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INTRODUCTION

The purpose of this document is to provide students and parents/guardians with a reference guide to using the online accommodation system provided by Accommodation Services. The guide includes a detailed description of the entire process as well as advice and tips for dealing with common issues and frequently asked questions.

You should read all sections carefully before proceeding.

WHO CAN USE THE ONLINE ACCOMMODATION SYSTEM?

All undergraduate, postgraduate and exchange students who have firmly accepted either an unconditional or a conditional offer of study from the University of Glasgow can use the online accommodation system. *(NB. Please do not attempt to apply online for accommodation until at least 72 hours after you have accepted your offer of study as your student record will not be in our accommodation database and you will be unable to proceed.)*

Next, Stage 1 – **Registration – Creating a new account**
STAGE 1 – REGISTRATION – CREATING A NEW ACCOUNT

(NB. Data Protection: Accommodation Services may retain the personal information that you supply for up to three years after you leave our accommodation for audit and record purposes.)

The first stage for all applicants is click on the REGISTER tab on the application login page at https://onlineapps.accom.gla.ac.uk (Screenshot 1 below) which then takes you to the registration page (Screenshot 2 below).

![Screenshot 1 – Application Login](image1)

![Screenshot 2 – Registration page](image2)

To complete the registration page all students are required to provide the following information:

1. **UCAS/Applicant Number**
   
   - For UCAS applicants, please use the 10-digit personal ID number that begins 1xxxxxxxxx e.g. 1112345678.
   - Direct Admission applicants (not through UCAS) and current University of Glasgow students should use their 7-digit MyCampus student registration number e.g. 2212345.

2. **Surname** (Family Name)

3. **Date of Birth** (in format dd/mm/yyyy)
Once you enter your details, click on the **REGISTER** button to proceed to our Privacy Notice page (Screenshot 3). On this page, you will find details on how we will use the personal information that you supply to us. You must agree to how we will use your information to proceed to the next stage.

**Screenshot 3 – Privacy Notice**

Once you tick the checkbox above, a **NEXT** button will appear. Once you click this, if our database locates your student record, the screen will display your details as in the example below. If our database does not find your record, see [Frequently Asked Questions](#) on p28 for further advice.

To proceed, you should supply a valid email address that you have access to (see below for email guidance) and create a username and password for your account. The password must be between six and nine characters long and include at least one number.

**Screenshot 4 – Create your account**

It is a good idea to write down the username and password that you create at this stage as you will need to login to your account in the future.
Username: ____________
Password: ____________

To proceed, click on the **CONTINUE** button to go to the next page *(Screenshot 5)* where you will see a confirmation message to say that we have sent you a confirmation email to the address you supplied. This ensures that your email address is valid.

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**Screenshot 5 – E-mail sent confirmation**

**A WORD ABOUT EMAIL ADDRESSES**
ADD OUR EMAIL ADDRESS: accom@glasgow.ac.uk TO YOUR EMAIL ADDRESS BOOK ESPECIALLY IF YOU USE HOTMAIL, GOOGLE MAIL OR OTHER WEB-BASED EMAIL SERVICE SO THAT MESSAGES FROM US DO NOT GET TREATED AS SPAM!

DO NOT TO USE A CURRENT SCHOOL EMAIL ADDRESS WHEN REGISTERING, AS WE WILL HAVE TO CONTACT YOU VIA THIS EMAIL ADDRESS AFTER YOU HAVE LEFT SCHOOL.

WE WILL USE THE EMAIL ADDRESS YOU SUPPLY AT THIS STAGE FOR ALL COMMUNICATIONS UP UNTIL YOUR ARRIVAL IN OUR ACCOMMODATION AND THEREAFTER WE WILL COMMUNICATE VIA YOUR OFFICIAL UNIVERSITY OF GLASGOW STUDENT ADDRESS.

