

MADE
FROM
MORE



What is the
Student Gateway?



What is the Student Gateway?

Put simply, the Student Gateway at DMU is your onestop shop to non-academic services. There's a lot that happens at university that isn't just related to your course – you might need help with sorting out your finances, general student admin, or accessing student welfare and disability support. We cover everything from getting you a replacement smart card to helping with careers and employability - so that you can get on with the learning part, stress-free.

At DMU we want to focus on your health and wellbeing so that your time at university is happy and productive, and provide you with resources that help you to succeed and achieve your potential.

This guide will help you access these services quickly, when you require them and without the need to queue.

At the Student Gateway we look after:

- **Student administrative support** – for student status letters and stamping funding forms
- **Smart cards** – for new or replacement access cards
- **Student finance and welfare** – for guidance on funding and financial help
- **International student support** – for international students settling into the UK
- **Immigration compliance** – for advice on visa queries, Biometric Residence Permit (BRP) cards and work letters
- **Disability advice and support** – including how to apply for the Disabled Students Allowance
- **DMU Centre for Accessibility Needs (DMU-CAN)** - to perform assessments of needs
- **Wellbeing and mental health services** – to help you get the support you need
- **The Mandala Project** – for support around sexual and domestic violence
- **DMU Works** – for boosting your employability and careers advice

We have also compiled a list of our most **frequently asked questions** around these services.





Student administrative support

When starting at university, students are often asked to provide letters confirming their registration, or forms that have been stamped by the university. The team can help you get this documentation via MyDMU, or by simply dropping us an email.

The most common letters are available through **MyDMU**, in the **MyDocuments** tile. You can access these letters 24 hours a day, seven days a week without needing to queue or call us.

The options available are:

- Bank letter
- Council tax letter
- Proof of student status letter
- Proof of student status letter (with address)

If you are an international student and require a letter for work purposes, for travel or for your embassy, please contact the Immigration Compliance team on **immigrationcompliance@dmu.ac.uk**.

If you require a letter confirming information not included above, please call us on **0116 257 7595** or email us at **studentgateway@dmu.ac.uk** for advice on how to obtain this.

Stamped forms

If you have a form which requires completion and stamping by the university, please scan this and send it to **studentgateway@dmu.ac.uk**. We will complete this and return it by email to you.

Student cards (smart cards)

We produce smart cards for all students. You will need these to access many of our services and buildings so you must keep your card safe.

If you need a new or replacement smart card, we will issue the card to you in person. Note, we are currently only printing cards for students with a UK based termtime address. Please ensure that your termtime address is up to date on the Personal Information tile on **MyDMU**. If you do not have this address sorted yet, we will hold on to this card for you until you have a UK based term time address.

New student cards

If you are a new student to DMU, once you have fully registered on your course, we will email you to let you know your card is ready for collection. We are currently only printing cards for students with a UK based termtime address. Please ensure your term-time address is up to date on MyDMU on the 'Personal Information' tile.

Current student cards

Lost cards: If you have lost your card, you will be required to pay a charge for a replacement. You can either do this through the **online store** and we will let you know when you can collect it. Alternatively you can visit us in the Student Gateway during our opening hours to get a replacement card.

Expired cards: If your card has expired due to an extension of your studies, please contact us at **smartcards@dmu.ac.uk** so that we can produce a replacement card for you.

Broken cards: If your card is not working, please contact us on **smartcards@dmu.ac.uk**. Alternatively you can visit us in the Student Gateway during our opening hours.

Fee Payment

If you want to discuss payment of your tuition fees, deposit or payment of any non-academic debts, you can speak to the Cashier's Desk by calling **0116 207 8810** or by emailing income@dmu.ac.uk.

Staff from the team will be able to provide you with advice about any outstanding balances that you have, guiding you through the process of how to make a payment.

Student finance and welfare

If you are experiencing problems with money, our team are here to provide advice and guidance on all aspects of funding and financial help. For example, if you are having problems with your application for funding from the Student Loan Company, or perhaps you have received funding but are struggling to make payments and need help with budgeting. We can guide you through these issues to help you resolve them. Our services are accessible by virtual appointment via [MyGateway](#) or by telephone on **0116 257 7595**.

The services that we offer include:

Quick Queries

These are 15-minute appointments to have a chat about your financial situation and can either be booked on the day or in advance via MyGateway or by telephone on **0116 257 7595**. If your query cannot be resolved during this appointment, you will be offered a longer Money Doctor or Welfare Officer appointment.

Money Doctor

Money Doctor appointments are an opportunity to review your finances, by speaking to an advisor about money management and budgeting, or to investigate student funding issues with Student Finance England or the NHS. You can book a virtual appointment via MyGateway or by telephone on **0116 257 7595**.

