

September 2024

Dear First Year Student

We hope you have enjoyed your first couple of days as a Callywith College student, please find below a reminder of some key information:

- You should have collected your student ID badge and lanyard – you must always wear this whilst on campus and use it to swipe into each timetabled session to record your attendance. In the rare event that you forget your ID card, temporary cards can be collected from Temple Reception or Temple/Garrow LRC.
- At Callywith, maintaining an accurate attendance record is your responsibility. If you forget to swipe and record your attendance for a timetabled session, you must ask your lecturer to update your attendance record. Absence text messages will be sent to you and your parent/carer for each un-notified absence. If you have a planned absence, you must complete an advance notice of absence form via the link on the intranet, you should notify us of any other absence before 9am on the day of the absence.
- You have been given your college username and password. To access college IT services from home or on your mobile devices, you will need to set up multi-factor authentication on your personal electronic device/s. If you have not already done this, then instructions are attached.
- Once you have authenticated your account, make sure you have logged on to the college intranet using your college username and password to check your timetable for 9th September onwards. You can do this whilst in college by opening a web browser, clicking on your photo and clicking timetable, scroll forward to move through the weeks. To access this information from home visit www.callywith.ac.uk, click on Remote Access and then Intranet. Your timetable for next week and beyond will be different to the first two days. You must check your timetable weekly for any room or time changes which may be upcoming.
- If you have purchased a bus pass you will have been emailed your ticket to your college email account, please check your junk mail if you cannot locate the email. Please follow the instructions below for uploading your e-ticket:
 - Download the Go Cornwall bus app from the Google Play/Apple App Store
 - Create an account using your college email address (this is the username on your timetable followed by @callywith.ac.uk)
 - Add your ticket to the app by entering the unique code sent to your college email account by Go Cornwall
- Your ticket will appear on the 'Your Tickets' page. You should scan your daily ticket each time you board the bus. Please see Reception if you need to charge your mobile phone battery during the college day. Please note, taking a screenshot of your ticket will invalidate the ticket.

Routes and timetables can be viewed by visiting www.callywith.ac.uk/transport. Delayed or missing buses should be reported to Go Cornwall's early morning student helpline 07976 581324, for general timetable enquiries please telephone 0808 196 2632 or email ask@gocornwallbus.co.uk. Bus arrivals can be tracked on the Go Cornwall app using the live tracking feature.

- Please note that the lifts in all the college buildings are available for use only by people with a disability and members of college staff who are moving equipment between floors. You must have a valid lift pass to use the college lifts, to obtain a pass please contact your Personal Development Tutor. All other members of the college must use the stairs. Do not use the lifts in the event of a fire or emergency.
- If you are concerned about something or someone during your time at college, or if you think you may be eligible to apply for bursary financial support or free school meals please get in touch with your Personal Development Tutor or our Student Services team in T010 or on 01208 224000 or studentservices@callywith.ac.uk

We look forward to welcoming to you back next week, if you have any queries please get in touch with your Personal Development Tutor.

Yours sincerely

Jon Grey

Principal

