

# Accommodation Acceptance Guide

This is a guide to help you accept your offer of accommodation, once it is made. At the bottom of this document there are some answers to frequently asked questions and problems that may occur.

You should check your accommodation account regularly via [www.onlineaccommodation.soton.ac.uk](http://www.onlineaccommodation.soton.ac.uk) – you will be sent an email once you have an offer, but by checking your account on a weekly basis, you can avoid disappointment if you were to miss the email! The email will come from [pg1offer@soton.ac.uk](mailto:pg1offer@soton.ac.uk), so please add this to your ‘safe’ contacts list to ensure the email does not get filtered into your junk/spam folder.

Please remember, YOUR OFFER OF ACCOMODATION IS ONLY VALID FOR 10 DAYS! If you do not accept the offer within 10 days of it being issued, your room will be withdrawn and offered to another student.

Once you have received an offer of accommodation, you will need to accept this. Firstly, you will need to visit [www.onlineaccommodation.soton.ac.uk](http://www.onlineaccommodation.soton.ac.uk), and log in to your account. You can do this with

- Your log in ID (the email address you used when you applied for accommodation)
- Your password (again, you set this up when you first registered on the site).

Once you have accessed your account, please click on ‘contracts’ on the right side of the screen:

**Forename**  
Peter Demo  
**Family Name**  
Jones  
**Student ID**  
20243995

- Home
- Maintain
- Applications
- Contracts**
- Logout

**HOME**

**Welcome to the Accommodation Services Website.**

All communications for confirming or acknowledging applications or bookings will be sent to [peterdemojones@hotmail.co.uk](mailto:peterdemojones@hotmail.co.uk). This email address can be changed by [updating personal details](#).

You will be able to manage your accommodation matters through this site. This includes - applying for accommodation, tracking the progress of your application and accepting offers made to you. You can also view any contact address details we have on record for you and make any necessary changes.

Before filling out an application please make sure to visit the [Online Application Process](#) page of the Accommodation Service website to find information about making an application. You will also need to provide Emergency Contact Details before you can complete an application. This should be done by clicking on the Contact Details section of the Maintain button, located on the left of this page.

**Important:** Please ensure that you read all the notes on each page carefully. On some pages you may need to scroll down to view all the notes. This website will time out following a period of inactivity. This may result in some information being lost. To ensure that this does not happen make sure you know the type of accommodation you are looking for before you start filling in an application. This can be done by visiting the [Accommodation Service](#) website.

Please use the links from the menu on the left to proceed. Each choice in the menu is detailed below:

Maintain	
Personal Details	These are to view only, except for email address. Any amendments to the details stored here, apart from email address, must be made via your School of study at the University. The email address can be amended by clicking the Update button at the bottom of the personal details page.
Contact Details	The contact addresses that can be amended by you at this site are Web Application Address, Emergency Contact Details, Correspondence Address and Sponsor Contact Address. You will not be able to amend the Home Address, DDI 3 <sup>rd</sup> Party Addressee or Terminate Address. If these are wrong you should contact the Accommodation Service or your Academic School
Change Password	The password can be changed here.

**Applications**

The applications for accommodation can be created, amended and submitted here.

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Done Trusted sites

This will take you to your offer of accommodation, which will look something like this:

The screenshot shows a web interface for 'CONTRACTS HOME PAGE'. On the left is a navigation menu with links: Home, Maintain Applications, Contracts, and Logout. The main content area has a blue header, a text box with instructions, a table of offers, and a footer link.

Student Status	Application Type	Academic Session	Booking Reference	Booking State	Start Date	End Date	Expiry Date	
	Single Accommodation	2008/2009	STU29536	OFFER	27/09/2008	01/07/2009	15/08/2008	<input type="button" value="View"/>

To proceed, click on 'view' on the right side of the screen. This will take you to a very important screen, which will give you details of your accommodation!

At the top of the screen, you will see some instructions. Make sure you read these before continuing.

Below this, there will be a section headed 'booking details'. This will look like this:

The screenshot shows the 'Booking Details' section. It includes a blue header, a text box with instructions, and a list of key details.

**Booking Reference** STU29536  
**Application No.** 2354314  
**Offer Date** 05/08/2008  
**Offer Expiry Date** 15/08/2008

and will display your booking reference, application number, the date your offer was made, and the date it is due to expire. It is very important that you accept the offer before it expires, as, if you do not, your room will be offered to another student and we cannot guarantee you any further offers.

