

## Why did I get an email saying I need to be processed when creating an account?

Olly - 2018-12-10 - Create an account

When you create a **MyNMIT** account we use the details you entered to see if you have a corresponding account in our student system. This may be because you have previously studied with us, or simply that you may have sent us an enquiry.

We will merge your accounts so that you have access to your personal details straight away. It may be that you do not have a student record but your details match significantly enough to cause you to be queued for review.

Sometimes there is a delay whilst we undertake this check as we only process them during business hours. We apologise for any inconvenience this may cause.

If the details we have on file are different to those you have registered (usually email address) then we are required to undertake a security check. This ensures your personal details are only made available to you and not someone pretending to be you. We aim to contact you to your mobile phone where we have an update to date number or otherwise you will receive an email with the subject **MyNMIT - We need to check some details**. Please reply with as much detail as possible.