
Quick guide

Accessing the HE Gateway

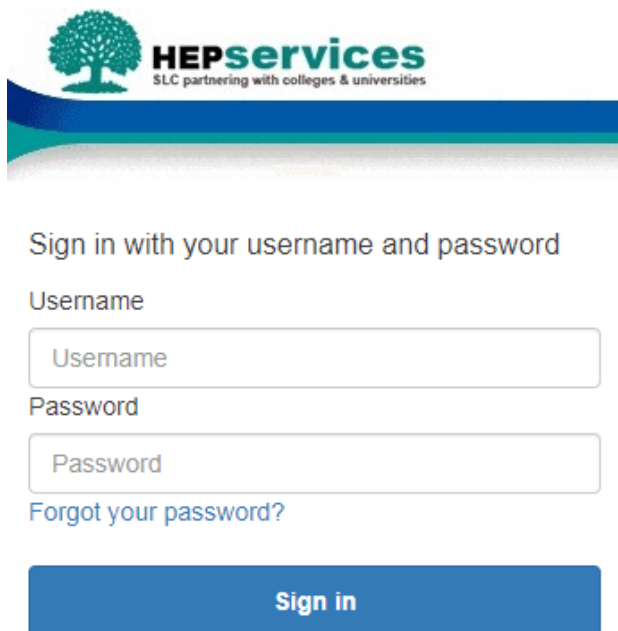
The HE Gateway is a secure website for online services. We provide administration services to you in support of student funding. You can use the HE Gateway to access the Student Information Service (SIS), the Courses Management Service (CMS) and the Bursaries Administration Service (BAS).


Logging in

You can access the HE Gateway through a web browser, such as Microsoft Internet Explorer. You can enter the HE Gateway through the **Sign in to HE Gateway** link on the HEP Services website (www.heiinfo.slc.co.uk).

The User Administrator at your university or college will give you your username, initial password and secret answer. To sign in:

- 1) Select the **Sign in to HE Gateway** link on the HEP Services web page. This will take you to the **Log in** screen.




SLC partnering with colleges & universities

Sign in with your username and password

Username

Password

[Forgot your password?](#)

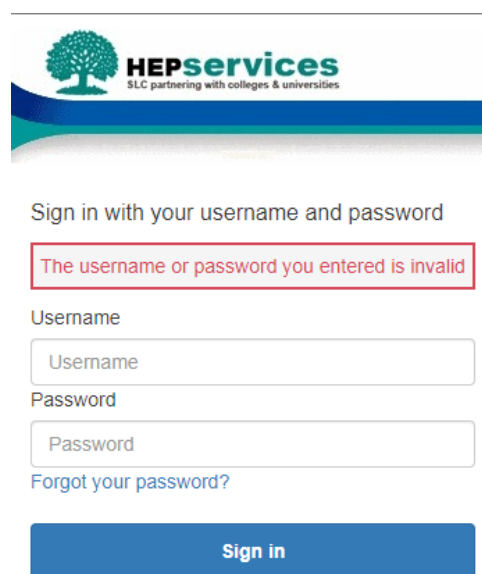
Sign in

The above image shows the SIS **Log in** screen

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- 2) When prompted, enter your username and password and select the **Sign In** button.
 - 3) You will be signed in to the HE Gateway.

Incorrect login details

If you enter your username or password incorrectly, the system will prompt you to re-enter your details.



The screenshot shows the HEPservices login interface. At the top is the HEPservices logo with the tagline 'SLC partnering with colleges & universities'. Below the logo, the text 'Sign in with your username and password' is displayed. A red-bordered box contains the error message: 'The username or password you entered is invalid'. Below this are two input fields: 'Username' and 'Password'. A blue link for 'Forgot your password?' is positioned below the password field. At the bottom is a blue 'Sign in' button.

If you have entered your username or password incorrectly, you will see the above screen.

After three unsuccessful attempts you will be locked out of the system. If this happens, you should contact your User Administrator to unlock your account.

Signing in for the first time

When you sign in to the system for the first time, you will need to select a new password. This helps to keep your account secure.

1. After you have entered your username and selected the **Continue** button
2. Enter the code you were sent by email
3. Enter your new password and confirm it.

Your password is case-sensitive. It must be at least 10 characters in length and must contain at least one letter, number and a special character. Then select change password. It cannot contain easily guessed words or sequences such as your username or 'password1'.

4. Select the **Continue** button to sign into the system for the first time.

Signing out

You should always sign out of the system when you are finished. This will prevent unauthorised use of your account.

To sign out, select the **Logout** button on the top right of the screen. You will see the **Logging Out** screen while the system completes the process. Do not close your browser at this point.

For security purposes, you should now close your browser. If you are inactive for 15 minutes, the system will log you out automatically.

Security

You should always be vigilant about usernames and passwords. If someone leaves your college or university, it is essential that the User Administrator expires their account on the system. This ensures the security of the HE Gateway. To find out more about expiring accounts, please see the Expiring Users quick guide.

Technical specifications

You will need at least the following technical specifications to use the HE Gateway at an optimum level:

- 100Mbps network connection
- Pentium 4 PC with a 60Gb hard drive and at least 256Mb memory
- Windows 2000/XP with Internet Explorer version 6
- 1025 x 768 screen resolution

Internet Explorer 11

An update applied to the website to keep it safe and secure means that you may have difficulties accessing the website if your browser is older than Internet Explorer version 11, or other comparable browsers.