

Submitting an Accommodation Application for 2015-16

1. Go to: <https://halls.royalholloway.ac.uk/>

2. Under |Register for an Account|, enter:

- Surname
- Date of birth (dd/mm/yyyy)
- Student ID (100XXXXXX)
- Click (do not press Return) |Register|

Welcome to the Accommodation Portal

Here you are able to create your Student Accommodation account, make your application, view your choices and check the progression of your application.

In order to register for an account you must have accepted your Offer to Study with Royal Holloway as your first choice.

To create your account and make your application you will need your Royal Holloway Student ID. This is 9 digits long, starts with 100 and can be found on your Offer to Study email attachment or obtained using your UCAS Personal ID via the Application Status Checker.

To preview what rooms are available, please click the preview button below.

Preview Accommodation [Click here to preview the accommodation available to you.](#) **Preview**

Register for an Account

If you have not already, enter your details below to start making an account.

Surname / Family Name

Date of Birth (dd/mm/yyyy)

Student ID

Please click the Register button

Register

Login

Your username is the email address that you used to create the account.

Username (email address)

Password

Please click the Login button

[Forgotten details?](#) **Login**

3. Under |Create login details|, enter:

- **Email Address**
- **Confirm Email**
- **Password (must be a minimum of 8 Characters long, have at least 1 capital letter, 1 lowercase letter and 1 number)**
- **Confirm Password**
- **Click (do not press Return) | Create Account |**

Create an Account

As part of creating your account you will be sent a verification code so it is essential to use an email address that is personal to you. You must be able to access this email address until you arrive at college in September. Please do not use school email addresses or you may miss your room offer if you no longer have access to it during the summer.

Your password must be a minimum of 8 Characters long, have at least 1 capital letter, 1 lowercase letter and 1 number.

Once you receive your 6 digit verification code via email click on the link provided and this will activate your account.

AFTER YOU CREATE YOUR ACCOUNT REMEMBER TO CHECK FOR YOUR VERIFICATION CODE AND ACTIVATE YOUR ACCOUNT BEFORE TRYING TO LOG BACK IN.

Create login details

Email Address

Confirm Email

Password

Confirm Password

Back

Create Account

4. After you create your account, you will see this page:

Account Created

Your account has been created. You will soon receive an email containing an activation code. Read the instructions and use the code to activate your account.

Please be aware that some e-mail clients may treat this e-mail as spam, so check your spam box if you haven't received the e-mail within an hour.

[Continue](#)

5. You will receive this email. Please verify your account by **clicking on the link in the email:**

Dear XXXXX,

Thank you for registering with Royal Holloway, University of London.

For your reference, your username is XXXXX@XXXXX.com

Before continuing this process, please ensure that you close all open internet browser sessions, this will ensure that you are taken to the correct page when you click on the links below. Now, please verify your email address by clicking on one of the links below, or by copying and pasting one into your browser address bar.

<http://halls.royalholloway.ac.uk/c.aspx?x=XXXXXX>

If you encounter issues registering using the link above, follow the link below and paste the confirmation code into the text box on that page.

Url: <http://halls.royalholloway.ac.uk/default.aspx?wf=EmailWorkflow>

Confirmation Code: XXXXXX

Yours sincerely,

Student Accommodation team

Royal Holloway University of London
Egham Hill
Egham
Surrey
TW20 0EX

6. Activate account:

- [Enter your confirmation code under | Confirmation Code |](#)
- [Click \(do not press Return\) | Confirm Code |](#)

Activate Account

This box should already contain the six digit confirmation code and you should click on the confirm button below. **(If no code is showing, type the code from your email).**

If you have already completed this process please return to the login page

Confirmation Code

[Go to Login](#)

[Confirm Code](#)

7. Once you have activated your account you will see this page:

Account Activated

Your account is now activated.

Please return to the login page and log in with your username and password.

[Go to Login](#)

8. **Close your browser entirely and then reopen.** You must do this in order for your activation to take effect:

- Once you have closed and opened your browser, go back to <https://halls.royalholloway.ac.uk/>
- **Enter your username (email address)**
- **Enter your password**
- **Click (do not press Return) | Login |**

Welcome to the Accommodation Portal

Here you are able to create your Student Accommodation account, make your application, view your choices and check the progression of your application.

