

MySurrey Help

A quick guide to getting answers to your queries with the University of Surrey

Step 1. Go to the following website: <https://help.surrey.ac.uk/>

Step 2. Either explore provided categories OR use the search function at the top of the page.

Step 3. If you used the search function, then you will be provided a list of possible related answers to your query.

Example Query: I simply asked the following question - "**certified progress report**",

If the listed answers do not address your question, you can use the "*Need more help? Ask us a question*" option at the bottom of the page, see below:

Search

Find answers to your questions and who to contact if you need more support

 Search

Results 1-10 of 15 for query: certified progress report

How do I share my HEAR?

You can share your Higher Education Achievement Report (HEAR) via the GradIntelligence website.

Can I receive a progress report?

All students receive will an up-to-date copy of their Higher Education Achievement Report (HEAR) each year in September.

What is a progress report?

A progress report (sometimes referred to as an interim transcript) is a record of your results achieved to date.

Where can I get my progress report?

You will be able to access your Higher Education Achievement Report (HEAR) in September each year to view your marks from the previous academic year.

How can I access my HEAR?

You will receive an activation email from Gradintel during your first semester.

How can I obtain an award confirmation letter?

You can get your award confirmation letter from GradIntelligence.

What is a HEAR?

A HEAR is a Higher Education Achievement Report.

How do I get a Higher Education Achievement Report (HEAR)?

All students will be sent an activation link to access their HEAR but sometimes it goes into a student's Junk or Spam email.

When will my HEAR be updated?

Formative HEARs are created/updated once per year, towards the end of September. A final HEAR is created after a student is awarded.

Where can I get a transcript?

You can get your transcript from GradIntelligence.

1 2 >

Need more help?

Ask us a question

Need immediate support?

Find out how

If results do not address your query, then you can use the option to further ask a question



Useful links

Surrey 365 email
SurreyLearn
IT status page
Surrey Pathfinder

Policies

Academic appeals
Disciplinary regulations
Extenuating circumstances
Terms and conditions of study

Information about

Students' Union
Surrey Sports Park
University of Surrey
Team Surrey

Step 4. Another webpage will be provided with more FAQs but also other options, as highlighted below:

Surrey Support

Welcome to Surrey Support, where you can search for answers to your queries, ask a question to one of our support services, and view and track your existing questions.

What do you need help with?

Search for a topic...

Explore MySurrey Help topics

I need a letter from the University

Manage your active support questions

Can't find the support you're looking for?

If you still haven't found the answer to your question, you can ask a question here.

[Ask a question](#)

Frequently asked questions

- Q Can I change my course?
- Q Can I bring my pet to accommodation?
- Q When will I receive my new timetable?
- Q Am I allowed guests in my room?
- Q I need a council tax exemption letter
- Q Can I add a placement year?
- Q I have recently updated my Biometric Residence Permit (BRP) / passport, is there anything I need to do?
- Q Can I live in University accommodation in my next academic year?
- Q I need a letter confirming my semester dates for my employer, or to travel abroad because I'm on a visa
- Q Can I cancel my placement?

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Step 5. If your query – “certified progress report” - was seeking a letter from the University then you can choose this option, see below.


UNIVERSITY OF SURREY | **Surrey Support** | Home | My questions | Gary Rivers


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Step 6. You are then provided with several options of why you might want a letter from the University, see below.

[Home](#) > [University Letters](#)

University Letters

Generate your own letter

You can generate your own letters for various uses. The letters use data that you have provided to auto-generate an official University document which is emailed to you.

Note: please ensure your details such as full legal name, current programme and addresses are up to date on Surrey Self-Service prior to generating a letter.

You can use this service to request the following letters:

- Confirmation of Registration
- Confirmation of Semester Dates
- Confirmation of Module Registration
- Bank letter

[Autogenerate a letter now](#)

How to request all other letters

To request one of the travel letters listed below, please log onto [Surrey Self-Service](#), and go to the "Letters" tab in the top right corner of your screen:

- Travel letters in support of visas for vacation or conference purposes
- Invitation letters for friends/family of students to travel to UK

For all other letters (examples below), please send a question to MySurrey Hive to request a letter:

- Confirmation of Completion of Studies
- Applicant Fee
- Tuition Fee
- Tuition Fee receipts

Please include the name of the letter in your request and note that we are unable to provide individual bespoke letters.

[Request a Letter](#)

Step 7. If providing a letter was not what you wanted or the options did not cover your needs then you can go back one webpage and choose another option, as shown below.

The screenshot shows the Surrey Support website interface. At the top, there is a navigation bar with the University of Surrey logo, 'Surrey Support' text, and user options like 'My questions' and 'Gary Rivers'. Below this is a large banner with the title 'Surrey Support' and a welcome message. A search bar is present with the placeholder text 'Search for a topic...'. The main content area contains four white tiles with icons and text:


- Explore MySurrey Help topics** (Icon: four squares)
- I need a letter from the University** (Icon: document)
- Manage your active support questions** (Icon: heart with hands)
- Can't find the support you're looking for?** (Icon: question mark) - This tile is circled in red and contains the text: 'If you still haven't found the answer to your question, you can ask a question here.' with a red arrow pointing to the [Ask a question](#) link.

Below the tiles is a section titled 'Frequently asked questions' with a list of questions:

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The footer of the page repeats the University of Surrey logo and 'Surrey Support' text.

Step 8: At this webpage you can ask an open question in your own words and include attachments too. See below.

Home | My questions | Gary Rivers

Home > Support > Open a new question

Open a new question

Question title *


Name *

Which team do I want to contact? *

Enquiry topic *


Please describe your enquiry here

Enter text...



Attach a file

You can upload a maximum of 5 files, each up to 25MB. Supported files include image, video, .txt, .csv, .xml, .rtf, .log, .xps, .xlsx, .xls, .doc, .docx, .ppt, .pptx, .pdf, .pps..




Step 9. After submitting a query, you can monitor its progress by choosing the following highlighted option (*Manage your active support questions*), see below

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Step 10. When monitoring progress of a query, you will be provided an estimated time for response and final resolution, as shown below.

The screenshot shows the University of Surrey Support portal. At the top, there is a navigation bar with the University of Surrey logo, the text 'Surrey Support', and user information including a home icon, 'My questions', and 'Gary Rivers'. Below the navigation bar, the breadcrumb 'Home > Support' is visible. The main heading is 'Support'. A search bar contains the text 'What can we help you with?' and a search input field with the placeholder text 'e.g. User login is failing'. Below the search bar, there is a section for 'Open questions' with a search input field and a button labeled 'Open a new question'. A table displays the following data:

Question ID	Question title	Created On ↓	Expected Initial Response	Predicted Final Resolution	New Comment Added
OSE-0990868	China Issues	19/09/2024 15:11		18/10/2024 21:45	



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