

Enrolment Troubleshooting /
FAQs

Online Enrolment:

IMPORTANT: All students must complete part one before they will be able to access part two or be invited on site.

I have not received a link for enrolling:

You will only receive an enrolment email and link after accepting an offer with us. If you have an unaccepted offer, please email admissions@bishopburton.ac.uk to accept this. If you have received an offer and accepted this, please contact prosolution@bishopburton.ac.uk so we can check your email address and details are correct.

I am unable to log in:

Please make sure you have registered for an account, using the 'to register, click here' option on the log in page. You will then need to verify your email address by following the instructions in the email you receive. If you are unable to log in due to a forgotten password, please use the 'forgot password' link on the log in page to reset it.

I am locked out of my account:

Please email prosolution@bishopburton.ac.uk so we can unlock the account, please include your full name and student ref number.

I want to change course or am registered to the wrong course on the online enrolment system:

The course assigned is the one you applied for. If you have applied for more than one course, please note that we can only provide a link for one option. If you have an offer for another course which you would like to enrol on instead, please contact prosolution@bishopburton.ac.uk for a new link to be sent.

If you would like to change the course on the enrolment system to a course which you do not currently have an offer against, please contact the College to discuss this with the relevant academic teams. Call 01964 553000 or email enquiries@bishopburton.ac.uk.

You should receive a new enrolment link by the end of the next working day from accepting your offer on the new course.

I cannot upload a file to the student ID photo sections:

- Check the upload files are in the following file types:
 - JPG
 - JPEG
 - PNG
- There is a file size limit of 4mb per file.

If you continue to see an error message stating 'Maximum Length Exceeded' then complete the form without uploading a photo and email the photo with their student number and name to prosolution@bishopburton.ac.uk

I do not have a photo to upload for my ID card:

A student photo is required and so should be uploaded for you to complete your enrolment. This can be taken on a mobile phone, it does not need to be a professional ID photo like those often used for passport photos, but it must not contain filters and must be appropriate. If you provide an unsuitable photo, we will take a replacement photo of you when on site.

I received a timeout message when completing the form:

The session timeout message tends to appear when the course has not pulled through correctly. To resolve this, click the link in the email and sign in, once clicking 'Continue' at the top of the screen you will be taken to the relevant form. At the top of the form, the course information will be shown. If this is not showing, click the email link again while still logged in with the browser open. This will then bring the course information up. If the problem persists, please contact prosolution@bishopburton.ac.uk.

I have done all of the above but I am still having an issue with the online enrolment site:

If you are still having issues that have not been covered by the above and you are unable to find the solution for them, please email prosolution@bishopburton.ac.uk with the below information:

- Name of student
- Course
- The issue – please provide as much information as possible, including screenshots of the issue in action
- The device you are using, i.e. iPhone, android mobile, laptop etc.
- The browser you are using, i.e. Safari or Chrome