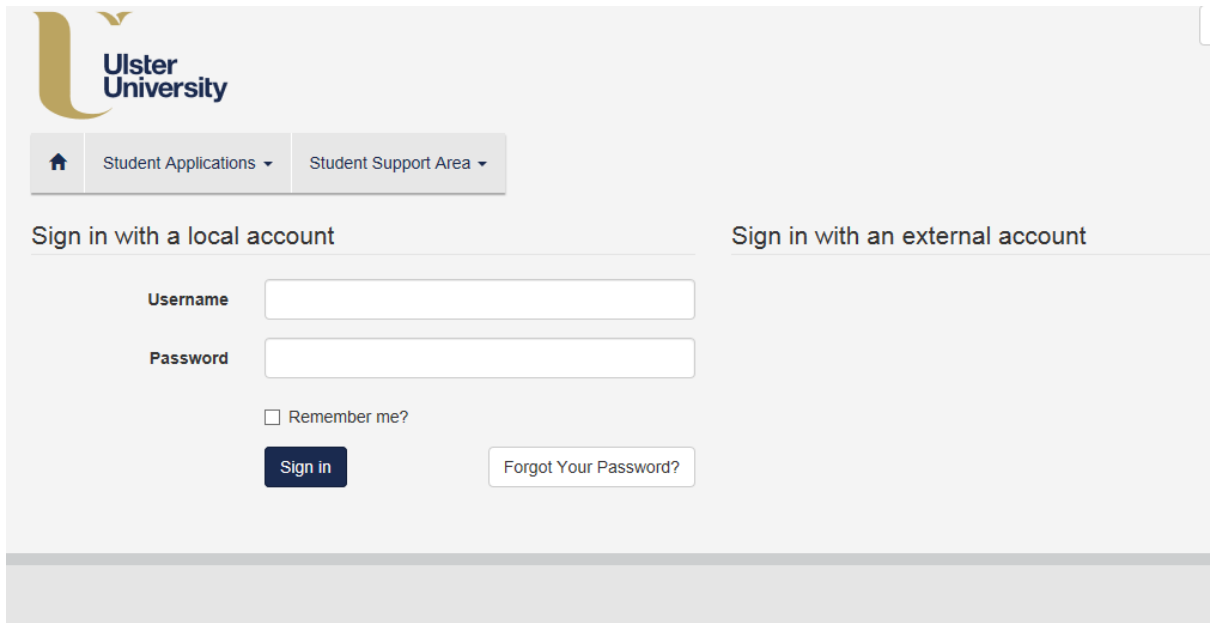


## Student Support – Student guidance to approve support hours

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 logo at the top left. Below it is a navigation bar with a home icon, 'Student Applications', and 'Student Support Area'. The main content area is divided into two sections: 'Sign in with a local account' and 'Sign in with an external account'. The 'Sign in with a local account' section contains fields for 'Username' and 'Password', a 'Remember me?' checkbox, a 'Sign in' button, and a 'Forgot Your Password?' link.

Ulster University

Student Applications Student Support Area

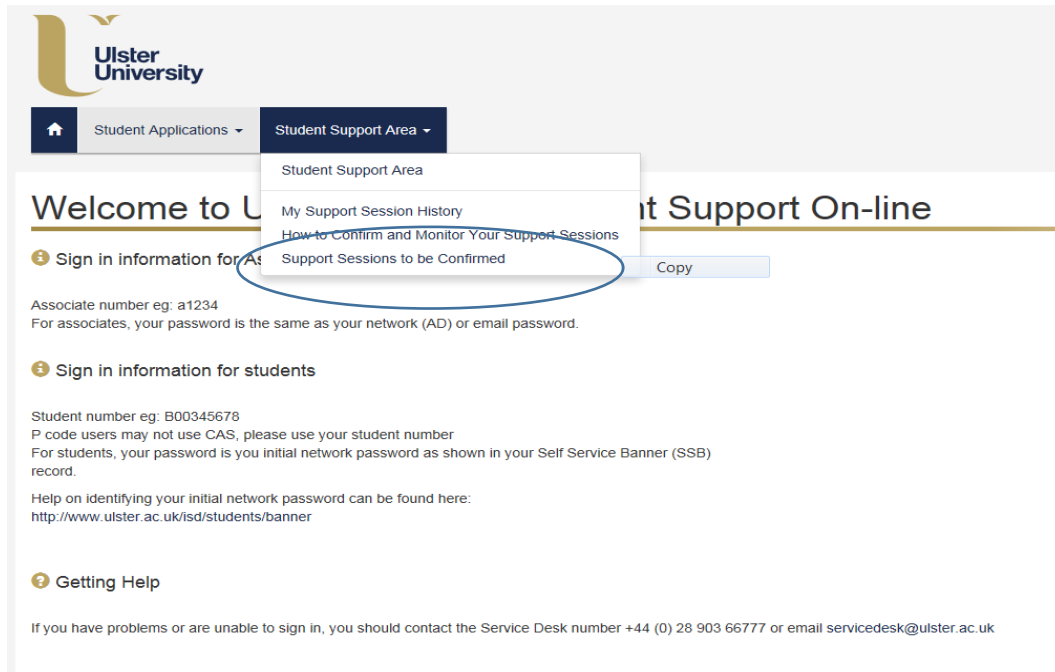
Sign in with a local account Sign in with an external account

Username Password

☐ Remember me?

