

ACCESSING YOUR TIMETABLE

1. There are three different ways to access Proportal (*please do not use a search facility – it may take you to the wrong location*)
 - a. Visit vle.newcollege.ac.uk and select Proportal
 - b. Visit www.newcollege.ac.uk, click on **Staff, students & parents** located on the top menu select **Proportal**
 - c. Enter <https://proportal.newcollege.ac.uk/ProPortal/> directly into your internet browser
- **In College:** Proportal should open automatically
- **Outside of College:** - you will be asked to login to Proportal – Your username is your New College Student ID i.e. [123456](#) **Your password will be:**
 - **All New Students & Returning North Star Students:** Your password will have been sent to you via a text message if you provided your mobile phone number as part of the application process.
 - **Returning Queen’s Drive students:** If you studied at our Queen’s Drive campus in 20/21 academic year, your password will remain unchanged.

If you have any issues logging into Proportal please email proportalhelp@newcollege.ac.uk or call 01793 498399 and we will endeavour to support you with this. If your timetable appears incorrect please email cis.help@newcollege.ac.uk

Depending on the screen size of device you are using, you will either see a **Horizontal Menu Bar** at the top of the page or a **Menu button**,



2. Select **Reports** from the Menu

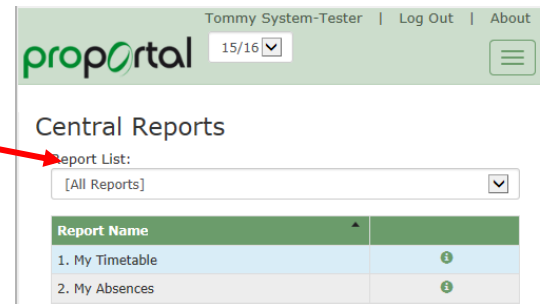


Reports

3. Select **1. My Timetable** in Reports List



4. Click on the **Adobe PDF icon** (*either located to the right on laptops or bottom on mobiles*) to open your timetable which can be saved or printed.



Troubleshooting

Problem	Solution
The Proportal login box does not appear	Try one of the other routes in step 1 Check to make sure the page hasn't opened behind your current page (minimise current page) You may need to delete your browsing history if you are not a new student
Message tells me my username / password is incorrect	Check the address bar doesn't contain the word 'parent' – such as proparent.newcollege.ac.uk – if so you are in the wrong location - start again at step 1. Make sure you only access Proportal via the New College website or the VLE Please contact IT to reset your password <i>Direct Line:01793 732864</i>
Once I login the login screen refreshes and the login is blank	Your password may have expired - contact IT to reset your password <i>Direct Line:01793 732864</i> or your account needs initial setup – you will need to log on to a college computer (the password wizard will appear) before you can access Proportal remotely
I can log in but get a red message informing me I cannot add any pages	Your account has not yet been fully setup – try again later / the next day
Nothing happens when I try to open my timetable	Make sure you are clicking the PDF button in step 6. (there are two different ones). Check that it hasn't downloaded in the background (minimise your current screen)

