

# 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

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**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.

### Register for an account

You'll need to register for an account before you can login. Complete the details below to begin the registration process.

Surname / Family Name

Date of Birth (dd/mm/yyyy)

Student ID

Please click the Register button



**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

Email Address

Confirm Email

Password

Confirm Password

[Create Account](#)

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

### You've almost created your account...

Now that you've created your login details, you'll receive an email very soon with a six digit verification code and a link to activate your account. Please read the instructions and click the link to activate your account.

*Don't forget! You won't be able to login into the Online Accommodation System until you've activated your account!*

**It's been 15 minutes and I haven't received the email...**

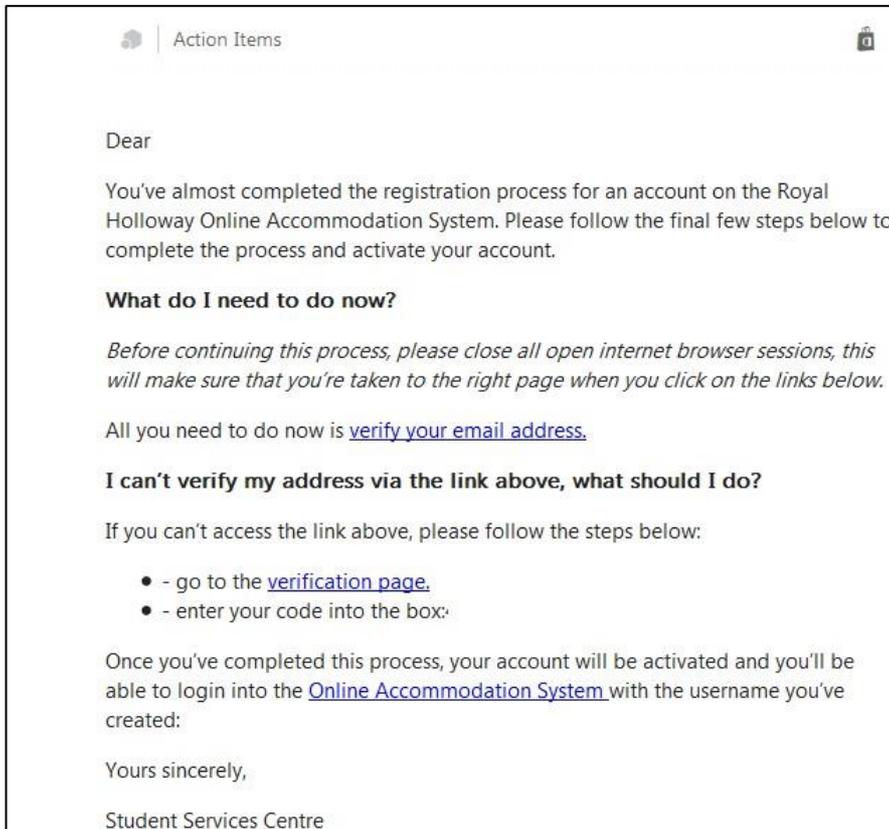
It's possible that the email has been mistaken for spam, please check your junk/spam mailbox.

[Continue](#)

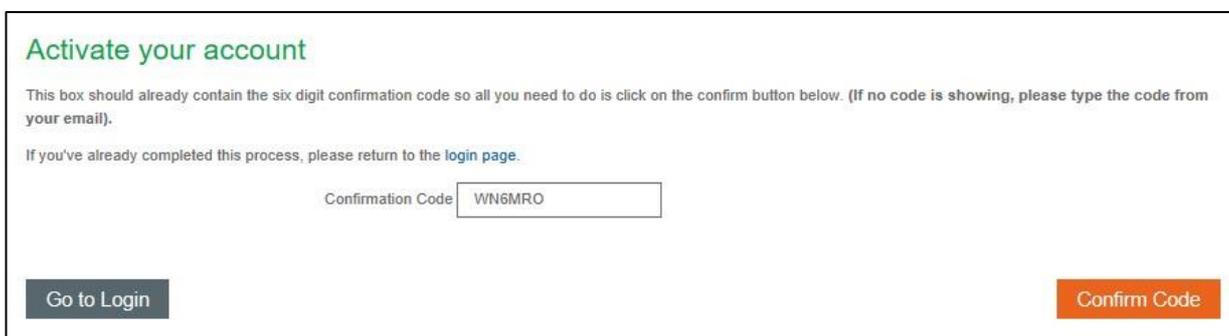


**Step 5:** Log into the email account that you used to register for an account with.

**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.



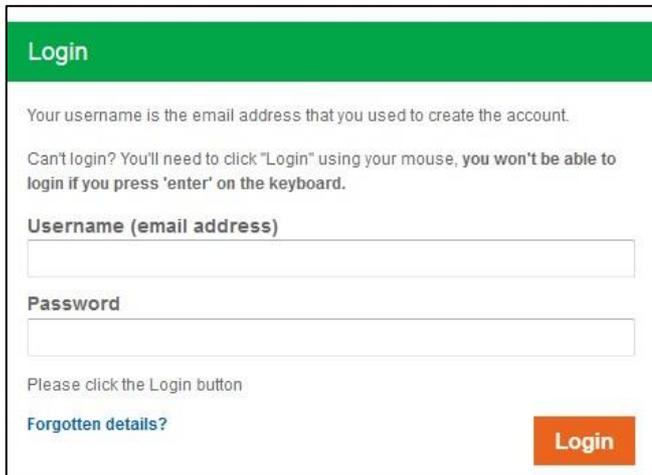
**Step 7:** Clicking on the link will take you to the account activation page where a 6 letter/number code will automatically appear in the Confirmation Code. Click on 'Confirm Code' and your account will be activated.



