




# Student Guide



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# Hub Set-Up



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## Welcome to The Hub

Hello {!Contact.FirstName},

The Hub is BPP's new learning environment which provides 24/7 access to all of your BPP course learning materials and resources.

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### Complete your Hub account setup

Before you can access The Hub, you must first reset your password via the following steps:

- Follow the 'Complete account setup' link below to reset

# Completing the Hub Set-Up

- Click '**Complete account setup**' to reset your password
- Enter your username – **your BPP email address** (you will have received this in your Hub welcome email)
  - If the username is **blank**, then please call the Programme Support Office as soon as possible +44 (0)207 430 7070
- A password reset email will be sent to your **personal** email address (not your new BPP email) - *please check your spam and junk folders*
- Follow the link and on-screen instructions to create a new password

Already registered? Log in

Login

Register

Forgotten password?

Login to the Hub at [www.bpp.com/account](http://www.bpp.com/account) with your **BPP email** and new password



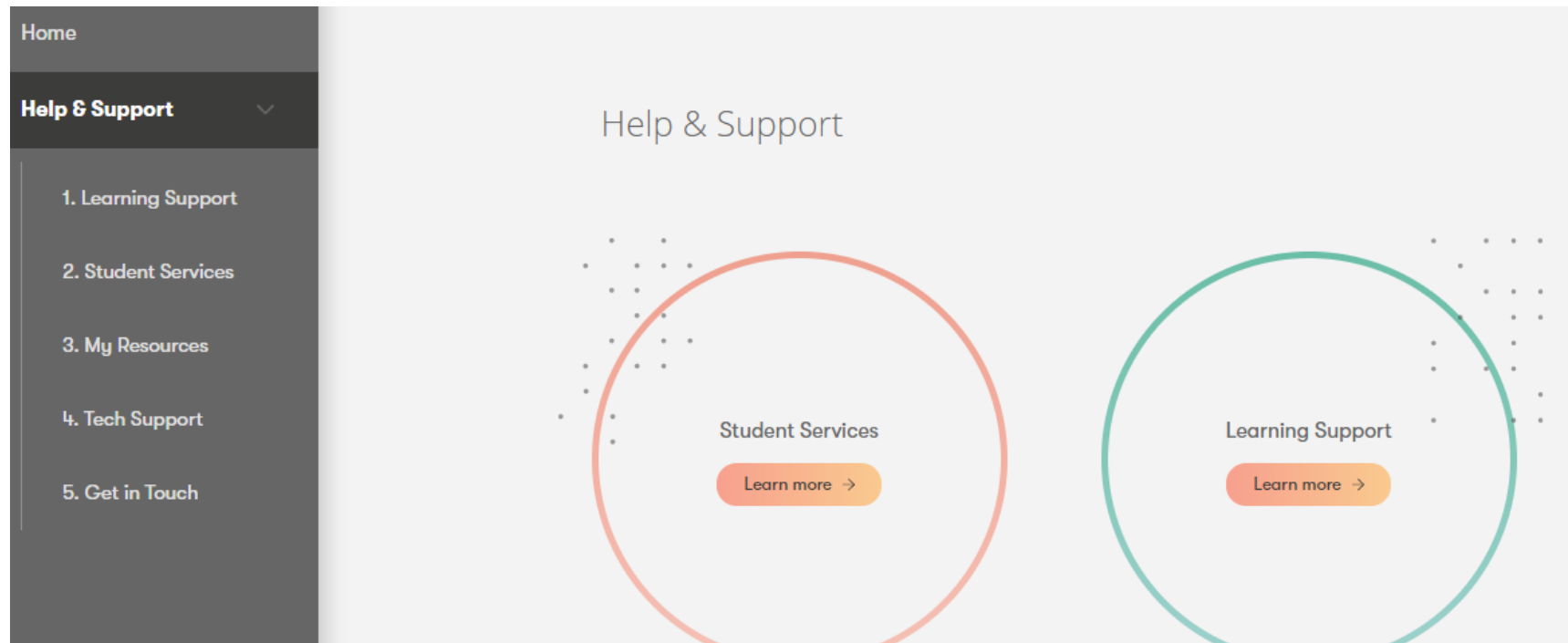


**How do I access my timetable  
and BPP email?**

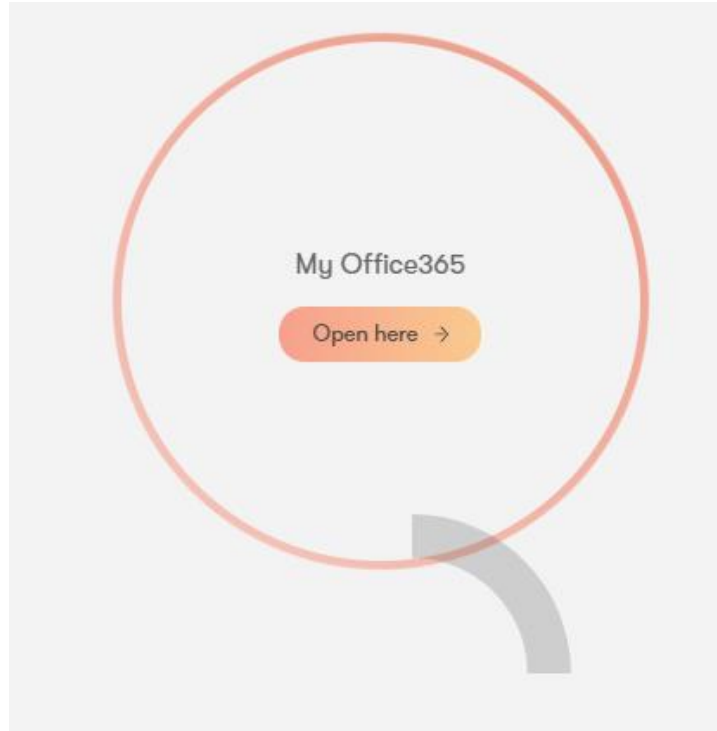


# To access via the Hub:

- Click on the Help & Support



- Scroll until you find 'My Office365'
- Next, click on 'My Office365'



- You can also use this link <https://outlook.office.com/mail/inbox>



- Your username will be your **BPP email address**
- The password is the same password which you used to access the Hub



