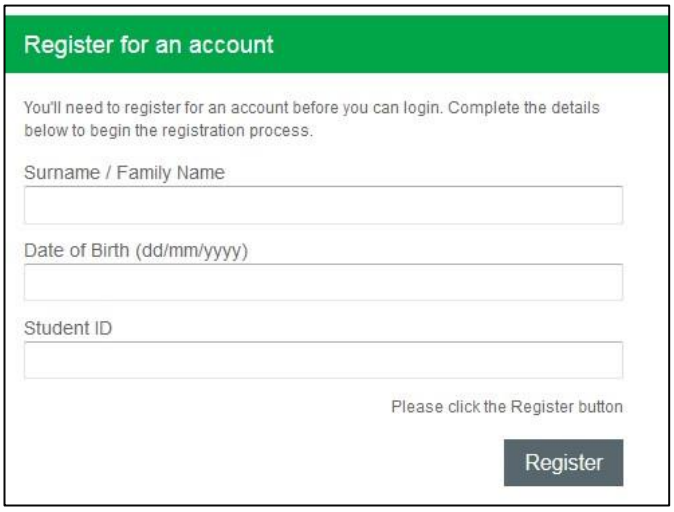
Registration and Application Guide for Accommodation

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.

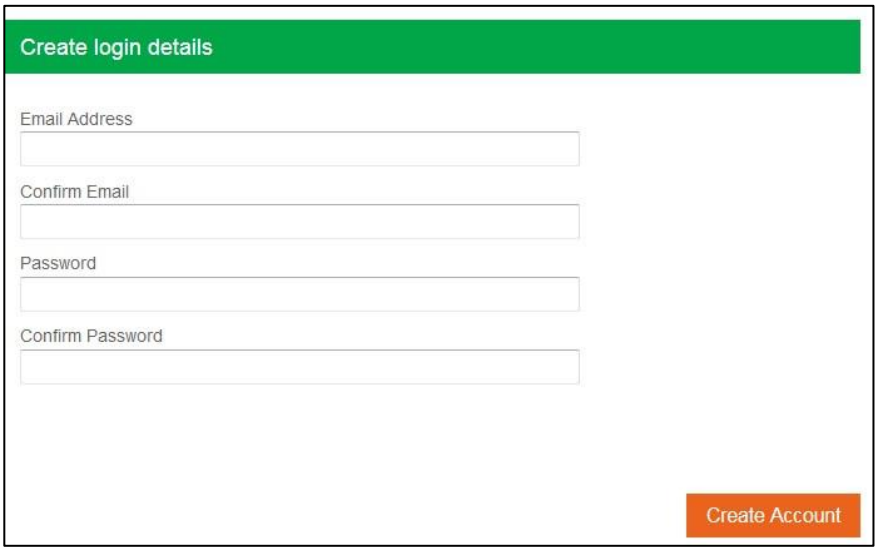
Register with the Online Accommodation System

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 and click register.

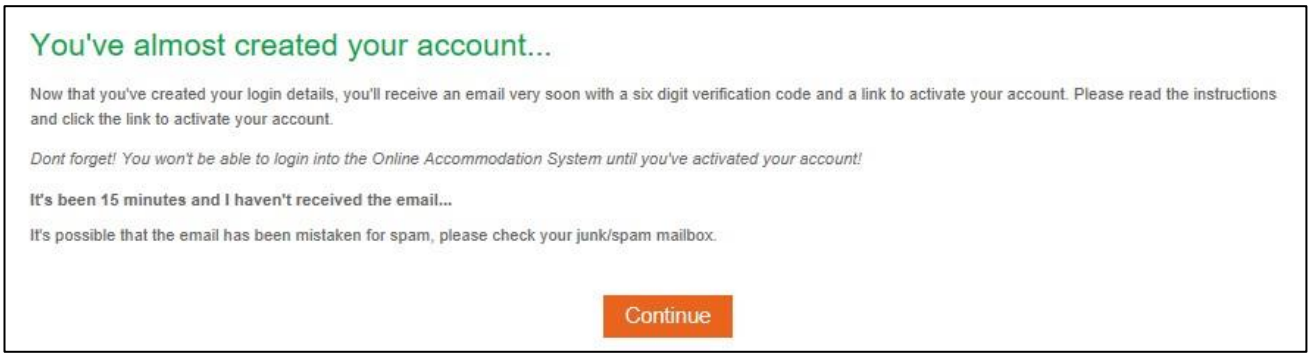


Step 2: On the next page you'll be asked to create your account login details. The 'Email Address' you enter here will become your username for the Online Accommodation System. Please ensure that you use a personal email address and not a school/college email.