Screenshot 6 below shows an example of the confirmation email.
To verify your email address, you must click on one of the links within this email. This will take you to a page like the one below (Screenshot 7)

**Screenshot 7 – Confirming your email address**

To complete registration simply click on the **CONFIRM CODE** link which will then take you to the following page:

**Screenshot 8 – Email Confirmed – registration complete**
Registration is now complete and you have successfully created your account. You may now press **CONTINUE** to go back to the Login screen.
STAGE 2 - ACCOUNT LOGIN AND APPLICATION

After successfully confirming your email address, you can now login to the system using the username and password created at registration to proceed to creating an application. After entering your credentials, you will see the screen below (Screenshot 9).

![Screenshot 9 – Creating an application](image)

STAGE 3 - CREATING AN APPLICATION

To begin, click on the Create Application link, which takes you to the applicant selection page (Screenshot 10).

![Screenshot 10 – Selecting an application type – what type of applicant are you?](image)
The first step in creating an application is to select the applicant type that best describes you from the list of options. Each applicant type has a specific application form associated with it, therefore it is important to select the correct type so that the required information for your application is sent to us.

Once you have selected the appropriate applicant type, press **CONTINUE** to go to the Personal Details screen (Screenshot 11 below) where you are required to put your current address, postal code and telephone number. Mobile phone number and a further email address are optional.

![Screenshot 11 – Personal Details](image)

Finally, press **CONTINUE** to proceed to your chosen application form.

**STAGE 4 - COMPLETING THE APPLICATION FORM**

Each application form contains fields appropriate to the particular applicant type and depending on which form you are completing, you will complete a selection of fields from the ones listed below:

**DISABILITY/MEDICAL CONDITION (ALL STUDENTS)**

Indicate here if you have any disability or medical condition that will have a bearing on the type of accommodation that you require. You can provide details in the box below the question. In some cases, documentary evidence regarding a medical condition may be required to support your application.
CARE LEAVERS (ALL UK RESIDENT STUDENTS)

Please be aware that if you are a care leaver you may be entitled to additional financial support to help with the cost of your accommodation. Please refer to the University web page https://www.gla.ac.uk/study/wideningparticipation/supportingcareleavers/, for additional information. For clarification, Care Leaver status only applies to UK residents.

If you indicate you are a care leaver, we will seek confirmation from the University’s Care Leaver Support Coordinator. We will endeavour to offer you a place in a residence that will allow you to extend your accommodation over the summer period.

If you need further information, please contact Accommodation Services or the University’s Care Leaver Support Coordinator. (You can find Contact details using the above web link)

MIXED/SINGLE SEX ACCOMMODATION (ALL STUDENTS)

Choose whether you prefer mixed (both males and females) or single sex accommodation (i.e. All male OR all female flat).

If you select single sex accommodation, this is what we will offer you. If you opt for mixed sex accommodation, we may allocate you to either mixed sex or single sex depending on availability and gender mix.

If you have a specific reason for requesting mixed sex accommodation please give details on application form under the Additional Information section.

ADDITIONAL INFORMATION (ALL STUDENTS)

Please use this box to give us any information that you think may help us when we allocate you to a room. Additional information may include such things as, the names of friends you wish to share with (please note both you and your friends need to request to share with each other), if you require a room on a particular level, a request to share with students on the same course of study.

Whilst we request this additional information and endeavour to meet your requirements, we regret that we are unable to guarantee fulfilling your request.

If you have any specific medical requirements, enter details of these in the earlier section covering disability/medical needs.

CONTRACT LENGTH (POSTGRADUATES ONLY)

Indicate the length of contract that you require. Either 39-week or 52-week contracts are available to Postgraduates.

LENGTH OF STAY (EXCHANGE STUDENTS)

Indicate if you are coming to the University for Semester 1 only, Semester 2 only or for the full academic year (2 Semesters).

COLLEGE (EXCHANGE STUDENTS OUTSIDE EU ONLY)
Select your college from the dropdown list. Please choose Independent if your particular college is not listed.

