GUIDE TO SUBMITTING AN APPLICATION FOR ACCOMMODATION

If you’ve selected Royal Holloway as your firm choice for study in 2018/19, 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 through UCAS 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

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 will be your Royal Holloway ID which is nine digits long and starts with ‘100’.

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! The email address you use to create your username must be connected to an email inbox you’ll continue to have access to throughout your time at Royal Holloway as that’s where we’ll send you details regarding your application for accommodation. For example, if you use a high school address, you may not have access to that inbox after June.
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...

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

Continue

There are just a few more steps before your account is set up and active.

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.

Activate your account

This box should already contain the six digit confirmation code so all you need to do is click on the confirm button below. (If no code is showing, please type the code from your email).

If you've already completed this process, please return to the login page.

Confirmation Code

Go to Login

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.

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

You're now ready to submit your application for accommodation in halls. Click on the ‘Go to Login’ button.
SUBMIT AN APPLICATION FOR ACCOMMODATION

**Step A:** 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 8 above.

Enter your account login details into the ‘Login’ section of the webpage:

![Login form](#)

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

![Homepage](#)

Click on ‘Create Application’ to start the accommodation application process for the correct academic year (for example, if you are commencing your studies at Royal Holloway in September 2018, choose the 2018/19 academic year).

**Step C:** The next page you see on the screen will confirm your applicant type (or group), e.g. Undergraduate New, Undergraduate Direct Entrant, etc. along with your contact details.

![Application page](#)
TOP TIP! Don’t worry if the contact details shown aren’t up-to-date as you’ll be able to change these when you come to enrol at Royal Holloway.

Step D: Click ‘Next’

Step E: 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 F: 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.
Step G: 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.
Step H: Once you have submitted your application you will receive on screen confirmation.

**Application Confirmation**

Thank you for submitting your application for 2017/18. We will send you an email to confirm and let you know what happens next.

Please click the button below to return to the Online Accommodation System, or you may sign out using the button above.

[Return to My Accommodation Hub]

**TOP TIP!** You can go back to amend your application right up to the point you are allocated accommodation, even though you may have submitted your application some time ago. Simply log into the Online Accommodation System and click on ‘Review’ to edit your application.

Step I: You’ll also receive an email confirming that your application has been received, advising on what to expect next.