10.   ONLINE RESOURCES

10.1. UNIHUB

UniHub is Middlesex University's website for current students. It contains all the academic and administrative information you need as a Middlesex student; from the time you start at the University till you graduate. It's also your primary source for news, events and announcements from around the University.

The aim of UniHub is to create a simple online environment that gives students easy access to all the information and resources they need at Middlesex via a single sign-on. The project has contributed towards an enhanced student experience as students no longer needed to use multiple logins to access different systems. This helps to simplify all of the information and communications they receive from the University.

A handy and practical guide on using the new UniHub portal is available at https://unihub.mdx.ac.uk/your-support-services/portal-guides-and-help. Printed copies are also available at the IT Office and in the Student Office.

MyUniHub

UniHub has a password-protected section - MyUniHub - whereas a current student; you can access all your personalised information including your study materials, grades, admin and emails. The portal is accessible via http://unihub.mdx.ac.uk – to access the password-protected content click on the MyUniHub link and log in using your network IT user ID and password - which you will receive from the IT Office during the Induction period.

Once logged into MyUniHub, you will be able to access:
- Student Information, My Learning, My Library, and your Student Email mailbox
- Access other information sources, for example, Library Search, Library Databases, 'Cite Them Right Online', etc.

Within MyUniHub, you will find tabs essential for Dubai campus students. These are:
- **"Getting Started"**– for new students, you must use this to enrol yourself to the system. A step-by-step guide is provided towards the end of this publication. For more information, see 'Enrolment' under the 'Essential Academic Information' section.
- **"Welcome Back"** – for returning students, you must use this to enrol yourself before the start of each term, every year
- **"My Middlesex"** – this gives you access to your online learning resources such as lecture presentations, online texts, Turnitin links, as well as your University e-mail. It also allows you to complete your password reset registration.
- **"My Study"** - this gives you access to electronic resources like e-journals, e-books, etc. and a range of software that you can download as a Middlesex student. Here you can also check your module grades

- **"My Admin & Finance"** – enables you to check and update your personal information on MISIS and check your fee payment status. You can download templates of forms and letters.
- **"Help"** - provides information on how to use MyUniHub, access to How-to videos, MyUniHub policies and Frequently Asked Questions. An online User Guide can be viewed from this page, as well as how to contact UniHelp for further inquiries

When you are at the end of your undergraduate studies at Middlesex, you can use the "My Graduation & Beyond" tab access information about further study options.

Re-setting MyUniHub Student Portal Password

If you have forgotten your MyUniHub Student Portal password, you can reset it in the following ways:

Visit http://unihub.mdx.ac.uk, once the web page with the username and password opens, click on "Forgotten Your Password" (under the password field).

NOTE: this will work only if you have already registered yourself by completing the Register for the Ability to Reset your Password at the time of your first log-in to MyUniHub. You can do this clicking on the "Reset Password" sub-menu within the 'My Middlesex" Tab inside MyUniHub Student Portal. If you have not done so, please contact the IT Office for further assistance.

For further assistance, contact the Student Office (if NOT password related) or IT Office in case technical issues persist.

10.2. University Email for Students

The Student Email is the main communication medium of the university to its students. Upon completion of the enrolment, students are given their own university email address. This is in the form of xxnnn@live.mdx.ac.uk, where xx are your initials, and nnn is a number generated by the system. This code will be found on the reverse of your Student ID Card.

The University encourages Users to use email as a prompt and effective method of communication. As an enrolled student, you are provided with the University email address. Your University e-mail address will be available to you within the duration of your Study and a year post-graduation. This is the principle tool the university will use to communicate with you. Your tutors, the student support team, the Learning Resource Centre and other areas of administration will use this e-mail address to contact you, so it is critical that you check your account regularly. Information on Events and activities are sent to your University email. For More Information visit www.mdx.ac.ae/studentemail

The Student Email is provided through the university's Office 365 Education subscription, an implementation of a Microsoft programme which provides educational institutions with hosted communications and collaboration services for students.

Office365 has the available storage space for emails (total 25GB), maximum message size of 25MB and your personal calendar.

Office365 offers further improvements and enhanced features such as instant messaging, cloud storage, file and screen sharing and peer-to-peer video conferencing. It has better support for smart phones and tablets. Students can set up their emails on devices running Android and iOS. For further details, please visit the 'How-to Guides' under the IT Support options under Your Study. As the e-mail (and all other University Systems) is accessed via the MyUniHub Student Portal, any students experiencing difficulties accessing their MyUniHub should reset their password via the MyUniHub Student Portal log-in page by clicking on the "forgotten password" link (located under the password field).

Students must register to be able to reset the password themselves the first time they log-in.

