

Students' Union Website Login Guidance

Student Login

All current students at the University of Hertfordshire have a student account with Hertfordshire Students' Union. This is activated once your student record has been updated following completion of the registration process with the University. Please note there are likely to be delays of up to 48 hours in your student record being updated following completion of registration. You will not be able to login to our website until your student record has been updated. You can check your registration status by accessing your student record [here](#). If you're concerned that something isn't quite right with your student record, please contact the University at ask@herts.ac.uk.

If you're experiencing problems logging into the Students' Union website for any reason, please take a look at the guidance below which may be able to help you.

New Students

For students new to Herts or returning to a new programme of study

You must register with the University of Hertfordshire. You will need to complete the new student registration process which consists of [stage 1](#) and [stage 2](#).

Returning Students

For students returning to the same programme of study at Herts

You must re-register with the University of Hertfordshire. You will need to complete the [returning student registration](#) process.

Incorrect Username

You will be redirected to the StudyNet login page when logging into the Students' Union website. Your username is your student email address (i.e. ab12cde@herts.ac.uk).

Forgotten Password

If you've forgotten your password, you can click [here](#) to set a new one.

Too Many Login Attempts

If you've attempted to login too many times, you'll be locked out of your account for security reasons. Please contact us at contact@hertssu.com if this has happened to you.

Student Login No Longer Working

If any of the following student statuses apply to you, your student login will have been de-activated as you are no longer categorised as a current student:

- Deferred
- Dormant
- Graduated
- Left the University of Hertfordshire
- Placement year
- Transferred

Only current students can hold a student account with Hertfordshire Students' Union. However, you may apply for a guest account.

Too Many Accounts

If you've made too many accounts with us, the system will block you for security reasons. Please contact us at contact@hertssu.com if this has happened to you.

Unable to Buy a Ticket

If you're not able to buy a ticket, it may simply be because you're not signed in. Double check that you have logged in. Please note that some tickets may be exclusively for certain students i.e. society members. If you see an error message that you feel should not apply to you – or you are logged into the website and are experiencing other issues related to a ticket purchase – please contact us at contact@hertssu.com.

If you are still experiencing issues when attempting to login to the Students' Union website, please contact us at contact@hertssu.com with your full name, Student ID Number and details about the problem you're having. Please send in any screenshots – or copy and paste any error messages – if you feel these may be beneficial.

Guest & Staff Login

Associate members of Hertfordshire Students' Union and staff members at the University of Hertfordshire can register a guest account. Staff members at Hertfordshire Students' Union will be set up with a staff account.

If you're experiencing problems logging into the Students' Union website for any reason, please take a look at the guidance below which may be able to help you

Account Not Validated

After registering an account you should receive a validation email. Can't see it? Please check your spam or junk folder.

Incorrect Username

Your username is the email address you registered your account with.

Forgotten Password

If you've forgotten your password, you can click [here](#) to set a new one.

Too Many Login Attempts

If you've attempted to login too many times, you'll be locked out of your account for security reasons. Please contact us at contact@hertssu.com if this has happened to you.

Too Many Accounts

If you've made too many accounts with us, the system will block you for security reasons. Please contact us at contact@hertssu.com if this has happened to you.

Unable to Buy a Ticket

If you're not able to buy a ticket, it may simply be because you're not signed in. Double check that you have logged in. Please note that some tickets may be exclusively for certain students i.e. society members. If you see an error message that you feel should not apply to you – or you are logged into the website and are experiencing other issues related to a ticket purchase – please contact us at contact@hertssu.com.

If you are still experiencing issues when attempting to login to the Students' Union website, please contact us at contact@hertssu.com with your full name, guest status (associate member/staff member) and details about the problem you're having. Please send in any screenshots – or copy and paste any error messages – if you feel these may be beneficial.