ACCOMMODATION SERVICES

a step-by-step guide to using the online accommodation system

- Registration
- Application
- Contract
- Induction
- Inventory
- Manage stay

INTRODUCTION

The purpose of this document is to provide applicants with a reference guide to using the online accommodation system provided by Accommodation Services.

You should read all sections carefully before proceeding.

WHO CAN USE THE ONLINE ACCOMMODATION SYSTEM?
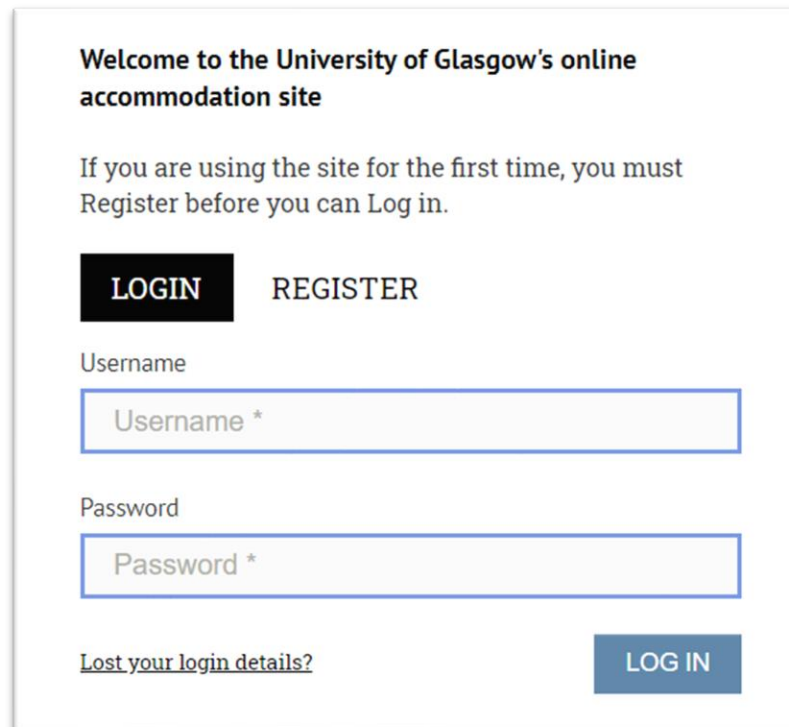
All undergraduate, postgraduate and exchange students who have **firmly accepted** either an unconditional or a conditional offer of study from the University of Glasgow can use the online accommodation system. **(NB. Please be aware it can take around 72 hours from accepting an offer for your details to import to the accommodation systen. Your student record will not be in our accommodation database and you will be unable to proceed until details are imported.)**

Next, Stage 1 – **Registration – Creating a new account**

STAGE 1 – REGISTRATION – CREATING A NEW ACCOUNT

(NB. Data Protection: Accommodation Services will retain the personal information that you supply for up to three years after you last apply for 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).

Welcome to the University of Glasgow's online accommodation site

If you are using the site for the first time, you must Register before you can Log in.

LOGIN   **REGISTER**

Username

> Username *

Password

> Password *

Lost your login details?   **LOG IN**

Screenshot 1 – Application Login

Welcome to the University of Glasgow's online accommodation site

If you are using the site for the first time, you must Register before you can Log in.

LOGIN   **REGISTER**

UCAS/Applicant Number

UCAS/Applicant Number *

Surname

Surname *

Date of Birth

Date of Birth *

User Guide   REGISTER

Screenshot 2 – Registration page

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. 1312345678.

- Direct Admission applicants (not through UCAS) and current University of Glasgow students should use their 7-digit MyCampus student registration number e.g. 2412345

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.

Accommodation Services Guide to the Online Accommodation System

Privacy Notice

This privacy notice explains how The University of Glasgow will process your personal data in relation to the provision of University accommodation.

Your Personal Data

The University of Glasgow will be what's known as the 'Controller' of the personal data you provide to us as part of the application process. We will collect basic personal data (such as Name, Student ID, Student Applicant ID (e.g. UCAS number), email address(es), phone number, care leaver status, address information, DOB, gender, course and photograph) as well as details regarding Disability and Health which is classified a special category data under The General Data Protection Regulation.

Why we need it

Upon accepting a place to study at The University of Glasgow your details are entered into our accommodation system. This profile allows you to make an application to reside in University provided accommodation at any point throughout your time as a student at the University.