The next section on the web page is headed 'Accommodation details – residence agreement'. This will show you the hall complex, the premise (building), the postal address, and the occupation dates. You will not be issued with your room number at this stage – this will happen when you arrive at your Hall. The webpage will look something like this:

The screenshot shows the 'Accommodation Details - Residence Agreement' section. It includes a blue header, a text box with instructions, and a list of key details.

**Hall Complex** Small Halls/Archers Road  
**Premise** Gateley Hall - Self Catered Ensuite Room  
**Address** Gateley Hall, 15-17 Archers Road, Southampton, Hampshire, SO15 2WF  
**Occupancy Dates** 27/09/2008 to 01/07/2009

The next section is to do with accommodation payments; it will look like this:

## Charge Details

Listed below is the charge for the contract period specified in the Occupancy Dates above. Please note that once you have accepted this offer any pre-payments made (at the time of acceptance) will be displayed here.

**Description Charge**  
Hall Fees £3,919.55

## Payment Plan

Below is a list of estimated instalments related to your offer. If you are transferring rooms, this includes any outstanding charges for the previous accommodation.

NB: The amount in each instalment may differ slightly from your Financial Account as we are currently working on the system but the overall charge will be the same. Please check your Financial Account by logging into the Sussed Portal and choosing the Resources tab. This will provide you with accurate charges and due dates for your accommodation contract(s) a day or two after you move into the accommodation.

Payment method Automatic Collection

Instalment	Amount	Due Date
1	£1,089.55	20/10/2008
2	£1,386.70	19/01/2009
3	£1,443.30	27/04/2009

This section displays the total charge for the year, as well as the instalment dates and amounts. For further details on accommodation fees, please visit <http://www.soton.ac.uk/accommodation/apply/fees/fees0910.html>.

If you are happy with the offer of accommodation, you can scroll all the way to the bottom of the page, where you will be asked to read and agree to the terms and conditions for online payment, the Hall of Residence regulations, and the additional information on twin sharing (if applicable). You will need to read the relevant document, and then confirm that you have both read and agreed to this by placing a tick in the small box at the bottom of the page. Remember, this is a legal document, so please make sure you understand the terms, and the Hall Regulations, before you agree to them.

£1,443.30 27/04/2009

Before you accept your offer of accommodation you need to understand the contract you will enter into, so it is important that you read the following documents:

[Terms and Conditions for Online Payment and Accepting an Offer](#)

[Halls of Residence Regulations](#)

This document sets out your rights and responsibilities in your contract with the University.

[Additional Information about Twin Shared Accommodation](#)

If you have been offered a place as a **First Twin** or **Second Twin**, as stated in "Premise" in the Accommodation Details above, this document forms an addition to your contract.

To activate the 'Accept' button please confirm you have read and understood these documents by clicking the box. Then, to proceed, click on the 'Accept' button below.

[Items](#)

Once you have ticked the box to confirm you have read the documents, the 'accept'

To activate the 'Accept' but  
'Accept' button below.

button will become active.

You will need to click on 'accept', to proceed to the second stage.

The second stage of accepting an accommodation offer is all about the payment method. The screen will give details on the payment methods accepted, and of other useful information. It is possible to set up either a Direct Debit (DD) or a Recurring Card Payment Plan (RCP). A Direct Debit can only be set up with a UK bank account (you will need your account number and sort code), whereas a Recurring Card Payment Plan can be set up using all UK or International credit or debit cards (excluding American Express). Please note, you MUST set up a payment method in order to accept your offer of accommodation.

**Please note, we are unfortunately unable to accept Solo, Maestro or Visa Electron debit cards, and American Express and Diners credit cards.**

If you are a postgraduate or continuing student, you will be required to make a pre payment (which will be deducted from your final instalment of accommodation fees). Details of this prepayment amount would have been visible in the previous screen, in the 'Charge Details' section.

Once you have read through the webpage entitled 'Payment Options and Instructions', please click 'continue' at the bottom of the screen. You will then be taken to a web page that looks like this:

**UNIVERSITY OF Southampton** UNIVERSITY OF SOUTHAMPTON

Forename: Peter Demo  
Family Name: Jones  
Student ID: 20243995  
Home, Maintain, Applications, **Contracts**, Logout

**PAYMENT METHODS & TERMS**

Please choose one of the payment options given below by clicking the appropriate "radio button" before pressing the "Continue" button.  
Remember that you will need bank account / credit card / debit cards details to complete the online acceptance.

