

How to apply for accommodation

This guide has been produced to help you apply for accommodation by walking you through each stage of the online application process.

Before you begin, here are some important things to note:

Browsers

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

- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Safari

Starting your application

Our system is available [online](#). You might find it helpful to read the "Before you begin" section on the front page of the application portal.

To begin your application, you must have applied for a course at Newcastle University and have been made an offer (either conditional or unconditional) to study with us. To apply, you will need your UCAS number or nine-digit postgraduate reference number on hand.

Making your application

1. Register

If you are using the site for the first time, you will need to **register before you can log in**.

You only need to do this once; after you have registered, you can log in using your applicant number and the password you chose.

To register, enter your applicant number, surname and date of birth. Your **applicant number** is either a **10-digit UCAS ID (omitting the hyphens)**, or your **nine-digit university reference (omitting the hyphens)**. Click "register" to proceed.

Next, you will be asked to provide your email address and create a password (which must be at least six characters long and include at least one number). We recommend that you **don't use your school email address as you may not be able to access this later on**, making you unable to log in.

2. Account activated

If the information you provided matches our records, your account will be activated.

If you are an undergraduate student applying with your 10-digit UCAS number, you will be given a nine-digit applicant number. Please keep this number safe, as you will use it to log in to the accommodation application portal from now on.

▶ Account activation issues and troubleshooting

- **“No student record available, please try again later”** - if you see this message, please check your details are correct and re-enter these. If the problem continues, don't attempt to register a third time, as your account will be blocked for security reasons. Instead, click on “contact Accommodation Services” and complete the enquiry form; our friendly team will contact you via email when the issue has been resolved.
- **“A web account already exists”** - once you have registered, you can access the system by selecting the “log in” option; trying to register again will result in this error message.

3. Logging in

Enter your nine digit applicant number (as referenced above—this is different to your 10-digit UCAS number) and password and click 'Log In'

▶ Logging in issues and troubleshooting

- **Forgotten password** - from the “log in” screen, click on “forgotten password”. You will be asked to re-enter your applicant number, surname and date of birth, and provide a new password. Click “reset”.
- **Exceeding the number of log in attempts** - If you enter the incorrect login details three times, you will be blocked from accessing the system for 30 minutes. You will need to close your browser and return after this time and reset your password following the instructions above.

3. Applying

Stage one — personal details

You will be taken to the 'Your Journey to Newcastle' hub page. The **progress bar at the top** will show the different stages of the application process.

Before beginning the application, please **enter your home address and provide details of an emergency contact** (someone we can contact in case of an emergency). Click on 'Update Address Details' to do this. 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 (applying for couple or family accommodation)

The application type stage will, by default, show as 'First year single' student or 'Part year single' student. **If you wish to apply for couple or family accommodation**, please choose the correct 'applicant type' that describes your situation.

Next, **read the important information regarding the new student offer**, then click 'continue'.

Application type issues and troubleshooting

- ▶ **Incorrect application type** - if your application type is incorrect (e.g. showing you as a full year student when you are a part year student), please stop filling the application and contact us. You can do so by clicking on "Back", then going to the "Enquiries" section and choosing "Make enquiry". You will then be able to fill a form with details of the error you are experiencing; our team will investigate this for you and get back to you via email.

Stage three — room choices

It's now time to tell us which rooms you're interested in. The options available to you will depend on your application type (outlined in stage two).

The **"My Choices" section** on the left side of the screen can be thought of as your shopping basket. When you select a residence and room type it will appear here, helping you **keep track of your choices**. You can use the filters to select options based on the catering and wash types.

There are a maximum number of options you can choose, depending on your application type:

- Single students must select three;
- Couples can select two;
- Family applications can only be made for Bowsden Court family flats.

Each accommodation provides a brief overview and lists the different types of rooms available along with the weekly rent. Use the "Facilities", "Images", "Map" and "More info" tabs for more information which may help you make your decision.



Once you have viewed the residence options available, you can begin selecting your accommodation choices. **Click on the "+" symbol of the room type you wish to select.** Continue adding your preferences, choosing the relevant number of options available to your application type. **You will see the 'My Choices' shopping basket updating with your selections.**



Park View

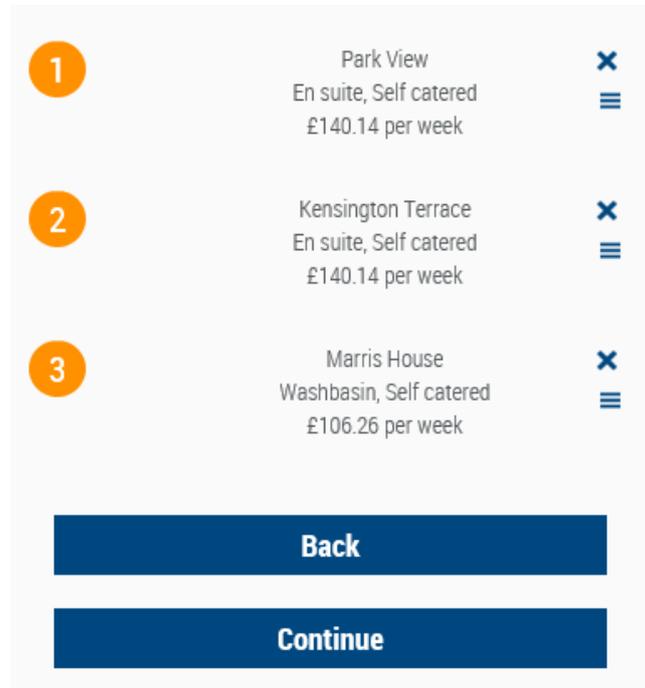
New in 2018, Park View has proven a popular choice for new undergraduate students. Studio rents are exclusive of utility fees