**ROOMS REQUIRED (FAMILY APPLICATIONS ONLY)**

Use this to tell us the number of bedrooms that you require.

**NUMBER OF CHILDREN (FAMILY APPLICATIONS ONLY)**

Tell us the number of children that will be accompanying you and require accommodation. We also require their names and ages as well as the name of your spouse/partner as appropriate.

**RESIDENCE PREFERENCES**

You may choose a mix of room types and residences when selecting your preferences, as per your individual requirements. Although we will do our utmost to meet your requirements we are unable to guarantee which accommodation we will offer you due to the limited availability of certain types of accommodation.

**FIRST YEAR UNDERGRADUATES** should select six preferences for accommodation in all available undergraduate residences. Residences currently accommodating first year undergraduate students are Cairncross House, Kelvinhaugh Gate, Murano Street Student Village, Queen Margaret Residence, Student Apartments, Winton Flats and Wolfson Hall.

**LATER YEAR UNDERGRADUATES** should select six preferences for accommodation in all available undergraduate residences. We are currently accommodating later year undergraduate students at Wolfson Hall only. (Please note this is subject to change depending on availability)

**POSTGRADUATES** should select four preferences for accommodation in postgraduate residences. Residences currently accommodating postgraduate students are Kelvinhaugh Street, Lister House, Maclay Residences, and Winton Flats.

**EXCHANGE STUDENTS FROM THE EU** should select six preferences for accommodation. Residences currently accommodating Exchange students from the EU are Cairncross House, Kelvinhaugh Gate, Kelvinhaugh Street, Murano Street Student Village, Queen Margaret Residence, Student Apartments, Winton Flats and Wolfson Hall.

**EXCHANGE STUDENTS FROM OUTSIDE THE EU** should select six preferences for accommodation. Residences currently accommodating Exchange students from outside the EU are Cairncross House, Kelvinhaugh Gate, Kelvinhaugh Street, Murano Street Student Village, Queen Margaret Residence, Student Apartments, Winton Flats and Wolfson Hall.
SELECTING YOUR ROOM PREFERENCES

Screenshot 12 – 1st year Undergraduate preferences

From the preference screen above you can see all the details you need about our residences to make an informed choice.

Once you have selected the required number of preferences, you will see a summary screen like the one below where you can re-order your selection.

Screenshot 13 – Preferences re-order screen

Accommodation Services Guide to the Online Accommodation System
Once you are happy with your selection, press **CONTINUE** to go to the Confirm Application page (Screenshot 14) shown below:

![Screenshot 14 – Confirm application preferences](image)

**STAGE 5 – CONFIRMATION OF DETAILS**

If you wish to amend any of the preferences at this stage, click on **BACK** link to go back to the application form and make any changes that you require. Once you are satisfied with the information that has been entered, click on the **CONFIRM** link to submit the application form. Thereafter, you will be taken to the Application Confirmed page (Screenshot 15) and also receive a second email from us (Screenshot 16) to confirm that we have received your application and which will provide further information on how your application will be processed.

![Screenshot 15 – Your application has been confirmed and received by us](image)
We process applications according to the order in which we receive them. If your application is successful, we will send you an email to notify you about your offer of accommodation.

**STAGE 6 – VIEWING YOUR OFFER OF OCCUPANCY**

If your application is successful and we make you an offer of accommodation, we shall notify you by email. The email will contain a “notification of offer” letter as a PDF attachment with full details of how to proceed and may have numerous other attachments that you should consider fully before finally accepting the offer of accommodation and completing the contract acceptance online. (Screenshot 17) below shows a sample letter attachment:
To view your offer of occupancy you should go to the application login page (See Screenshot 1) at https://onlineapps.accom.gla.ac.uk and log in to your account using the username and password that you created during registration. If you forget these credentials, you can click on the Lost your login details link on this page that will allow you to reset your password and remind you of your username.

