online. If you are entitled to receive a HEAR a web link will be sent to your Unimail account (see 'Unimail' above) so it is essential that you either check your inbox regularly or change the settings so that your emails are forwarded to your preferred email account]*

- **Support**

In addition to the support services available to you at your partner institution, the University also has a dedicated partner support team. If you are experiencing any problems accessing our online services or resources or require any other support please contact us at: [uodpartnerships@derby.ac.uk](mailto:uodpartnerships@derby.ac.uk) quoting your username, the name of the programme you are studying and the name of the partner institution you are studying at.

- **University of Derby Social Media**

The University is active on the following social media channels. Why not follow us:

Facebook: [@DerbyUniStudent](#) / Twitter: [@derbyunistudent](#) / Instagram: [derbyuni](#) / YouTube: [University of Derby](#) / LinkedIn: [University of Derby](#) / Flickr: [University of Derby](#)

We hope you enjoy your time studying with the University of Derby.

Best wishes

**The Partnerships Team**  
University of Derby

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