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’

![Create login details](image)

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

![You've almost created your account...](image)
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.

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.

![Login Page](image)

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

![Welcome](image)

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

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

**Step 5:** After answering the medical requirements question, you’ll 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.

**Additional living preference**

Royal Holloway offers you the ability to specify if you have an additional living preference, as part of your accommodation application. If you select an additional living preference, you’ll be placed into a flat or house with other students who’ve selected that option, subject to availability.

If you have an additional living preference, please indicate this by selecting one of the below options.

*Please note, we cannot guarantee that you will be allocated to a room that meets your additional living preference and due to building constraints and demand, we may not be able to offer living preferences at every Hall.*

- [ ] I don’t have an additional living preference
- [ ] Quieter accommodation
- [ ] Mature student accommodation
- [ ] Alcohol free accommodation

**Step 6:** 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 7:** You 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 8: Your application has now been submitted and you can return to your accommodation hub.

You've submitted your application
Thank you for submitting your accommodation application for 2024/25. You’ll receive an email confirmation shortly and this will let you know what will happen 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