Once logged in you should click on the View my offer link under the Offer section. See Screenshot 18 below.

This will take you to the online offer of occupancy where you will see details of the residence that we have allocated to you, the total cost, and contract dates. If you are happy with the accommodation which has been offered, you can proceed to view the main accommodation
contract by clicking on the **CONTINUE** button. You can also reject your offer at this stage but note that we may not make you another offer of accommodation.

![Example offer of occupancy](Screenshot 19)

**STAGE 7 – VIEWING YOUR ACCOMMODATION CONTRACT**

Please be aware that the accommodation contract is a legally binding document and you should read the content very carefully. (Screenshot 20) below shows an extract from a sample contract page.
Screenshot 20 – Sample accommodation contract

As you read the contract, you are required to check the tick boxes that are located at the end of each section, thereby confirming that you have read and understood the content.

STAGE 8 – MAKING THE PREPAYMENT

Once you have read the contract and have checked the tick boxes after each section to say that you have read and understood the content, you can then click on the **CONTINUE** button at the bottom of the page to proceed to the Prepayment page below. (Screenshot 21)
The first stage in accepting your contract is to make an online credit/debit card payment towards your accommodation fees. (NB. Please note that this prepayment is not a deposit and will not be refunded)

[*TOP TIP: IF YOU ARE NOT ABLE TO MAKE THE ONLINE PAYMENT AT THIS STAGE, SIMPLY CLOSE YOUR BROWSER AND LOG BACK IN WHEN YOU HAVE PAYMENT DETAILS TO HAND. HOWEVER, PLEASE NOTE THAT THE OFFER HAS AN EXPIRY DATE WHICH YOU WILL BE NOTIFIED OF IN THE OFFER EMAIL AND YOU MUST MAKE YOUR PAYMENT AND COMPLETE YOUR ACCEPTANCE BEFORE THIS DATE OTHERWISE YOUR OFFER MAY BE WITHDRAWN.]

Press MAKE PAYMENT on the Prepayment page to go to the payment method page shown below (Screenshot 22)

![Screenshot 22 – Select Payment Method](image)

Click on the appropriate card payment method to proceed to the payment details screen (Screenshot 23). If you are an International student, please use a credit card.

![Screenshot 23 – Payment details](image)
After entering your card details, click on the **Continue** button to proceed to the payment review screen (Screenshot 24)

![Screenshot 24 – Payment Review Screen](image)

Finish by clicking **Pay**. If your payment is successful, you will see the message below (Screenshot 25)

![Screenshot 25 – Payment Success](image)

**[WARNING: OUR ONLINE PROCESS DEMANDS THAT YOU ACCEPT YOUR CONTRACT IMMEDIATELY AFTER THE PAYMENT PAGE SO THAT THE SYSTEM CORRECTLY RECORDS YOUR PAYMENT ON YOUR ACCOUNT. IF YOU CLOSE YOUR BROWSER AFTER PAYMENT WITHOUT FINALLY ACCEPTING YOUR CONTRACT, THE SYSTEM WILL NOT RECORD YOUR PAYMENT CORRECTLY, YOU WILL NOT HAVE COMPLETED YOUR CONTRACT ACCEPTANCE, AND YOUR OFFER MAY BE WITHDRAWN. YOU MAY ALSO END UP PAYING THE PREPAYMENT TWICE.]**

**STAGE 9 – ACCEPTING YOUR CONTRACT**
To complete the contract acceptance, you must electronically sign the document by entering your StudentID and Date of Birth in the boxes highlighted above and then finish by clicking on the **ACCEPT CONTRACT** button. This then takes you to the contract acceptance confirmation page shown below (Screenshot 27).

At this stage, you have the opportunity to download a PDF version of the contract for your own records. To finish, simply click on the **BACK TO MY DETAILS** button and this takes you back to the accommodation hub page (Screenshot 28). You will see this page anytime you log back into the system from now on.
As you have now accepted an offer of accommodation, you are able to view your accepted offer by clicking on appropriate link as well as make a request to **Book pre-term accommodation** if you wish to arrive prior to your contract start date.

