

UAL Portal User Guide

Comprehensive Student Reference for SITS & Digital Services (<https://sits.arts.ac.uk/>)

Target Audience: University of the Arts London (UAL) students, international and UK-based residents, and academic researchers navigating the university's administrative portal.

1. UAL Portal Login Guide

The UAL Portal serves as the primary centralized gateway for managing your student lifecycle, enrollment, timetables, and fee payments. To access the live platform securely:

- Open your web browser and navigate to the official URL: **<https://sits.arts.ac.uk/>**
- Enter your institutional UAL username (typically formatted as your student ID number or email prefix).
- Enter your secure password associated with your UAL IT account.
- Click **Sign In**. Complete any Multi-Factor Authentication (MFA) prompts (such as Microsoft Authenticator) if prompted.

2. How to Access the UAL Student Portal

Once authenticated via the main login screen, you will land on the primary student hub interface. The portal acts as an integration layer connecting multiple campus services:

- **Direct Bookmarks:** Keep your session active by bookmarking the authenticated landing dashboard rather than login redirects.
- **Session Security:** Always log out completely and close your browser window when using shared campus workstations or public computers.
- **Browser Compatibility:** Use modern, updated versions of Google Chrome, Mozilla Firefox, Apple Safari, or Microsoft Edge for seamless performance.

3. UAL Portal Registration and Account Setup

New students receive their login credentials via personal email upon completion of admissions clearance and fee deposit verification.

- **Step 1:** Locate your official UAL Welcome Email containing your temporary password and unique Student ID.
- **Step 2:** Visit the portal registration endpoint and input your assigned credentials.
- **Step 3:** Set up a strong, unique new password conforming to UAL security criteria (minimum 8 characters mixing uppercase, numbers, and symbols).
- **Step 4:** Register your mobile device for Multi-Factor Authentication (MFA) setup.

4. UAL Portal Password Reset

If you have forgotten your password or are locked out due to multiple incorrect attempts, follow these recovery steps:

- Navigate to the login screen at <https://sits.arts.ac.uk/> and click the **"Can't access your account?"** or **"Forgotten Password"** link.
- Enter your UAL email address or student user ID.
- Verify your identity by entering the confirmation code sent to your registered personal email or mobile device via SMS.
- Create and confirm your new secure password.
- If automated recovery fails, contact the UAL IT Service Desk with your physical student ID card details ready.

5. UAL Student Dashboard Guide

The dashboard is structured into interactive widgets providing immediate overview snapshots of your academic standing:

- **Enrolment & Re-enrolment:** Complete yearly course registration, verify personal details, and upload compliance documents.
- **Timetable Access:** View real-time class schedules, studio allocations, and tutor contact notices.
- **Financial Accounts:** Check tuition fee balances, generate payment receipts, and review sponsored installment plans.
- **Document Requests:** Instantly generate official student status letters, council tax exemption letters, and bank letters.

6. How to Access UAL Student Services

The portal bridges academic records with student support infrastructure. Key services accessible via single sign-on include:

Service Category	Portal Functionality	Support Channel
Library & Learning	Book study pods, check book loans, access digital archives.	library@arts.ac.uk
Student Advice	Book immigration, visa compliance, and financial guidance slots.	studentadvice@arts.ac.uk
IT Support Desk	Raise IT trouble tickets, reset Wi-Fi profiles, report portal bugs.	ITServiceDesk@arts.ac.uk

7. UAL Portal Login Problems and Solutions

Technical glitches can occasionally prevent successful authentication. Review common errors and fixes below:

- **Infinite Redirect Loops:** Clear your browser cache and cookies, or attempt login using an Incognito / Private browsing window.
- **"Access Denied / Unauthorised":** Ensure your enrollment status for the current academic term is fully finalized with your college registry.
- **MFA Prompt Failures:** Verify your device has an active internet connection or switch to an alternate verification method (e.g., SMS code).

8. UAL Portal Mobile Access

While the SITS portal is fully responsive via mobile web browsers (Safari, Chrome on iOS and Android), students are encouraged to pair portal usage with the official UAL mobile application suite:

- Access via mobile browser by visiting <https://sits.arts.ac.uk/> directly on your smartphone.
- Ensure device operating systems are updated to prevent SSL certificate handshake errors.
- For optimal viewing of timetables and structured tables on smaller screens, enable landscape orientation mode.

9. UAL Portal FAQs

Q: Who should I contact if my personal details (name/address) are incorrect?

A: Submit an official change of details request via your student registry portal or consult your college administrative office directly.

Q: Can external partners or parents access my portal account?

A: No. Portal accounts are strictly personal and bound by data protection (GDPR) regulations. Sharing credentials violates university IT policy.

Q: Is the portal accessible off-campus?

A: Yes, the portal is fully accessible worldwide via the internet, though certain internal research databases may require a UAL VPN connection.