# Submitting an Application for Accommodation

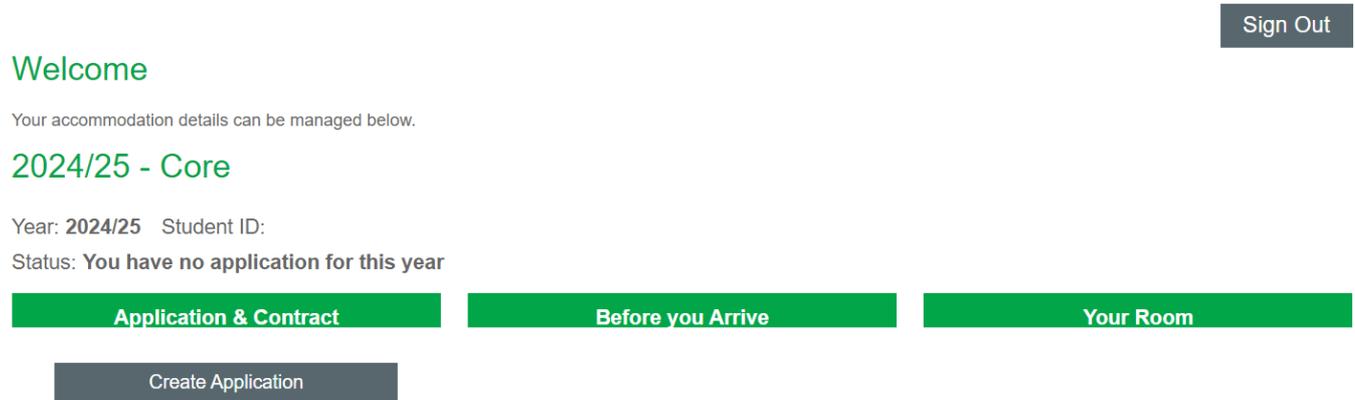
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**Step 1:** Go to the [Online Accommodation System](#) and enter your account login details.



The screenshot shows a login page with a green header containing the word "Login". Below the header, there is a message: "Your username is the email address that you used to create the account." followed by a note: "Can't login? You'll need to click 'Login' using your mouse, you won't be able to login if you press 'enter' on the keyboard." There are two input fields: "Username (email address)" and "Password". Below the password field, it says "Please click the Login button". There is a blue link for "Forgotten details?" and an orange "Login" button.

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



The screenshot shows a user's homepage. In the top right corner, there is a "Sign Out" button. Below it, the word "Welcome" is displayed in green. A message states: "Your accommodation details can be managed below." followed by "2024/25 - Core" in green. Below this, it says "Year: 2024/25 Student ID:" and "Status: You have no application for this year". There are three green buttons: "Application & Contract", "Before you Arrive", and "Your Room". Under the "Application & Contract" button, there is a "Create Application" button.

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.

Sign Out

Before you can choose the accommodation that you wish to stay in, we need you to check a few details.

## Applicant type

Your applicant type is Postgraduate New Home/EU.

## Your personal details

Below is the permanent home address, home phone number, mobile number and email address that we currently have on our records for you:

Address	, Guangdong, People's Republic of China
Phone	N/A
Mobile	N/A
Email	indra.thomas@rhul.ac.uk

My details have changed, what should I do?

**New applicants:** Please update your details via UCAS.

**Current Royal Holloway students:** Please log into [Campus Connect](#) and change your details.

*If you aren't a current student and/or didn't apply through UCAS, you'll be able to update your address when you start your studies at Royal Holloway.*

Please continue with your application for accommodation.

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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.*

<input type="radio"/> I don't have an additional living preference	<input type="radio"/> Quieter accommodation
<input type="radio"/> Mature student accommodation	<input type="radio"/> Alcohol free accommodation
<input type="radio"/> Single gender accommodation	

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Continue

**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.

## Select Preferences

Please select your preferred accommodation choices from the list below. You must choose a minimum of 4 out of a maximum of 4 to continue.

Room type: (All) | Bathroom: (All) | Let length: (All) | Catered: (All) |



**George Eliot Halls**

Bedroom type: **Single Room**  
Bathroom: **Shared Bathroom**  
Catering Opt.: **Self-Catered**  
Let length: **50 weeks**  
Price: **£10,288.52**



**Gowar Hall**

Bedroom type: **Single Room**  
Bathroom: **Ensuite**  
Catering Opt.: **Self-Catered**  
Let length: **50 weeks**  
Price: **£10,473.49**

You have chosen 0 preferences so far.

## Your preferences

Drag the preference numbers below to prioritise your selections.

Please note, this information only indicates your preferences. Whilst we'll try our best to allocate you your preferred accommodation, this may not always be possible.

For more information on the allocation process, please visit our [accommodation webpages](#).

**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.

## One last check...

Please check the information below is correct and then click 'Continue' to submit your application.

### Your Details

Name  
Student ID  
Applicant Type

### Your Preferences

First Preference  
Second Preference  
Third Preference  
Fourth Preference

**George Eliot Halls , Single Room, 50 weeks**  
**Gowar Hall , Single Room, 50 weeks**  
**Highfield Court , Single Room, 50 weeks**  
**Penrose Court , Single Room, 50 weeks**

### Additional Information

Have a Medical Condition  
Additional living preference

**No**  
**Alcohol free**

I agree that all the above information is correct



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UNIVERSITY**  
OF LONDON

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

Sign Out

### 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



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