If accepted to reside in University provided accommodation we will use your personal data in order to facilitate your stay and, upon leaving, provide you with references.

Legal basis for processing your data

We must have a legal basis for processing your personal data. In this instance, we require your explicit consent to process the data you provide. If you supply us with data regarding your status as a Care Leaver we will seek to process this data using the legal basis of legitimate interest as your status will determine the type of accommodation you may be placed in as well as the term of your contract. If successful and we offer you a place in residence we will also rely on the accommodation contract as the lawful basis for processing your data. In addition we may contact you from time to time in order to survey your experience with us as an accommodation provider. We will rely on legitimate interest in order to do so.

What we do with it

All of your personal data is processed by University staff within the United Kingdom.

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 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 eight and sixteen 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.

Thank you for registering.

To continue with the next stage of the Online Application an e-mail has been sent to your e-mail address. Please follow the instructions contained in the e-mail to validate and confirm your email address.

Please ensure that you add the e-mail address accom@glasgow.ac.uk to your address book to avoid our e-mails being identified as spam.

Please now close your browser to end your registration session.

Screenshot 5 –E-mail sent confirmation

💡Application Tips💡

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 email address.

Screenshot 6 below shows an example of the confirmation email.

Dear StudentName,

Thank you for registering with the University of Glasgow.

For your reference, your username is acctest233

Before continuing this process, please ensure that you close all open internet browser sessions, this will ensure that you are taken to the correct page when you click on the links below.

Now, please verify your email address by clicking on one of the links below, or by copying and pasting one into your browser address bar.

https://onlineapps.accom.gla.ac.uk/c.aspx?x=5DOY8D

If you encounter issues registering using the link above, follow the link below and paste the confirmation code into the text box on that page...

Url:

https://onlineapps.accom.gla.ac.uk/default.aspx?wf=Email&

Confirmation Code:

5DOY8D

Yours sincerely,

Accommodation Services
University of Glasgow
Glasgow
G12 8QQ

Tel: 0141 330 4743
E-mail: accom@glasgow.ac.uk

https://www.glasgow.ac.uk/accommodation/

The University of Glasgow, charity number SC004401

Looking for great value short-term accommodation in Glasgow during the summer? Check out https://book.accom.gla.ac.uk

Keep up to date with the latest news and events on campus and in your accommodation by following http://www.uofgliving.co.uk - Your Glasgow Home!

Screenshot 6 – Sample 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

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?

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,

11

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 phone number. A further email address is optional.

Screenshot 11 – Personal Details

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.

Accommodation Services Guide to the Online Accommodation System

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/wp/care/ , 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 (STUDY ABROAD/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 (STUDY ABROAD/EXCHANGE STUDENTS)

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.

CONTINUING/RETURNER UNDERGRADUATES should select six preferences for accommodation in all available undergraduate residences. Note, later year and returning students are NOT guaranteed accommodation and students will be allocated depending on availability.

POSTGRADUATES should select four preferences for accommodation in postgraduate residences.

STUDY ABROAD/EXCHANGE should select six preferences for accommodation.

SELECTING YOUR ROOM PREFERENCES

Status shows how many options are available and the number you have selected.

Sort list by price or distance to Campus.

Click to view an area map showing residence locations.

13 Available **0 Selected**

Sort by: **Price**

Select Preferences

Area Map

Cairncross House From £85.40

Self-catered Undergraduate accommodation; Traditional hall of residence style.

Cairncross House is 0.7 miles from the University which takes around 15 mins to walk

Room Type	Cost (£ p/w)	Preference
Twin Standard	£85.40	?
Single Standard	£106.54	?
Large Single Standard	£114.66	?

MAP   IMAGES   FACILITIES   MORE INFO

Click the links here to see images and more information about each residence.

Click to select preference

Student Apartments From £94.01

Self-catered Undergraduate student houses and student flats; Traditional tenement-style.

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.

13 Available **6 Selected**

Sort by: **Price**

CHOOSE UP TO 6 PREFERENCES
Happy with your preference choices?
If not, you can drag them into the order you prefer,
or delete unwanted preferences by clicking the tickbox and then click on the bin to remove them.

☰ ①	Student Apartments , Twin Standard, £94.01 p/w
☰ ②	Student Apartments , Single Standard, £106.54 p/w
☰ ③	Student Apartments , Large Single Standard, £114.66 p/w
☰ ④	Murano Street Small Flats (5 Person) , Single Standard, £106.54 p/w
☰ ⑤	Murano Street Large Flats (10-12 Person) , Single Standard, £106.54 p/w
☰ ⑥	Winton Flats , Single Standard, £106.54 p/w

BACK   CONTINUE

Click and drag your selection to re-order.

