



Northumbria
University
NEWCASTLE

WELCOME TO NORTHUMBRIA

A GUIDE FOR NEW STUDENTS - JANUARY 2025

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WELCOME TO NORTHUMBRIA

You come to university to learn, but there's so much more to experience.

Newcastle is consistently ranked as one of the best cities in the UK for students. You're at the start of an incredible experience. With over 100,000 students across the North East, Newcastle is the perfect place to start your student journey.

Northumbria has modern facilities, extensive course choices and is based in a cosmopolitan city with a vibrant student community. What more do you need?

Making the most of your time at Northumbria means opening your mind, learning by doing, embracing your community, and shaping an adventure that is completely yours.

YOUR WELCOME WEEK

In this guide you'll find some of the **main events and activities** designed to support and welcome you onto campus. For more information you can also visit the **Getting Started at Northumbria** web pages.





GETTING STARTED AT NORTHUMBRIA

GETTING STARTED

A lot of resources will be available during induction week welcoming you to Northumbria. Please ensure that you attend all timetabled activities!

Before you arrive in Newcastle and during your induction week there will be a number of key tasks to complete to help you get your studies off to the best possible start. Please visit the **Getting Started at Northumbria** web pages for instructions on the key tasks that you need to complete, including how to access your timetable. Use the checklists below to make sure that you are prepared for your first day on your course.

You can also discover more by accessing the **Getting started at Newcastle Campus** article in Ask4Help Online on your Student Portal.

FORGOTTEN YOUR PASSWORD?

Reset your password using **DUO** (UK numbers only) or via the IT **Chatbot** (all numbers) - available 24/7.

FORGOTTEN YOUR USERNAME

Please use the IT **Chatbot**.

ESSENTIAL ACTIONS

BEFORE YOU ARRIVE CHECKLIST

- Enrol (Home/UK students only) or Pre-register (International students only) and notify us of any support requirements
- Pay your fees
- Activate your University IT account and DUO security
- Read this Welcome Guide!


WHEN YOU ARRIVE CHECKLIST

- Complete your enrolment and upload your visa documents to the Student Portal (International students only)
- Collect your Smartcard
- Access your timetable
- Take part in induction

YOUR CAMPUS

Our **campus maps** help you to locate buildings and facilities as well as food and drink outlets. You can start to navigate Northumbria by clicking on each of the maps below to enlarge it.

In partnership with **AccessAble** we also provide detailed Access Guides to our campuses. Our Access Guides cover much more than just automatic doors and ramps; you'll find information on lighting, colour contrast, signage and background noise. They also include photographs, accessibility symbols and detailed measurements. Most importantly, all the details have been checked in person, so you can be sure you'll get all the facts you need.



Northumbria University NEWCASTLE City Campus

1 Reception/Information 2 Parking 3 Cycle Parking 4 Electric Vehicle Charge Point 5 Food and Drink 6 ATM Machine 7 Starbucks 8 Smoking Area 9 Branded Merchandise 10 Accessible Building Entrance 11 Accessible Parking 12 Automated External Defibrillator 13 Parenting Room 14 Live Food App Delivery Collection Points

- Architecture Studios
- Burn Hall
- Camden Court
- CIS Building
- City Campus East 1 - Newcastle Business School and Northumbria Law School
- CCE HUB & Starbucks Coffee Shop
- City Campus East 2 - Design School
- Claude Gobb
- College House
- Dart Hall
- Elison Building A Block
- Shop at Northumbria Merchandise
- Elison Building B Block
- Elison Building C Block
- 10d Elison Building D Block
- The Zone
- 10e Elison Building E Block
- Elison Terrace
- Occupational Health
- Glenamara House
- Library
- Student Central
- Ask4Help
- Spiritual Commons
- Student Support and Wellbeing
- The IT Plaza
- Lipman Building
- Lipman Hub
- Muslim Prayer Facility
- Northumbria Building
- Cafe Central - Starbucks
- University Library Digital Commons
- Northumbria University Nursery
- Pandion Building
- Facilities & Estates
- Pandion Cafe
- Sandyford Building
- The Corner Cafe - Subway
- Business Hub
- Security, Mail and Transport
- Sport Central
- Squires Avenue
- Squires Building
- Squires Workshops
- St James's United Reformed Church
- Hub
- Students' Union
- The Venue
- Submerged Building
- Trinity Building
- The University Gallery
- Galaxy North
- The University Collection
- The Woon Gallery of Asian Art
- Wayne Jones Building
- Neon Hall