This concludes the online application and contract acceptance.

**STAGE 10 – ONLINE INDUCTION**

To assist in your preparations before coming into residence, Accommodation Services publishes an online induction each August for the forthcoming year. You can go through this online induction course by clicking on the **Begin induction** link on your accommodation hub page.

Completion is mandatory for all residents, even returning students and members of living support staff and anyone arriving who has not completed the induction may have their room keys withheld until they have done so.

If your allocated residence is offering arrival slots, you will have the opportunity to book a slot as part of the induction to advise residence staff of your intended arrival time/date. **Please note that we only use arrival slots over the main arrival weekend in September.**

Finally, once you have completed the induction you will be able to print an Arrival Pass that will confirm your identity to residence staff and provide evidence that you have completed the induction.

**STAGE 11 – ONLINE ROOM INVENTORY**

Once you have checked in to your accommodation you are required to complete your online inventory check. This involves logging into your accommodation portal, accessing your room inventory and checking the condition of the items in your room against our records.

You are also required to check and accept the condition of items in the communal areas of your flat, therefore the system will let you know what rooms you are required to check.

If you are unhappy with the condition of any items, you can dispute them on the system and a manager will look into this for you.
GETTING STARTED

1. Log onto your accommodation account either at https://onlinapps.accom.gla.ac.uk or via MyGlasgow (using your GUID) and look under the Room heading to locate the Inventory link. You will also see the number of rooms that are pending and need to review.

2. Click on Inventory to begin and read through the instructions on the Inventory Check page.

3. Please check the actual condition of each item in the list and, if everything is correct, click the ACCEPT button.

4. If you have any questions or comments about any item, please click the COMMENT button against that item, type in your comment in the box then click the Send button. When you have completed adding all the comments, you must click on the DISPUTE button so that we can investigate further.

5. Once you have accepted or disputed your room you can proceed to follow the same process for any communal rooms that are listed.

WHAT WILL HAPPEN IF I DO NOT ACCEPT MY INVENTORY ONLINE?

You must either accept your room or send us your comments disputing any item condition within 48 hours of checking into your room. If you do not we will assume that the condition of each item, as held in our records, is correct and your inventory will be automatically accepted by the system.

NB - If you are the first student to check into your block, it is also your responsibility to check the condition of any communal areas listed in your online inventory as well as your own room.

ANY QUESTIONS

If you have any questions about using the online inventory system, please address these in the first instance to your residence management team. Alternatively, you may contact Accommodation Services by email (accom@glasgow.ac.uk)

STAGE 12 – MANAGING YOUR STAY

Once you have settled in to your accommodation you can continue to use the online accommodation system to manage your stay in our residences.

You can perform several actions on our system once you have moved in. These are:

- Print off reference letters
- Apply to extend your stay
- Apply to transfer room
• Apply to depart early

The screen below (screenshot 29) shows where to access both of these functions.

**Screenshot 29 – Accommodation Hub Page for an in-house student**

**MANDATE & REFERENCE LETTERS**

Students often require reference letters when opening bank accounts or registering with a doctor. Accommodation Services also require a mandate letter to be able to discuss details relating to a student’s accommodation account with a third party (including parents/guardians). You can request these letters from the student accommodation system using the form below. By clicking on the desired letter type, you will then receive an email with the chosen letter attached.

**Screenshot 30 – Reference letter page**

**EXTEND YOUR STAY**

Using the form below (screenshot 31), you can request to stay in University accommodation beyond the end of your current contract. It is not always possible for students to stay in their current room so, in addition to requesting a new
required date of departure, we also ask that you provide details of any other residence that you would consider moving to.

Screenshot 31 – Apply to extend your stay

ROOM TRANSFER

Using the form below (screenshot 32), you can request to transfer to another room within our accommodation. In addition to selecting a residence to move to, you should also indicate what room type you prefer and tell us why you want to move room.