Alternatively, students can contact UniHelp online (http://unihub.mdx.ac.uk/unihelp) or call them at +44 20 8411 6060. UniHelp phone lines are open from 12:30PM to 1:30AM Dubai Time Mondays to Fridays, 3:00PM to 10:00PM Dubai Time Saturdays & Sundays. Timings are changed during Daylight Saving Time where these times are shortened by one hour.

Should you face any further difficulties, please approach the Dubai IT Office in Room 104, First Floor, Block 16.

As the principal tool, the University uses to communicate with you, be sure to check your email account regularly. The University adheres to data protection policies and will not share your address within any external companies and organisations, except those working with the university to gather your feedback.

Logging onto University E-Mail
To access your email account, click on the "University Email" sub-menu under the "My Middlesex" Tab within the MyUniHub website. The Admissions Office will send you an email that contains your access to MyUniHub after you have been activated for enrolment.

Alternately, you can go directly to the outlook website www.outlook.com/live.mdx.ac.uk without going through UniHub. The same username and password is used to access your email.

Important note on privacy
To ensure security, continuity and privacy, the University discourages the use of private accounts for University business. You should ensure that your personal information on your student record is accurate and up to date, but you are not required to publicise this private information to others.

10.3. My Library

The University provides access to many online databases containing journal articles, conference proceedings, research results, and other information in a wide range of subject areas. These electronic databases are available to students and staff members via the My Library portlet which is accessed through the MyUniHub Student Portal under the "My Study" Tab. This information can also be accessed via the Library website https://www.mdx.ac.ae/library,

Accessing Library Materials

From the MyUniHub Student Portal "My Study" Tab, there is the "My Library" sub-menu which contains several links such as Library Search, Databases, Reading Lists, eJournals, eBooks, etc.

The Library provides information for our print and electronic collections, including but not limited to the resources' location and availability. Students have the ability to request materials not in the Library's holdings.

To maximize access in using the Library's Electronic Resources, and to recognise you as being from Middlesex University in the future, a cookie must be saved on your computer. Follow the instructions from the login page to set the institutional cookie or contact the IT Office for assistance or troubleshooting.

10.4. My Personal Record

Part of MyUniHub is a database containing your personal details and academic records. You can access this confidential information via the MyUniHub Student Portal "My Personal Record" sub-menu which is located in the "My Admin and Finance" Tab (for personal information) and the "My Progress & Achievement" sub-menu within the "My Study" Tab (to view modules registered and grades)

You should use "My Personal Record" to:
- Enrol or check-in to your programme (Within the "Getting Started" Tab within MyUniHub Student Portal click on the large red "Enrol" button).
- Check and amend your personal details including your address, telephone numbers, e-mail and other personal data at the start of each Academic Year.
- Review your academic record, including your programme, future modules registrations, results and academic standing.
- Look up details of any Financial Holds on your account – if so, you need to contact the Finance Office to resolve any issues

It is your responsibility to verify that all information is correct and up-to-date. If you are in debt to the University, this will result in a financial hold being applied to your account. You will not be able to log-in until you have cleared any pending dues with the University.

Note: Students in Dubai are not able to check their financial standing via MyUniHub. However, you can easily enquire about your status through the Finance Office in person (Block 16 - Room 001) or via telephone (04 367 1683 / 04 433 4149) or email StudentFinance@mdx.ac.ae

10.5. My Learning

A variety of learning materials are available in class and also through on-line facilities. My Learning is operating on Moodle's on-line learning environment. Moodle is an open source learning, teaching and assessment platform. Open source means it is not owned and developed by a single company, such as Blackboard, but instead by a community of educators who contribute and collaborate in its development. It relies on a combination of web-based tools that allow students to take control of their learning, manage their studies and participate in on-line communities. My Learning is a vital resource that supports our students' learning experience and you should expect to access this online facility on a regular basis during the week.

Access My Learning

Students can access My Learning from any computer from the university or from home. It is found under "My Middlesex" Tab inside MyUniHub Student Portal website. My Learning provides links to your Programme of Study and Modules. Click the links to open up a separate page for the information desired.

Under My Learning page, you need to click on My Courses to access each module's repository of support materials, discussions, assignments and other activities.

10.6. Websites

The Middlesex University Dubai Campus website is www.mdx.ac.ae. Current students are advised to regularly (at least once a week) check the website for latest information on academic matters (including key dates), timetables, campus announcements and details of a variety of student events. Your contributions will be valuable to make this a lively interactive site – to make suggestions or provide feedback please contact our Web Master, Mr Hafees Aboobakkar, H.Aboobakkar@mdx.ac.ae.

The Middlesex University London's website is www.mdx.ac.uk.

The online Student Portal is UniHub which can be accessed at http://unihub.mdx.ac.uk