In order to register for an account you must have accepted your Offer to Study with Royal Holloway as your first choice.

To create your account and make your application you will need your Royal Holloway Student ID. This is 9 digits long, starts with 100 and can be found on your Offer to Study email attachment or obtained using your UCAS Personal ID via the Application Status Checker.

To preview what rooms are available, please click the preview button below.

Preview Accommodation		Click here to preview the accommodation available to you.	Preview
Register for an Account		Login	
If you have not already, enter your details below to start making an account.		Your username is the email address that you used to create the account.	
Surname / Family Name <input type="text"/>		Username (email address) <input type="text"/>	
Date of Birth (dd/mm/yyyy) <input type="text"/>		Password <input type="text"/>	
Student ID <input type="text"/>		Please click the Login button	
Please click the Register button		Forgotten details?	
Register		Login	

9. Click (do not press Return) | Create Application |

Welcome

[Log Out](#)

Your accommodation details can be managed below

Year **2015/16** Student ID Status **You have no application for this year**

Application & Contract

Before You Arrive

Your Room - room

[Create Application](#)

10. You will now see a screen that details your applicant type and includes your contact information.

- [Click \(do not press Return\) | Next](#)

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

Applicant Type

Your applicant type is Undergraduate New.

Your Address

Below is the home address we currently hold for you. If any of the details are incorrect and you are a new applicant, please update your details via UCAS. If you are a current Royal Holloway student please log into the [campus portal](#) and amend your details.

Address

Phone

Mobile

Email

Back

Next

11. You may now select your accommodation preferences. In order to add a preference to your list, please click **+** beside **Add as a preference** :

Select Preferences

Please select your preferred accommodation choices from the list below. You must choose a minimum of 5 out of a maximum of 10 to continue.

Log Out

List Map

Room type (All) Let length (All) Catered (All) Price range £3333.7 - £5965.15

You have chosen 0 preferences so far.

View Comparison

Your preferences

Drag the preference numbers below to prioritise your selections.

Please note this indicates preference only, whilst all efforts will be made to allocate you to your preferred accommodation, this may not always be possible.

Previous

Continue



Premium Plus Band A Add as a preference +

Bedroom type: **Single Ensuite**
 Catering Opt.: **Self-Catered**
 Let length: **38 weeks**
 Price: **£5,965.15** Add to Compare

IMAGES 14 MAP FACILITIES MORE INFO



Premium Band B Add as a preference +

Bedroom type: **Single Ensuite**
 Catering Opt.: **Self-Catered**
 Let length: **38 weeks**
 Price range: **£5,448.40 to £5,583.55** Add to Compare

IMAGES 16 MAP FACILITIES MORE INFO



Single En-suite Band C Add as a preference +

Bedroom type: **Single Ensuite**
 Catering Opt.: **Catered**
 Let length: **38 weeks**
 Price: **£5,562.35** Add to Compare

IMAGES 5 MAP FACILITIES MORE INFO














12. On the right hand side of the screen you can see the preferences that you have selected. If you would like to change them, simply click and drag the preference to a new position. **Once you are satisfied, click (do not press Return) |Continue|** :

You have chosen 10 preferences so far.

[View Comparison](#)

Your preferences

Drag the preference numbers below to prioritise your selections.

- 1 Premium Plus Band A  
- 2 Premium Band B  
- 3 Single En-suite Band C  
- 4 Single Standard Band E  
- 5 Large Standard Band F  
- 6 Single En-suite Band G  
- 7 Single En-suite Band H  
- 8 Single Standard Band J  
- 9 Twin Standard Band K  
- 10 Twin Standard Band K  

When you are ready click the continue button to progress.

Please note this indicates preference only, whilst all efforts will be made to allocate you to your preferred accommodation, this may not always be possible.

[Previous](#)

[Continue](#)

13. Please answer the questions by ticking the boxes in order to proceed with your application, **then click (do not press Return) | Continue |** :

Please answer the questions below to help us match you to suitable accommodation.

Medical Requirements

If you have a medical condition that we need to be aware of while you stay with us, please indicate below.

Yes, I have a medical condition

No, I do not have a medical condition

Sharing

If you wish to share your accommodation, please indicate below. This means that you will be occupying a room with another student of the same gender, each having a single bed and individual study space and storage.