Screenshot 32 – Apply to transfer room

DEPART EARLY

Using the form below (screenshot 33), you can request to depart early from your accommodation contract. Please note that unless you are withdrawing from
University, you will still be liable for the full amount of your accommodation fees unless you find a suitable replacement to take up your room. If you are withdrawing from University you will have to pay the equivalent of 28 days accommodation fees following your departure date. Please refer to your accommodation contract for actual terms and conditions.

**Screenshot 33 – Apply to depart early**
FREQUENTLY ASKED QUESTIONS

REGISTRATION ISSUES

1. Q. Screen displays “Student Record Not Found” when I try to register. How can I proceed?
   A. This system shows this message when there is no matching record found in our accommodation database. Please check that you have entered the correct applicant number, surname and date of birth. If you have only recently firmly accepted your offer of study, please allow at least 72 hours before attempting to register. If you are sure your details are correct and you have allowed 72 hours since you accepted your offer, please contact Accommodation Services directly for further assistance.

2. Q. I receive a message saying ‘Passwords do not match. Password must contain 1 or more numeric characters’ when trying to register and create an account.
   A. This error usually occurs when there is something typed in the username or password fields before the user clicks on the REGISTER link. Please make sure there is nothing in those fields before proceeding.

3. Q. I did not receive a confirmation email when I registered.
   A. Check your junk/spam folder in your email account to see if the confirmation email is in there. If you still cannot find the email, you may have to register again to generate another confirmation email. Ensure you type your email address correctly.

LOGIN ISSUES

4. Q. When I try to log in I get a message saying ‘User not recognised’
   A. You will get the above error message if you have not confirmed your email address. (Refer to p6 above). You can only log in with the username and password that you created after you have confirmed your email address. If you have confirmed your email address, please contact Accommodation Services for further assistance.

5. Q. I have forgotten my password
   A. You can reset your password by clicking on the Lost your login details link on the application login page. Follow the instructions to reset your password and receive an on-screen reminder of your username.

6. Q. When trying to log in I get the message: ‘Login retries exceeded, Please close your browser and leave for 5 minutes prior to attempting to log in again.’
   A. This message occurs when there have been too many wrong attempts to enter the correct username and password. To clear the error, simply restart your browser and try again. If you continue to enter the incorrect details, you may have your
access blocked for a period of 30 minutes as a security precaution.

7. **Q. Nothing happens when I click on the login link. My username and password are correct and I have confirmed my email address.**

   **A.** Our system uses browser session cookies to track your progress through the online application process. Sometimes they can cause issues when going between the various stages of our process. If your browser is not responding to clicking on the links, close your browser, delete all cookies and try again. Alternatively, close your browser wait for 30 minutes for the cookie to expire and try again. You may also try using private browsing or incognito mode in your chosen browser.

8. **Q. I am a current University of Glasgow student. Can I log in using my GUID and password?**

   **A.** Yes, you can log into Accommodation Service’s online system via MyGlasgow using your GUID (Glasgow University ID) and associated password.

### CONTRACT ACCEPTANCE ISSUES

9. **Q. The browser session timed out after I made my prepayment and I was unable to accept my contract, now the system is asking me to make the prepayment again.**
   
   **A.** Please contact Accommodation Services, who will be able to verify your payment and update your account to allow you to accept your contract.

10. **Q. I am trying to pay using an International debit card and it is failing.**
   
   **A.** Sometimes International debit cards payments fail and we recommend using a credit card if you are an International student.

11. **Q. I do not have a payment card to make the online prepayment.**
   
   **A.** Our offer of accommodation requires that you make a credit or debit card prepayment in order to secure and confirm your accommodation. To complete the offer process we would urge you to find a solution to make the payment online by card (including using a card belonging to a friend or family member) and accept your offer of accommodation.

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