## Sign in

to continue to Outlook

|someone@example.com

[Can't access your account?](#)

Next



## Enter password

Password

[Forgot my password](#)

Sign in



- Complete the additional security verification
- We recommend you choose 'send me a code by text message'

## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how](#)

### Step 1: How should we contact you?

Authentication phone ▼

United Kingdom (+44) ▼ 7777777777

Method

- Send me a code by text message
- Call me

Your phone numbers will only be used for account security. Standard telephone and SMS

Tuvalu (+688)	<input type="radio"/>
Uganda (+256)	<input type="radio"/>
Ukraine (+380)	<input type="radio"/>
United Arab Emirates (+971)	<input type="radio"/>
United Kingdom (+44)	<input type="radio"/>
Uruguay (+598)	<input type="radio"/>
Uzbekistan (+998)	<input type="radio"/>

- If you need to change your contact number for the Outlook verification code, then please contact the IT department: +44 (0)3300 603850

- You can click 'Yes' to stay signed in, if you are using your own device
- Click 'done' to complete the security verification



## Stay signed in?

Do this to reduce the number of times you are asked to sign in.

Don't show this again

No

Yes



## More information required

Your organization needs more information to keep your account secure

[Use a different account](#)

[Learn more](#)

Next



## Additional security verification

Secure your account by adding phone verification to your password. [View video to know how to secure your account](#)

Step 2: We've sent a text message to your phone at [REDACTED]

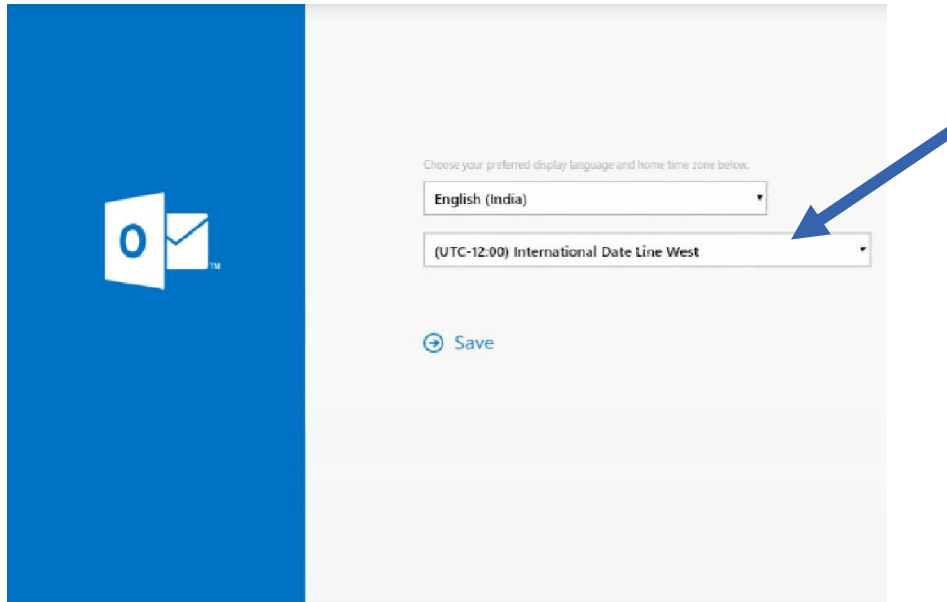
Verification successful!