Total Charge: £3,919.55

Standard Contract (Saturday arrival) by Credit Card

Payment No.	Description	Amount Due £	Due Date
1		£1,089.55	20/10/2008
2		£1,386.70	19/01/2009
3		£1,443.30	27/04/2009
<b>Total Due</b>		<b>£3,919.55</b>	

Standard Contract (Saturday arrival) by Direct Debit

Payment No.	Description	Amount Due £	Due Date
1		£1,089.55	20/10/2008
2		£1,386.70	19/01/2009
3		£1,443.30	27/04/2009
<b>Total Due</b>		<b>£3,919.55</b>	

Please Note:  
The Short Contract excludes the Easter Vacation period. Students must vacate their accommodation entirely at that time.  
Please contact the Accommodation Service if you require details of other academic years.

Back Continue Cancel

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This screen will allow you to set up either a DD or an RCP, and also gives details of the instalment dates and amounts. Please place a dot in one of the circular radio buttons (circled above), depending on which payment method you would prefer to use. Please note you must set up a payment method in order to accept your accommodation offer.

Credit Card: If you select Credit Card, you will be taken to a page that looks like this:

The screenshot shows the 'Online Payments' page for the University of Southampton. It includes a navigation link for 'Online Payments Home' and a 'Southampton' logo. The page is divided into several sections: 'Applicant Details' with fields for Request ID, Student ID, Booking Code, and Email Address; 'Student Category' with radio buttons for 'New Undergraduate', 'New Postgraduate', and 'Current Student'; 'Accommodation Pre-payment' with a note about a £0.00 pre-payment; 'Accommodation Payments (Rent) Details' with information about the first term's instalment and subsequent payments; and a final instruction to click 'Next' to proceed or 'Back' to return. At the bottom, there are 'Next' and 'Back' buttons.

You will need to state whether you are a new undergraduate, new postgraduate, or a continuing student. You will then need to click 'next' at the foot of the screen. This will take you to a page that requests card details – please enter the details, making sure you include the full card number, 'valid from' and 'expiry' date, security number (from the signature strip on the back of the card), issue number (if applicable), the address at which the card is registered, and a contact email address. You will then need to click on the 'submit payment' button. This will take you to a screen which looks like this:

The screenshot shows the 'THANK YOU' confirmation page. It features the University of Southampton logo and name at the top. On the left, there is a navigation menu with links for 'Home', 'Maintain', 'Applications', 'Contracts', and 'Logout'. The main content area has a blue header with 'THANK YOU' and a light blue box stating 'Your payment has been processed.' Below this, a yellow box contains a message of thanks and provides contact information for accommodation offers.

This confirms that you have successfully accepted your offer of accommodation. An email has been sent to your registered email address, thanking you for accepting, and giving further details about arriving at halls. You can then click on 'return to contracts' at the bottom of the screen – this will take you back to the contracts page, and you can see that you have accepted the offer (see below).

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CONTRACTS HOME PAGE								
The table below contains summary information relating to any 'OFFERS' of accommodation you are holding. Please click the 'View' button on the right to display a detailed explanation of your offer and proceed with your acceptance or rejection.								
Student Status	Application Type	Academic Session	Booking Reference	Booking State	Start Date	End Date	Expiry Date	View
	Single Accommodation	2008/2009	STU29536	ACCEPTED	27/09/2008	01/07/2009	15/08/2008	<input type="button" value="View"/>
<a href="#">For information on tracking your application, please see our website</a>								

Direct Debit: Accepting your offer by Direct Debit is very similar to accepting by RCP. You need to select Direct Debit, and then click 'continue', and you will be taken to a screen where you are asked to input bank details into the system. You will need to enter the name of the account holder, the registered postal address for the account (i.e. where the statements get sent), an email address, and the bank account number (8 digits) and sort code (six digits, displayed as xx-xx-xx on your card/bank statement). Once you have entered these details, you can click 'continue'. This will take you to a screen confirming that you have accepted your offer, and will also give you the chance to view your contract. You can click on 'return to contract' and will be able to see that you have accepted the offer (see above).

