

# Guide to Submitting an Application for Accommodation

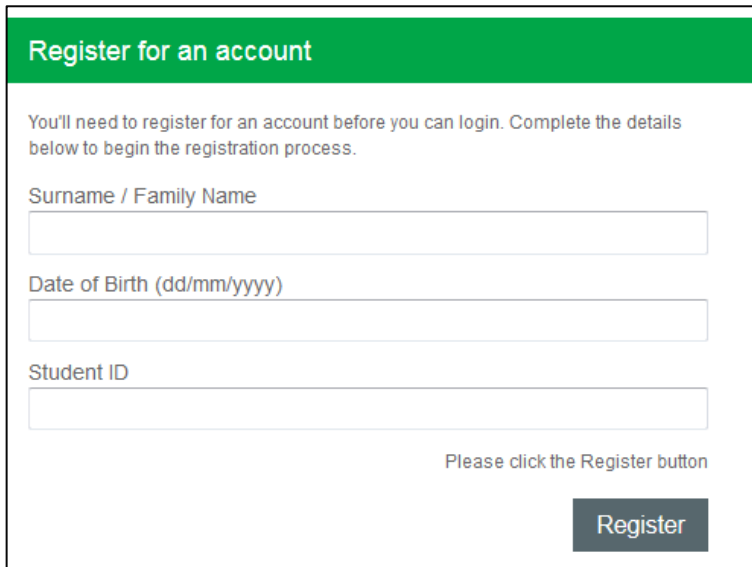
If you've selected Royal Holloway as your firm choice you'll be able to register with our Online Accommodation System, and submit an application for halls accommodation in the forthcoming academic year.

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 the [Student Services Centre](#).

## Register with the Online Accommodation System

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**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:



**TOP TIP!** Your Student ID is your Royal Holloway ID which is nine digits long and starts with '100'. 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.



For more information: [Studentservices@royalholloway.ac.uk](mailto:Studentservices@royalholloway.ac.uk)  
Royal Holloway, University of London, Egham, Surrey, TW20 0EX



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### Create login details

Email Address

Confirm Email

Password

Confirm Password

[Create Account](#)

**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.

*Dont 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...**

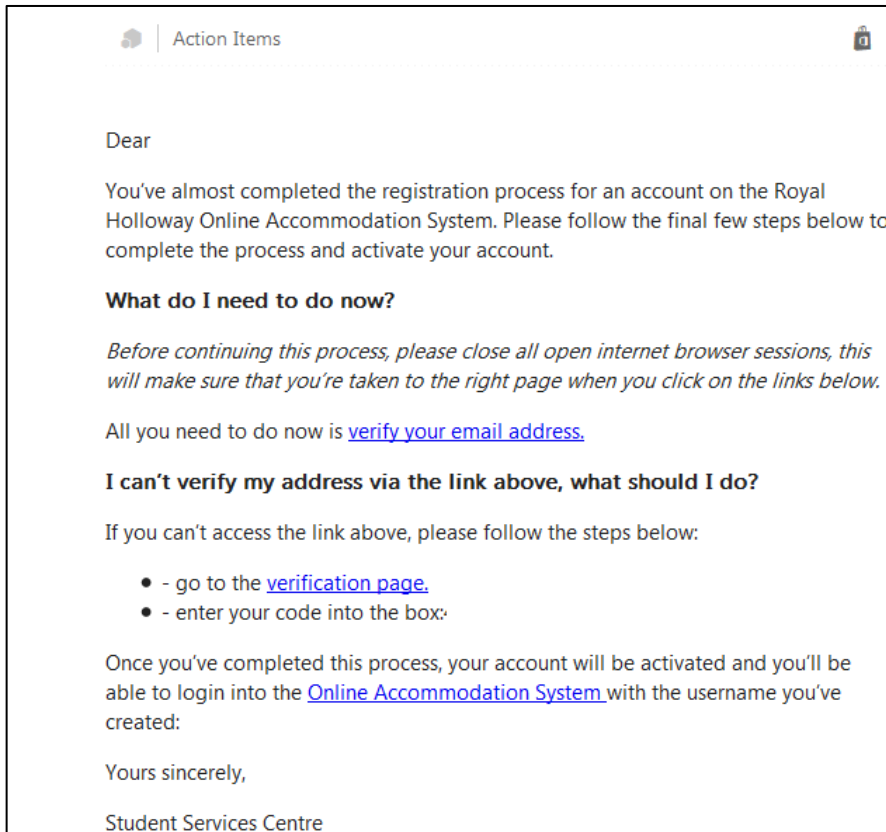
It's possible that the email has been mistaken for spam, please check your junk/spam mailbox.