Northumbria University NEWCASTLE Coach Lane Campus

To Four Lane Ends Metro Station

To City Campus

Key

1 A Block	8 H Block	11 Manor House	Reception/Information	Designated No.1 bus stop for free travel for students to and from City Campus
2 B Block	9 F Block	12 Coach Lane Sports Centre	Parking	Cafe
3 C Block	10 Student Central Ask-4 Help Communitea	13 Sports Pitches	Cycle Parking	Automated External Defibrillator
4 Clinical Skills Centre Security	11 Main Reception	14 Coach Lane Hub	Electric Vehicle Charge Point	Parenting Room
5 D Block	12 Foragers	15 NMC Competence Test Centre (OSCE)	Disabled Parking	
6 E Block	13 POD Hot Drinks and Snacks		Accessible Building Entrance	
7 G Block				

GET TO KNOW YOUR STUDENT PORTAL.

We know that there is a lot of information to take in during your time at university – so to help you navigate your Northumbria journey, your **Student Portal** brings all of the knowledge, advice and support you need together in one place.

Available online, on mobile and desktop devices, you will use your Student Portal to:

- Visit **Ask4Help Online** to access helpful articles with information to assist you throughout your student journey and to submit enquiries to access support from specialists.
- View your timetable.
- Access your virtual learning environment (Blackboard).
- Connect to the digital Library.

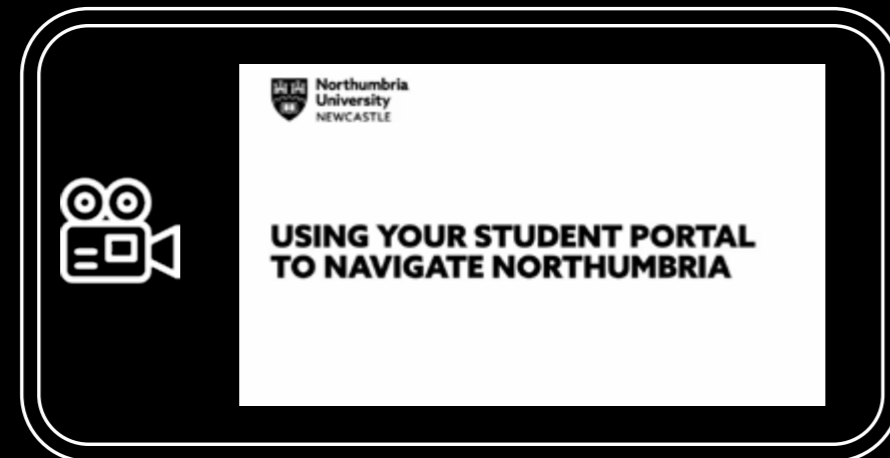
- Keep up to date with the latest Northumbria news stories.
- Complete essential tasks such as enrolment.
- Update your personal details when required, for example your term-time address.

IMPORTANT:

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**.

Watch our **short video** below for an overview of how to navigate Northumbria using your Student Portal.





BEFORE YOU ARRIVE

BEFORE YOU ARRIVE

ARRANGE YOUR ACCOMMODATION

With over 55,000 students calling Newcastle home, demand for student accommodation is high. It is therefore essential to secure accommodation before you arrive.

We offer a range of **accommodations for our students** - all conveniently located on or near campus. University accommodation is a popular choice, and we advise you to book early.

If you prefer private accommodation, we recommend that you consult Student City Living and the **Housing Advice** pages published by NSU (Northumbria Students' Union).

Visit **Ask4Help Online** on your Student Portal for further information on applying for accommodation.

