1. Logging in to Online Sign-Up (OLSU)

- Students will be sent a letter by the Student Records office, that contains a link to Campus Connect and their logon details (username and password).
- There is a login box on the Campus Connect page (http://portal.rhul.ac.uk/):

```
Registered Users Login:

User Name: [Field]
Password: [Field]
Login Cancel
```

- Student enters their details and clicks the Login button
- On the main Campus Connect homepage, there is an Online Sign-Up ‘channel’ in the top left-hand corner:

```
Online Sign-up for Enrolment
```

- Student clicks the folder, then clicks the ‘Enter Sign-up’ link to begin.
2. **Academic Year Selection Screen**

   - Student should then be presented with the following screen:

   
   - The ‘Select an Academic Year’ drop-down menu should be defaulted to the Term and Programme the student is signing up for. They need to check this, and when satisfied it is correct, just click the Submit button to proceed.
3. **Eligibility Check**

- Students must be eligible to complete OLSU. They should have a Student Status of ‘Awaiting Signup’ and a Student Type of ‘New’ or ‘Continuing’.
- They may not be eligible, due to a variety of reasons, e.g.:
  - Deferred entry
  - Interrupted Studies
  - Has not had Residency assessed
  - Has Holds

- Non-Progressing students must have made a decision on the Progression Channel, been registered on Repeat/Resit courses, and had the Registrations Complete code entered in SFAREGS in order to complete OLSU
- Assuming the Student is eligible, they will see the following:

![Welcome to Online Sign-up](image)

- Student then must click the ‘Please Continue’ link to proceed.
4. **Name and Biographic Data**

- New Students and Returning (or Continuing) Students will see a slightly different version of this page, as New Students are able to edit some of the information that they may not have provided yet.

- Returning Students must review the details on this page, and assuming they are correct, click the Save and Proceed button at the bottom of the page.

**New Student:**

- Name details are fixed (except Preferred First Name), as these will have come from the Student’s application. If there are mistakes, the Student should wait until they attend their Identity Check at Induction and provide the relevant documentation to have it changed.

- Title, Preferred First Name, Gender and Ethnicity can all be selected by the Student, or changed if a value already exists. They MUST select a Gender and a response for the Ethnicity (even if that response is Information Refused) to proceed to the next page. Students must also check their Domicile is correct.
Returning Student:

- For Returning Students, these details are fixed, as they have been recorded before. Any mistakes/changes – student should visit Student Records in the Student Admin Centre.
5. **Addresses and Phone Numbers**

- All Students MUST have a minimum of one current **Personal** and one current **Forwarding** address in order to complete OLSU. A student who is in Halls of Residence uses their Halls of Residence address as their Personal Address.

- **Personal Address** – the address the Student is living at during **Term Time**
- **Forwarding Address** - the address of the Student’s **permanent** residence

If a student has an active HR Address they will see this page first:

The student then clicks the ‘Yes Halls address is correct’ it will automatically be copied as a Personal Address and entered into Banner with an ‘AD’ Address Type.

If the student clicks ‘No this address is NOT correct’ they will be taken to this page:
They should then provide a Personal Address and click Save and Proceed to move to the next page, Forwarding Address.

If the student does not have an active HR address, they would see this page first:
Students must indicate the **Type** of Term-Time accommodation they will be living in (e.g. Own Home, Parent/Guardian’s Home, Rented). This data was previously part of the Further Information page.
They provide the address, click Save and Proceed, and then go to the Forwarding Address page:

- Both addresses may be the same, if the Student is living at home whilst studying at University.

Students are then shown the Telephone Numbers page. Any existing telephone numbers are listed, otherwise fields are blank and they provide the number:
6. Further Information

- This page concerns details that are used for HESA reporting etc., so it is essential the Student reads carefully and selects the appropriate responses.

New Students and Continuing Students will see different versions of this page:

New:
Both student types select and add any disabilities they may have, if they have not declared them previously on application, and whether they are in receipt of Disability Allowance.