To delete a choice, click the tick box and then hit the trash icon.

Screenshot 13 –Preferences re-order screen

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

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 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

Accommodation Services Guide to the Online Accommodation System

We process applications according to the order in which we receive them.

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:

University of Glasgow

If telephoning ask for: The Allocations Section
Direct Line: 0141 330 4743

Mr Ed Sheeran

11 February 2020

Dear Ed,

We are pleased to advise you that we are able to offer you accommodation for the forthcoming session. Please read all of the following information carefully to ensure a satisfactory conclusion to your application for accommodation.

If this offer does not relate to your preferred residence then please accept our apologies and be assured that we have done our utmost to meet your requirements. Unfortunately, this is not always possible due the limited availability of certain types of accommodation. If you require more information about the site please refer to our web site either under undergraduate or postgraduate accommodation.

If you are a postgraduate and requested a 52-week contract, please be aware that we may have allocated you a 39-week contract. Please note that you will be able to apply, in February, to extend over the summer period. However, if you have been allocated to a 39-week contract, you may not be able to remain in the same room but will need to move to a different room for the summer period depending on pre-programmed lifecycle maintenance works.

What to do now

- Log on to your accommodation account at: https://onlineapps.accom.gla.ac.uk
- Use the username and password you created during the registration process. Your username was also detailed on your application acknowledgment email.
- Accept or reject your application prior to the expiry date.

Please note this offer will expire on 16 February 2020. If you do not respond prior to the expiry date, we will have no alternative but to withdraw the offer.

Prepayment required
When accepting your offer of accommodation you will be asked to make an online prepayment of **£600** towards your fees. This payment may be made either by debit or credit card. **Please be aware that it may not be possible to use debit cards issued by non-UK banks to make the prepayment.**

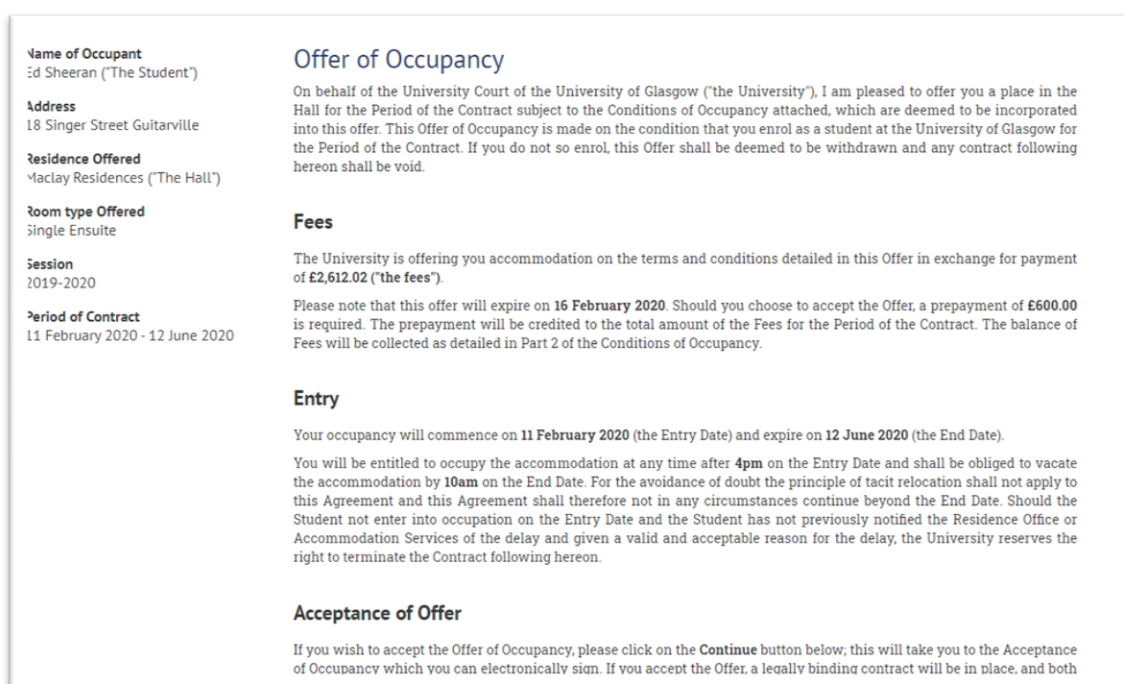*Screenshot 17 – Example of an accommodation offer email*