[Continue](#)

**Step 6:** Log into the email account that you entered as your username in Step 3.

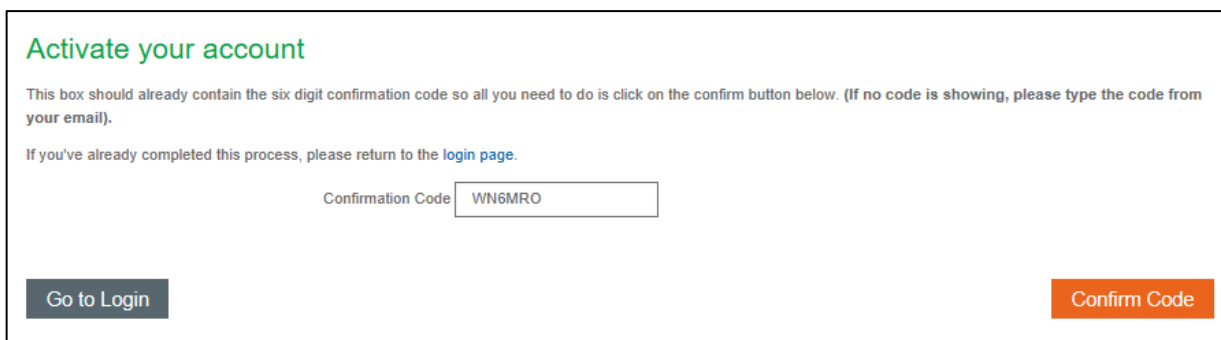


**Step 7:** You should find a 'Thanks for registering' email in your inbox. Follow the instructions in the message to 'verify your email address' by clicking on the link provided.



**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](#)

## Submitting an Application for Accommodation

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**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:

**Login**

Your username is the email address that you used to create the account.

Can't login? You'll need to click "Login" using your mouse, you won't be able to login if you press 'enter' on the keyboard.

**Username (email address)**

**Password**

Please click the Login button

[Forgotten details?](#)

[Login](#)



**Step 2:** Once logged in you'll see your homepage for the Online Accommodation System similar to the example given below

[Sign Out](#)

## Welcome

Your accommodation details can be managed below.

### 2019/20 - Core

Year: **2019/20** Student ID: **AEA S099**  
Status: **You have no application for this year**

Application & Contract

Before you Arrive

Your Room

Create Application

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.

Before you can choose the accommodation that you wish to stay in, we need you to confirm a few details.

### Applicant type

Your applicant type is Undergraduate Direct Entrant.

### Your personal details

Below is the permanent home address, home phone number, mobile number and email address that we currently have on our records for you:

- Address
- Phone
- Mobile
- Email

**My details have changed, what should I do?**

**New applicants:** Please update your details via UCAS.

**Current Royal Holloway students:** Please log into [Campus Connect](#) and change your details.

*If you aren't a current student and/or didn't apply through UCAS, you'll be able to update your address when you start your studies at Royal Holloway.*

### Tips on selecting your accommodation preferences

**Single gender accommodation**

If you're seeking single gender accommodation (available to undergraduates only), this is only offered with bands E, F, J and L (Founder's and Kingswood 1). If you'd prefer single gender accommodation, please ensure that you put these bands at the top of your preference list.

Don't worry if you don't see all four of the above band options available when you're selecting your preferences. This is because some accommodation is only available to particular students and will depend on whether you're a new or continuing student.

**Key factors**

Make sure you take a look at the price, let length and facilities (catered, en-suite) of each band before selecting your preferences. Whilst we'll try our best to allocate your preferred accommodation, this may not be possible so it's essential that you keep in mind the factors that are most important to you when selecting your preferences.

For example, if price is the most important factor, you might want to order your preferences with this in mind so that if we're not able to match you with your top choice, the next available option might still be within your ideal price range.

Please continue with your application for accommodation.

Back

Next



## 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.

**Select Preferences** Sign Out

Please select your preferred accommodation choices from the list below. You must choose a minimum of 13 out of a maximum of 13 to continue.

