University Centre
BISHOP BURTON

Online Enrolment
Troubleshooting / FAQs

I have not been sent an enrolment link, what do I do?

There may be various reasons, firstly check your results confirm a pass on your current level (if a continuing student with us) or your University place has been confirmed (if you are a new student).

If you are expecting an enrolment link, double check the email account is the one you provided during application to your programme (personal email address) and the junk folder.

Next, contact our enrolment team on prosolution@bishopburton.ac.uk for support.

My enrolment link does not work/ does not submit or complete?

There may be various reasons for this, if you have tried a few times to no success then please contact our enrolment team to investigate prosolution@bishopburton.ac.uk

I cannot upload my photo, what do I do?

The photo should be passport style, portrait format and taken in front of a plain background. It must be a true likeness of you, with no filters applied. If a photo is not uploaded or is not suitable you will be asked to have your photo taken when you first visit the College campus. Only .jpg,.png,.jpeg,.gif files are allowed

Some of the information is incorrect or unknown?

All personal data shown on the form can be updated as part of the enrolment process by the student before submitting the form.

If the course details displayed are incorrect, please email prosolution@bishopburton.ac.uk

Do I need to list all my previous qualifications on my enrolment form?

Yes- listing your level 3 qualifications and GCSE English, or equivalents, where applicable is required. Returning students will not need to provide this information as we already have it on record.

Do I need to enter all my information again if I am a returning student?

No, for returning students we have made the process simpler, and we will be sending you a shorter form which will need to be completed in full.