Guide to Submitting an Application for Accommodation

If you've selected Royal Holloway as your firm choice you'll be able to register with our Online Accommodation System, and submit an application for halls accommodation in the forthcoming academic year.

If you've only recently confirmed your decision to study at Royal Holloway there will be a delay of a couple of days before you'll be able to register: if after two days you are still unable to register please contact Student Accommodation.

Register with the Online Accommodation System

**Step 1:** Visit the Online Accommodation System. If you haven't registered with the System in the past you'll need to create an account for yourself. Enter your details into the 'Register for an account' section of the webpage:

![Register for an account](image)

**TOP TIP!** Your Student ID is your Royal Holloway ID which is nine digits long and starts with ‘10’. You can find this on your Royal Holloway programme offer letter.

**Step 2:** Using your mouse, click 'Register'

**Step 3:** On the next page you'll be asked to create your account login details. The 'Email Address' you enter here will become your username for the Online Accommodation System.

**TOP TIP!** You must ensure the email address you use as your username relates to an inbox you will continue to be able to access throughout the summer and beyond; therefore please do not use your school or college address.

For more information: studentaccommodation@royalholloway.ac.uk
Royal Holloway, University of London, Egham, Surrey, TW20 0EX
Step 4: Using your mouse, click ‘Create Account’

Step 5: You should now see the following message on your screen

You've almost created your account...
Now that you've created your login details, you'll receive an email very soon with a six digit verification code and a link to activate your account. Please read the instructions and click the link to activate your account.
Don't forget! You won't be able to login into the Online Accommodation System until you've activated your account!
It's been 15 minutes and I haven't received the email...
It's possible that the email has been mistaken for spam, please check your junk/spam mailbox.

Step 6: Log into the email account that you entered as your username in Step 3.
Step 7: You should find a ‘Thanks for registering’ email in your inbox. Follow the instructions in the message to ‘verify your email address’ by clicking on the link provided.

Step 8: Clicking on the link will take you to the account activation page where a 6 letter/number code will automatically appear in the Confirmation Code.

TOP TIP! If the code doesn’t automatically appear you’ll be able to copy and paste it from the email. Simply click on ‘Confirm Code’ and your account will be activated.
**Step 9:** You’re now ready to submit your application for accommodation in halls. Click on the ‘Go to Login’ button.

Your account has been activated!

Your account is now active.

Please return to the login page and log in with the username and password you created earlier.

Go to Login

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**Submitting an Application for Accommodation**

**Step 1:** Go to the Online Accommodation System. If you haven’t yet registered with the System you’ll need to create an account for yourself by following Steps 1 to 9 above.

Enter your account login details into the ‘Login’ section of the webpage:
Step 2: Once logged in you’ll see your homepage for the Online Accommodation System similar to the example given below

![Welcome page](image)

Click ‘Create Application’ to start the accommodation application process.

Step 3: The next page will confirm your applicant type (or group), e.g. Undergraduate New, Undergraduate Direct Entrant, etc. along with your contact details.

**TOP TIP!** If you are a new applicant and your contact details have changed you can updated these via UCAS. If you are a current student of Royal Holloway please log into campus connect to change your details.
**Step 4:** Click ‘Next’

**Step 5:** On the next page you’ll be able to see what accommodation options are available to students in your applicant group; please note that the options shown do not indicate availability. To proceed with your application you will need to put into order all options ranking them in order of preference where ‘1’ represents your highest preference.

**TOP TIP!** All options must be ranked in order of preference otherwise you won’t be able to continue with your application.
**Step 6:** The next page displays a series of questions. Where the questions relate to the types of accommodation available we cannot guarantee that the offer of accommodation will match your answers.

**TOP TIP!** If you indicate that you have a medical condition that we need to be aware of while you stay with us, in addition to submitting your application for accommodation you **must** register directly with the Disability & Neurodiversity team. If you're a continuing student you will need to re-register with the Disability & Neurodiversity team for each academic year as needed.
Step 7: After you've answered the questions and clicked on ‘Continue’, you see a summary page of your application. If the information is correct please click on ‘Continue’ to submit your application.

![Summar page of application](image)

Step 8: Once you have submitted your application you will receive on screen confirmation and you'll receive an email confirming that your application has been received.

**TOP TIP!** You can go back to amend your application right up to the point you are allocated accommodation. Simply log into the Online Accommodation System and click on ‘Review’ to edit your application.

Step 9: You’ve finished! Check out our allocation to find out when you can expect to receive an offer!

**TOP TIP!** A notification email will be sent to the email address you registered with the Accommodation System to let you know once an offer has been made. However as emails can sometimes be blocked or sent to your junk folder, we recommend that you regularly check the Online Accommodation System as well as your registered email account to avoid missing your accommodation offer.

For more information: studentaccommodation@royalholloway.ac.uk
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