BEFORE YOU ARRIVE



BEFORE YOU ARRIVE

PLAN YOUR JOURNEY



Whether you travel by air, sea, rail, or road, Northumbria University is easy to reach. Located in the north-east of England, Northumbria has two distinct campuses. The largest, City Campus, is centrally located in Newcastle upon Tyne. Coach Lane Campus, set in a leafy suburb, is just 3 miles from City Campus.

Air: Newcastle has its own international airport less than 8 miles from City Campus. International students arriving by plane can book our free **Airport Transfer Meet and Greet Service**.

Visit: newcastleairport.com

Sea: Ferry services run from Holland to Tyneside, arriving at North Shields International Ferry Terminal, 7 miles east of Newcastle. Bus services are available from the terminal to the city centre.

Visit: dfds.com

Rail: The North East of England is the birthplace of the railway and Newcastle Central Station is just a 20 minute walk from City Campus. Services operate from across the UK. Approximate travel times are as follows:

Birmingham	4 hours
Edinburgh	2 hours
Glasgow	3 hours
London	3 hours
Manchester	3 hours
Sheffield	2 hours
Leeds	1.5 hours

Visit: nationalrail.co.uk

Road: Newcastle is located just off the A1, the UK's' main north-south route. If travelling to Campus by car and using a Sat Nav, please use the following postcodes:

Postcode for City Campus West: **NE1 8ST**

Postcode for City Campus East: **NE2 1UY**

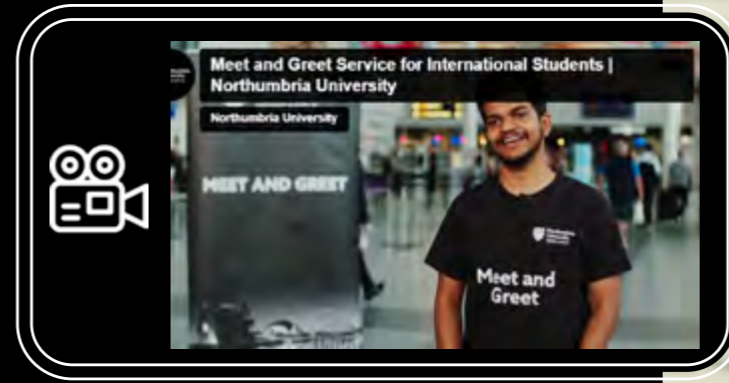
The University address for our Coach Lane Campus is:

**Northumbria University
Coach Lane Campus
Benton
Newcastle upon Tyne
NE7 7XA**

Please note that Sat Nav devices using the above postcode will direct travellers to a next-door residential estate.

Visit: nationalhighways.co.uk

BEFORE YOU ARRIVE



National Express operate a coach (bus) service to and from Newcastle city centre. Approximate travelling times are:

Birmingham	5 hours
Edinburgh	3 hours
Glasgow	4 hours
London	6 hours
Manchester	4 hours
Sheffield	3 hours

Visit: nationalexpress.com

WHAT TO BRING

Whether you plan on staying in University or private accommodation, once you have your arrangements in place it's time to start preparing what to bring with you. Below you'll find our helpful checklists detailing what important documents and items you'll need to pack so that you have everything you need once you arrive here.

DOCUMENTS CHECKLIST

- Passport
- Driving License
- CAS (Confirmation of Acceptance for Studies) statement (International students only)
- Accommodation confirmation
- Currency (safer to carry debit/credit cards than cash, but always good to have some cash on hand)
- Academic documents (e.g. previous results, International English Language Testing System (IELTS) results)
- Photocopies of documents (to keep as backup)

ESSENTIAL ITEMS AND DOCUMENTS



PACKING CHECKLIST

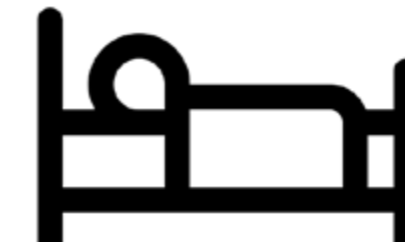
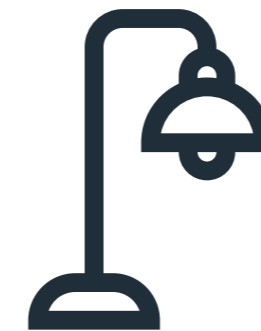
- Warm clothes, including a waterproof winter coat (if you don't have winter clothes you will find lots of shops in Newcastle City Centre)
- Gadgets (mobile phone, charger, universal adapter and laptop or tablet if you have one)
- Things that remind you of home such as family photos, favourite books, a cuddly toy
- Any prescribed medication to last until you have registered with a local doctor/GP (General Practitioner)

STAYING IN UNIVERSITY OWNED ACCOMMODATION?