Accommodation Services Guide to the Online Accommodation System

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.
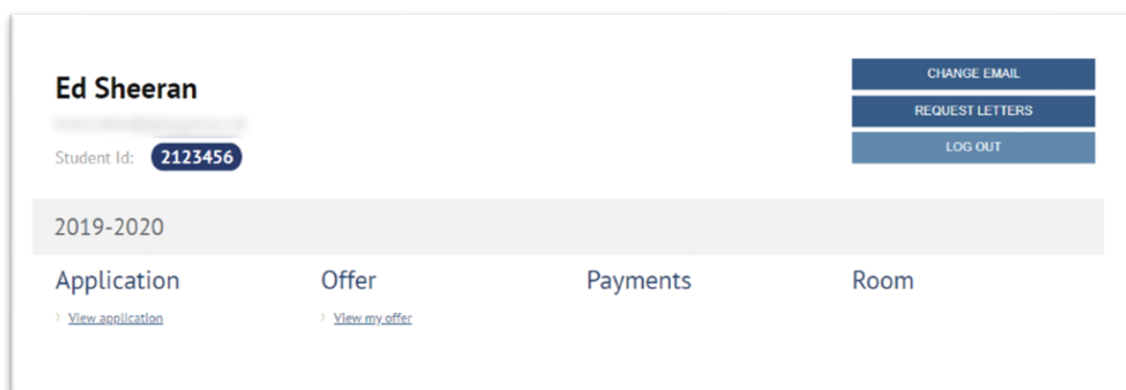
Screenshot 18 – View/Accept Offer

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.**

Screenshot 19 – Example offer of occupancy

Accommodation Services Guide to the Online Accommodation System

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.

Name of Occupant
Ed Sheeran ('The Student')

Address
18 Singer Street Guitarville

Residence Offered
Maclay Residences ('The Hall')

Room type Offered
Single Ensuite

Session
2019-2020

Period of Contract
11 February 2020 - 12 June 2020

Offer Contract

Please read through the terms and conditions below, confirming your understanding throughout the terms.

Acceptance of Occupancy

I accept the offer of a place in the Hall for the Period of the Contract under the terms and conditions set out in the Offer of Occupancy on behalf of the University Court of the University of Glasgow ("the University") to me ('the Offer'), and I hereby undertake to comply with the obligations imposed on 'the Student' under the Conditions of Occupancy set out below; by making the Offer, the University undertakes to comply with the obligations imposed on it under the Conditions of Occupancy. I confirm that I have not accepted any other Offer of Occupancy for the Period of the Contract.

Acknowledgements by Student

I further undertake to:

a. take occupation on the Entry Date. I understand that my place will be forfeited if I do not take occupation by the Entry Date unless I have previously notified the Accommodation Services Office to this effect. I understand that in the case where my place is forfeited I shall nevertheless be responsible for paying the fees relating to that place as provided for in terms of the Conditions of Occupancy.
b. vacate my designated room by **10am** on the End Date, my occupancy being at an end.
c. pay the Fees in the manner provided for in the Conditions of Occupancy and duly to pay the charges which are notified to me as being due for any additional occupation outwith the Period of the Contract.

Conditions of Occupancy for Students in Maclay Residences ("the Hall")

In these Conditions of Occupancy, the 'Contract' means the Offer, the Student's acceptance of the Offer and these Conditions of Occupancy.

Part 1
University's Obligations

The University undertakes:-

a. to give the Student occupation of the Room at the Entry Date;
b. not to interrupt or interfere with the Student's right peaceably to occupy the Room and to use the shared facilities

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.

Screenshot 21 – Final contract acceptance page

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 22)

Accommodation Contract Review

Congratulations, you have accepted your Accommodation Contract.

What to do now?

Make your accommodation prepayment

To make your accommodation prepayment, go to **Applicant Self Service** on MyCampus, login using your username and password for that system (which may be different from the ones used to access this accommodation system) and then click on the Accommodation tile and pay your accommodation prepayment charge.

Links to Applicant Self Service

Direct Applicants should use this link to access Applicant Self Service.

UCAS Applicants should use this link to access Applicant Self Service.