Step 3: Once you've entered your email address and password, click 'Create Account'

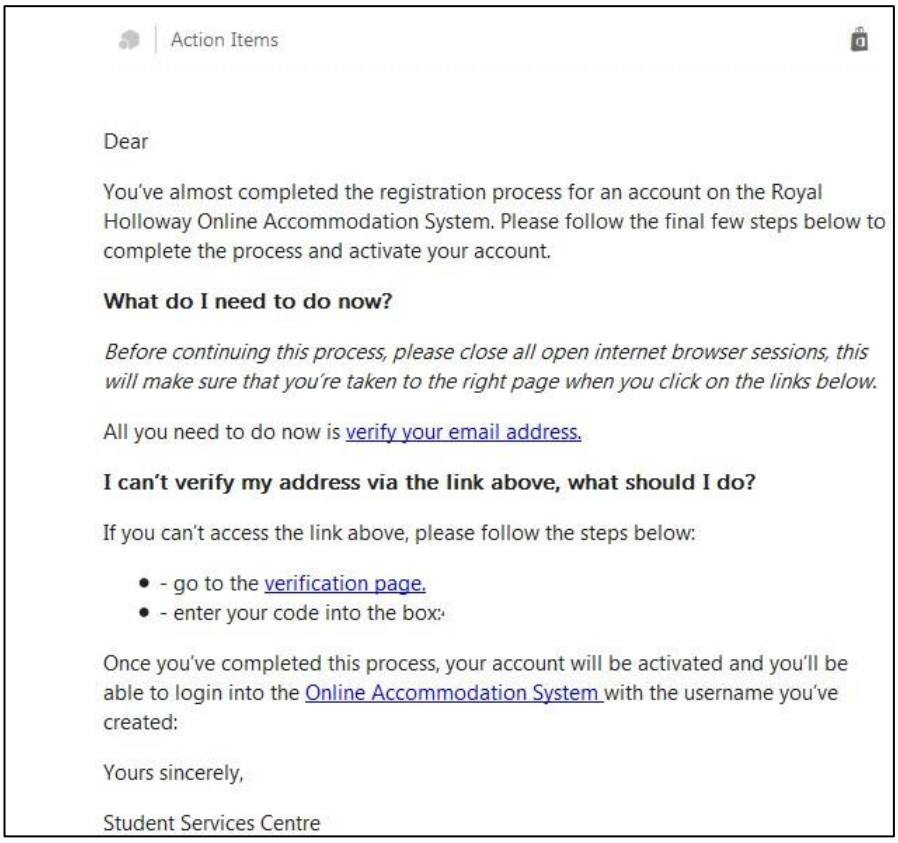


Step 4: You should now see the following message on your screen.



Step 5: Log into the email account that you used to register for an account with.

Step 6: 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.



Action Items

Dear

You've almost completed the registration process for an account on the Royal Holloway Online Accommodation System. Please follow the final few steps below to complete the process and activate your account.

What do I need to do now?

Before continuing this process, please close all open internet browser sessions, this will make sure that you're taken to the right page when you click on the links below.

All you need to do now is verify your email address.

I can't verify my address via the link above, what should I do?

If you can't access the link above, please follow the steps below:

- - go to the verification page.
- - enter your code into the box:

Once you've completed this process, your account will be activated and you'll be able to login into the Online Accommodation System with the username you've created:

