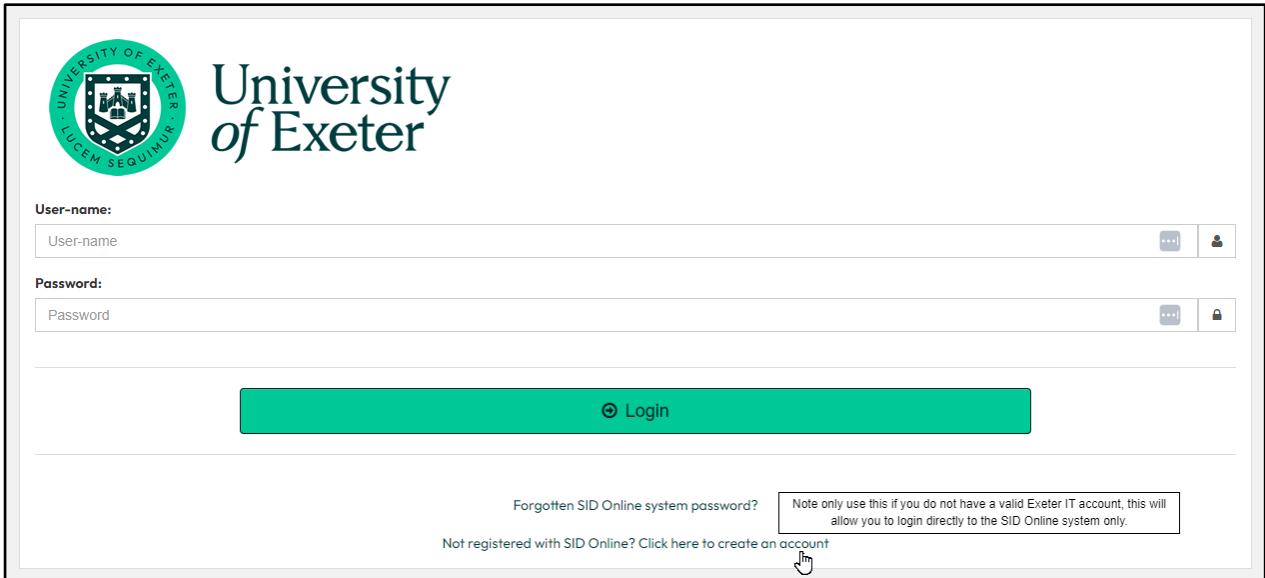


## SID Online User Account Creation

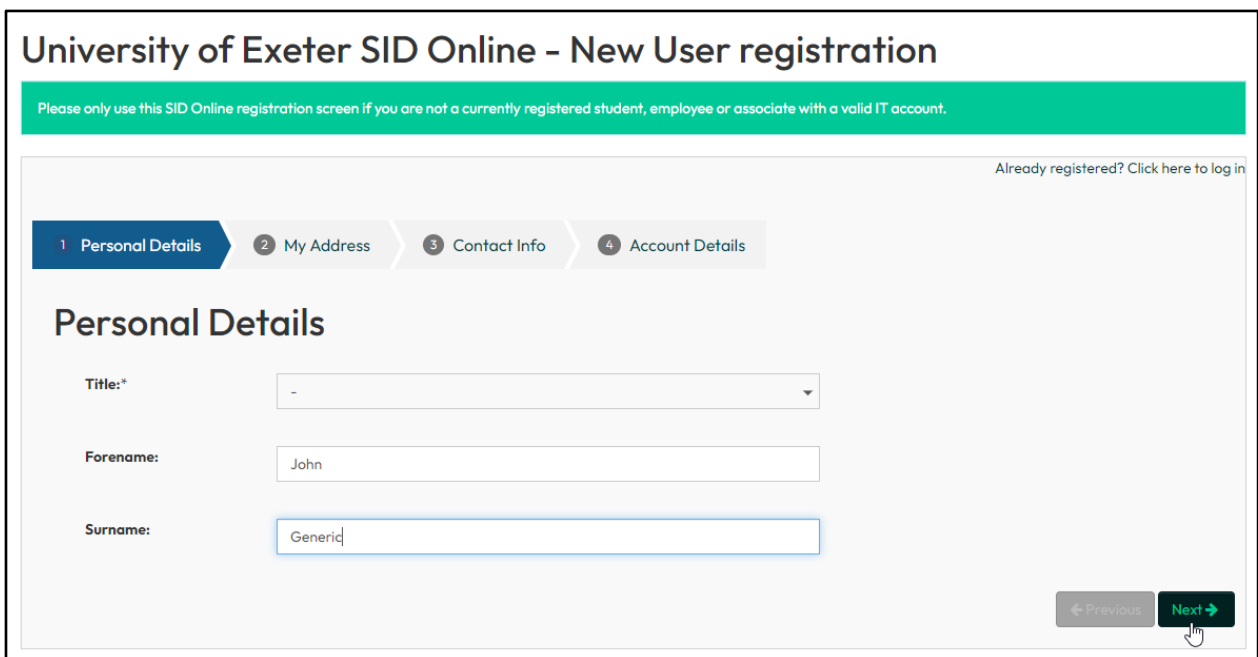
This document will show how users without a University of Exeter IT username can create an account to access SID Online only. **Note: This will only work for users with a non-Exeter IT account that have not previously logged an enquiry in SID Online.**

To create an account, use the “**Not registered with SID Online? Click here to create an account**” link on the <https://sid.exeter.ac.uk> login page.