Done

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- Finally, you need to select your time zone. On this occasion you MUST select the UK time zone.



(UTC-02:00) Mid-Atlantic

(UTC-01:00) Azores

(UTC-01:00) Cabo Verde Is.

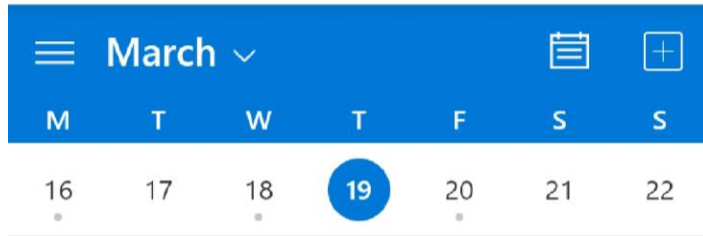
(UTC) Coordinated Universal Time

(UTC+00:00) Dublin, Edinburgh, Lisbon, London

(UTC+00:00) Monrovia, Reykjavik

(UTC+01:00) Casablanca

(UTC+01:00) Amsterdam,



### 19 Thursday Today

10:30  
1h

**Leading Business Organisations (MS...**  
📍 LBO(T1) / Revision Webinar

Now

13:30  
2h

**Ops Mgmt & Service Excellence (MS...**  
📍 SB (BPP House) - 2.1 (34) U OMSE(T1) / SG...

### 20 Friday Tomorrow

🕒 Starting in 21h 30m

11:15  
2h

**Financial Decision Making (MSCM3) ...**  
📍 SB (BPP House) - 7.2 (50) ADAF FDM(T1) / ...

13:30  
2h

**Leading Business Organisations (MS...**  
📍 SB (BPP House) - 2.1 (34) U LBO(T1) / SGS ...



- You will now have access to your BPP emails and Outlook Calendar
- To access your timetable, click on the calendar icon at the bottom