If you are staying in University owned accommodation your room is fully furnished, however **you will need your own bedding and towels**. You will also need items such as a desk lamp, cooking pots, crockery and cutlery.

We have created a comprehensive **What to Bring Guide** where you can find what is provided in your room and you can also read additional guidance in our **accommodation FAQs**.

Top Tip: Once you have found your future flatmates on Facebook, start a discussion about who is bringing what to avoid bringing the same items. Nobody's flat needs 20 pans but you do need a wooden spoon!



STAYING IN PRIVATE ACCOMMODATION?

Before packing, ask your landlord/provider what household items are already provided in your accommodation.

TRAVELLING FROM AFAR OR PREFER TO TRAVEL LIGHT?

You can order items in advance via **UniKitOut**. Select a specific delivery date and time and they deliver to university owned and private accommodation. This is ideal for anyone who will be arriving late at night. **Use promo code NORTHUM10 for a 10% discount.**

You can also purchase household items and toiletries from shops in Newcastle City Centre (NE1).

Remember not to bring **restricted entry products** if travelling from outside the UK.



WEATHER ESSENTIALS

Newcastle has cold, rainy winters and mild, relatively rainy summers, similar to other northern cities in the UK.

Winter days are short with daylight from around 8am to 4pm. The weather is cloudy, humid, and windy, with frequent rain and occasional snow. The coldest nights can drop to -7°C (19°F).

Summers are mild or cool, with highs of around 19°C (66°F). Heatwaves rarely reach Newcastle. Days are long with daylight from around 5am to 9pm.

Check the current weather forecast.

What to wear:

WINTER

- Warm coat (preferably waterproof or it is advised to carry an umbrella)
- Waterproof shoes
- Scarf, hat and gloves (when it is particularly cold)

SUMMER

- A raincoat or umbrella
- Sunscreen (UV can still get quite high even though it does not feel warm)
- Sunglasses (the sun can be bright even if the temperature is cool)



PREPARING TO STUDY

PREPARING FOR ACADEMIC STUDY

For information about preparing yourself academically for your upcoming studies, visit our **Preparing to Study** guide.

You may also be able to access your **reading list** in advance of your course start date.

YOUR DIGITAL INDUCTION

Learn the basics of all the apps, digital tools and software needed to help you succeed in your studies at Northumbria University.

This is the first stage of your induction so there will be some digital tools that you will not have access to yet. Once fully enrolled you will be able to access the second stage of your induction in your Blackboard programme site.

Please access the **Student Digital Induction** article in Ask4Help Online on your Student Portal for further details.

Videos to help you get started:

- **Activate your University IT Account**
- **Activate DUO security**



IMMIGRATION SUPPORT

If you are an overseas student you may need help with immigration issues, settling into the UK and making new friends.

Northumbria offers information and advice to all international students on a wide range of topics. Please visit the **International Section** of Ask4Help Online on your Student Portal to browse helpful articles and to access further support.

You can also visit the **Immigration** pages on the Northumbria website.



CONSIDER YOUR FINANCES

It is crucial that you ensure that you have your finances in order before you arrive.

Ask4Help Online contains lots of helpful information on costs of study and payment. To discover more, please access the relevant article below. If you require support from a member of staff, please submit an enquiry using the enquiry box at the end of the relevant article.

- **Tuition fees for 2024/25**
- **Payment of fees by a sponsor**
- **Paying your fees at Newcastle Campus**
- **Budgeting and Money advice**

Information about scholarships, discounts and bursaries can be found on our **website**.