Yes, I wish to share

No, I do not wish to share

Important Factor

We would like to know what the most important factor is with regards to accommodation for you. Please pick one from the options below.

Price

Let Length

Facilities (Catered, En-suite)

Private Sector Alternative

If none of your selected preferences are available, please check this box to say you do not wish to be allocated any other room and that you will make your own arrangements in the private sector.

I will make my own arrangements if none of my preferences can be met

Back

Continue

14. Now you may review your application. If you are satisfied, **please check the box beside | I agree that all the above information is correct |** and **click (do not press Return) | Continue |**:

Application Confirm

Log Out

Please check the information below is correct and click confirm to submit your application.

Your Details

Name	
Student ID	
Applicant Type	Undergraduate New

Your Preferences

First Preference	Band A, Single Ensuite, 38 weeks
Second Preference	Band B, Single Ensuite, 38 weeks
Third Preference	Band C, Single Ensuite, 38 weeks
Fourth Preference	Band E, Single Standard with Washbasin, 38 weeks
Fifth Preference	Band F, Large Single Standard, 30 weeks
Sixth Preference	Band G, Single Ensuite, 30 weeks
Seventh Preference	Band H, Single Ensuite, 30 weeks
Eighth Preference	Band J, Single Shared, 30 weeks
Ninth Preference	Band K, Twin Standard with Washbasin, 30 weeks
Tenth Preference	Band K, Twin Standard with Washbasin, 38 weeks

Additional Information

Have a Medical Condition	No
Wish to share accommodation	No
Accommodation most important factor	Price

I agree that all the above information is correct

Back

Continue

15. Your application is now submitted. You will see this screen:

Application Confirmation

Thank you for submitting your application for 2015/16. We will send you an email to confirm and let you know what happens next.

Please click the button below to return to the Hub, or you may sign out using the button above.

[Return to My Accommodation Hub](#)

16. Once you have submitted your application you will also receive this email:

Application Submitted

Dear XXXXXX,

Thank you for submitting your accommodation application.

We aim to offer you a room that meets your highest preferences. However, your offer is subject to room availability at the time of allocation. Student Accommodation are unable to make any guarantees with regard to room location, type or facilities.

If your application is successful and you are offered a room, you will receive an automated email directing you to your online room offer. You must accept this offer by the expiry date specified in order to secure the room. Failure to do so will result in the room being reallocated.

In order to accept the room offer you will be required to make an online prepayment of 300GBP (excluding Science Without Borders students). This sum will be deducted from your first term's accommodation fees. This prepayment is non-refundable except in certain circumstances; please see <https://www.royalholloway.ac.uk/studyhere/accommodation/applyingfaqs/faqarticles/refund.aspx>

For further details on our accommodation and application processes please refer to our website: <https://www.royalholloway.ac.uk/studyhere/accommodation/home.aspx>

This is a system generated email. Please do not reply to this email. If you have any questions please contact Student Accommodation.
Student Accommodation team

Royal Holloway University of London
Egham Hill
Egham
Surrey
TW20 0EX

Your Details

Name: XXXXX XXXXX
Student ID: 100XXXXXX

Applicant Type: Undergraduate New

Your Preferences

- First Preference BandA, Single Ensuite, 38 weeks
- Second Preference BandB, Single Ensuite, 38 weeks
- Third Preference BandC, Single Ensuite, 38 weeks
- Fourth Preference BandE, Single Standard with Washbasin, 38 weeks
- Fifth Preference BandF, Large Single Standard, 30 weeks
- Sixth Preference BandG, Single Ensuite, 30 weeks
- Seventh Preference BandH, Single Ensuite, 30 weeks
- Eighth Preference BandJ, Single Shared, 30 weeks
- Ninth Preference BandK, Twin Standard with Washbasin, 30 weeks
- Tenth Preference BandK, Twin Standard with Washbasin, 38 weeks

Additional Information

- Have a Medical Condition? No
- Wish to share accommodation? No
- Accommodation most important factor? Price

17. You're finished! If you wish, you may log back in and amend your preferences at any point until the application closes.

If you have any questions, please contact Student Accommodation

Email: StudentAccommodation@rhul.ac.uk

Tel: +44 (0)1784 443338