

MySurreyhive

Your guide to accessing our services



UNIVERSITY OF
SURREY

MySurreyhive



What is the MySurrey Hive?

The MySurrey Hive is the University's main student support hub, staffed by friendly Hive Assistants who can answer questions, offer guidance, and connect you with specialist teams. It's your first stop for help with academic queries, wellbeing, money, accommodation, admin tasks, or practical issues. If you're unsure what you need, Hive Assistants will point you in the right direction.

How to get support

No matter how you choose to contact the Hive—in person, by phone, via live chat, or by submitting a case through Surrey Support—you'll receive the same high quality support from a Hive Assistant.



MySurrey Help

The quickest way to find answers is to search MySurrey Help first.

- Available 24/7
- Covers the most common questions students ask
- Articles include direct links to Surrey Support if you need further help

If you can't find what you're looking for, you can submit a query through Surrey Support, and a member of the MySurrey Hive team will get back to you as soon as possible



For more information visit:
help.surrey.ac.uk

Surrey Support

Surrey Support is the central place to get help from student services, including accommodation, wellbeing, money and finance, timetabling, and academic administration.

What you can do on Surrey Support

- Search FAQs for quick answers
- Submit questions to support teams
- Book appointments
- Generate official letters, including:
- Proof of address
- Confirmation of registration
- Council tax exemption
- Right to work (for student visa holders)

Letters are created automatically from your student record and emailed to you.

How to access Surrey Support

- Go to support.surrey.ac.uk and log in with your University email or
- Open Microsoft Teams, log in with your University email, and select the Surrey Support app on your dashboard
- Click Ask a question
- Fill in the form — if you're unsure who to contact, choose MySurrey Hive

Tracking your queries

- Every query receives a case number starting with OSE-
- You'll get an email notification when there's a reply
- To read responses, return to Surrey Support (via Teams or browser) and select 'View existing questions'
- Use 'Add a comment' to reply or provide more information

Phone & live chats

From Monday to Friday, **9:30am – 4:30pm**, you can also:

- Click Let's Chat on Surrey Support to start a live chat — you'll speak to a chatbot first, then a Hive Assistant if needed
- Call us on **+44 (0)1483 983952**

After you get support

- Your query remains logged as a Surrey Support case
- All updates and responses appear in the same place
- You can continue replying if you have more questions
- Other teams may contact you through the same case
- Letters cannot be produced during calls, chats, or appointments — they will be issued later through Surrey Support

In person support

There are two Hive locations — one on Stag Hill and one on Manor Park. You can speak directly to a Hive Assistant at either Hive location, so choose whichever is easiest. You may be seen immediately or after a short wait, depending on how busy it is. Both sites can be found via Google Maps.

Opening times may vary during the year, including Welcome Week. Check MySurrey website for updates on opening times.

Stag Hill Hive



- **Location:** Philip Marchant Building, GU2 7XH
- **Space access:** Monday - Sunday, 8am - midnight (campus card required for access past 8pm)
- **Hive Assistants:** Mon–Fri, 8:30am–5pm
- **Student Ambassadors:** Mon–Fri, 9am–5:15pm (semester time)

Manor Park Hive



- **Location:** Alexander Fleming Road, GU2 7YX
- **Space access:** Monday - Sunday, open 24 hours a day (campus card required for access when shutters are down)
- **Hive Assistants:** Mon–Fri, 8:30am – 5pm
- **Student Ambassadors:** Mon–Fri, 4.30pm - 8pm (semester time)

Which Hive is right for me?

Feature	Stag Hill	Manor Park
What is the space like?	Larger, lively, and can get busy	Smaller, calmer, and usually quieter
Access to all Hive support services	Yes	Yes
Kitchenette facilities	Fridge, microwave, and filtered boiling water tap	Fridge, microwave, and filtered boiling water tap
Laptop monitor stations	If not pre booked, you can use a screen in The Cube	6 student monitor stations available
Live@Hive events	Yes	Yes
Social & study space	Yes	Yes
Drop in appointments	Available	Available
Replacement accommodation keys and cards	Not available here — request at Senate House Reception	Available on site

What to expect

- The Hive can be busy at peak times (lunchtime, start of term)
- You may need to wait before being seen
- You can check queue times online
- The space may feel bright and noisy due to overhead lighting, conversations, and movement

What to bring

- Student ID
- Phone (for emails, QR codes, or booking links)
- Anything that helps you feel comfortable, such as headphones

Tips for a quieter experience

Use the side entrance at Stag Hill (usually quieter).