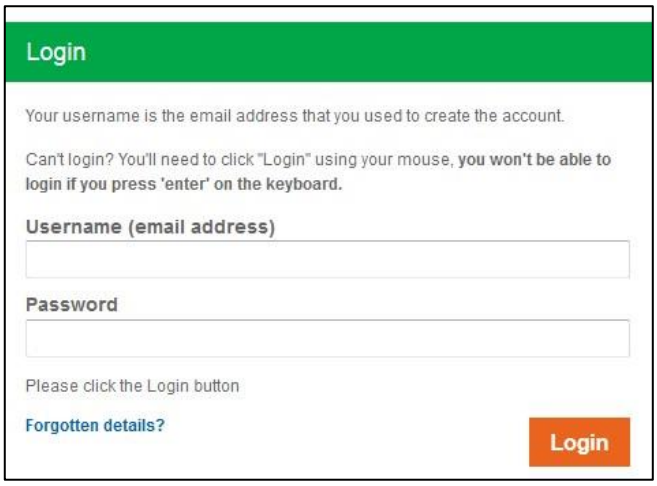
Yours sincerely,

Student Services Centre

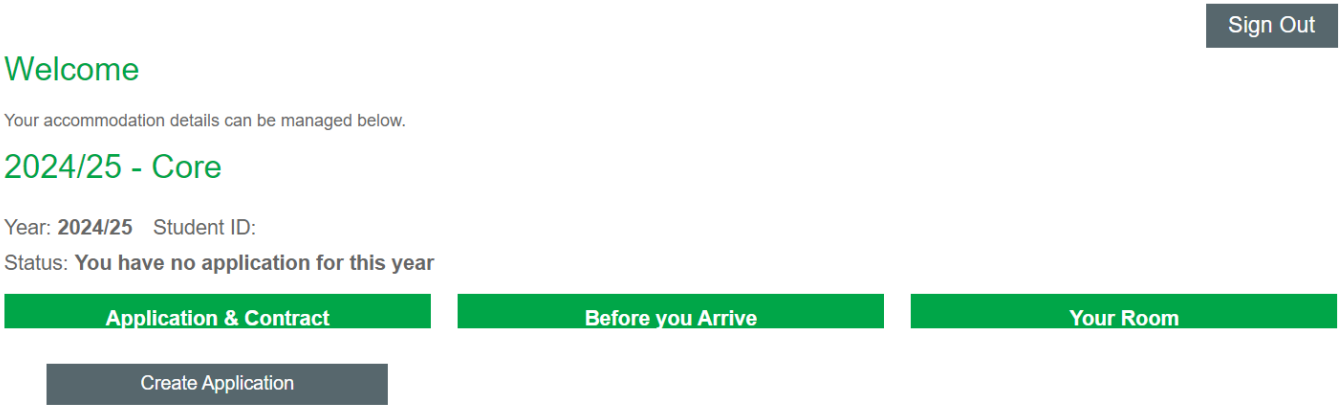
Step 7: Clicking on the link will take you to the account activation page where a 6 letter/number code will automatically appear in the Confirmation Code. Click on 'Confirm Code' and your account will be activated.

Submitting an Application for Accommodation

Step 1: Go to the Online Accommodation System and enter your account login details.

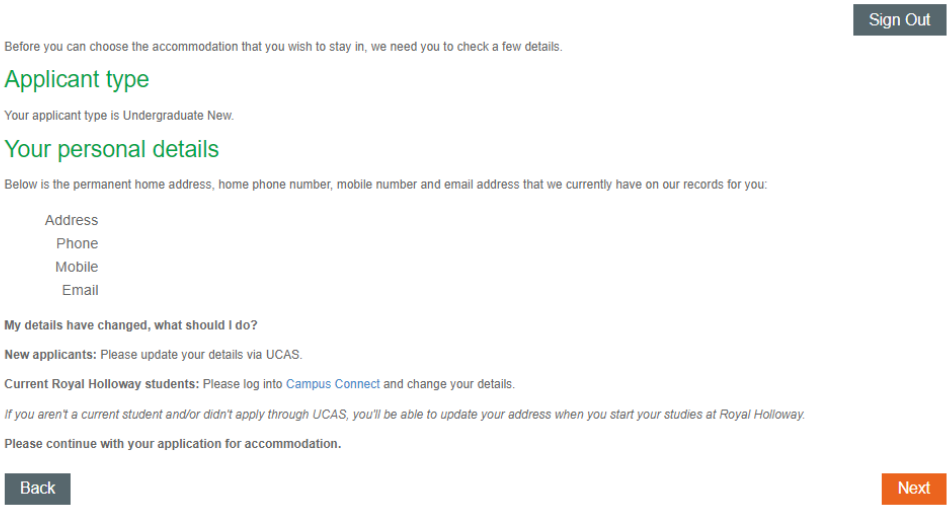


Step 2 Once logged in you'll see your homepage for the Online Accommodation System



Click 'Create Application' under the 2024/25 academic year to begin your accommodation application.