The screenshot shows the University of Exeter login page. At the top left is the University of Exeter logo, a circular emblem with a shield and the motto 'UNIVERSITY OF EXETER' and 'LUCEM SEQUIMUR'. To the right of the logo is the text 'University of Exeter'. Below the logo and text are two input fields: 'User-name' and 'Password'. The 'User-name' field has a small icon of a person and a dropdown arrow. The 'Password' field has a small icon of a lock and a dropdown arrow. Below these fields is a large green button with a white arrow and the text 'Login'. At the bottom of the page, there is a link 'Forgotten SID Online system password?' and a note in a box: 'Note only use this if you do not have a valid Exeter IT account, this will allow you to login directly to the SID Online system only.' Below the note is another link: 'Not registered with SID Online? Click here to create an account' with a mouse cursor pointing to it.

You will need to complete the registration form, including a title and name,



The screenshot shows the 'University of Exeter SID Online - New User registration' form. At the top, there is a green banner with the text: 'Please only use this SID Online registration screen if you are not a currently registered student, employee or associate with a valid IT account.' Below the banner is a progress bar with four steps: '1 Personal Details', '2 My Address', '3 Contact Info', and '4 Account Details'. The first step, 'Personal Details', is selected and highlighted in blue. Below the progress bar is the title 'Personal Details'. There are three input fields: 'Title:\*' with a dropdown menu showing '-'; 'Forename:' with the text 'John'; and 'Surname:' with the text 'Generic'. At the bottom right of the form, there are two buttons: 'Previous' and 'Next'. A mouse cursor is pointing to the 'Next' button.

An address if desired and relevant to your enquiries. This is not mandatory.

## University of Exeter SID Online - New User registration

Please only use this SID Online registration screen if you are not a currently registered student, employee or associate with a valid IT account.

Already registered? [Click here to log in](#)

1 Personal Details 2 My Address 3 Contact Info 4 Account Details

### My Address

Address Line 1:

Address Line 2:

Address Line 3:

Address Line 4:

Post Code:

[← Previous](#) [Next →](#)

A contact email address, this is needed and will be your SID Online account username.

It will also be used for enquiry update notification emails.

## University of Exeter SID Online - New User registration

Please only use this SID Online registration screen if you are not a currently registered student, employee or associate with a valid IT account.

Already registered? [Click here to log in](#)

1 Personal Details 2 My Address 3 Contact Info 4 Account Details

### Contact Info

Email:

Confirm Email:

[← Previous](#) [Next →](#)

A password for your SID Online account. This must be at least 6 characters and contain at least one number.

## University of Exeter SID Online - New User registration

Please only use this SID Online registration screen if you are not a currently registered student, employee or associate with a valid IT account.

Already registered? [Click here to log in](#)

1 Personal Details 2 My Address 3 Contact Info 4 Account Details

### Account Details

Password:\*

Confirm Password:\*

[← Previous](#) [Register](#)

Once the form has been completed, click the “Register” button to create your account and log into the SID Online system.

Once logged in, the “My Enquiries” button will show a list of your enquiries.

University of Exeter

My Profile | John Generic

Ask a Question My Enquiries My Appointments My Profile

My Profile My Activity My Tutors Extended Info

image not available

John Generic

No bio provided.

Edit Bio

Basic Information

Name	John Generic
Enquirer ID	TMX000182128
Date of Birth	
Group	Not Found
Course	

Contact Information

Email	john.generic@fakeemail.com
Phone	
Address	

Clicking an enquiry title from the list will open it enabling it to be viewed and updated.

Helpdesk | John Generic  
You are in Support Teams Enquiry centre

Ask a Question search FAQs | My Enquiries track and update | My Appointments view, book, cancel | My Profile profile and activity

My Enquiries >

All 1 | Open 1 | With Us 1 | With You 0 | Closed 0

Search enquiries:

Description	Status
<a href="#">View 003193208</a> 003193208 - Test enquiry	, Ryan Bearsford-Walker. Logged 16/04/2023 14:51:50

Showing 1 to 1 of 1 entries

Previous 1 Next

A message can be added to the enquiry by selecting an action and typing into the box, adding any files using the "Add Files..." button or dragging into the drop files area.

Files already attached an enquiry can be downloaded by clicking the file name link within the action.

Helpdesk | John Generic  
You are in Support Teams Enquiry centre

Ask a Question | My Enquiries | My Appointments | My Profile

My Enquiries > Test enquiry [003193208] ☆

**Update this enquiry**

To update your enquiry simply enter your message below, select the action that best describes your update, and click 'Send'

Select an action \*  
Your next action...

Your message \*

Drop Files Here

+ Add Files... | Send

Log an enquiry and assign to adviser  
Sunday 16/04/2023 14:51 John Generic  
Question 2: What aspect of SID Online does your enquiry relate to? Answer: My enquiry is not covered by an option listed.  
This is a test.

Attach File to Enquiry  
Sunday 16/04/2023 14:53 Ryan Bearsford-Walker  
Ryan Bearsford-Walker: Enquiry 003193208 - Attach File to Enquiry - Updating 003193208  
[test.txt \(4 Bytes\)](#)