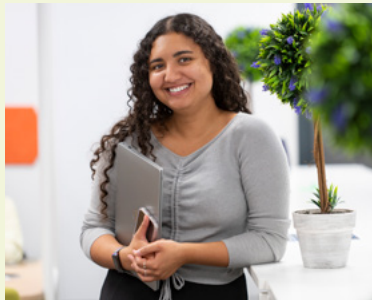
- Visit early morning or late afternoon
- Choose quieter seating or the Accessibility Zone (headphones only)
- Manor Park Hive is generally calmer



Visiting the Hive

Step-by-step Guide

Step One: Enter the building



If you're visiting Stag Hill, you can choose between:

- Front entrance (from the Amphitheatre) – automatic doors
- Note: the left-hand external door is not automatic
- Side entrance (next to Senate House) – automatic doors and usually quieter
- At Manor Park, there is one entrance at the front of the building
- Both sets of doors are automatic

Step Two: Speak to a Hive Ambassador



- Usually seated near the entrance
- Wearing bright orange clothing

You can:

- Tell them what you need help with
- Ask any questions
- Let them know if you're unsure what to do
- If you do not see a Hive Ambassador, go straight to the help desk

Step Three: Log your query



- Scan the QR code to complete the short form to log your query
- A queue number will be emailed to your student email
- Take a seat in the waiting area—no need to stand

A screen will show:

- Your place in the queue
- How many students are waiting
- Which desk to go to when it's your turn

Step Four: Speak to a Hive Assistant



- The Hive Assistant will confirm your details
- You can ask your questions
- If needed the Hive Assistant will raise Surrey Support as a case
- Any follow-up information or documents will be sent through your case
- You can reply to your case later if you have more questions

If you feel unsure at any point:

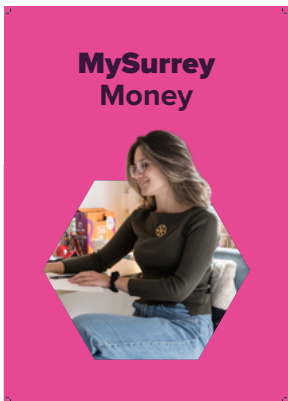
- Feeling unsure is completely normal—especially if you're new
- Speak to a Hive Ambassador
- Ask any staff member
- You can leave and come back later
- You can come back at a quieter time (early morning or late afternoon)
- You don't need to figure anything out alone
- There is always someone available to help

Information Zones



Information Zones are areas where you can read information and take away leaflets and flyers.

You can go here any time without waiting or talking to staff.



Money Zone

Fees, budgeting, and financial support information.



International Zone

Visa guidance and support for international student.

MySurrey Employability



Employability Zone

CV tips, placements, job searching, interviews, and careers resources.

MySurrey Life



Student Life Zone

Societies, events, campus life, and Students' Union updates.

MySurrey Accessibility



Accessibility Zone

Disability and neuroinclusion support, study adjustments, and EDI information.

Your go-to place for support, information, and advice.



 **SCAN ME**

MySurrey hive



Hive Zone

Overview of Hive services and where to get help.

MySurrey Wellbeing



Wellbeing Zone

Self-care, mental and physical wellbeing resources, and crisis support.

MySurrey Accommodation



Accommodation Zone

Housing guidance, contracts, renting, and campus living information.

Specialist support teams at MySurrey Hive

Specialist support teams regularly run appointments and drop ins from the Hive. You can also contact them via Surrey Support.



Student Receivables

Help with tuition fees, payments, and account queries.

Student Money Advice

Support with budgeting and managing your finances.

Disability and Neuroinclusion

Support with study adjustments and accessibility.

ThriveWell

Support for wellbeing and self-care.

Religious Life and Belief (Chaplaincy)

Support with faith, pastoral care, and bereavement.

Communities Team

Support with communal living and flatmate issues.

International Student Advice

Help with visas and immigration guidance.

Employability

Help with CVs, careers advice, job searching, and finding placements.

Student Support Coordinators

(referral required)

Provide tailored support for complex or ongoing challenges affecting your studies.



Appointments & drop-ins

Appointments (booked in advance)

- Appointment rooms are at the back of the Hive and are numbered
- Check your booking confirmation for your room and time

When you arrive

- If you arrive early or the door is closed, wait in the waiting area
- The staff member will open the door to call you in when they are ready

Drop-ins

- Check the timetable or ask a Hive Ambassador to confirm availability
- Go to the correct room shown on the timetable
- If the door is closed, wait in the waiting area nearby

- Knock on the door when the previous student has left

Important

- Drop-in availability can change at short notice
- If possible check before traveling by call or live chat
- If you are unsure at any point, ask a Hive Ambassador

Book an appointment



MySurrey hive

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