### Questions and Problems:

We have tried to make the acceptance process as easy as possible; however, if you have any problems or questions, the answers should appear below. If they do not, or you have a very specific question, please [contact](#) the Accommodation Service on +44(0)2380 59 59 59, or by email to [accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk).

#### Registration and logging in:

1. I can't **log in** to my accommodation account.

You will need to enter your **Log in ID** and your **password**. You will **not** need your validation code; this is only used the first time you enter the site

2. I've lost my **log in ID**.

Your **Log in ID** is an email address you enter when you first register for accommodation. You will need to enter the address in full (i.e. [j.smith@internet.com](mailto:j.smith@internet.com)) If you cannot remember this address, you will need to **Re-register**. Please note, re-registering will not affect any submitted application, or offer of accommodation.

3. I've lost my **password**.

You set up your password the very first time you register your details on the accommodation application website. It is at least **6** digits long, and can be either letters or numbers, or both. If you cannot remember your password, you will need to click on the small '+' in the top left corner of the screen, select 'Request new password', and then enter your Log in ID (your email address).

An email will then be sent to this email address containing a new password. Once you enter this password, you will be asked to change it immediately to something more memorable to yourself.

4. I haven't received my **validation code**. What do I need to do?

As you have logged into the site before, you will not need to use your validation code. Please leave this field blank, and only complete the 'log in ID' and 'password' fields.

5. Do I need to use my **validation code** each time I log in?

No. You only need to use the **validation code** the **first time** you log in to your accommodation account.

6. I've lost my **validation code**.

You only need to use your **validation code** the **first time** you log in to your accommodation account. As you have already logged in before, you will just need to enter your **log in ID** and **password**. If this does not work, you will need to **Re-register** your details.

7. I need to re-register to access the site. Will this affect my application?

Re-registering on the site will not affect any saved or submitted applications in any way.

### **Accepting My Offer**

1. I cannot accept the offer because the 'accept' button does not work

You will need to read and agree to the terms and conditions, and also the Hall Regulations. If you place a tick in the box, confirming you accept these, the 'accept' button will become active, and you can continue through the process.

2. I do not understand the terms and conditions/hall regulations.

If you do not understand something, or would like to discuss an issue in finer detail, please contact us, either by email to [accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk), telephone on +44(0)2380 59 59 59, or face to face in the Student Services Centre.

3. I am unhappy with my offer/my offer is not exactly what I stated in my preferences.

While we make every effort to adhere to your preferences, we unfortunately cannot guarantee that every student will receive their preference. The offer you have been made is the most suitable room at the time of allocation. If you are not happy with your offer, you have two options:

- a) You can accept the offer, and then submit a 'transfer request' form. When you arrive in Southampton, you would move into your original room, but your Hall Manager would have a record of your request, and once a suitable alternative is available, you will be offered a transfer.
  - b) You can reject the offer, and resubmit a new application. We would not recommend you do this, as you would no longer be covered by the accommodation guarantee, and there would be a significant chance that we would not be able to make you another offer. If this was the case, you would need to consider renting a room in the private sector. Please contact us for more details if this is of interest to you.
4. I am not sure if I have accepted my offer in full.

If you are not sure whether you have completed the application process in full, please return to your accommodation account via [www.onlineaccommodation.soton.ac.uk](http://www.onlineaccommodation.soton.ac.uk) and log in. Once you have done this, please click on 'contracts' on the left side of the screen. Here will be your contract – if the status is still at 'offer', you have not completed the process and will need to go through it again. If the status shows as 'accepted', you have done all you need to do at this stage, and do not need to worry.

5. I have accepted my offer, but have decided halls are not for me/to withdraw from my course.

If you have already accepted your offer, and then decide that you do not need this accommodation, please contact us at your earliest convenience. If you contact us before the 1<sup>st</sup> September, we will be able to refund any pre payments to you. If you contact us after this date, refunds will be considered on a case by case basis. Please refer to the Hall Regulations for further details on your liability for accommodation fees.

**Please remember, we at the Accommodation Service are here to help, so if you have any questions about your application, your offer, or any else accommodation-related, please contact us via the details below and we will do what we can to assist you!**

**Email: [accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk)**

**Tel: +44(0)2380 59 59 59**

**Face to face: at the Student Services Centre, George Thomas Building 37, Highfield Campus, Southampton, SO17 1BJ.**