ACCESSIBILITY SUPPORT

We recognise that every student's journey is unique and we are proud of and committed to supporting our diverse community.

If you have accessibility requirements, we are here to provide you with advice, guidance and support to ensure you have a positive experience and achieve your full potential whilst studying at Northumbria.

We have a range of specialist staff who will work with you, your academic department and central services, to recommend and put in place available support and adjustments. You can find out more by browsing the **Support and Wellbeing** section of Ask4Help Online on your Student Portal.

During the University application process, you will have been asked about your support requirements. You will be asked again during the enrolment task. However, you can contact us at any point in your student journey to request support or make changes to your requirements through **Ask4Help Online** on your Student Portal.





WHEN YOU ARRIVE

ESSENTIAL INFORMATION



TRAVELLING TO CAMPUS

Newcastle is a compact city with road and rail connections to towns and villages across the north east. Plan your journey to campus using the links below:

- [On foot](#)
- [Public transport](#)
- [Cycling](#)
- [Parking on campus](#)
- [Alternative parking near campus](#)

You can also [travel for free](#) on the Stagecoach number 1 bus between City and Coach Lane campuses using your Smartcard.



OPENING A BANK ACCOUNT

Opening a bank account is a common necessity for many students. You will have options when it comes to banks, so it is crucial to carefully consider which bank suits your needs best. Please see the article [Opening a UK bank account and requesting a bank letter](#) in Ask4Help Online on your Student Portal for further information.



ARRANGING YOUR COUNCIL TAX, TV LICENCE AND UTILITIES

If you are living away from home in private rental accommodation you may need to consider additional bills including:

- Council Tax
- TV Licence
- Utilities such as water, electricity, gas and broadband
- Contents insurance

Check with your landlord as some bills may be included in the price of your rent.

Please see the article [Getting started at Newcastle Campus](#) in Ask4Help Online on your Student Portal for further information and guidance.

If you are staying in [University owned accommodation](#) (Claude Gibb, Glenamara House, Lovaine Hall, New Bridge Street, Trinity Square and Winn) your rent includes all of your utility bills, basic contents insurance and Wi-Fi.



REGISTERING WITH A DOCTOR/GP

It is very important that you register with a local doctor's surgery, so that you can see a doctor - often called a "General Practitioner" or "GP" - when you need to.

Please register as soon as possible. Do not wait until you are unwell. Follow the step-by-step instructions in the [Registering with a doctor/GP](#) article in Ask4Help Online on your Student Portal.

SECURITY AND EMERGENCY CONTACTS

The safety of our students and staff is our number one priority. Please follow the steps below to keep yourself and your peers safe.

It is essential that you carry your **University Smartcard** at all times while on campus. This is for attendance, identification and security purposes. Your Smartcard is for your use only, you must not lend it to anyone else. If you lose your Smartcard, please report this to **Ask4Help**.

Please download the University **SafeZone app**. The app connects you directly to University's Security team when you need help at City and Coach Lane Campuses. If you are off campus it will offer to connect you to 999 emergency

services. Our security team monitor SafeZone 24 hours a day.

Our security team work in partnership with Northumbria Police and have a dedicated Police Liaison Offer who you can contact for information and advice directly or during a **Police drop-in session**.

The University is committed to being a community that is welcoming and respectful. You can report any instances of unacceptable behaviours that you have experienced, witnessed or are aware of using our **Unacceptable Behaviours reporting tool**. This is so that we can address any instances of these behaviours and offer you the right support should you need it.

CONTACTS:

For emergencies **on campus** you should call Campus Security who will coordinate the police, ambulance or fire service.

How to contact Campus Security:

- Emergency number: **0191 227 3200**.
- General enquiries: **0191 227 3999**.
- Or contact Campus Security via the **SafeZone app**.

In an **off campus** accident or emergency:

- Call **999** to contact the police, ambulance or fire services.

If you need help fast but it's not an emergency:

- Call **111** if you need medical help.
- Call **101** if you need to contact the police.