Next, New Students must select the Level and Type of their Highest Qualification on Entry - the qualifications they have already achieved, not what they will be studying here for.

Below this will be details about the Student’s prior institution where applicable (New students only).

Then follows a series of questions the Student must read and respond to. They must provide a response to these, even if that response is a refusal to answer – they cannot leave the drop-down on the default ‘Select’ option.

Continuing students only have one question to answer – whether they have completed any other programme of study since commencing their current programme.
7. **Emergency Contacts**

- Students must provide AT LEAST ONE emergency contact, with name, contact details and relationship to the Student.
- Existing contacts can be edited by clicking on the name link, and additional contacts can be added if desired, by clicking ‘New Contact’.

**Update Emergency Contacts**

<table>
<thead>
<tr>
<th>Order</th>
<th>Name</th>
<th>Address and Telephone Relationship</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Susan Storm</td>
<td>12 Baxter Building, London, WS 4DD, United Kingdom</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- Please tell us who you would like the College to contact in case of an emergency.
- To add a new contact click on 'New Contact'.
- To update an existing contact click on the persons name and make the necessary changes.
- If you have more than one contact you may specify the order of priority by entering in the Order field, 1 for your Primary contact, 2 for your Secondary contacts, etc.

**Emergency Contacts**

<table>
<thead>
<tr>
<th>Order</th>
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<td></td>
</tr>
</tbody>
</table>

**Update Emergency Contacts**

- Complete your emergency contact information and click Submit Changes.

Required fields are: Country, Order, Relationship, First Name, Last Name, Address Line 1, Address Line 4 (town or city).

Country: United Kingdom

<table>
<thead>
<tr>
<th>Remove Contact</th>
<th>Order: 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>Relationship:</td>
<td>Sister</td>
</tr>
<tr>
<td>First Name:</td>
<td>Susan</td>
</tr>
<tr>
<td>Middle Initial:</td>
<td></td>
</tr>
<tr>
<td>Last Name:</td>
<td>Storm</td>
</tr>
<tr>
<td>Address Line 1:</td>
<td>12 Baxter Building</td>
</tr>
<tr>
<td>Address Line 2:</td>
<td></td>
</tr>
<tr>
<td>Address Line 3:</td>
<td></td>
</tr>
<tr>
<td>Address Line 4:</td>
<td>London</td>
</tr>
<tr>
<td>Post Code:</td>
<td>WS 4DD</td>
</tr>
<tr>
<td>Telephone:</td>
<td>0208889009</td>
</tr>
</tbody>
</table>

Submit Changes  Reset
- The address details should be filled in the same way as the Student’s address, with Country, Line 1, Line 4 and the Postcode mandatory fields. The Relationship of the contact must also be selected from the drop-down menu.
- Once complete, the Student clicks Submit Changes, then returns to the Emergency Contact screen. If they are not adding any more contacts, they then click Save and Proceed.
8. **Curriculum Details**

- This page is for the Student to review and confirm what they are signing up for.
- There is nothing on this page the Student can edit, but if they believe there are any mistakes, they should contact Student Records to have them corrected, but still continue with the sign-up.

![Campus Connect interface](image)

**Curriculum Details**

|--------------------------|---------------------------------|---------------------|----------------------|---------------------|

Please review the following information. If any of the information is incorrect please contact Student Records once you have completed the online sign-up process.

**Student Information effective for 2012/13 Academic Session**

**Student Type:** Continuing
**Mode of Attendance:** Full Time
**Location of Study:** At Royal Holloway University or partner institution campus.

