

## **Reach Bursary 2020/21 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 core text 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 2020 are eligible to receive £100 to spend on their Reach account in the 2020/21 academic year.

Students in other years (who are who are full-time EU/Home Undergraduate students, paying full fees to the University of Worcester of £9250) are eligible to receive £50 to spend on their Reach account in the 2020/21 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 the Reach team at 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 the Reach team at 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](mailto: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 text books.

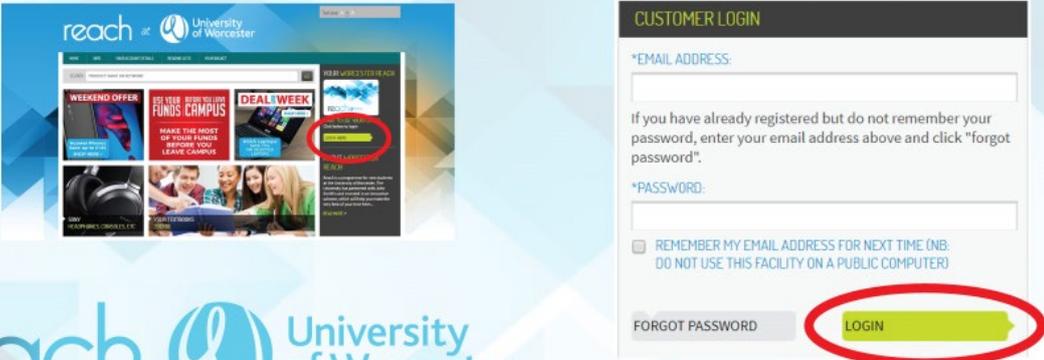
Visit <http://www.worcester-Reach.co.uk/> to register. You will need to use your university email address.

## 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](http://www.worcester-Reach.co.uk) and start buying your course books and equipment.

### HOW TO SPEND YOUR WORCESTER REACH FUNDS

1. Go to [www.johnsmith.co.uk/worcester](http://www.johnsmith.co.uk/worcester)
2. Click the 'Login' button.
3. Enter your **university email address (@uni.worc.ac.uk)** and your password (this will have been emailed to you). Then click the **Login** button.



reach at University of Worcester

reach at University of Worcester

## What can I spend my funds on?

You can spend your funds online at [www.worcester-Reach.co.uk](http://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 outstanding balance will expire.

### **What happens when 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), when you cease to be a registered student your Reach account will be suspended and any outstanding balance will expire.

### **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-fags/>

### **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 a query with my online order?**

Please contact [orders.js@johnsmith.co.uk](mailto: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.

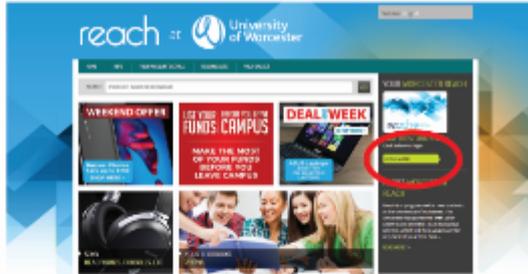
### **What do I do if I have forgotten my Reach login details?**

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 (please see guide below). You will then receive an email giving you instructions on how to re-set your password. Please check you spam/ junk folder if the email does not appear in your inbox.

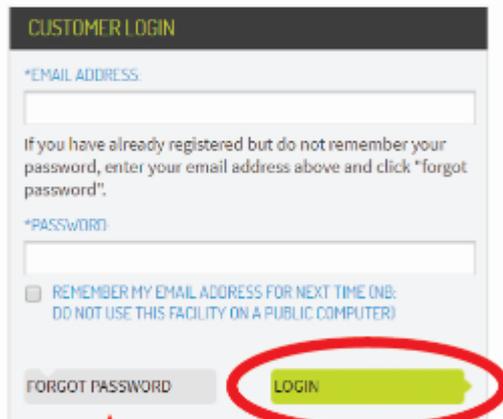
## HOW TO LOGIN ONLINE AND START SPENDING YOUR FUNDS

1. Go to [www.johnsmith.co.uk/worcester](http://www.johnsmith.co.uk/worcester)

2. Click the 'Login' button.



3. Enter your **university email address (@uni.worc.ac.uk)** and your password (this will have been emailed to you). Then click the **Login** button.



CUSTOMER LOGIN

\*EMAIL ADDRESS

If you have already registered but do not remember your password, enter your email address above and click "forgot password".

\*PASSWORD

REMEMBER MY EMAIL ADDRESS FOR NEXT TIME (NB: DO NOT USE THIS FACILITY ON A PUBLIC COMPUTER)

If you have forgotten your password, simply click the **forgot password** button on the login screen.

4. You can then check your balance by hovering your mouse over '**Your account details**' in the header bar and selecting '**Check Your Balance**'. You can now start spending your funds online!

**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 [worcester@johnsmith.co.uk](mailto:worcester@johnsmith.co.uk).

If you have any other queries about Reach, please contact [Reach@worc.ac.uk](mailto:Reach@worc.ac.uk)