WHEN YOU ARRIVE

SIM CARDS AND DUO

If you are joining us from outside of the UK, you may need to obtain a UK SIM card for your mobile phone. SIM options include Contract or Pay as You Go.

Contracts: These are annual agreements tailored to your preferences, requiring a UK bank account for direct debit setup.

Pay As You Go: This option lets you purchase minutes and data as needed, offering greater flexibility to choose and change your plan.

Suppliers include:

- EE: shop.ee.co.uk
- O2: o2.co.uk
- Giffgaff: giffgaff.com
- Three: three.co.uk

DUO: You will also need to update DUO Multi-Factor Authentication software if you change mobile number or device. For instructions, please see the **Logging into Systems using DUO** article in Ask4Help Online on your Student Portal. If you are unable to access the Student Portal, please contact IT (available 24/7):

- Tel: **0191 227 4242**
- Chat: northumbria.ac.uk/itchat
- Log a ticket: northumbria.ac.uk/selfservice



YOUR STUDENTS' UNION

Your Students' Union is here to make sure that your time at Northumbria is the best it can be. In fact, it's the Northumbria Students' Union (NSU) mission to have a positive impact on the lives of all students.

NSU is the centre of student life on our campus. It has outstanding hang out spots, social bars, the best coffee shop on campus, free microwaves, workspaces, meeting rooms, and a podcasting studio.

NSU is run by a team of six students called the SABB Team who've been elected by students to represent your Uni experience.

Find out more about activities, events and getting involved with the NSU through the **Finding out about your Students' Union** article in Ask4Help Online on your Student Portal.

WHEN YOU ARRIVE



WHEN YOU ARRIVE

WELCOME WEEK ACTIVITIES

YOUR INDUCTION WEEK TIMETABLE:

You should familiarise yourself with your induction timetable. Please ensure you attend all of the sessions in order to get your journey with us off to the best start! You can use our [Campus Maps](#) to navigate to where you need to be.

Your timetable is available to view online and you will need to login using your Northumbria student email address and password. You can also view your timetable using the NU Connect App or on your Student Portal. See our [Getting Started at Northumbria](#) web pages for more information.

ADDITIONAL DATES FOR YOUR DIARY

- **Northumbria Welcome Event and Tea Party - Friday 24 January, 15:30 – 17:00**
Location: Domain, Students' Union, City Campus
To help you settle in and make friends, come along to the Welcome to Northumbria Event and Tea Party. Hear from key University services, meet other new students, and enjoy tea, coffee and cake.
- **Refreshers Fair - Wednesday 29 January, 11:00 – 15:00**
Location: Domain, Students' Union, City Campus
Come along to our January Refreshers Fair and find out about the many student societies you can join - from Computer and Video Games to Film and Rock. Take advantage of our special January offer where all society memberships are half price.

NORTHUMBRIA SPORT EVENTS

Keep yourself fit and healthy and meet like-minded students through Northumbria Sport. Here is a snapshot of what is happening:

- **Just TRY Week (w/c 27 January)** - Try out a Northumbria Sport Club this January for free. All you need to do is turn up; no booking necessary. What's more, when you join a Sport Club in January it'll be 50% off! Find out more on our [A-Z Sport](#).
- **New Year Fitness Offer** - Northumbria Sport are running a fitness membership offer to get a five-month membership for just £90 (running January – May 2025). This will give you access Sport Central's recently refurbished gym, group exercise classes, swimming pool, sauna and steam room as well as discounts on facility hire and climbing wall sessions. To join visit our [webpage](#).





GETTING SETTLED



HELP AND SUPPORT

Now that you have completed your enrolment and induction, you will start your academic studies and settle into student life in Newcastle. The content below provides you with information about support available to you during your studies as well as helpful tips for living in the City. **Ask4Help Online** on your Student Portal contains a range of articles providing you with self-help information to assist you throughout your student journey. You can also access support from staff by completing the enquiry box at the end of each article.



MENTAL HEALTH AND WELLBEING

For support with your **mental health and wellbeing** – access self-help material, workshops and one to one support from professionals.*



ACCESSIBILITY SUPPORT

Find out about the support we can offer around **accessibility requirements**, and put this support in place by agreeing a Student Accessibility Plan.



