

Reach 2019/20 Frequently Asked Question's

Who is Eligible for a Reach account?

All University of Worcester students are eligible to have a Reach account and have access to the John Smiths shop.

The shop can be used in the same way as any other online retailer and you will enjoy the benefit of specially negotiated prices, including price matching Amazon for books.

Who is Eligible for the Reach Bursary?

First year home and EU undergraduate & PGCE students who are full-time, paying full fees (£9,250) to the University of Worcester and joining us in 2019 are eligible to receive £100 to spend on their Reach account in the 2019/20 academic year.

Students in other years (who are who are full-time EU/Home Undergraduate students, enrolled on a level 4 or above course, paying full fees to the University of Worcester of £9000 or above) are eligible to receive £50 to spend on their Reach account in the 2019/20 academic year.

Do I need to create a Reach account myself in order to receive the bursary?

If you are eligible for an award and a first year student or have not previously had a Reach account, the account will be created automatically for you. Once your account has been created you will receive an email from John Smiths giving you details on how to access the account and your Reach credit. If you already have a reach account from previous years, your credit will be added to this account.

How will I receive the Bursary?

The bursary will take the form of credit added to a student Reach account. If you are eligible for an award, you will receive an email from John Smiths, which will provide details on how to spend the bursary.

Can I have the bursary as cash rather than credit on my Reach account?

The Reach bursary is only available as credit in the UW online Reach store and cannot be given as cash.

I have not received an email about the Reach bursary, what should I do?

If you are eligible for a bursary the email would have been sent to your university email address, not your personal email address. Please ensure you have checked the correct email account and check your spam, junk and deleted items folders.

If you believe you meet the eligibility criteria detailed above but have not received an email please contact reach@worc.ac.uk.

I am not eligible for the Reach bursary; can I still use the online shop?

All University of Students can use the online shop in the same way as any other online retailer and you will enjoy the benefit of specially negotiated prices, including price matching with Amazon for books.

Visit <http://www.worcester-Reach.co.uk/> to register. You will need to use your university email address.

How do I spend my funds?

If you are eligible for a Reach bursary, you will receive an email via your University email account. This will tell you how to access your Reach account and redeem the bursary. Once you have done this you will be able to login to your account at www.worcester-Reach.co.uk and start buying your course books and equipment.

What can I spend my funds on?

You can spend your funds online at www.worcester-Reach.co.uk on any product that is available on our website, including textbooks, stationery, electronics and other learning materials.

Is this a loan? Do I have to pay it back?

Your Reach award is not a loan and you do not have to pay it back. The funds are provided for you by the University to help you with your studies for as long as you are a student at the university.

If you leave the university your Reach account will be closed and any unspent balance removed from the account.

What happens if I leave the university?

If you leave the university (e.g. because you have completed your course or because you have withdrawn from your course) your Reach account will be closed and any unspent funds will be removed from the account.

I noticed on the Reach website a link to Kortext – what is this?

Kortext is a leading digital textbook platform. It offers you online and offline reading solutions for 24/7 access to e-text books on any device. Kortext has developed a set of tools that permit you to have a personalised learning and can help you study smarter, through the organisation and sharing of research and notes in a completely new way!

More details can be found at <http://www.kortext.com/support/support-faqs/>

I would like to have a Kortext account. Can I set this up independently of the University?

If you purchase any eBooks from the Reach store, you will have a Kortext account automatically created for you. Your user id will be your university email address. You will receive an email giving you detail on how to access your account.

What do I do if I have forgotten my Reach login details?

In order to login to the site and use your funds, you must always use your **University e-mail address**. If you have forgotten your password, click the Forgot Password button when trying to log in to your account. You will then receive an email giving you instructions on how to re-set your password.

What do I do if I have a query with my online order?

Please contact orders.js@johnsmith.co.uk with your query.

Will my personal data be shared with any third party?

Your data will only be shared with The University of Worcester, John Smiths and Kortext. See the data protection statement for full details.

Q. I have a query about my Reach account that is not answered here, who do I contact?

If you have a query about your Reach account, please contact [worchester@johnsmith.co.uk](mailto:worcester@johnsmith.co.uk).

If you have any other queries about Reach, please contact Reach@worc.ac.uk

Tablet pilot

My tablet has developed a fault, what should I do?

In the first instance, please try the following:

- Please check that the tablet is fully charged
- Switch the tablet off (full shut down) and re-start it

If this does not resolve the issue, please take the tablet (along with the box, charging cable and plug) to the IT helpdesk. You will need to remove any password from the device before you hand it over so that it can be fully inspected. If the IT helpdesk are not able to resolve the problem they will issue you with an email detailing what they have done to try to fix the issue and what they think the problem is. If they feel the fault is covered by warranty they will advise you to email reach-scholarships@worc.ac.uk . Once you have done this we will arrange to collect the tablet from you so that we can send it to our suppliers to be fixed.

If the fault is due to accidental damage you will be responsible for paying to have the tablet fixed. In the first instance, bring the tablet to the IT helpdesk to see if they are able to help. If they are not able to fix the fault, they may be able to advise you what your options are.

Is my tablet insured for accidental damage and theft?

No, it is your responsibility to insure the tablet for accidental damage and theft.

The screen on my tablet is broken, what should I do?

The warranty on the tablet does not cover screen damage so you will have to pay for any repair. You can arrange to have your screen repaired by approved suppliers via the Reach store.

We strongly advise you to insure your tablet for accidental damage and theft.

My tablet has been stolen, what should it do?

If your tablet is stolen we can replace it for a new one for you but you will be liable to pay the cost of this. Please report the loss to the police and obtain a crime reference number. You should also inform your course leader and contact reach@worc.ac.uk or Firstpoint. We strongly advise you to insure your tablet for accidental damage and theft.

I have a query on how to use my tablet, who should I ask?

In the first instance, your fellow students may be able to support you in getting the best out of your tablet. If they are not able to help please contact the IT helpdesk for advice. If they are not able to help please email reach@worc.ac.uk with your query.

I am transferring to another course, which is not part of the tablet trial, can I keep the tablet?

No. If you are transferring to another UW course, which is not part of the trial you should remove the password and all personal data, then return the tablet, case, charger and cable to Firstpoint.

I am withdrawing from the university, can I keep the tablet?

A. No. If you are withdrawing from your course, please remove the password and all personal data, then return the tablet, case, charger and cable to Firstpoint.

I have set a password on my tablet but can't remember it, what can I do?

We are not able to re-set the password on your tablet. The only way to regain access to your tablet is to restore it to its factory settings. This will result in the loss of all of the Reach and University branding, apps and any data, photos etc. you have downloaded and stored on the device.

We can send the tablet away to our suppliers to have the branding and apps re-loaded but there is a cost to this, which you will be liable to pay (Currently £45 plus VAT). We will not be able to retrieve any lost data. If you would like us to do this for you please contact reach-scholarships@worc.ac.uk.

My course is not part of this trial. Why not?

This is a pilot where we aim to identify the most beneficial aspects of the above scheme. The students participating in the trial are required to engage fully in a range of research and evaluation. Courses within the trial have been identified to include a wide breadth of student demographics, variable teaching group sizes, and variable teaching methods to create a robust data sample.

Is the University intending to make the programme available to all students in the future?

This is a trial and we will welcome feedback who are both part of the trial and those who are not on how they believe the University can support them in their academic and social lives.

Does this mean there will be fewer books in the library?

No. The University library will continue to be stocked as before.