Further guidance if required can be found at the following locations:

Direct Applicants go to: https://www.gla.ac.uk/postgraduate/apply/applicantselfservice/

UCAS Applicants go to: https://www.gla.ac.uk/undergraduate/howtoapply/applicantselfservice/

Please note, your contract will be terminated if the prepayment is not received by the University prior to the offer expiry date.

Summary

Name of Occupant	Ed Sheeran ("The Student")
	WHA112 Wolfson Hall,
Residence Offered	Wolfson Hall ("The Hall")
Room type Offered	Single Standard
Session	2021-2022
Arrival Date - Departure Date	10 September 2021 - 17 February 2022

We look forward to welcoming you into residence at the University of Glasgow.

Please note that the dates shown here may differ from your actual contract dates if you have indicated to Accommodation Services that your arrival date is different from the contract start date and/or if you depart early from your accommodation.

If you wish to download a PDF version of the contract for your own records, please click on this Download your accommodation contract link.

BACK

Screenshot 22 – Contract acceptance confirmation

After accepting your contract, unless otherwise agreed by Accommodation Services, you must make a £600 accommodation prepayment to complete the process and secure your accommodation booking. **Please note, your contract will be terminated if the prepayment is not received by the University prior to the offer expiry date.**

Payments are made in the Applicant Self Service area of the University MyCampus system and links to this system are provided on the Accommodation Contract Review page as shown above. Detailed instructions on the payment process are also provided below in *"Stage 9 – Making The Prepayment".*

On the Accommodation Contract Review page, you also 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 23). You will see this page anytime you log back into the system from now on.
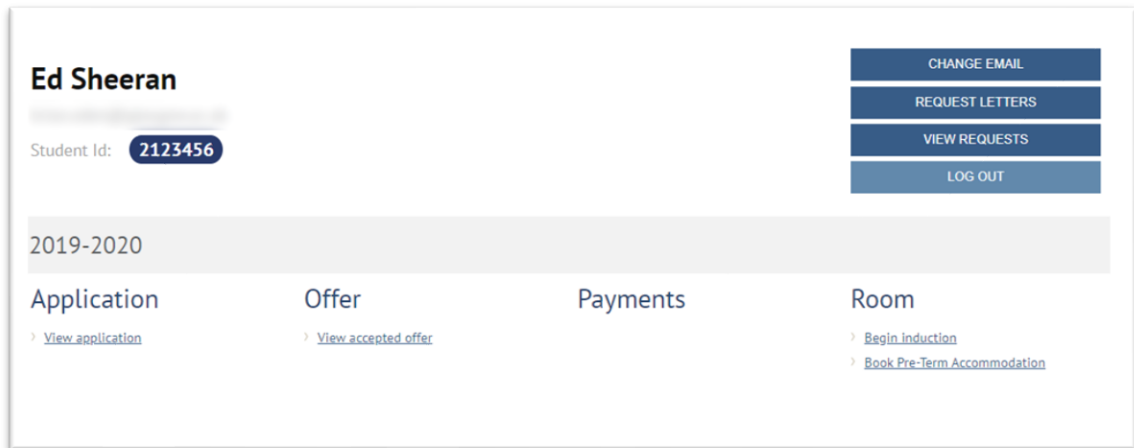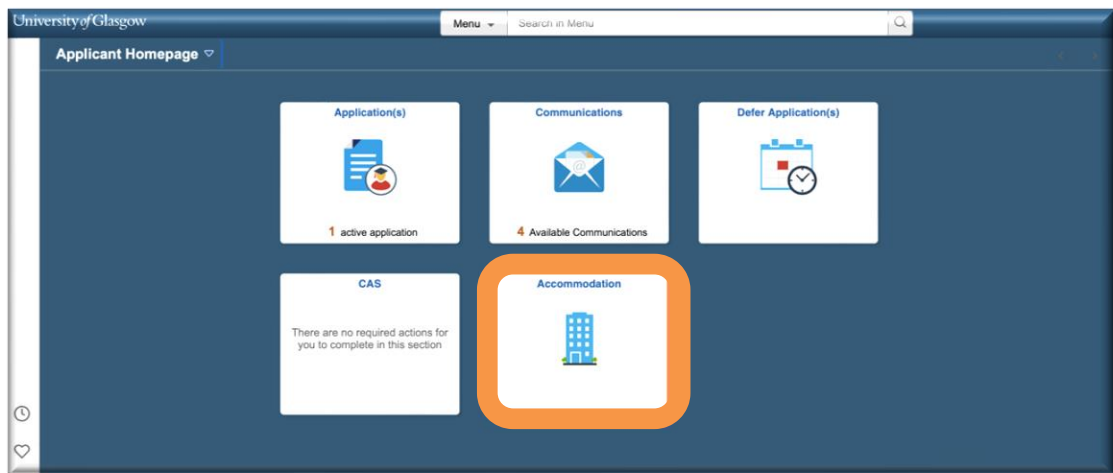
Screenshot 23 – Accommodation Hub Page

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.

