

i2i THREE WEEK ORIENTATION.

INFORMATION FOR NEW STUDENTS 2025/26

Orientation week: Tuesday 2 September to Tuesday 16 September

Welcome to Northumbria!

Several resources are available to help you get started on your student journey. This includes your Newcastle Welcome Guide and International Student Guide. You will find links to these from the **Getting Started at Northumbria web pages**.

This is also where you will find information on several essential actions and key tasks. Use the interactive checklist to ensure you complete them all!

HELP AND SUPPORT

Ask4Help is the name of our frontline student support service, available online, on campus and by telephone. Ask4Help can resolve a large number of your enquiries straight away - where you need more in-depth support, they will make sure your query reaches the right team.

- Browse knowledge articles and access support through **Ask4Help Online** on your Student Portal.
- Call Ask4Help on **0191 227 4646** (available 24/7 during term time).
- Visit Ask4Help on campus at the **Ask4Help Service Desk** in Student Central, City Campus Library (building 13 on the City Campus map) or the Ask4Help Service Desk at Coach Lane Campus Library (building 9 on the Coach Lane Campus map). You can view our **Campus Maps** on Ask4Help Online on your Student Portal.

GETTING STARTED CHECKLIST:

- ☐ COMPLETE YOUR ENROLMENT
- ☐ ARRANGE SUPPORT REQUIREMENTS IF NECESSARY
- ☐ ACTIVATE YOUR UNIVERSITY IT ACCOUNT AND DUO SECURITY
- ☐ GET TO KNOW ASK4HELP ONLINE AND YOUR STUDENT PORTAL
- ☐ ACCESS YOUR TIMETABLE
- ☐ COLLECT YOUR SMARTCARD
- ☐ DOWNLOAD SAFEZONE
- ☐ REGISTER WITH A DOCTOR/GP
- ☐ COMPLETE YOUR MANDATORY CONSENT AND BYSTANDER TRAINING

Further information can also be found in the article **Getting Started at Newcastle Campus** in Ask4Help Online on your Student Portal.

FAQs

CLICK ON THE LINKS BELOW TO FIND ANSWERS TO FREQUENTLY ASKED QUESTIONS FROM CURRENT STUDENTS ON THE INTERNATIONAL SOCCER ACADEMY:

Q: How do I update my mobile number with **DUO multi-factor authentication**?

Q: How does **Federal Aid** work?

Q: Can you provide a **breakdown of my i2i fees**?

Q: Can I check that you have **received a payment**?

Q: Where can I get **further support**?

IMPORTANT INFORMATION

- If you have not received your login details please contact **Applicant Services**.
- If you have lost your login details or need to re-set your password, please contact **IT services**.

YOUR NEW HOME

USE THE LINKS BELOW TO FIND OUT MORE ABOUT THE NORTHUMBRIA STUDENT COMMUNITY AND THE LOCAL AREA:

Explore your campus and city:

- **Northumbria Sport** - access the gym, sports clubs and classes
- **Your Students Union** - discover services, societies and social events
- **NE1 Website** - your guide to what's going on in Newcastle city centre

Finding your way around Northumbria University:

- Navigate your way around City Campus and Coach Lane Campus using **Campus Maps**.

Travelling between Campuses:

- You can use the no 1 bus to **travel for free** between City Campus and Coach Lane Campus – just show your **University Smartcard**. You can use your offer letter or enrolment letter as proof of student status until you collect your Smartcard in September.



ORIENTATION TIMETABLE.

Please note that team activities may be subject to change, especially where they are weather dependent.

WEEK 1

TUESDAY 2 SEPTEMBER	<ul style="list-style-type: none">• Morning: Arrival day for new starters• Afternoon: Team training 1-5pm
WEDNESDAY 3 SEPTEMBER	<ul style="list-style-type: none">• Morning: i2i led Inductions on Campus, all new starters• Afternoon: Team training 1-5pm
THURSDAY 4 SEPTEMBER	<ul style="list-style-type: none">• Morning: Trinity Square Tour/City Walk – all staff and all new starters• Afternoon: Team training 1-5pm
FRIDAY 5 SEPTEMBER	<ul style="list-style-type: none">• Morning: Northumbria University Campus Tour, all new starters• Afternoon: Team training 1-5pm
SATURDAY 6 SEPTEMBER	<ul style="list-style-type: none">• Morning: Personal time• Afternoon: TBA
SUNDAY 7 SEPTEMBER	<ul style="list-style-type: none">• Morning: Personal time• Afternoon: Personal time
MONDAY 8 SEPTEMBER	<ul style="list-style-type: none">• Morning: Personal time• Afternoon: Team training 1-5pm

WEEK 2

TUESDAY 9 SEPTEMBER	<ul style="list-style-type: none">• Morning: Team Activity 1: Jesmond Dene, Tynemouth, Metro Centre, Quayside/City Centre Walk, Team Meal, Team Social Nutrition Talk with S&C 12-2pm• Afternoon: Team training 2-5pm
WEDNESDAY 10 SEPTEMBER	<ul style="list-style-type: none">• Morning: Personal time• Afternoon: Team training 1-5pm
THURSDAY 11 SEPTEMBER	<ul style="list-style-type: none">• Morning: 9-10am Ask4Help induction at Student Central, City Campus 10-11am BUCS intro at Corry 11am-12pm FAFSA/Loans session at Corry• Afternoon: Team training 1-5pm
FRIDAY 12 SEPTEMBER	<ul style="list-style-type: none">• Morning: 10-11am Students' Union Welcome Event 11am-12pm Ask4Help Session 2 at Student Central, City Campus• Afternoon: Team training 1-5pm
SATURDAY 13 SEPTEMBER	<ul style="list-style-type: none">• Morning: Personal time• Afternoon: Team training 1-5pm
SUNDAY 14 SEPTEMBER	<ul style="list-style-type: none">• Morning: Personal time• Afternoon: Personal time
MONDAY 15 SEPTEMBER	<ul style="list-style-type: none">• Morning: 10am-12pm Level 3 and 4 Sport Induction at NBD442• Afternoon: Fun Training

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WEEK 3

TUESDAY 16 SEPTEMBER	<ul style="list-style-type: none">• Morning: 10am-12pm Smartcard collection at Student Central, City Campus• Afternoon: Team training 1-5pm
WEDNESDAY 17 SEPTEMBER	<ul style="list-style-type: none">• Morning: Business Induction• Afternoon: Team training 1-5pm
THURSDAY 18 SEPTEMBER	<ul style="list-style-type: none">• Morning: Live cooking event, Ellison• Afternoon: Team training 1-5pm
FRIDAY 19 SEPTEMBER	<ul style="list-style-type: none">• Morning: University International Student Welcome Event 3-5pm, Domain, Students' Union, City Campus• Afternoon: Team training 1-5pm
SATURDAY 20 SEPTEMBER	<ul style="list-style-type: none">• Morning: Personal time• Afternoon: Personal time
SUNDAY 21 SEPTEMBER	<ul style="list-style-type: none">• Morning: Personal time• Afternoon: Personal time
MONDAY 22 SEPTEMBER	<ul style="list-style-type: none">• Morning: SU Freshers' Fair 10am-4pm, Students' Union, City Campus• Afternoon: Team training 1-5pm