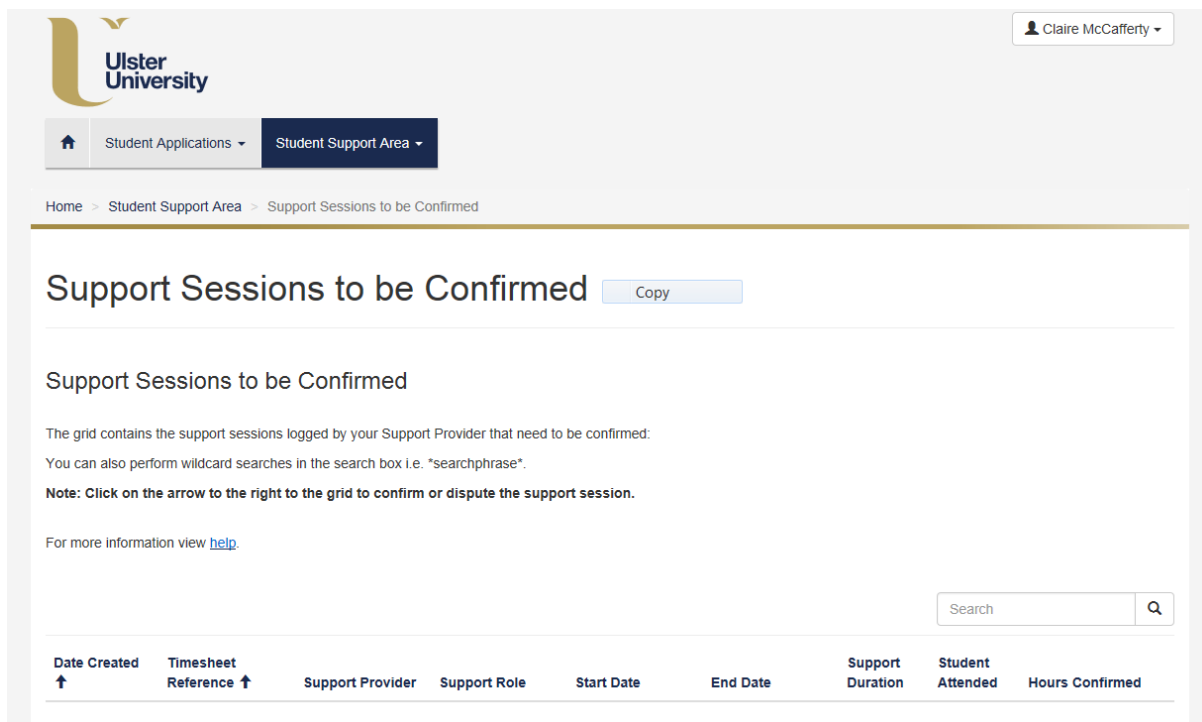
Sign in Forgot Your Password?

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



The screenshot shows the Ulster University website with the 'Student Support Area' dropdown menu open. The menu options are: 'Student Support Area', 'My Support Session History', 'How to Confirm and Monitor Your Support Sessions', and 'Support Sessions to be Confirmed'. The 'Support Sessions to be Confirmed' option is circled in blue. Below the menu, there is a 'Sign in information for Associates' section with a 'Copy' button, and a 'Sign in information for students' section with a 'Copy' button. At the bottom, there is a 'Getting Help' section with contact information for the Service Desk.

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.



The screenshot shows the 'Support Sessions to be Confirmed' page in the Ulster University Student Support Area. The page has a header with the Ulster University logo and a user profile 'Claire McCafferty'. Below the header, there is a breadcrumb trail: 'Home > Student Support Area > Support Sessions to be Confirmed'. The main heading is 'Support Sessions to be Confirmed' with a 'Copy' button. Below the heading, there is a section titled 'Support Sessions to be Confirmed' with a paragraph explaining that the grid contains support sessions logged by the Support Provider that need to be confirmed. It also mentions that wildcard searches can be performed in the search box. A note states: 'Note: Click on the arrow to the right to the grid to confirm or dispute the support session.' Below the note, there is a link to 'help'. At the bottom, there is a search bar and a table with the following columns: 'Date Created', 'Timesheet Reference', 'Support Provider', 'Support Role', 'Start Date', 'End Date', 'Support Duration', 'Student Attended', and '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