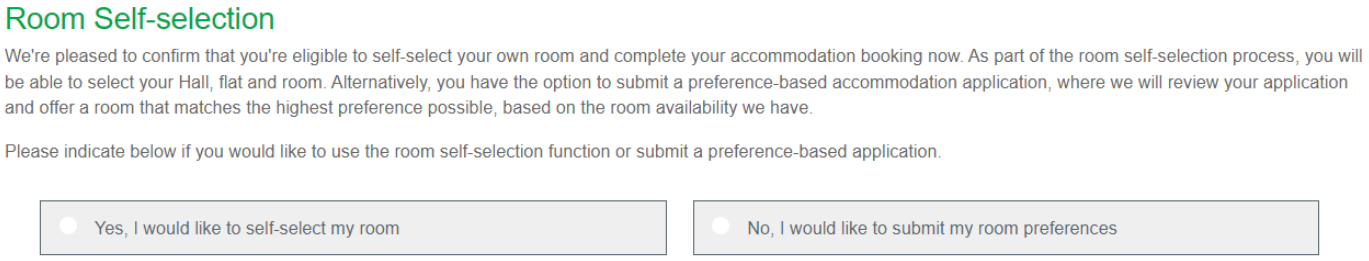
Step 3: The next page will confirm your applicant type (New Undergraduate) along with your contact details. If any of these details are incorrect, you'll be able to change these when you complete your enrolment.



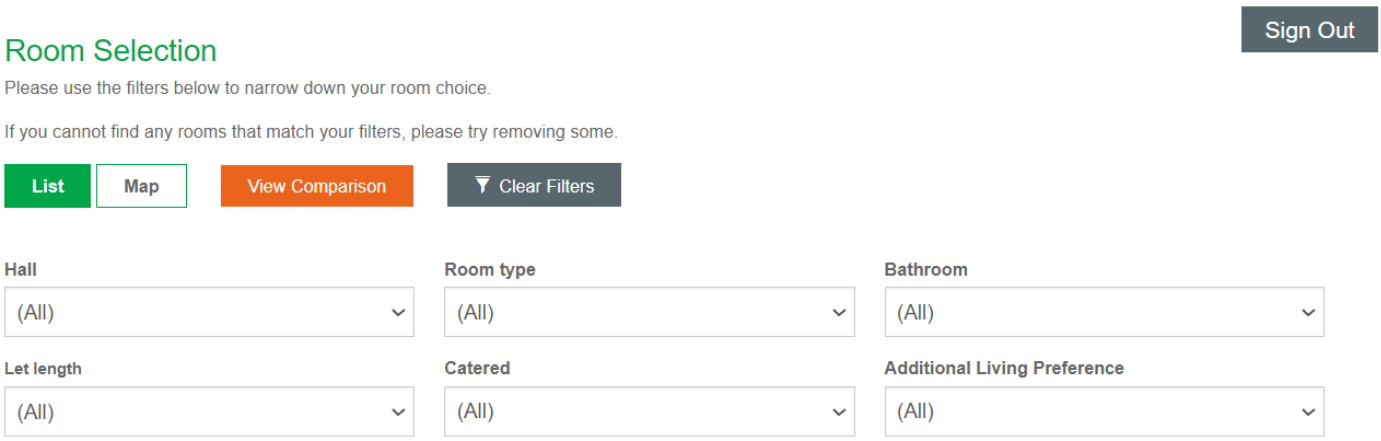
Step 4: You'll now be asked some pre-application questions; the first question is whether you have any medical requirements that may impact the type of accommodation you need. If you answer yes, you won't be eligible to self-select accommodation, as we'll need to assess your medical requirements and offer you suitable accommodation. You'll instead be asked to rank our accommodation options in preference order.