Welfare officer appointment

Our trained welfare officers can help advise on a range of financial welfare issues, including debt advice, money management, housing concerns and benefits. These appointments can only be booked via members of staff so please book a Quick Query first, or contact the team by emailing sfw@dmu.ac.uk.

Student finance advice

We provide advice and guidance for students who are experiencing difficulties with their student finance application. Get in touch by calling **0116 257 7595** or by emailing studentfunding@dmu.ac.uk and we can offer advice or book a virtual appointment with you.

Transitions/higher education officers

If you are care experienced, estranged from parents or a student carer we would like to hear from you to discuss how we can support you. Contact us by calling **0116 257 7595**, emailing transitions@dmu.ac.uk or by booking a Transitions appointment on MyGateway.

If you are unsure which appointment you need, feel free to give us a call and we will guide you to the best service for you.

DMU Support Fund

For more information about the DMU Support Fund, including how to apply, please visit our [website](#).

If you are in financial crisis and need urgent advice, please book a Quick Query through [MyGateway](#).



International student support

Moving to a new country can be complicated, so we're here to help international students transition to the UK – from before you set foot on campus, to your arrival in the country, right up until you graduate. Our team are your first port of call for advice about travelling to campus, welcome activities and help settling in to life in Leicester.

You can also refer to our [International Student Guide](#) for lots of useful information such as how to open a bank account or register with the police, as well as planned campus and social events.

The team can be contacted by email on iss@dmu.ac.uk or by booking a virtual appointment through [MyGateway](#).

Immigration compliance

If you are an overseas student who has questions about your Tier 4 visa, especially if there are any changes to your studies, the Immigration Compliance team will be able to advise how these changes may impact on you. They can also take you through the process of registration.

Overseas students must finish their registration via a virtual appointment.

During the appointment the team will check your documents and advise you of the next steps.

If you have nominated to collect your Biometric Residence Permit (BRP) from DMU, we will get in touch with you directly to let you know how you will receive this. You will not need to come to the Student Gateway. If you have any questions about this, please contact brp@dmu.ac.uk.

You may also require a letter for work purposes, for travel or for your embassy. To request this, please contact immigrationcompliance@dmu.ac.uk.

Disability advice and support

This service is here to help advise and guide students with physical and sensory disabilities, medical conditions and specific learning differences through all the services that we offer at DMU, as well as helping students who would like to apply for the Disabled Students Allowance (DSA).

There are two ways of getting in touch, either by booking an appointment through [MyGateway](#) or by emailing the team on disability@dmu.ac.uk.

For further information about all the different appointments and support that we offer, [please refer to the HealthyDMU Hub](#).

DMU Centre for Accessibility Needs (DMU-CAN)

Our assessment centre is accredited by the [Disabled Students' Allowance Quality Assurance Group](#). The aim of our friendly and specialist team is to perform assessments of needs, to make the process of applying for the DSA as straightforward as possible.

You don't need to wait until you have started your chosen course to book your assessment. For more information about the services DMU-CAN offers including how to arrange an assessment, [please refer to the website](#).





Wellbeing and mental health services

University life can be busy and finding a balance can be a challenge at times. If you are a student with concerns about your mental health, our wellbeing services will be able to advise you and arrange support where necessary. We also help students who would like to apply for the Disabled Students Allowance.

You can get in touch with our Wellbeing and Mental Health Services team by booking an appointment through [MyGateway](#) or by emailing the team on wellbeing@dmu.ac.uk

For further information about all the different appointments and support that we offer, [please refer to the HealthyDMU Hub](#).

Mandala Project

The Mandala Project can signpost DMU students towards practical support if you have experienced;

- Sexual violence, including rape and sexual assault or harassment
- Domestic violence including so-called 'honour crime', forced marriage and coercive control

We will listen. We can support you. Please contact us by email themandalaproject@dmu.ac.uk or by phone on **0116 207 8309**. For out of hours or when the university is closed, you can contact security on **0116 257 7642**. This is a 24-hour phone line available throughout the year. For more information about the project, [please refer to the Mandala Project website](#).

DMU Works - careers and employability

The DMU Works careers and employability team provides a huge range of co-curricular activities such as workshops, bootcamps, training and professional insights.

Recently many of these activities have been moved online so that you can continue to connect quickly and easily with the team and employers.

Visit [MyGateway](#) to book a 1-1 appointment with one of the team, search for internships, placements and graduate jobs and register for upcoming activities and events.

The DMU Works Skills Hub on [MyGateway](#) is packed with digital resources to help you work towards the career you deserve, including a CV checker and interview simulator among many other tools.

You can email us at careers@dmu.ac.uk or talk to the team via the live chat in the DMU Skills Hub on [MyGateway](#).



**MADE
FROM
MORE**

De Montfort University
The Gateway
Leicester
LE1 9BH, UK

T: +44 (0)116 257 7595
E: studentgateway@dmu.ac.uk
W: dmu.ac.uk