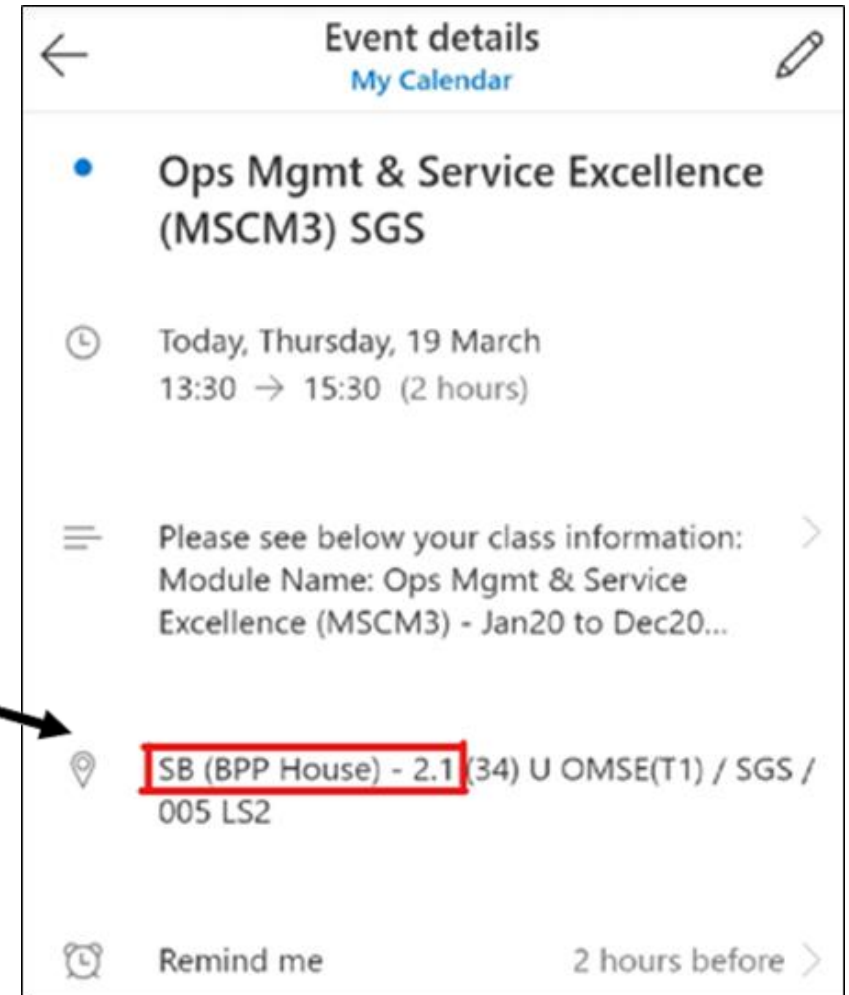


# Your Timetable

•Click on the event details  
Here you can see the campus, the floor and room number of the class

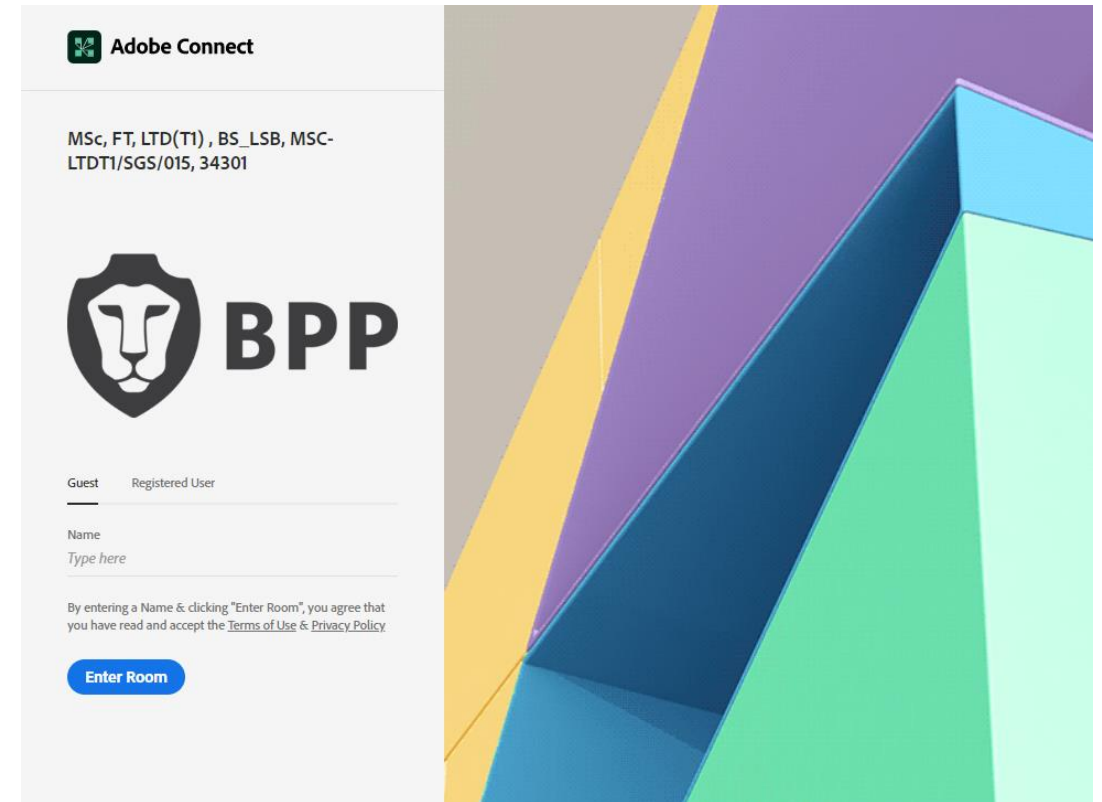
SB (BPP House) is the Campus  
2.1 is floor 2, room 1

