Accommodation & Hospitality Services
Accommodation Online Application – How to Apply

This guide has been produced to help you complete the Online Application for Accommodation, by giving you a step-by-step guide of each stage of the application process.

Before you begin the application, there is some important things to note:

**Browsers**
The application system is supported by only certain browsers. Please ensure you use one of the following:

- Internet Explorer version 9 or above
- Google Chrome version 33 or above
- Mozilla Firefox version 27 or above
- Safari version 8 or above

**Are you guaranteed accommodation?**
To confirm if you are guaranteed accommodation please refer to our [New Student Guarantee](#).

**Welcome to the Accommodation Online Service**
Our system is available online. Click on ‘Further Information’ for helpful advice.

To be able to begin the online application you must have already applied for a course at Newcastle University and been made an offer to study here, whether this is conditional or unconditional. You will need your UCAS or nine digit Postgraduate reference number.

**Register**
If you are using the site for the first time, you must ‘Register’ before you can Log In.

You only need to do this once. After you have registered, you will log in using this information in the future.

Enter your applicant number, surname and date of birth;

Your applicant number is either your 10-digit UCAS ID *omitting the hyphens*, or your nine digit University reference *omitting the hyphens*.

Click ‘Register’
You will be prompted to provide and confirm your email address and create a password. We recommend you don’t use your school email address as you may not be able to access that account over the summer period.

Your password must be at least six characters long and include at least one number. Choose a password that you will easily remember such as your mother’s maiden name, memorable date, favourite football team or a pet’s name. We do not store details of your chosen password, so if you forget it at a later stage, you will need to reset the password by clicking on the ‘Forgotten Password’ link on the Login screen.

We will check this information against data we currently hold about you.

Account Activated
If the information you provided matches our records, then your account is activated.

If you are an undergraduate student applying with your 10 digit UCAS number, you will note that you are supplied with a new nine digit Applicant Number. Please make a note of this as you will need to use this new number for logging into the system from this stage onwards.

Click ‘Log In’

Problems Activating your Account
If you encounter any difficulties in registering your account, you will receive a warning message advising ‘No student record available, please try later’. Please check your details are correct and re-enter. If you encounter the same problem, please do not attempt to register a third time as your account will be temporarily blocked. Click on ‘Contact Accommodation Service’ and complete an ‘Enquiries Form’. We will investigate the matter for you and contact you by email to advise when the problem has been rectified.

Error – Account Already Exists
Once you have activated your account, you access the online system by selecting ‘Log In’. If you try to repeat the Registration screen again, you will receive a warning message advising ‘A web account already exists’, you should click on ‘Log In’ and enter your applicant number and password.

Log In
Enter your nine digit applicant number and password and click ‘Log In’

Stage One – Personal Details
You will be taken to the ‘Your Journey to Newcastle’ hub page. The progress bar at the top will indicate the different stages of the application process. Depending on your application type, you may be required to complete all six stages, but for example you may not need to complete stage five if payment of an application fee is not required from you. The column to the left hand side displays personal information we hold about you.

You will see sections for ‘Your Application’, ‘Your Contract’, ‘Your Induction’ and ‘Enquiries’. The academic year relevant to your year of entry will show, if you have multiple years showing, please ensure you select the Application for the relevant year for your entry into University.
Before beginning the application, you must confirm your home address and provide details for an emergency contact – someone we can contact in case of an emergency. Click on ‘Update Address Details’ to provide the information.

You cannot proceed with the application until we have this information. Once you have provided this information you can click on ‘Create Application’ to begin.

**Stage Two – Application Type**
This will default automatically to the status of a ‘First Year Single’ student or ‘Part Year Single’ student.

If you wish to apply as a ‘Couple’ or ‘Family’ please choose the correct applicant type that describes your situation.

Read the important information regarding the Accommodation Guarantee and then click ‘Continue’.

**Error – Application Type**
If your application type is incorrect, for example, you are an International Postgraduate student but the system has indicated that you are a European or UK Postgraduate student, please discontinue the application.

Click on ‘Back’ and expand the ‘Enquiries’ section and report this error by clicking on ‘Make Enquiry’. You can then complete a web enquiry form with details of the error you are encountering. We will investigate the matter for you and contact you by email to advise when the problem has been rectified.

Once you have sent your enquiry, click ‘Back to My Application’ and ‘Log Out’ until we make contact with you and confirm that you can proceed.

**Stage Three – Room Preferences**
The options available to you on this section will be determined by your application type confirmed in Stage Two.

The ‘My Preferences’ column to the left hand side, acts as your shopping basket. When you choose a particular residence and room type it will be populated here, so you can keep track of the options you have chosen.

There are a maximum number of options depending on your application type:

- Single students must select six,
- Undergraduate couples can select only two,
- Postgraduate couples must select a minimum of two and maximum of three,
- Family applications can apply for Bowsden Court family flats only

Information detailed at the top of the page will tell you how many different room types there are for you to choose from and you can use the filters to select options based on the catering and wash types.
Each accommodation details a brief overview and the different types of rooms available including the weekly rent. If you click ‘Facilities’ you can see the facilities available on the residence, if you click on ‘Images’ you can see more photographs and view in larger display by selecting an image, if you click ‘Map’ you can see a location map, and if you click ‘More Information’ you will see some general information we think may be helpful to you in deciding if the residence is right for you. Each section will appear in a drop down below the overview information.