Self-Selection

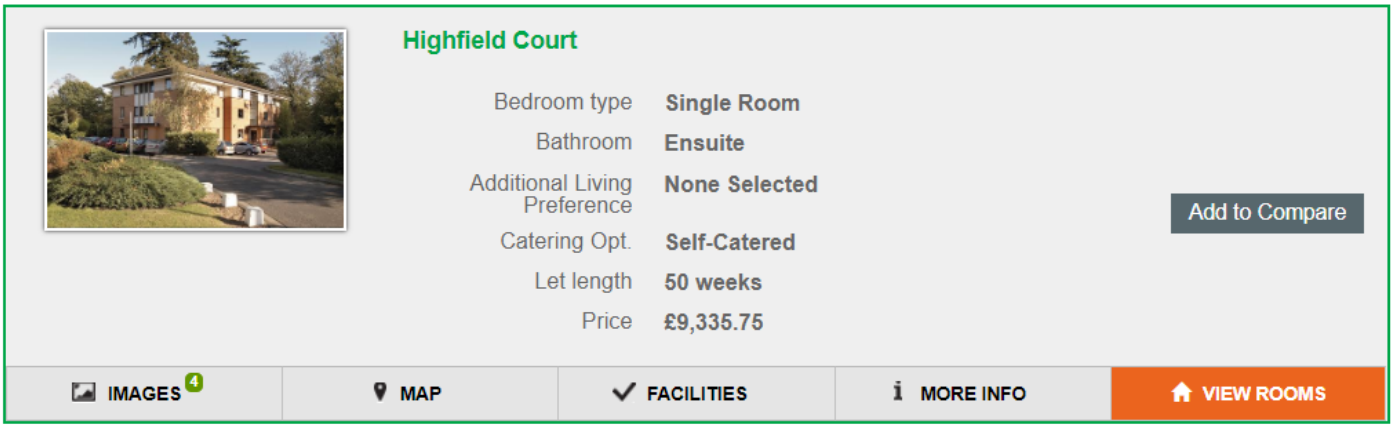
Step 1 If you've answered no to having medical requirements, you'll be given the option to self-select your room. Room self-selection is optional and if you would prefer to rank our accommodation options in preference order, you can do so.



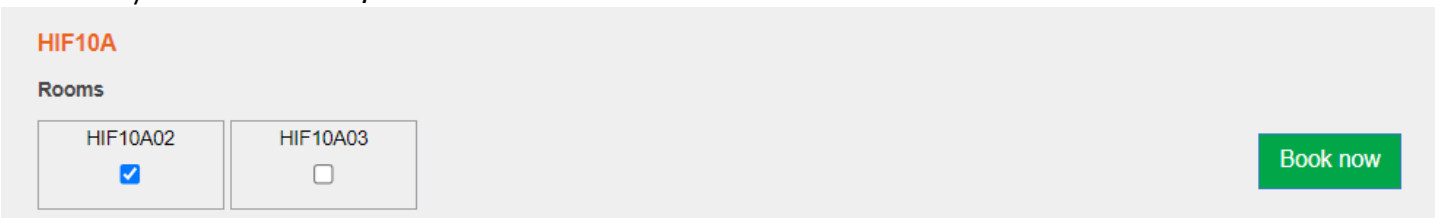
Step 2 After answering yes to self-selecting a room, you'll be able to view all the available rooms we have across our Halls of Residence. When looking for the room you'd like, please use the filters at the top of the page to narrow down your search. If there are no rooms matching your search, please use the 'clear filters' button and search again.



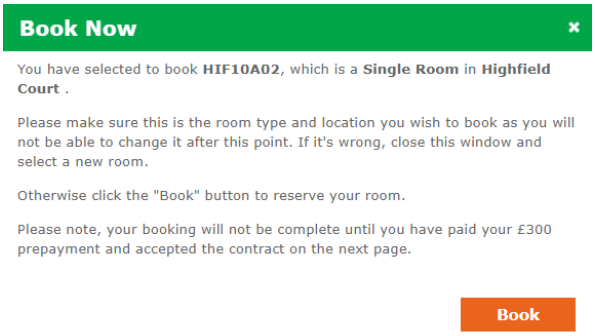
Step 3: When you've found a Hall that you like, click on 'View Rooms' to see the rooms available for you to book.