**Curriculum**
- **Current Programme:** Bachelor of Science
- **Level:** Undergraduate
- **Programme:** Psychology
- **Programme Code:** 1365
- **Department:** Psychology
- **Programme Stage:** Programme Year 3
- **Start Date:** 20 Sep, 2010

[Buttons: Complete Later, Save and Proceed]
9. Fees

- The Fees page contains a lot of detail concerning a Student’s fee liability for their Tuition Fee, as well as details of Sponsors and their contribution if relevant. The Student’s expected fee contribution should be listed, which would be their Tuition for the year, less any contribution from Sponsors.
- A Student may find that their Tuition Fee is listed as ‘Not Set’ – they can find out the fee they will be charged on the Fee Payment Centre webpages, and they can still pay their fees regardless of whether they have been set yet or not.
- Fees page changes depending on the Student Type, Residency and Programme Level

New Home/EU:

![Fees page screenshot](image_url)

**Fee Contribution Summary as at 13 August 2012:**

<table>
<thead>
<tr>
<th>Fee Type</th>
<th>Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tuition Fee</td>
<td>£3,465.00</td>
</tr>
<tr>
<td>Region</td>
<td>UK/EU</td>
</tr>
<tr>
<td>Sponsor Liability</td>
<td>Loan</td>
</tr>
</tbody>
</table>

Your personal fee contribution: £3,465.00 (before any Bursary/Scholarship adjustment)

You should still continue with the sign-up process by selecting “Save and Proceed” at the foot of the page, even if:

- your fee and / or funding details are currently showing as incomplete
- your fee loan does not match your tuition fee. (Please refer to guidance and information on fee loan administration)
- you have a personal fee contribution to make, but are not paying it at this point. (See note below regarding completion of enrolment.)

Important notes:

a. To have a valid enrolment you must (i) complete the sign-up process, (ii) pay your fees - or demonstrate you have an approved Tuition Fee Loan to cover the net fee after deducting any bursary or scholarship contribution and (iii) attend Identity Check. These are separate actions.

b. Your tuition fee loan will be paid directly to the University in due course. Where confirmation from SFE/SLC of an approved Tuition Fee Loan remains outstanding beyond 16 November 2012 immediate payment of a fee installment of £1,500 will be required to complete enrolment and maintain your registration. Further information and guidance can be found here.

c. For the conditions relating to the payment of personal fee contributions at enrolment please click here.

d. If your “Tuition Fee is shown as “not set” this means we are waiting, or are processing, information to apply the correct fee for this year. Please check again later or contact Student Records if you have any questions.

e. Confirmation of Attendance for maintenance loan/grant payment purposes will not take place until enrolment is complete.
Continuing Home/EU:

### Fees

|-----------------------------|--------------------------|------------------------|-----------------------|----------------------|---------|---------------------|------------------|

**Need Help?**

This page outlines your tuition fee liability, including confirmation of your fee region status (e.g. UK & European Union or International) and is based on current information held by us.

The information provided here is not an up-to-date summary of your tuition fee account - payments already made to Royal Holloway will NOT be reflected here. Your tuition fee invoice, and details of the last payment made to the College, can be viewed via the Finance tab of Campus Connect.

Owing to a new timetable for receipt of Student Finance England (SFE) data, Tuition Fee Loan information may not be shown in the summary below at the time you complete online sign-up. This information will be included in your invoice as soon as it is available. If you have evidence of an approved Tuition Fee Loan which is not shown here, it is important that you bring this documentation with you in September.

**Fee Contribution Summary as at 13 August 2012:**

<table>
<thead>
<tr>
<th>Sponsor Liability:</th>
<th>£3,465.00</th>
<th>Region: UK/EU</th>
<th>Loan:</th>
</tr>
</thead>
</table>

Your personal fee contribution: £3,465.00

**You should still continue with the sign-up process by selecting "Save and Proceed" at the foot of the page, even if:**

- your fee and / or funding details are currently shown as incomplete
- your fee loan does not match your tuition fee. 

