IT Guidance for supporting transitioning students returning to University

Below is some brief yet useful information for students, student advisors, IT services, HR and faculty/school administrators. The below information is to support trans students (regardless of how far into any transition they may be) who are returning to university in their correct or new gender.

It has largely been paraphrased from the Guidance in Supporting Trans Staff and Students document which is on the Universities EDI webpages, where more information can be found.

This guidance was a collaborative piece of work from IT services, Bristol Students Union and the Universities Equality, Diversity & Inclusion Team

<table>
<thead>
<tr>
<th>University Guidance</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>How your name appears on University systems</td>
<td>2</td>
</tr>
<tr>
<td>Changing personal details on your student record &amp; UCard photo</td>
<td>2</td>
</tr>
<tr>
<td>Outlook email and Office 365 apps accounts and addresses</td>
<td>3</td>
</tr>
<tr>
<td>Google accounts</td>
<td>3</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Bristol Student Union Guidance</th>
<th>Page No.</th>
</tr>
</thead>
<tbody>
<tr>
<td>How your details appear on the Bristol SU website</td>
<td>4</td>
</tr>
<tr>
<td>Changing your details on the SU's database</td>
<td>4</td>
</tr>
<tr>
<td>Other useful links</td>
<td>4</td>
</tr>
</tbody>
</table>
How your name appears on University systems

- When you log on to University systems such as Blackboard, MyBristol or email, your name will show as it is listed in your student record. In addition, your email account will show this name in the email global address book and as the sender name on emails you send. It will also appear on files saved on OneDrive or Google Drive.

- You log onto these systems using your University username which is automatically set at registration and is linked to your student record.

- If your name is changed in your student record, your name will then appear as your new name on University systems, although your username itself won’t change.

- Since September 2018 usernames have been made up of 2 random letters + year of entry + 3 random numbers. Prior to this the 2 letters were created from people’s initials.

- Usernames are fixed, and it isn’t possible to change them but if you are concerned about your username please contact IT Services to discuss.

Changing personal details on your student record

- Students can change certain details at studentinfo but some details can only be amended by their faculty.

- To request a name, gender or status change (‘Mx’ title etc) on your student record please speak to your faculty who can update your details. This edit can be changed without any formal documentation. A chosen name can be added, your legal name does not need to be included on any university documentation except degree certificates – more info can be found on the Supporting Trans Staff and Students guidance doc linked above – you don’t need formal documentation for this either.

- Once your details have been changed this will replicate across other systems including IT Systems, please allow for 7 days for this to replication to take place.

- You should speak to Card Services about getting a new UCard after changing your name and/or if you wish to provide a new photo.

Outlook email and Office 365 apps accounts and addresses

- Outlook and Office 365 accounts are linked to your details on your student record and will show the name you have listed there.

- Students have a default email address of username@bristol.ac.uk

- You can set one additional alias address via this self service form. This should become your default send from address automatically. For example:

  Mail name: [Input]

  Submit
The Outlook system only allows people to create one alias address themselves. If you already have an alias address but have changed your name and would like to delete your old alias address and/or request a new alias address, please contact IT Services, who can do this for you. This can be done without any formal documentation.

If you need further advice on this, please contact IT Services.

Google accounts

- The University's Google accounts are soon to be deprecated and most non-final year students have, or will soon have, an Outlook account. If you would like to know more or would like to opt-in to Outlook, please see this page.

- Google accounts (including Google Drive files and folders) are linked to your details on your student record and will show the name you have listed there. For information on changing your name please see the advice above.

- You can set additional email aliases here

- Once you have an alias address you will need to manually amend your email “send as” setting, if you prefer messages to show coming from your alias address rather than the default address or a previous alias.

- If you need further advice on Google email, please contact IT Services.
How your details appear on the Bristol SU website

When you start your first year at The University of Bristol your name, date of birth and course data are shared with the SU and uploaded to our database and an account is created for you.

Your name will appear in multiple places on our site.

- On logging in to the SU website your name is displayed where the login button was previously
- If you are a member of a committee you may have the ability to email members of your club or society through the SU website. Depending on how the society is set up your name may appear as the sender of that email.
- Sometimes the SU will contact you and refer to you by the forename recorded on our database

Changing your details on the SU’s database

Your name can easily be changed on the SU’s database by following one of two processes:

- The first time you log on to the SU website you’ll be prompted to confirm your details and agree to the website terms and conditions. Simply change your preferred name on this screen in the relevant fields

Or

- Log in to the SU website using single sign-on
- Hover over your name and click ‘Your Account/Profile’
- Navigate to ‘My Details’
- Scroll to the bottom of this page and click ‘My data is incorrect’
- This should open a new email window. Use this to let us know your student email address and the details that you would like changed.
- Please note that following this process allows us to confirm that the account you are changing belongs to you. We cannot change your account if you directly email the SU.

Please note

As our student data is regularly updated to reflect new, more accurate data from the University. Any information changed on our site should also be changed within the University’s records or there is a risk changes might be overwritten.

Additionally, whilst we are more than happy to make any changes there is always a potential risk that our system will use a name that was previously on record. We apologise in advance for any distress caused in the unlikely chance that this happens.

Other useful links

Bristol SU has thriving LGBT+ and Trans Networks who have helped to pass policy that changed the way University systems manage user IDs and updates. If you’d like to join them or find out more, you can do so here:

Bristol SU LGBT+ Network
Bristol SU Trans Students’ Network