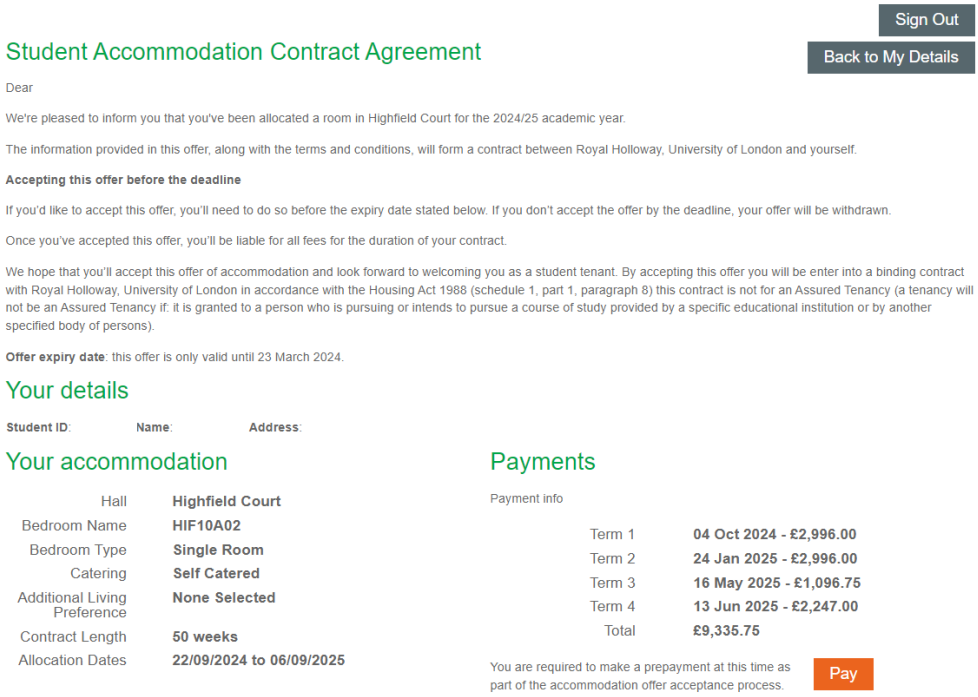
Step 4: All available rooms in that Hall will be shown. Rooms are grouped by flat, and you can view a floorplan to see where your room will be located in the accommodation you are booking. Once you've found the room you'd like to book, click the tick box below the room name to select it and click Book Now.



A pop-up will appear that summarises the room you're about to book, if you would like to proceed with the booking, click on book. Please note, once you've clicked book, you won't be able to change your room booking.



Step 5: You'll now be able to view and accept your accommodation contract. The first step is to pay a £300 prepayment. To do this, click on the 'pay' icon and follow the instructions that appear.



Step 6: After you've paid the £300 prepayment, you'll need confirm acceptance of the accommodation terms and conditions. After you've done this, enter your student ID and date of birth and click on the 'accept' button. Your accommodation booking is now complete.

Important information

When will I need to pay my accommodation fees?

Accommodation fees are charged on a termly basis as shown above. It's your responsibility to make sure that you pay the fees by the advertised due dates. If you don't pay on time, this may result in a late payment charge or disciplinary action.

Cancellation period

You have the right to cancel your contract within 7 days of accepting it prior to arrival. This must be submitted via email to Student Accommodation at the Royal Holloway. If you should move into the accommodation within the 7 days of accepting the room offer, your right to cancel does not apply as services and accommodation will already have been provided.

Terms & Conditions

Please read the terms and conditions of your offered accommodation by clicking on the relevant link below. When you've read and understood them, please put a tick into the check box by clicking on it.

Terms & Conditions 2024/25

☐ I have read and understood the above Terms & Conditions.

Accept the Offer

If you're happy with this offer, please enter your details and then click "Accept".

StudentID

Date Of Birth (dd/mm/yyyy) Date of Birth (dd/mm/yyyy)