If this is not there, you may have a link for  
online classes



# Adobe Classes

- The Adobe class links are on your Outlook Calendar
- Click on **Guest** and enter your **Full Name**
- You do not need a login to access Adobe classes



# Change of Contact Number

- Well, you'll need to let our IT department know!
- Again, you can contact them on:
  - Telephone - +44 (0)330 060 3850
  - BPP Service Portal - <https://bpp.service-now.com/studentportal>





# Student Query Form

Home > Help & Support > 5. Get in Touch

## Student Queries

If you would like to submit a query online, please select a query type from the drop down menu. If you cannot find a query type from the drop down menu, please contact your relevant University department via email or phone.

Student ID Number

Programme/Course

Contact name

Phone

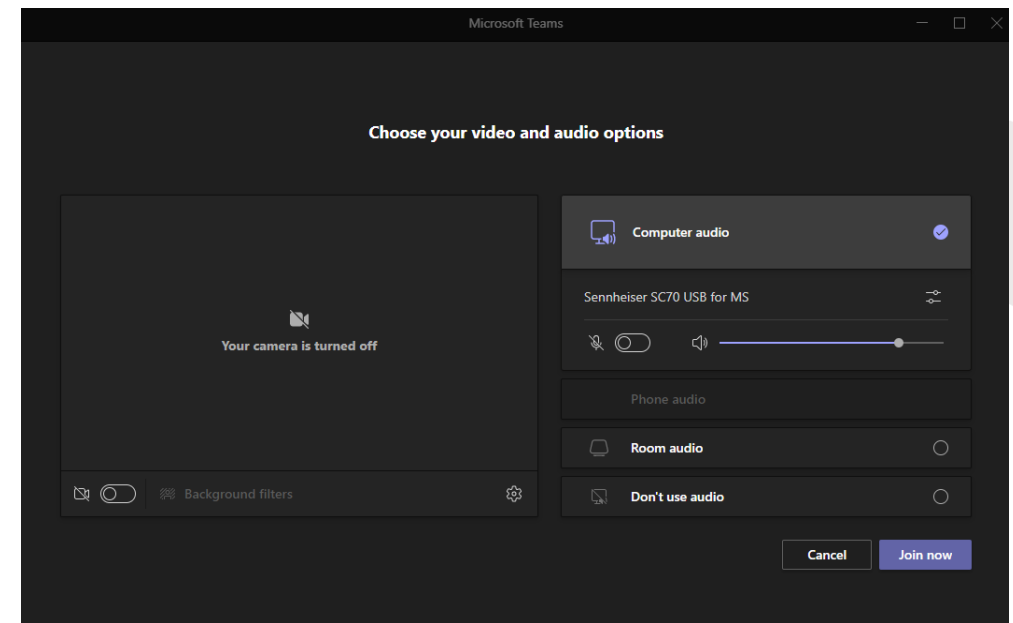
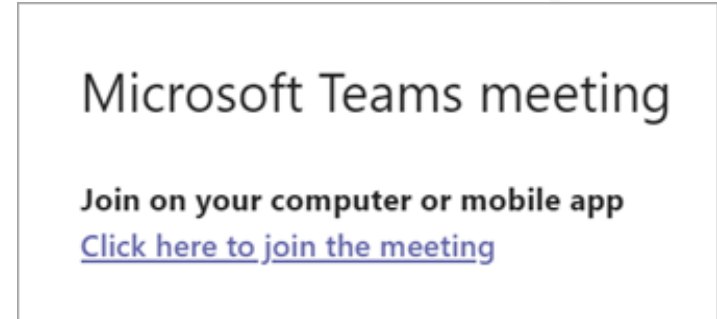
BPP Email Address

School

1. Log in the Hub
2. Click **Help & Support**
3. Click **Get in Touch**
4. Complete each section of the form
5. Choose a query type and sub query type most suited to your query/need
6. Use the Description Box to explain your query/need in more detail
7. Press **Submit**
8. You will get a notification sent to your BPP email address

# Microsoft Teams

- Some BPP workshops and classes are hosted on Microsoft Teams
- Use the link provided to join the session
- Option to either join the meeting through a webpage, or to download the Teams app
- Option to enter your full name and enter the meeting as a guest
  - You do not need to log in or sign up for an account
- Before joining the meeting, you will see the screen shown to the right
  - Please ensure your microphone is muted before you click 'Join now'