EQUALITY, DIVERSITY AND INCLUSION

Access to specialist support as a student carer, care leaver, estranged student or Sanctuary Scholar.



INTERNATIONAL STUDENT SUPPORT

For specialist advice as an **international student**, including visa and immigration advice.



WELFARE SUPPORT

To access information, advice and guidance around general **welfare issues**, including keeping safe at University.



SPIRITUAL CARE

For **advice and support** around faith, belief, religion and spirituality, engaging with events and finding local places of worship.

*Please note the university does not operate an emergency mental health service – if you are in a crisis situation, please call 999.

YOUR NEW HOME

LIFE AS A NORTHUMBRIA STUDENT



BE PART OF IT - MAKING NEW FRIENDS

Northumbria University, Northumbria Sport, and the Students' Union have joined together to offer a variety of **events and activities** designed to help you socialise, get active, make friends, and ensure you have the best experience possible during your time at Northumbria.



EXPLORE THE CITY

Newcastle is renowned for being a fun place to live. Whether you are new to the City of Newcastle or have lived here for a while, becoming a student here is a great opportunity to explore. Visit **Get into Newcastle** to find out about free places to visit, activities and events and the best places to eat.



FINANCIAL WELLBEING

Studying can be expensive. Get **information and support** with the cost of living through Ask4Help Online on your Student Portal.



BE ACTIVE - NORTHUMBRIA SPORT

Dedicated to student wellbeing, Northumbria Sport provides access to a variety of sports and activities at Sport Central, City Campus and Coach Lane Sports Ground. Fitness membership includes access to a brand-new state-of-the-art gym, group exercise classes, a 25m swimming pool, sauna, steam room, health assessments, and personal trainers.



We have 35 sports clubs and over 80 teams that compete in British Universities and Colleges Sport (BUCS) competitions. We have three different strands to our Sport Club programmes – TRAIN, COMPETE and PERFORM. You can also participate in Intramural Leagues, Just PLAY sessions for social activity, the Daily Mile Challenge or Just HIRE for casual sport facility hire.

Additionally, we have a Volunteering and Internship programme that offers students hands-on opportunities in strength and conditioning, events, media, marketing, coaching as well as the Volunteer Zambia project. Find out more by visiting the **Northumbria Sport webpages**.



ACADEMIC STUDIES AND YOUR FUTURE CAREER

You can also access Ask4Help Online to support you with your academic studies and future career planning:

- Get support with developing your **Study Skills**.
- Access the **Academic Skills Support module** for International students.
- Discover more about the **University Library** and connect to the Library website.
- Connect to **careers experts** to help you plan your career and find employment opportunities and placements.
- Find **part-time work opportunities** if you choose to work alongside studying. If you are an international student, you will need to check the **conditions of your visa**. You may also need to apply for a **National Insurance number**.



LARN YERSEL GEORDIE

(TEACH YOURSELF GEORDIE)

Newcastle is famous for having friendly and helpful locals known as Geordies. Living in the Northeast, you might hear some words you haven't heard before. Here are some local Geordie words that you might come across and also what they mean!

Whey aye man = Yes of course

Howay man = come on or hurry up

Pet, hinny = affectionate terms like love or dear

Toon = Newcastle City Centre or Newcastle United Football club

Toon army = Newcastle United fans

Canny = nice, good or pleasant

Bairn = child

Geet, Propa = very

Gob = mouth

Radgie = angry person

Scran, Bait = food

Iz = me

Class, Mint = really good

Doon = down

Neet = night

Alreet = okay, or used as a greeting like how are you?