**List** **Map**

Room type: (All) | Let length: (All) | Catered: (All) | Price range: £3477.6 - £8442.31




**Premium Plus Band A** Add as a preference **2**

Bedroom type: Single ensuite  
Catering Opt: Self-Catered  
Let length: 38 weeks  
Price: £6,725.70

**Add to Compare**

IMAGES **12** | MAP | FACILITIES | MORE INFO




**Premium Band B** Add as a preference **3**

Bedroom type: Single ensuite  
Catering Opt: Self-Catered  
Let length: 38 weeks  
Price: £6,216.90

**Add to Compare**

IMAGES **12** | MAP | FACILITIES | MORE INFO



**Single Ensuite Band C** Add as a preference **1**

Bedroom type: Single ensuite  
Catering Opt: Catered  
Let length: 38 weeks  
Price: £5,620.65

**Add to Compare**

IMAGES **9** | MAP | FACILITIES | MORE INFO

You have chosen 3 preferences so far.

**View Comparison**

**Your preferences**

Drag the preference numbers below to prioritise your selections.

- Single Ensuite Band C
- Premium Plus Band A
- Premium Band B

Please note, this information only indicates your preferences. Whilst we'll try our best to allocate you your preferred accommodation, this may not always be possible.

For more information on the allocation process, please visit our [accommodation webpages](#).

**Previous** **Continue**



**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 and Dyslexia Services team (DDS). If you're a continuing student you will need to re-register with the DDS team for each academic year.

[Sign Out](#)

### Tips on selecting your accommodation preferences

Thanks for placing your accommodation preferences in order; we will use this to allocate accommodation to you when processing your application. Before submitting your application for accommodation, please consider the following in case they apply to you.

#### Single gender accommodation

If you are seeking accommodation in single gender accommodation you should ensure you place Bands E, F, J, K and L top of your preference list as only Founders and Kingswood 1 offer single gender accommodation. Don't worry if you can't see all these band options listed in your preference pick list as this depends on the type of student you are (e.g. whether you're a new or continuing undergraduate etc).

#### Medical requirements

If you have a medical condition that we need to be aware of while you stay with us, please indicate below.

Yes, I have a medical condition       No, I do not have a medical condition

#### Criminal convictions

Royal Holloway is committed to ensuring a safe, supportive and comfortable environment for all students living in Halls of Residence. Please indicate below whether you have any unspent relevant criminal convictions.

Yes, I have unspent criminal convictions       No, I do not have any unspent criminal convictions

#### Awaiting trial

Have you been charged and are awaiting trial or sentencing for a relevant criminal offence?

Yes       No

#### Key factor

Indicate below, the key factor you would like us to take into consideration if the range of available accommodation is limited.

Price       Let Length

Facilities (Catered, En-suite)

#### Private sector alternative

If none of your selected preferences are available, please check this box to say you do not wish to be allocated any other room and that you will make your own arrangements in the private sector.

I will make my own arrangements if none of my preferences can be met

[Back](#) [Continue](#)



**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.

[Sign Out](#)

### One last check...

Please check the information below is correct and then click 'Continue' to submit your application.

#### Your Details

Name	
Student ID	
Applicant Type	Undergraduate Direct Entrant

#### Your Preferences

First Preference	Band C, Single Ensuite, 38 weeks
Second Preference	Band A, Single Ensuite, 38 weeks
Third Preference	Band B, Single Ensuite, 38 weeks
Fourth Preference	Band D1, Single Superior Standard, 38 weeks
Fifth Preference	Band D2, Single Superior Standard, 50 weeks
Sixth Preference	Band E2, Single Standard with Washbasin, 38 weeks
Seventh Preference	Band E1, Single Standard with Washbasin, 30 weeks
Eighth Preference	Band H1, Single Ensuite, 30 weeks
Ninth Preference	Band G, Single Ensuite, 30 weeks
Tenth Preference	Band F, Large Single Standard, 38 weeks

#### Additional Information

Have a Medical Condition	Yes
Unspent relevant criminal convictions	Yes
Awaiting trial	Yes
Accommodation most important factor	Facilities

I agree that all the above information is correct


[Back](#) [Continue](#)

**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: [StudentServices@royalholloway.ac.uk](mailto:StudentServices@royalholloway.ac.uk)  
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