**Important notes:**

a. To have a valid enrolment you must (i) complete the sign-up process and (ii) pay your fees - or demonstrate you have a full, approved Tuition Fee Loan. These are separate actions.

b. Your tuition fee loan will be paid directly to the University in due course. Where confirmation from SFE/SLC of an approved Tuition Fee Loan remains outstanding beyond 16 November 2012 immediate payment of a fee instalment of £1,155 will be required to complete enrolment and maintain your registration. Further information can be found here.

c. For the conditions relating to the payment of personal fee contributions at enrolment please click here.

d. Confirmation of Attendance for maintenance loan / grant payment purposes will not take place until enrolment is complete.

e. If you are being sponsored (by a third party other than Student Finance England e.g. employer or funding body) and the information is not displayed, please send Student Records the relevant supporting evidence. If you have recently provided this information your record will be updated shortly. Please be aware that despite the existence of a sponsorship arrangement, you remain liable for the tuition fee if your sponsor fails to pay.

f. If your Tuition Fee is shown as "not set" this means we are waiting, or are processing, information to apply the correct fee for this year. Please check again later or contact Student Records if you have any questions.

[Complete Later] [Save and Proceed]

**RELEASE: 8.1 RHUL (CS)**
Overseas (New or Continuing):

<table>
<thead>
<tr>
<th>Fees</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Name and Address</td>
</tr>
<tr>
<td>2. Further Information</td>
</tr>
<tr>
<td>3. Emergency Contacts</td>
</tr>
<tr>
<td>4. Curriculum Details</td>
</tr>
<tr>
<td>5. Fees</td>
</tr>
<tr>
<td>6. Acknowledgement Declaration</td>
</tr>
</tbody>
</table>

**Fees Summary as at 13 August 2012:**

- **Tuition Fee:** £3,465.00
- **Region:** International
- **Sponsor Liability:**
- **Sponsor Name:**

**Your personal fee contribution:** £3,465.00

- **Important notes:**
  a. To complete enrolment, you must (i) complete the sign-up process, (ii) pay your fees, and (iii) if a New Student, attend the Identity Check. These are separate actions.
  b. Tuition fees, or the minimum first instalment, must be paid at enrolment. For more information on the conditions relating to the payment of personal fee contributions, please click here.
  c. If you are being sponsored by a third party (e.g., an employer or funding body), or have an exemption, and this information is not displayed on this page, please send Student Records the relevant supporting evidence. If you have recently provided this information, your record will be updated shortly. Please be aware that despite the existence of a sponsorship arrangement, you remain liable for the tuition fee if your sponsor fails to pay.
  d. If your Tuition Fee is shown as "not set," this means we are awaiting or are processing information to apply the correct fee for this year. Please check again later or contact Student Records if you have any questions.

**RELEASE: 8.1 RHUL (CS)**
- There is a link to the online payment facility, ePay, on the confirmation of sign-up page at the end – so for now, the Student just needs to click ‘Save and Proceed.’
10. Declaration

- Students must read this page carefully, as it explains the Terms and Conditions, Regulations and Codes of Practice they are agreeing to abide by.
- They are also agreeing their data can be used for legitimate purposes, and their written work will be subjected to plagiarism detection software. There are also details pertaining to the UKBA for International Students with Student Visas.
- The section at the bottom concerning Intellectual Property Policy and Inventions and Patents Code of Practice is only relevant to Research Students, but will appear for all Students.
- By clicking the ‘I agree to the declarations’ button, the Student will Sign Up.
11. Enrolment

- The Enrolment page is a confirmation that the Student has successfully completed their Online Sign-Up. They can print this for their own records, but if you need to confirm whether a Student has signed up, check their Student Status in SGASTDN – it should be listed as ‘Signed Up’.
- You can also check the ‘Comments’ tab in SGASTDN to see the date and time stamp when the Student signed-up, and their computer IP address.
- If a Student claims to have completed their sign-up but their status is not Signed Up, and there is no date/time stamp on the Comments tab in SGASTDN, they have not completed it properly and will need to go back and finish it.

- if the Student has yet to pay their fees, they can do so online via the Epay link at the bottom.