STAGE 9 – MAKING THE PREPAYMENT

The final 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)**

To make your prepayment you should log in to your Applicant Self-Service and access the Accommodation Tile (Screenshot 24).

If you are unable to access the Applicant Self-Service or have forgotten your login please visit Applicant Self-Service guidance pages for [Direct] and [UCAS] Applicants.

Screenshot 24 – Application Self-Service page

In the Accommodation section you will first be taken to your Account Balance which will show that the £600 Prepayment is due now (Screenshot 25). To view the due date, select the 'Charges Due' option in the menu (Screenshot 26).
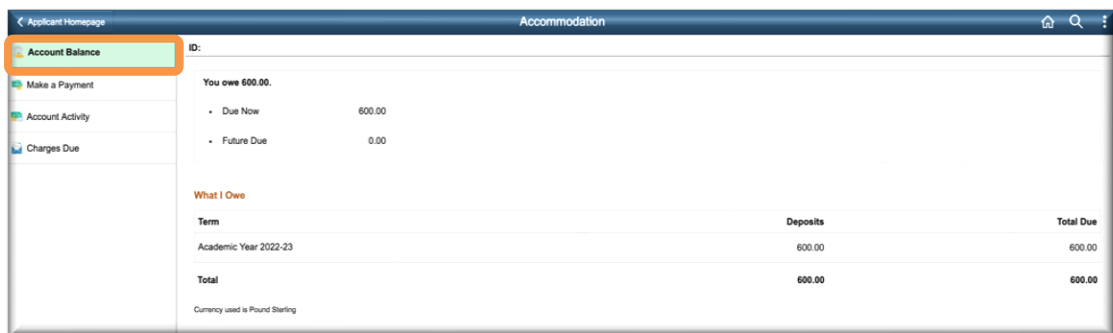
Screenshot 25 – Account Balance
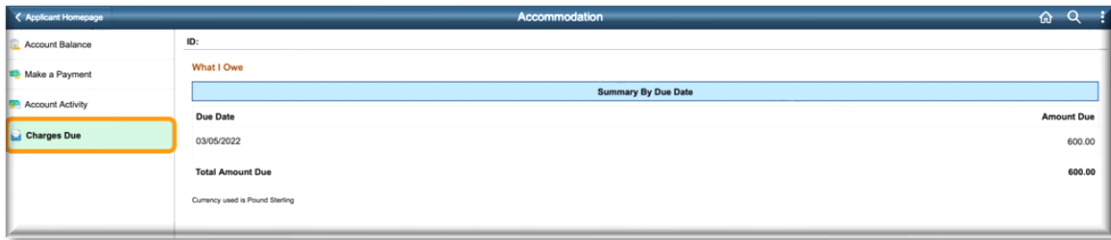
Screenshot 26 – Charges Due

To make your prepayment select the 'Make a Payment' option in the menu where you will see a summary of the charge. Press the confirm button to proceed to stage 2 (Screenshot 27).
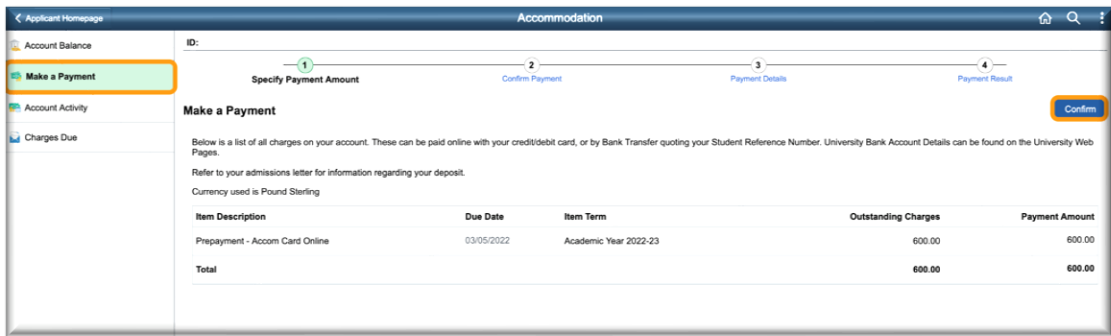
Screenshot 27 – Make a Payment

