



# Timetabling query resolution guide

## Query: I cannot see my timetable

### Step 1

Where are you looking for your timetable? Your personalised timetable is visible in:

- Microsoft Outlook app on your mobile device
- MyUoL app on your mobile device
- Microsoft Outlook on your personal PC/Mac, or a University PC
- University portal [webmail.le.ac.uk](http://webmail.le.ac.uk)

### Step 2

Are you a new student or are you continuing your studies?

- If you are a new student, go to **Step 3**.
- If you are a continuing student, go to **Step 5**.

### Step 3

Have you completed online registration with the University? You need an active IT account to be able to view your timetable, which you set up as part of the online registration process.

- If you haven't, go to [MyStudentRecord](#) to complete online registration.
- If you have, go to **Step 4**.

### Step 4

If you have completed online registration, when did you do so? It may take up to 24 hours for your IT account to become active.

- If it has been longer than 24 hours and you still can't see your timetable, go to **Step 5**.

### Step 5

Has there been a recent change to your student record (e.g. a change of course, return from a period of suspense)? If so, that may be the reason for you not being able to see your timetable.

Go to the Study section of [MyStudentRecord](#) and check whether your course details and registration status are correct. If any of your details are incorrect, contact your school's Administration Team.

Once your student record is up-to-date, your personal timetable will appear within 24 hours. If there has not been a recent change, or the change happened more than 24 hours ago, go to **Step 6**.

### Step 6

If you are still unable to see your timetable at this point, please email your school's [Timetabling Coordinator](#) so that they can investigate this further. Let them know whether the issue is occurring in Outlook, the MyUoL app, or both, and provide screenshots where possible. Also make sure to include the following details:

- Your Name
- Your Student Number
- Your Course