# Registration

Send your outstanding documents to [studentenrolmentteam@bpp.com](mailto:studentenrolmentteam@bpp.com)

They will need a copy of:

- Colour photocopy of your BRP card, front and back
- Passport entry stamp
- Up to date UK contact details
- A photo to be used on your photo ID



# Registration

- If you are fully registered, you should have received an email confirming it
- If you are not yet fully registered, please email the Student Enrolment team to send your outstanding documents

Their contact is [StudentEnrolmentTeam@bpp.com](mailto:StudentEnrolmentTeam@bpp.com)



# Study Centre Opening Times

<b>Study Centre</b>	<b>Opening Times</b>
London King's Cross	Monday – Thursday: 8am – 6pm Friday: 8am – 6pm Saturday: 8am – 5pm
London Waterloo	Monday – Friday: 8am – 9pm Saturday: 8am – 6pm
London Shepherd's Bush	Monday – Thursday: 8am – 6pm Friday: 8am – 6pm Saturday: 10am – 4pm
Manchester	Monday – Thursday: 8am – 9pm Friday: 8am – 6pm Saturday & Sunday: 8:30am – 6pm
Birmingham	Monday – Thursday: 8am – 9pm Friday: 8am – 6pm Saturday: 8:30am – 6pm

**At the London centres, the Programme Support/Engagement Officer Help Desk will be open from 8:30am – 5:00pm**



# Student Discount

As a student, you are entitled to several discounts from retailers and outlets:

**TOTEM (NUS Extra) - £14.99 for 12 months**

[https://cards.totum.com/join?gclid=EAlaIQobChMIudzK9IGb7QIVs2DmCh1U7ApqEAAYASAAEgKYzvD\\_BwE](https://cards.totum.com/join?gclid=EAlaIQobChMIudzK9IGb7QIVs2DmCh1U7ApqEAAYASAAEgKYzvD_BwE)



**Student Beans - FREE**

<https://www.studentbeans.com/uk>



**UniDays -FREE**

<https://www.myunidays.com/GB/en-GB>



# 18 + Student Oyster Photocard

- If you're 18 or over, a student and living in a London borough, you can get discounted travel with an Oyster photocard
- Benefits – Save 30% on adult-rate Travelcards and Bus & Tram Pass season tickets.
- You apply online at <https://tfl.gov.uk/fares/free-and-discounted-travel/18-plus-student-oyster-photocard>

## **You need to provide:**

- Active email address
- Student ID from your school, college or university
- London borough address
- Digital photo which must be a .jpg, .bmp or .gif file and less than 6MB
- You pay an administration fee of £20 using a credit or debit card



# Useful Travel Apps

**TFL** – travel updates, station to station directions  
<https://tfl.gov.uk/plan-a-journey/>



**TFL GO APP** - [https://tfl.gov.uk/maps/\\_tfl-go](https://tfl.gov.uk/maps/_tfl-go)

**Citymapper** – location to location, travel directions and walking  
<https://citymapper.com/london?lang=en>



**Google maps**  
<https://www.google.co.uk/maps/>





# ID Cards, Letters & your Contact Details



**ID CARDS:** All students must wear their BPP Student ID cards and Lanyards when on campus and in class. Please ask reception where to collect yours.

\*International students will need to show their passport when collecting their ID cards (this to ensure that we comply with UKVI regulations to verify your ID before you begin your classes).



**LETTERS:** You will be able to request a Student Status Letter to use when opening a Student Bank Account or for your Council Tax Exemption via the Student Query form on your HUB or VLE. NB Letters may take us up to 5 working days to produce.



**CONTACT DETAILS:** Please ensure that if you have recently moved, you update us with your new address details. This must be done before you request a Student Status letter so that we ensure that your Status Letter displays your correct address.

# Help Centre, Support & Queries



Help Centre



FAQs and links to key resources.

BPP.com



Submit a Query



Letter requests and programme queries.

Your Hub/VLE



Students' Association



Information on support services.

BPPstudents.com



# Contact Us

If you have any questions, please call the Programme  
Support Office

**+44 (0)207 430 7070**

or submit an online query

**[https://www.bpp.com/my/help-  
support/student-query-form](https://www.bpp.com/my/help-support/student-query-form)**