If you are happy to proceed to payment, press the Submit button in the top right of the screen (Screenshot 28).
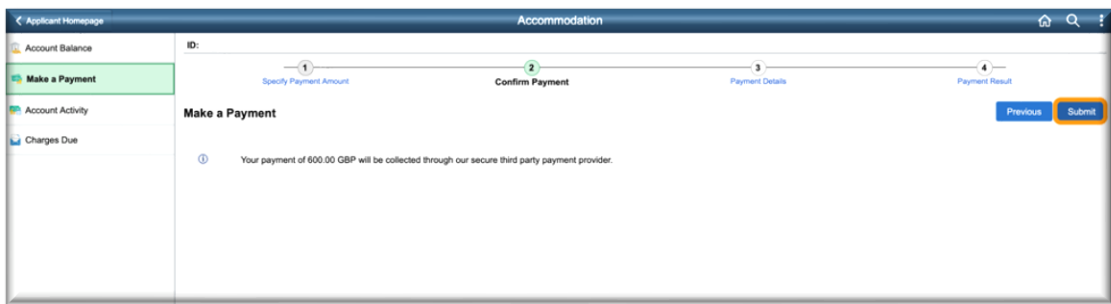
Screenshot 28 – Make a Payment (Confirm Payment)

Stage 3 of the of the process involves entering the details of the person making the payment and submitting the payment. After you have entered the name, email, telephone and address details of the cardholder, select 'Confirm Cardholder's Details' at the bottom on the page (Screenshot 29). You will then be asked to enter the details of the card - cardholder name, card number, expiry date and security code (Screenshot 30). To confirm payment press 'Pay Now'.

*Screenshot 29 – Make a Payment (Payment Details)*

Screenshot 30 – Make a Payment (Enter Card Details)

After the card payment has processed you will receive the prepayment result. When the payment has gone through you will see a green tick along with the message 'Your payment has been applied to your account'. Return to the homepage by pressing the 'Applicant Homepage' button at the top left-hand side of the page (Screenshot 31).
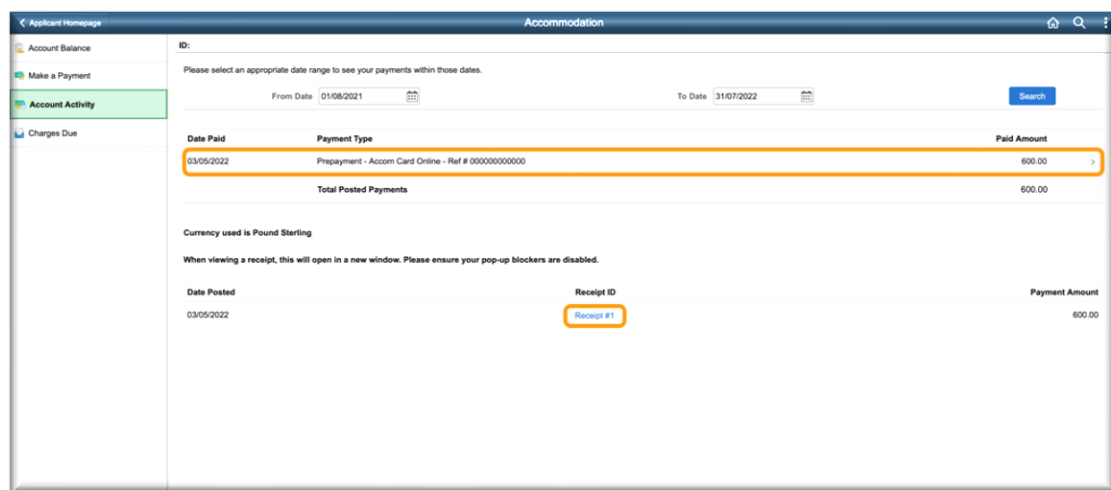

Screenshot 31 – Make a Payment (Processing and Result)

When you return to the Applicant Homepage, your Account Balance should now display the message 'You have no outstanding charges at this time' (Screenshot 32). To view the details of your payment and to print out a receipt select the 'Account Activity' option in the menu (Screenshot 33).
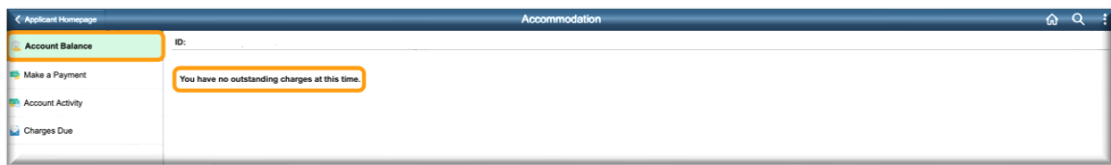
Screenshot 32 – Account Balance

Screenshot 33 – Account Activity

This concludes the online application and contract acceptance.