Accept

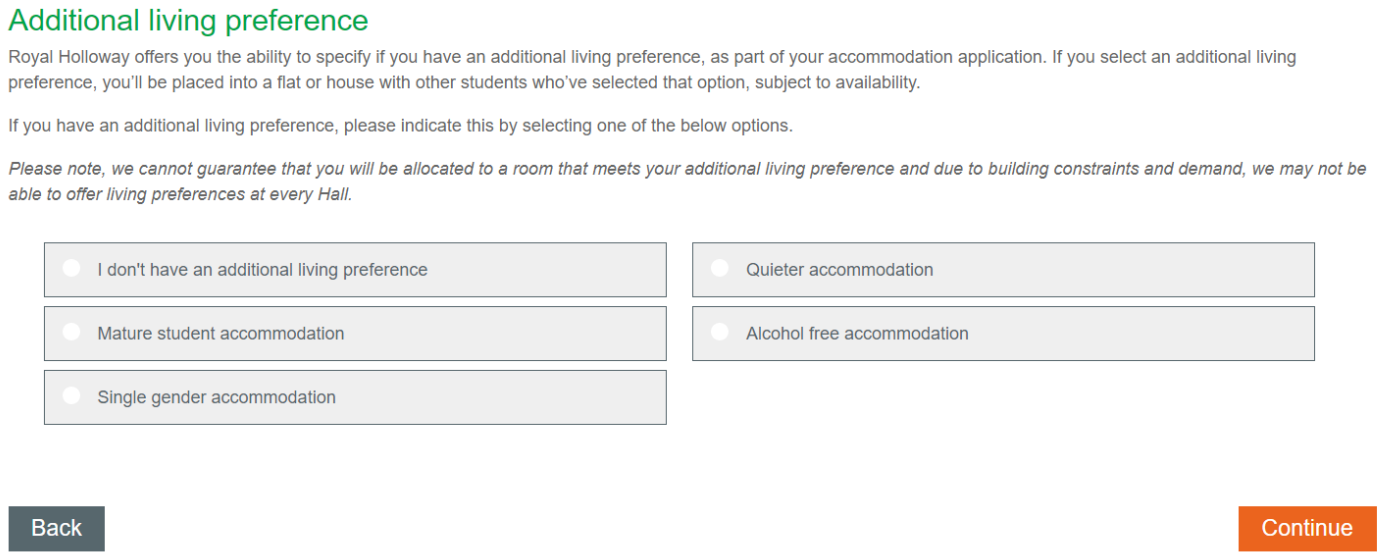
Decline the Offer

If do not wish to accept the offer, you can do so by clicking the "Decline" button.