Room Type	Cost per week	
Studio - Self catered	£173.46	
En suite - Self catered	£140.14	



Please note the information included in the screenshot above, including pricing, are examples only.

If you have selected a room in error, go to the shopping basket and click on the cross next to the incorrect selection. If you wish to switch your selections around, you can use the three line symbol to drag and drop them into the correct location and it will re-order your choices (please note the **drag-and-drop facility does not work on touch screen devices**).



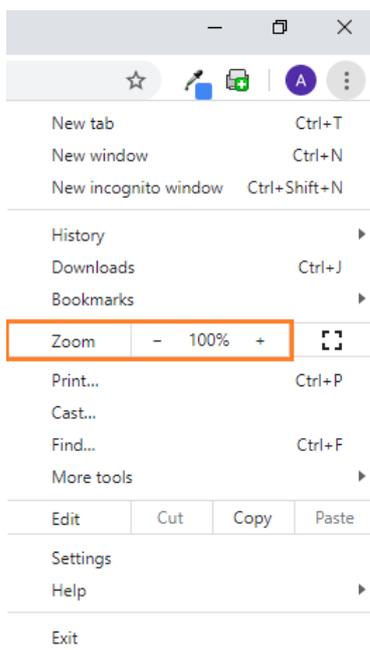
Please note the information included in the screenshot above, including pricing, are examples only.

Once you have selected the required number of rooms for your application type, your shopping basket will appear for you to review. If you're happy with your selections, click 'Continue'.

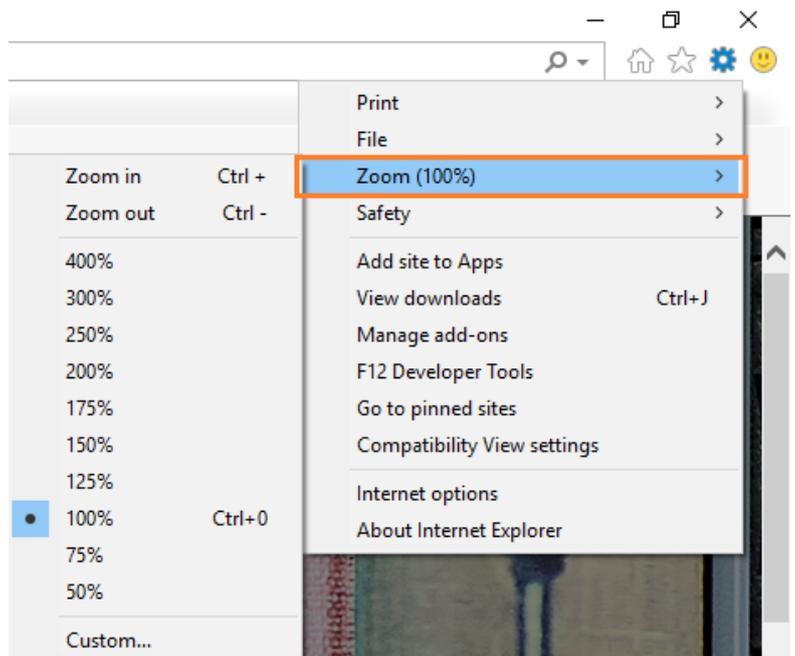
► **Application issues and troubleshooting**

- **Unable to see the 'Continue' button** — if you are unable 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:



Internet Explorer:



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;
- Information on medical conditions/disabilities which need to be considered in your room allocation;
- Special requests
- Permission to discuss — As per the 'Data Protection Act 2018' and 'General Data Protection Regulations' (GDPR), we cannot discuss any aspect of your application or 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 do this (a "third party" only refers to a parent, guardian, co-habiting partner, sponsor or agent).

Additional questions specific 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 like-minded 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 also 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 (e.g. if you have a minor operation planned) which could affect your accommodation and mean that you require a special allocation, you should provide us with further details. To help us assess your needs, we will ask you to complete and return a [medical assessment form](#).

Stage five — 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 Choices", it will not have saved your original choices and you will need to reselect them all.

If you are happy with the details, click 'confirm application'. You will receive an email confirming your application has been submitted.

Making changes after completing an application

You are able to **change your accommodation choices**, your **gender sharing preferences** or **advise us of a medical condition/disability** after applying, but you can only do so **before 31 July and/or before receiving a room offer**.

To make changes, go to the Hub Page and select 'Edit Application'. You will need to reselect your accommodation choices, then go to the shopping basket and click 'Continue'. You will then be given the option to amend the additional information you provided. You will receive an updated email confirming your new choices and/or additional information.