Once you have viewed the residence options available, you can begin selecting your preferences in order of priority. Click on the ‘plus symbol’ of the room type you wish to select. Continue through your preferences choosing the maximum number of options available to your application type. You will see the ‘My Preferences’ shopping basket updating with your selections.

If you have selected a room type in error, go to the shopping basket and click on the cross next to the incorrect type. If you delete a preference, all preferences will jump up the order. If you wish to switch your selections round you can use the three line symbol to drag and drop them into the correct location and it will re-order your preferences. **Please note:** the drag and drop facility does not work on touch screen devices.
Once you have selected the maximum room types for your application type, your shopping basket will appear for you to review. If you're happy with your selections, click ‘Continue’.

For students who would prefer catered accommodation, as there is only one area - Castle Leazes which offers catered rooms you can select these as the first two options (ie washbasin and en suite options) if required, but you must continue to select more alternative self-catered options up to the maximum six choices required, in case we are unable to offer you the catered option.

**Error – Unable to see ‘Continue’ button**

If you encounter problems being able to see the Continue button within the shopping basket, this is linked to your browser. You should change the screen resolution size on your browser to reduce the display which will then show the continue button. The resolution is normally changed from the Settings area as shown below using Chrome or Internet Explorer as examples.

**Google Chrome:**

![Google Chrome resolution settings](image)

**Internet Explorer:**

![Internet Explorer resolution settings](image)
Stage Four – Additional Information

The questions asked in this section are based on your application type confirmed in Stage Two, so not all students will be asked all the questions.

You may be asked any of the following:

- Anticipated arrival and departure dates,
- Gender sharing preferences,
- Alternative accommodation preferences,
- Medical/Disability Requiring Special Allocation information,
- Special requests

Additional questions to particular application types are:

- **Undergraduate** students will be given the opportunity to select whether you would prefer to live in an Alcohol Free/Quiet Area with similar likeminded students. Please note that whilst we will make every effort to honour this request, due to limited availability in this room type, the request cannot be guaranteed. Please be aware that these areas will be self-policed and we cannot ensure that no alcohol will be present during your period of stay.

- If you are applying as a **Couple or Family**, you will be asked to provide details about your partner and/or family.

If you have a medical condition (including minor condition), or a disability (including any unseen disability) or any other special circumstances we need to be aware of ie if you have a minor operation planned that could affect your accommodation and require a special allocation, you should provide further details. We will require a **Medical Assessment Form** to be completed and returned to us.

‘Data Protection Act 1998’ - we cannot discuss any aspect of your application or subsequent offer/contract of accommodation with a third party unless we have your express permission to do so. You must confirm whether you give us permission to discuss your details with a third party. By third party we are referring only to a parent, guardian, co-habiting partner, sponsor or agent.

Click ‘Continue’.

Stage Five – Application Fee Payment

An accommodation application fee of £500 is required from all postgraduate students. You will be directed to a secure payment webpage, where you can make the payment using a credit or debit card. If you do not have a credit or debit card you can arrange to make this payment via international bank transfer including via Western Union Business Solutions. This service allows you to pay your application fee in your local currency and helps eliminate problems caused by fluctuating exchange rates and expensive or unforeseen bank charges. Western Union Business Solutions will guarantee you an exchange rate for 72 hours to make the payment online, by telephone or at your local bank.

Your application will NOT be complete until we receive this payment. You should ensure that we receive payment within 14 days.
If you are not paying the application fee at this point, then click ‘Continue’. You will need our payment methods for when you are able to make the payment. If you make the payment after completing the application, you should note it may take up to seven days from receipt of the payment to reflect on your account and update in your application.

In University accommodation the application fee will be used as part-payment against your rent and will be deducted against the Summer Term rent due 1 May 2018. In NUstudenthomes accommodation £200 from the application fee will be used as a damage deposit and the remaining £300 will be used as a part-payment against the Summer Term rent due 1 May 2018. If you move into Magnet Court, we will arrange to refund you the £500 after your arrival.

**Stage Six – Application Overview**

When you have completed the relevant sections of the application, you will be shown an overview, which will give you the opportunity to review and check what you have chosen.

If you wish to make any changes to your application, you should click ‘Back’ and amend. Please note that if you go back to Stage Three – Room Preferences, it will not have saved your original choices and you will need to reselect them.

If you are happy with the details, click ‘Confirm Application’. You will receive an email confirming your application.

**Changes to an Application after Completion**

If after completing your application you wish to change your accommodation preferences, your gender sharing preferences or advise us of a medical condition/disability, you can. From the Hub Page select ‘Edit Application’. You will be need to reselect your accommodation preferences and once you have selected the maximum room types for your application type, go to the shopping basket and click ‘Continue’. You will then be given the option to amend the additional information you provided. Please be aware that changes can only be made to your application before 30 June. You will receive an updated email confirming your new preferences and/or additional information.

**Forgotten your Password**

From the ‘Log In’ screen click ‘Forgotten Password’. You will need to re-enter your applicant number, surname and date of birth and provide a new password.

Click ‘Reset’.

**Exceeded the Number of Log-in Attempts**

If you enter the incorrect ‘Log In’ details for three attempts, access will be denied and you will be blocked from accessing the system for 30 minutes. You will need to close your browser and return after the allotted time and reset your password following the instructions above in forgotten password.