Please note that your remaining accommodation fees will added after you have checked in and will be paid via the MyCampus portal. Do not attempt to pay accommodation fees via the Applicant Self Service portal. For more information on paying your accommodation fees please visit our Payment Methods webpage.

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 though 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.

Room: 15CP1/1Rm1	Status : Pending		ACCEPT	DISPUTE
Item	Condition	Condition Notes		
Bedroom bin x 1	Good			COMMENT
Bedroom carpet tile x 1	Good			COMMENT
Bedroom ceiling x 1	Good			COMMENT
Bedroom ceiling light x 1	Good			COMMENT
Bedroom curtain(s) x 1	Good			COMMENT
Bedroom door x 1	Good			COMMENT

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 into 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 34) shows where to access both functions.
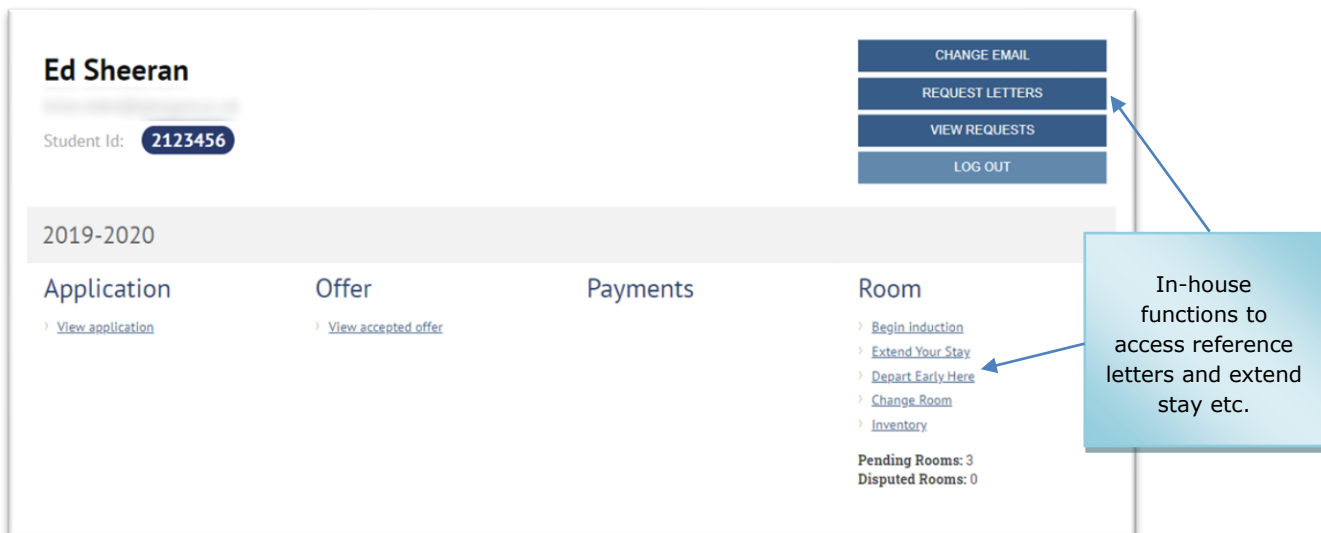
Screenshot 34 – Accommodation Hub Page for an in-house student

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 35 – Reference letter page

EXTEND YOUR STAY

Using the form below (screenshot 36), 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.

Accommodation Services Guide to the Online Accommodation System

Screenshot 36 – Apply to extend your stay

ROOM TRANSFER

Using the form below (screenshot 37), 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 37 – Apply to transfer room

DEPART EARLY

Using the form below (screenshot 38), 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.

Accommodation Services Guide to the Online Accommodation System

Screenshot 38 – Apply to depart early

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.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.

10. **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.

Version: **16.2**

Date: **March 2023**