



Hwbcasts are a series of informative broadcasts designed to provide students with all the essential information they need before the new year begins.

Whether you're a fresh face on campus or a returning student, Hwbcasts have you covered! To access the Hwbcasts, simply head to the Hwb app.

STUDENT FINANCE

You will not receive your funding until your registration has been confirmed. This will happen after your first lectures and will take 3-5 working days to transfer after this. If you haven't received your finance within a month of starting please contact:

hwb@uwtsd.ac.uk

WELLBEING SUPPORT

If you are struggling to manage the impact of your health on your studies you can access specialist support to help you develop self-management skills. This includes Counselling, Wellbeing Advice, Specialist Mental Health Mentoring, and support to access external services where needed. You can access all Wellbeing services at

uwtsd.ac.uk/student-services/wellbeing-support

CONTACT THE HWB

0300 131 3030 | hwb@uwtsd.ac.uk |
Live Chat via the Hwb App

You can also call in to see us in:

Cardiff
Carmarthen
Swansea

We are open from:

08:30 - 17:00 Monday - Thursday
08:30 - 16:30 on Fridays

USEFUL CONTACTS

24/7 IT Service Desk
0300 500 5055

Student Assistance Programme
0800 028 3766 (24 hours)

Money Support
moneysupport@uwtsd.ac.uk

Registry
registry@uwtsd.ac.uk



STUDENT ESSENTIALS GUIDE

The Student Hwb team are your first point of contact at UWTSD.

We will provide a comprehensive information service on all student-related matters and can refer you for specialist support where needed. Some of the issues we can help with include:

Finance | Enrolment | Modules |
Moodle | Timetable | Support | IT

In this guide we've outlined some of the common questions we're asked.

*Mae copi o'r canllaw hwn hefyd ar gael yn Gymraeg.
A copy of this guide is also available in Welsh.*



hwb@uwtsd.ac.uk
0300 131 3030

LOGGING IN

For all UWTSD systems your log in details will be:

Username:

1234567@student.uwtsd.ac.uk

Password:

dob01.01.01

Simply replace the numbers in the username with your 7 digit student number and change the numbers in the password to your date of birth in dd.mm.yy format. **Don't forget to include the full stops between the numbers!**

Please Note - To access MyTSD, use only your student number as the username

PASSWORD RESET

You can change or reset your password via the Self-Service Password Reset portal. It enables all students to reset their password without having to contact the IT Service Desk. To reset your password, visit uwtsd.ac.uk/password

PARKING

How much will I have to pay for my permit?

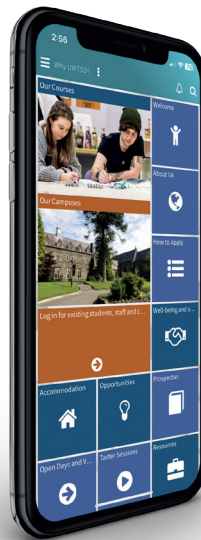
The University will not be charging for staff or student parking permits.

How do I apply for a permit?

You may apply for a parking permit by visiting cpppermitsystem.co.uk/universityofwalestrinitysaintdavid

You must register using your UWTSD student email address.

For parking related queries please email parking@uwtsd.ac.uk



THE HWB APP

The Hwb App is an essential download for every UWTSD student.

You can access your timetable, course essentials and digital ID directly from the app.

There's even a handy help and report tool, so if something isn't quite right you can report it directly through the app!

MULTI-FACTOR AUTHENTICATION (MFA)

To access UWTSD systems, you will need to create a MFA account.

There is a handy guide available to guide you through the process at:

uwtsd.ac.uk/mfa

If you need any assistance with setting up or changing your MFA please contact the IT Service Desk.

BURSARIES

Bursaries are financial awards eligible students may apply for. There are many bursaries available and there is likely to be at least one for every student. For more information, including how to apply. Head to:

hwb.uwtsd.ac.uk/dashboard/student

- And select the Financial Support Tile.

PRINTING

To print, please visit print.uwtsd.ac.uk/user to top-up your print credit. There is a minimum top-up of £1.

Once you have done this you will need to select the printer called: Print-Argraffu.

An item can be sent to print from any computer on the network and is stored securely in your personal queue for up to 3 days. You can then release it for printing from any university printer.

For further assistance please contact the IT Service Desk

COUNCIL TAX EXEMPTION

Full time, enrolled students can download and print a Council Tax Exemption Letter. Login to MyTSD and select 'Enrolment' from the menu and there should be letters available for you to select.

The Council Tax Exemption Letter is personalised for each student, and is available to all eligible students.

ID CARDS

You will need upload a passport-style JPEG photo on MyTSD before your ID card can be created. If you have already uploaded a photo to MyTSD, your ID card should be ready for collection at your welcome event. If you haven't yet uploaded a photo, please **log into MyTSD** and click the **'Documents required prior to enrolment'** tab. The photo upload tool is at the top of this page.

Once you have uploaded your photo, your ID card should be ready to collect within 48 hours. You can collect your card from the Hwb desk. If you have difficulty uploading a photo, please email it along with your student number to hwb@uwtsd.ac.uk