Frequently asked questions (FAQs)

Application

How do I upload a document to my portal?

Go to the Professional Development Portal from the UWE Bristol login page – select MyCPD log in.
To upload a document, go to the bottom left corner of your Professional Development portal to a
section called 'My Documents'. The course you have applied for should show, click on the course
here and a new field will appear that says 'add a document'. Click in the add a document box and
select the item you would like to add.

I have completed the application but cannot submit?

Please try using a different device (i.e. laptop, personal computer) and/or browser in the first
instance. If this continues to fail, please email has.cpd@uwe.ac.uk

My CPD Dashboard Login does not work?

Please ensure you are using the correct email as your username and, if your password is not
accepted, please reset (by using the 'Forgot Password' button).

If this does not resolve the issue, please contact itonline@uwe.ac.uk or has.cpd@uwe.ac.uk

I have applied for a course and I have not received a response?

We are dealing with a high volume of applications and we will send offers as soon as possible.

Also, please check the status of your application (see FAQ below for how to do this); there may be a
delay with your sponsor or the module leader approval.

Please always check your Spam/Junk folder for any emails from UWE Bristol.

How do I check the status of my application?

Please sign into your CPD Dashboard.

I have accepted my place on a course, but I have not received any login details for MyUWE?

Please check your CPD Dashboard. The status of your application will need to show as **Registered**
before you will receive any login details from the central team.

When your course shows as **Registered,** please allow two days and, also check your spam/junk
folders for any emails before you contact us.

I have applied for a course but I have not received a timetable?

Please check your CPD Dashboard where all the details regarding course dates can be found.

I have accepted my place on a course, how do I get a student ID card?

Once you have been registered, you will receive login details for MyUWE. Once you login, you will be able to upload a photograph which will create your ID card. Please allow approximately four working days before you collect from Campus. (Please note, whilst the COVID-19 restrictions are in place, your card will be sent to your home address by the UWE Bristol Security Team)

Where can I find details of all the courses that you offer?

For our Health courses, you can find these details via our main Health webpage.

Student registration

I have been registered on a course and received login details but the course detail is not showing?

The Module Leader may not have uploaded relevant documents at this stage; please check with the Module Leader.

I have applied for a course but I have not received login details for MyUWE.

Please check the start date of your course. You will not be registered until a few days before the course starts, at which time, you will be sent a username and UWE Bristol email to set up your account.

If your course is due to start (within a week or less) and you have not received the login details, please email useridletter@uwe.ac.uk

My login details for MyUWE do not work?

Please contact ITOnline@uwe.ac.uk

I am due to submit an assignment but not sure how?

Please contact has.sat@uwe.ac.uk

I have issues with submitting my assignment on time, what should I do?

Please contact infopoint@uwe.ac.uk who will arrange an appointment with a Student Adviser.