Northumbria Student Portal User Guide

Official Offline Reference & Step-by-Step Manual for Students & Foreign Residents

> **Welcome:** This comprehensive guide assists domestic students, international residents, and the wider public in seamlessly navigating the Northumbria University Student Portal and Hub (Student Hub 2).

Northumbria Student Portal Registration Guide

Registration creates your digital student account, enabling access to modules, timetables, and campus networks.

- **Step 1: Receive Welcome Email:** After formal admission, check your personal email for the official Northumbria IT account activation link.
- **Step 2: Access the Activation Portal:** Follow the link to set up your University username (typically formatted as `[initials][surname][number]@northumbria.ac.uk`).
- **Step 3: Establish Multi-Factor Authentication (MFA):** Download the Microsoft Authenticator app on your smartphone to secure your login credentials against unauthorized access.
- **Step 4: Complete Online Enrolment:** Log into the student portal using your temporary password to verify personal details, upload a passport-style photo for your Student ID card, and confirm fee payment arrangements.

How to Access Northumbria Student Portal

The student hub serves as your central dashboard for academic life, library resources, and administrative services.

- **Direct Web URL:** Navigate directly to https://www.northumbria.ac.uk/student-hub2/ using any modern web browser (Chrome, Safari, Firefox, Edge).
- **Alternative Portal Path:** Go to the main Northumbria University homepage and click the **"Student Hub"** or **"Logins"** quick link located in the top navigation bar.
- **Mobile Access:** Bookmark the portal on your smartphone or download the official Northumbria Mobile app via iOS App Store or Google Play Store for on-the-go notifications.

Northumbria Student Portal Login Guide

Follow these steps for secure daily authentication:

- **Step 1:** Go to the official hub page and click the primary login button.
- **Step 2:** Enter your full university email address as your username.
- **Step 3:** Input your secure account password when prompted.
- **Step 4:** Approve the MFA prompt via the Microsoft Authenticator app on your mobile device.

Northumbria Student Portal Password Reset

If you forget your password or need to update security credentials:

- **Step 1:** On the Microsoft login screen, click the link stating **"Forgotten my password"** or **"Can't access your account?"**.
- **Step 2:** Enter your university email address and complete the captcha security check.
- **Step 3:** Choose your recovery verification method (SMS text code, alternative personal email, or phone call).
- **Step 4:** Enter the verification code received and establish a robust new password containing uppercase letters, numbers, and symbols.

Northumbria Student Portal Login Problems

Common access issues and their practical solutions are outlined in the troubleshooting matrix below:

Issue / Symptom	Likely Cause	Actionable Solution
MFA Prompt Fails	Push notifications blocked or phone offline.	Use alternative verification method (SMS code) or open Microsoft Authenticator app manually to refresh codes.
Invalid Credentials	Typographical error or expired temporary password.	Double-check caps lock, or initiate the self-service password reset process.
Page Loading Loop	Corrupted browser cookies or cache.	Clear browser cache and cookies, or attempt login using an Incognito / Private browsing window.
Account Locked	Multiple consecutive incorrect password attempts.	Wait 15 minutes for automatic unlock or contact IT Service Desk for immediate assistance.

Need Further Support? Contact the Northumbria IT Service Desk at `it.servicedesk@northumbria.ac.uk` or call +44 (0) 191 227 4242 for live assistance.