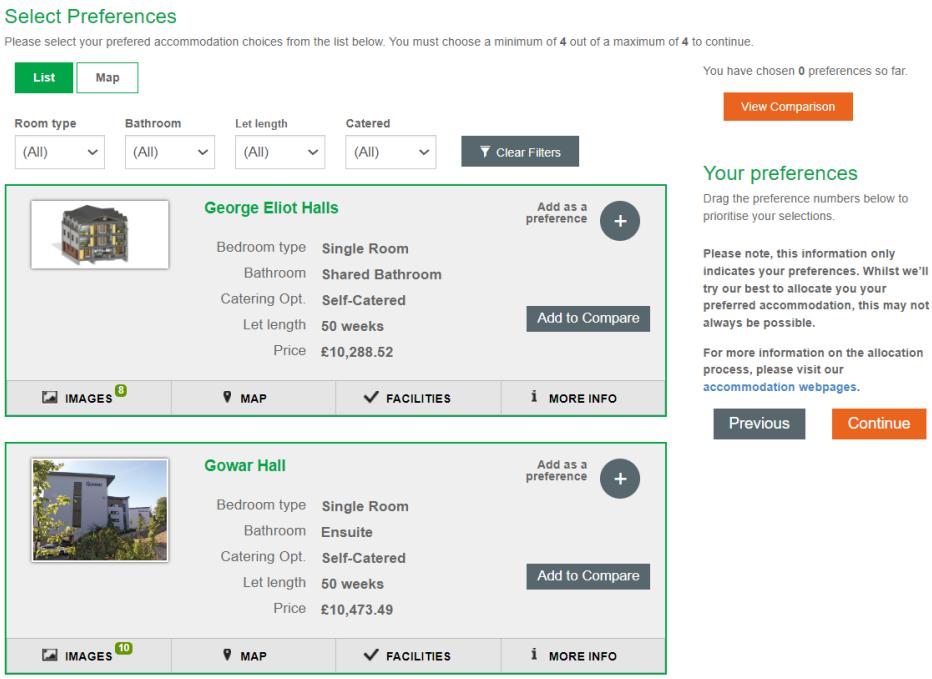
Decline

Preferences

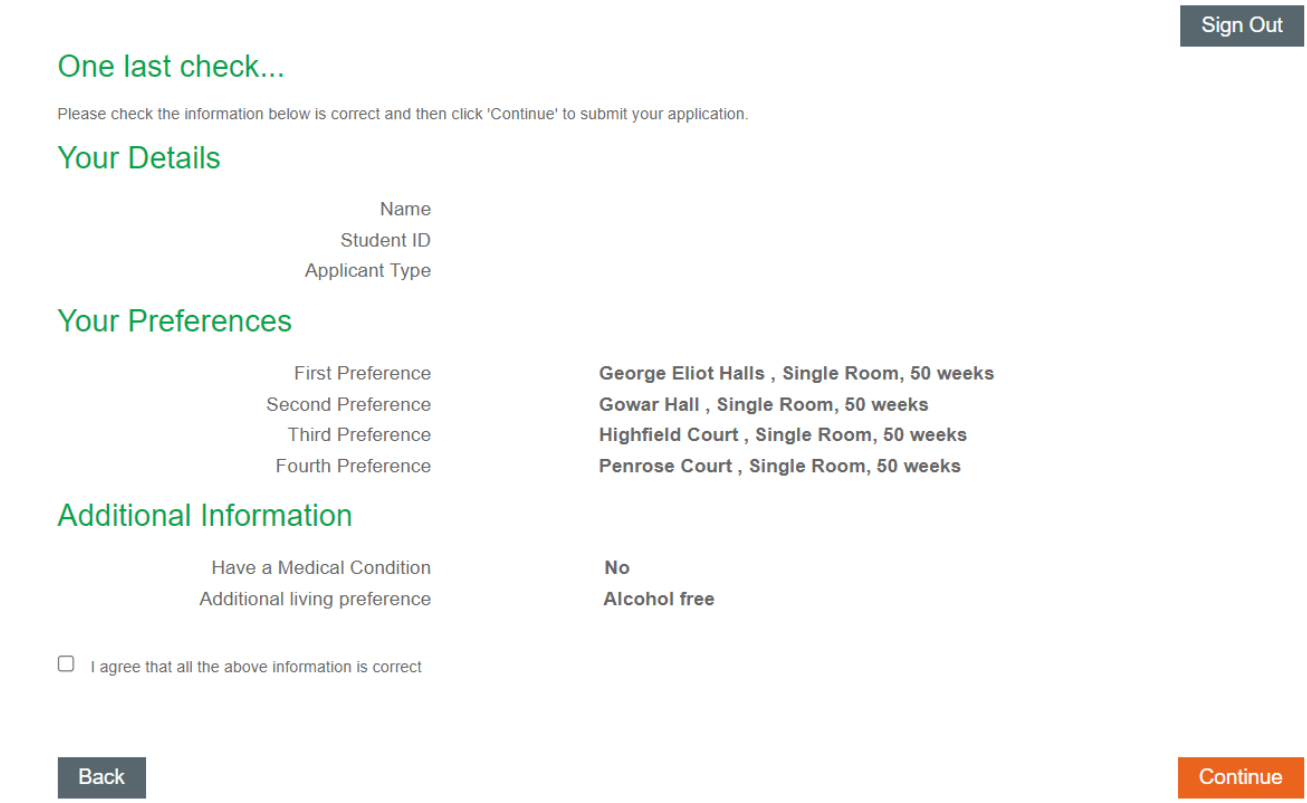
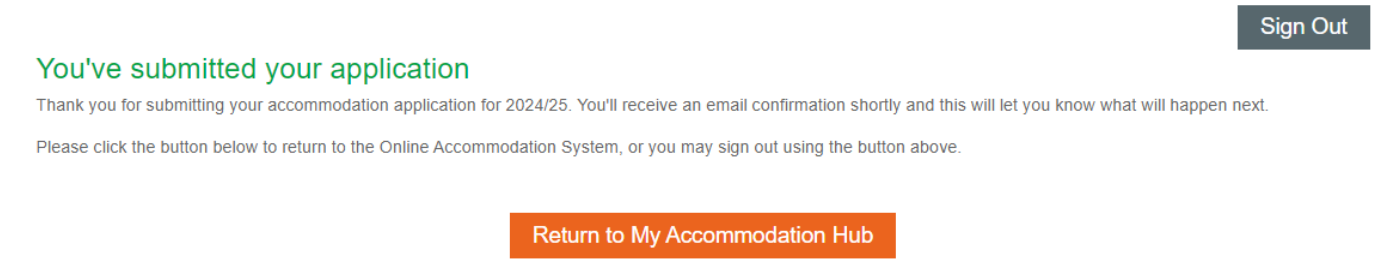
Step 1: Before ranking your preferences, you have the option to select an additional living preference. These are optional and you do not have to select any of the options if you don't want to. Once you've made your selection, click continue.



Step 2: You'll now be able to rank all the accommodation options available to you. To add an option to your preference list, click on the plus icon next to the Hall. Once you've ranked all the accommodation, click continue.



Step 3: You'll now have a chance to review your preferences before submitting your application. If you are ready to submit your application, click the tick box next confirming the information is correct and click continue.



Step 4: Your application has now been submitted and you can return to your accommodation hub.