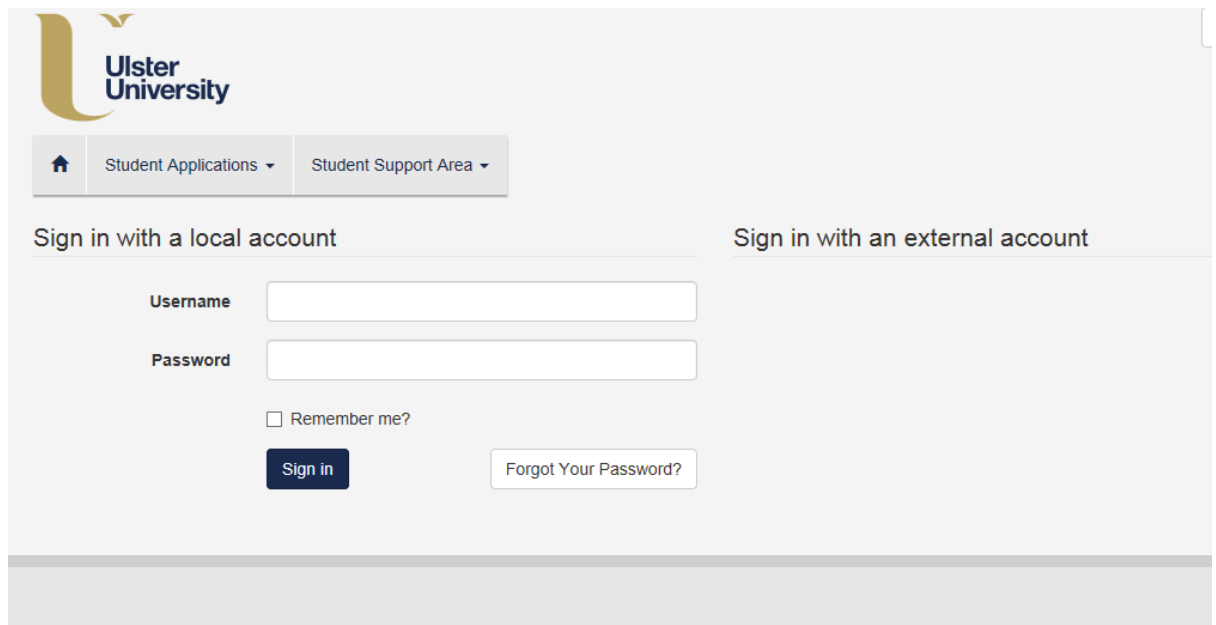


## Student Support – Student guidance to approve support hours

1. Log into the portal <https://adxportal.ulster.ac.uk/SignIn>
2. Use your Ulster Student ID (e.g. B0012345) as the User name and initial University network password (as supplied to you at Online Enrolment) to enter the portal.

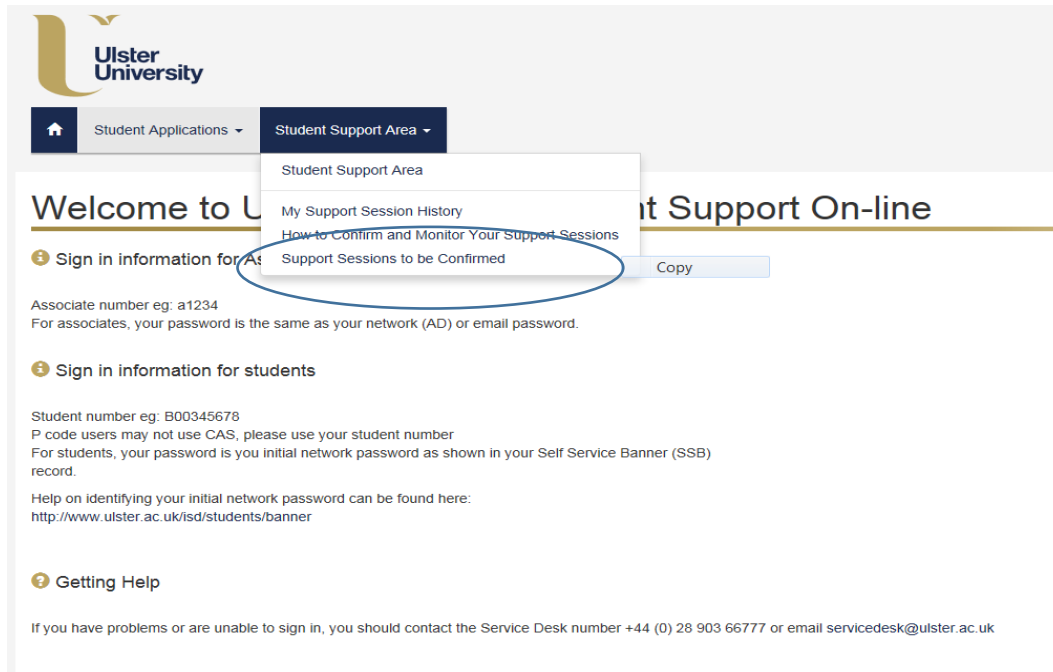
**Important note:** If you do no longer know what this initial network password is, as it may have been changed since Online Enrolment, you can retrieve it from your Student Banner record.

