How to share documents via NottinghamHub

The best way to share your personal documents with the Disability Support Services Team is by using NottinghamHub. From here you can start your request for a Support Plan.

If you would like to book an appointment or ask a query, both of these are best done by emailing us direct at disability-supportservices@nottingham.ac.uk

Logging in

Applicants, offer holders and students can all use NottinghamHub.

If you need to reset your password, **applicant** guidance is as follows:

1. Log into NottinghamHub https://hub.nottingham.ac.uk
2. Click on the 'Profile' tile
3. Select 'Password reset'
4. Under 'Current password', enter your existing password
5. Under 'New password' and 'Confirm password', enter your new password
6. Click 'Change password'

Student guidance is as follows:

If you are a student, use your university IT account username and password to log into NottinghamHub. You can change your university IT account password here.

Once you have logged in you should have a screen similar to the one shown below. There are many options and there may be more tiles than in this example.
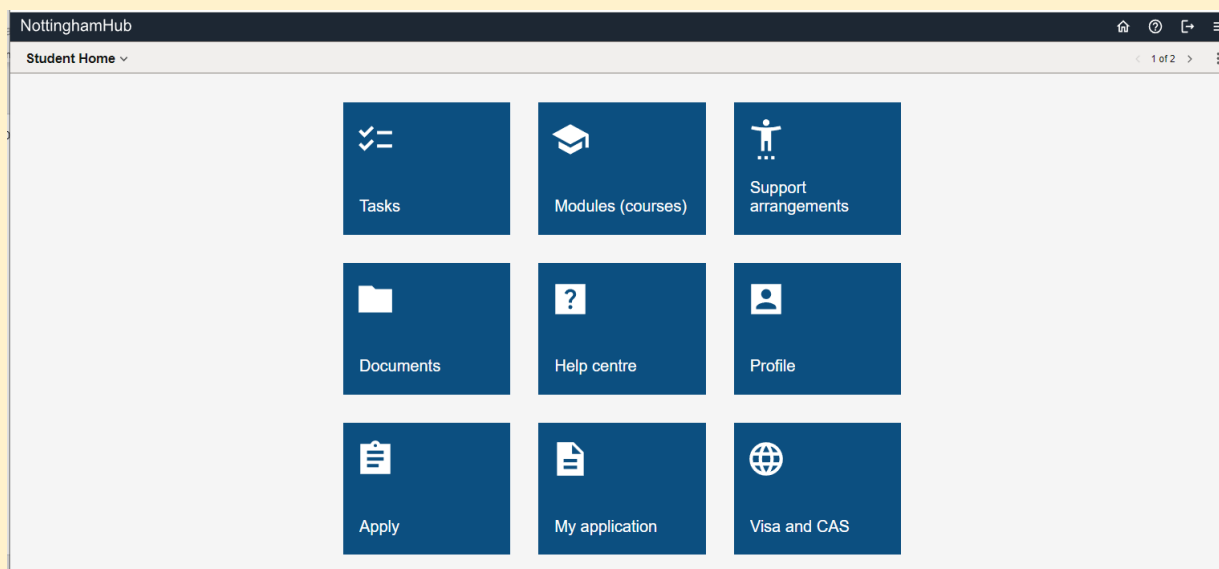
Which option to select

NottinghamHub limits permission to view strictly to University teams. The icon to select to share documents to set up a Support Plan is:

Help Centre

This will allow you to share documents with **Disability Support**.

If you experience any difficulties, please take a screen shot and email disability-supportservices@nottingham.ac.uk

Some common issues:

- Your browser may be set to block pop-ups.
- You will need to enable pop-ups for NottinghamHub to work correctly.
- If you experience difficulties in a Chrome browser, try Microsoft Edge
- Mac users may experience difficulties when using Safari browser

Select support type: Disability Support and Academic Support

Then select support sub-type: Supporting information for Disability Support

Help centre

Help Centre	∨ Support Type
Current Support Requests	◉ Disability Support and Academic Support
	○ Commercial Collection Services
	∨ Support Sub-type
	◉ Supporting information for Disability Support

Please briefly add a few words in Summary and Details section

Help centre

Help Centre	∨ Support Type
Current Support Requests	2 rows
	◉ Disability Support and Academic Support
	○ Commercial Collection Services
	∨ Support Sub-type
	1 row
	◉ Supporting information for Disability Support

Summary

80 characters remaining

Details

2000 characters remaining

Attach File(s)   Submit   Cancel

What you put in the summary and details section will be seen by Disability Support Services team and it will help us to direct your request to the correct member of our team. Don't leave it blank as it will not submit your request.

Summary section is limited to 80 characters, so keep it brief, for example:

- Exam support
- Coursework adjustments
- New information of disability

Details section allows you to put more information. Don't leave it blank as it will not submit your request.

- You can tell us what exam arrangements you require although we would need you complete a 'Your Essential Information Form' (YEIF) which will also capture this information.
- You can explain anything that you weren't able to put on the YEIF
- Tell us about yourself

Next, please attach your files before you press submit.
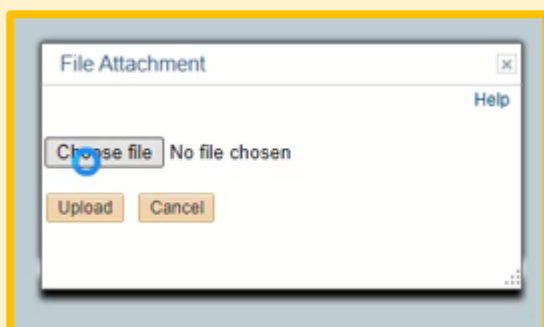
Select Attach File(s). We do require supporting information alongside the YEIF for alternative exam adjustments.
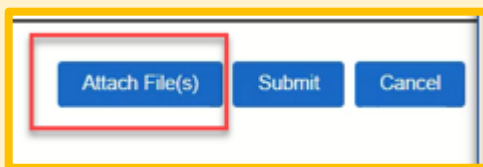
Select Attach, this will open a second tab in your browser.

Select Choose file

- Find your document on your computer/file store/document folder
- Repeat to attach a second document
- Or combine your documents into one pdf and upload
- File size is limited to around 4MB

- If the file name is too long, it will fail to upload the document
- All documents must be English

Select Done. Once you click 'Done' it will return you to the original tab. You must then press 'Submit'.

If you get an error message it may be there is a blank line with no document attached. This will cause the upload to fail. Click the minus symbol at the end of row to remove any unused lines.

Select Submit

You should get the message 'Support request saved successfully'

Your support request will then be available to view by the Disability Support Services Team only.

Either the Operations Team, a Disability Adviser or a Specialist Study Support Tutor will review the documents you have shared. They may be able to confirm your Alternative Exam Adjustments (AEA)s and activate your Support Plan or they may

wish to arrange an appointment to discuss it further. If so, they will be in contact via email.

Once your Support Plan is confirmed, you will receive email confirmation and you will also be able to view the arrangements in NottinghamHub.

How to view your Support Plan

You can review your Support Plan by following these steps:

1. Go to NottinghamHub
2. Log in with your University username and password
3. Click on the 'Support arrangements' icon