Wor = our

Gan = going or go

Hoy = throw, or pass

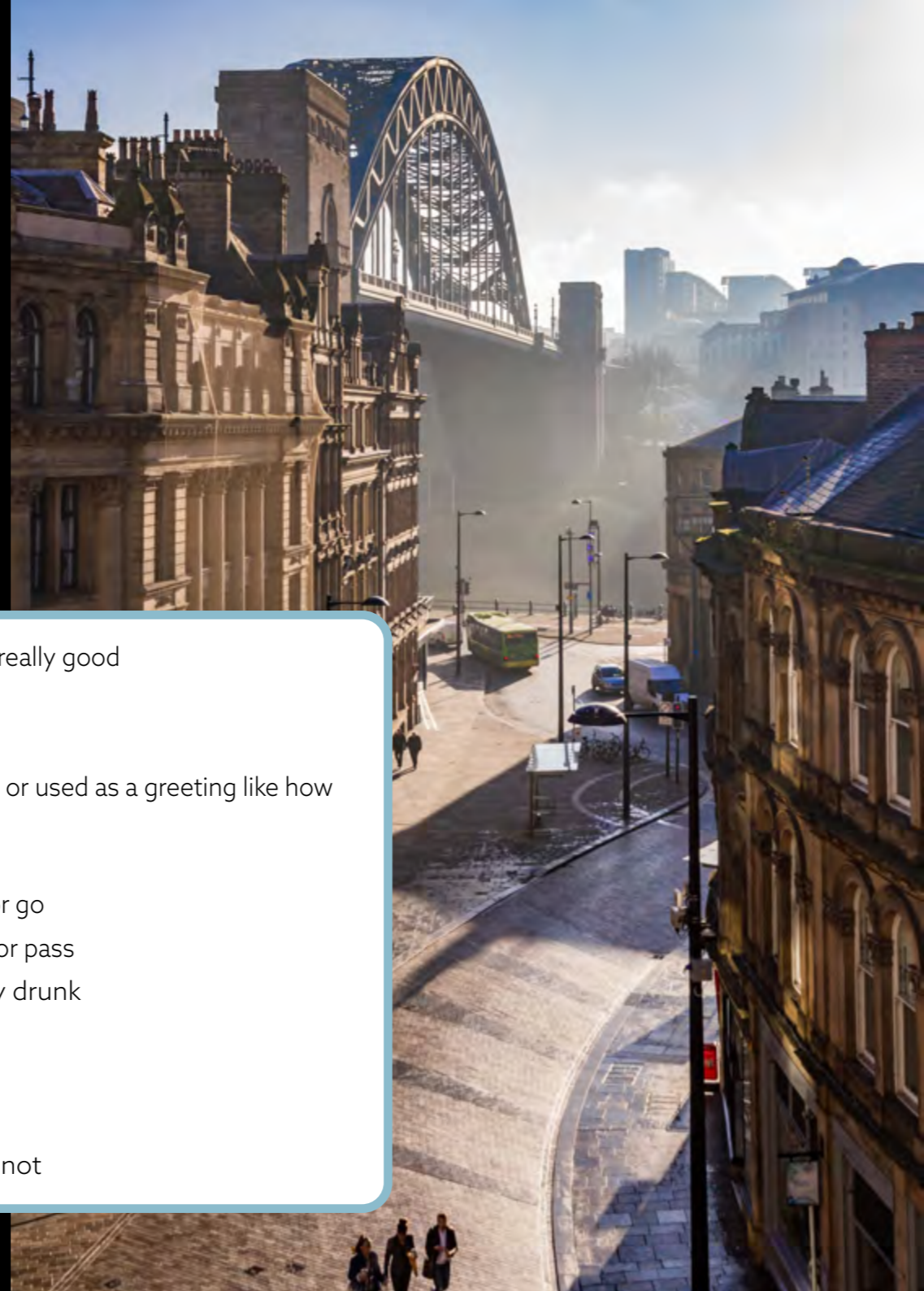
Mortal = very drunk

Nee = no

Owa = over

Dee = do

Divvint = do not



FURTHER SUPPORT

If you have any questions or queries, please contact Ask4Help.

Ask4Help is the name of our frontline student support service, available online, on campus and by telephone. We can resolve a large number of your enquiries straight away - where you need more in-depth support, we'll 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).





The information given in this guide is for guidance only. In compiling it, the University has taken every care to be as accurate as possible, but all information is subject to change. It is not to be taken as imposing upon the institution any obligation to provide, or to continue to provide, any course, service or amenity described herein. Date of publication, December 2025.