Please see the following link: <http://isd.ulster.ac.uk/isd/students/banner> and follow the “How do I retrieve my network and email passwords” guidance.



The screenshot shows the Ulster University Student Support Area login page. At the top left is the Ulster University logo. Below it are two navigation tabs: 'Student Applications' and 'Student Support Area'. The page is divided into two sections: 'Sign in with a local account' and 'Sign in with an external account'. Under 'Sign in with a local account', there are input fields for 'Username' and 'Password', a 'Remember me?' checkbox, a 'Sign in' button, and a 'Forgot Your Password?' link.

3. Select the Student Support Area and then Support sessions to be confirmed or disputed



Ulster University

Student Applications ▾ Student Support Area ▾

Welcome to Ulster University Student Support On-line

Sign in information for Associates

Associate number eg: a1234  
For associates, your password is the same as your network (AD) or email password.

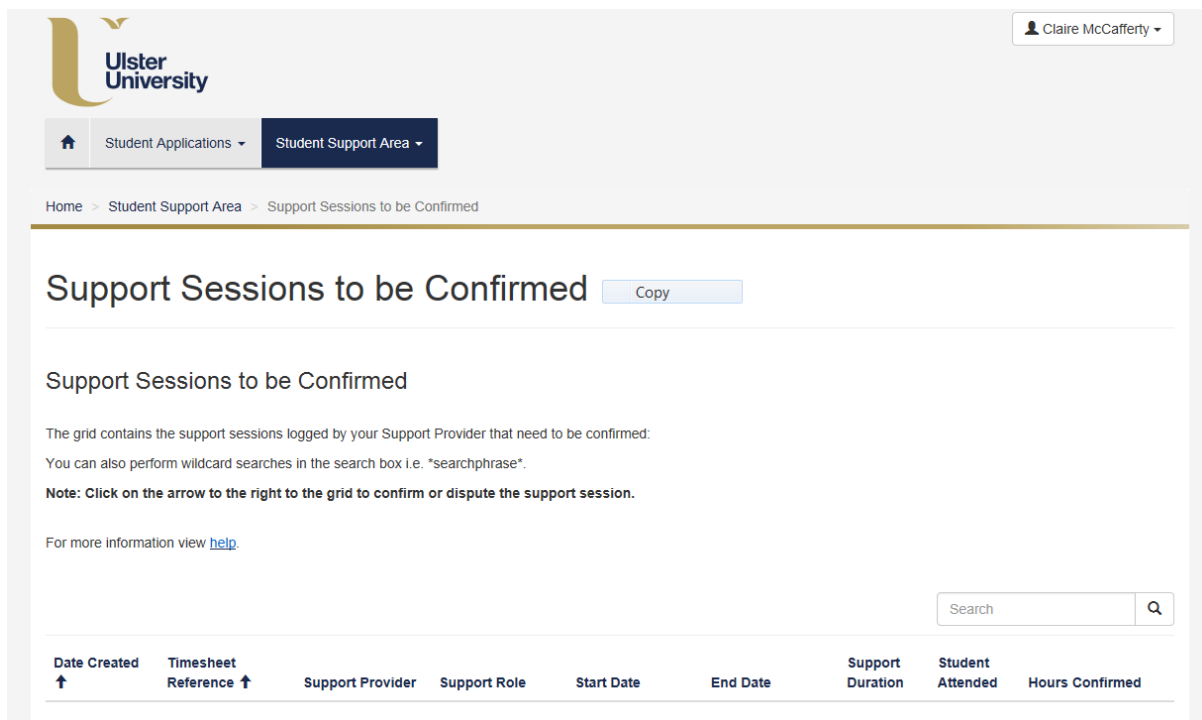
Sign in information for students

Student number eg: B00345678  
P code users may not use CAS, please use your student number  
For students, your password is you initial network password as shown in your Self Service Banner (SSB) record.  
Help on identifying your initial network password can be found here:  
<http://www.ulster.ac.uk/fsd/students/banner>

Getting Help

If you have problems or are unable to sign in, you should contact the Service Desk number +44 (0) 28 903 66777 or email [servicedesk@ulster.ac.uk](mailto:servicedesk@ulster.ac.uk)

4. Click on the timesheet reference, select approve or dispute.  
If the claim is disputed, please note the reason why.  
Click through each timesheet reference until the 'Support Sessions to be Confirmed' no longer displays any details.



Ulster University

Student Applications ▾ Student Support Area ▾

Home > Student Support Area > Support Sessions to be Confirmed

Support Sessions to be Confirmed

Support Sessions to be Confirmed

The grid contains the support sessions logged by your Support Provider that need to be confirmed:  
You can also perform wildcard searches in the search box i.e. \*searchphrase\*.  
**Note: Click on the arrow to the right to the grid to confirm or dispute the support session.**

For more information view [help](#).

Search

Date Created ↑	Timesheet Reference ↑	Support Provider	Support Role	Start Date	End Date	Support Duration	Student Attended	Hours Confirmed
----------------	-----------------------	------------------	--------------	------------	----------	------------------	------------------	-----------------



If you have any queries or problems, please contact the Register of Support Providers directly: Claire on 02890 366751 or Seaneen 02890 366143