

## **Guide to applying for accommodation 2009/10**

This document is a guide to help you through the application process. Before you start, you need to make sure you have:

- A working email address
- An idea of what type of accommodation you would like to apply for
- Your 8 digit unique Student ID number. If you don't know this, you can contact [your academic department](#), or the Student Advisory Team on [ssc@soton.ac.uk](mailto:ssc@soton.ac.uk) or +44(0)2380 595 959

### **Registering and Logging In**

Once you have these, you can go ahead and make an application for accommodation in Southampton! Please follow the simple steps below:

- 1) You will need to visit <https://www.onlineaccommodation.soton.ac.uk> and click on the link in the middle of the page that says '[click here and register](#)'
- 2) You will then need to enter your details:
  - Student ID: This is an 8 digit number that appears on your offer of study letter. If you do not know the number, please contact [your academic department](#), or the Student Advisory Team on [ssc@soton.ac.uk](mailto:ssc@soton.ac.uk) or +44(0)2380 595 959
  - Your Family Name: Your family name that you have provided to the University on your application form or that you have provided to UCAS and they have in turn passed this on to the University.
  - Your date of birth: please note that this needs to be entered as DayDay/MonthMonth/YearYearYearYear. For example, if you were born on the seventeenth of March Nineteen-Eighty Nine, you will need to enter 17/03/1989.
  - Login ID: You should enter your email address, as this is where all correspondence regarding accommodation will be sent
  - Re-enter Login ID: You simply need to re-enter your email address
  - Password: You will need to set up a password that you will remember; this will need to be AT LEAST six characters long, and is case sensitive.
  - Re-enter Password: Please re-enter the password you have set up above
- 3) Once you have completed these steps, an email containing a six digit 'validation code' will be sent to your email address (the one you entered as your 'login ID'). You will need to access your email account, collect the six digit code, and then go back to the online application site, and enter this into the relevant field. PLEASE NOTE sometimes the email containing the 'validation code' is filtered into the spam or junk folder of your email account. If you cannot find the email in your main inbox, please ensure you also check

the spam/junk folder of your email account. Please also note that you will only need this validation code the FIRST time you visit your accommodation account.

Once you have completed these steps, you should be able to see this screen:

The screenshot shows the University of Southampton Accommodation Services Website. The page header includes the University of Southampton logo and the text 'UNIVERSITY OF SOUTHAMPTON'. The user's profile information is displayed on the left: Forename Peter Demo, Family Name Jones, and Student ID 20243995. A navigation menu on the left lists: Home, Maintain, Applications, Contracts, and Logout. The main content area is titled 'HOME' and contains a welcome message: 'Welcome to the Accommodation Services Website.' It provides instructions on how to use the site, including applying for accommodation and managing contact details. A table under the 'Maintain' section lists options: Personal Details, Contact Details, and Change Password, each with a brief description of what can be updated. The 'Applications' section states that applications can be created, amended, and submitted here. The footer mentions the website was developed by Occam Systems.

This is your University of Southampton Accommodation Account. This account will allow you to update your contact details, submit an application for accommodation, check any offers made to you and accept your contract.

The first thing you will need to do is to update your emergency contact details. To do this please click on 'Maintain', and then on 'Contact Details'

This is a close-up screenshot of the navigation menu from the previous image. The menu items are: Home, Maintain, Personal Details, Contact Details, Change Password, Applications, Contracts, and Logout. The 'Contact Details' item is circled in red, and a red arrow points from the text above to this item. The background shows the top part of the page with the user's name and student ID.

You will then be given the opportunity to change your contact details; at this stage, the two most important addresses to update are:

- 1) Emergency contact details: You must enter some details, so we have a record of who to contact if there is a problem when you are living in Halls
- 2) Web application address: If at any point you want to change the email address that is used by the Accommodation Service to send you information, you can do so through this link.

### **Submitting an Application**

Before you submit an application for accommodation, you will need to decide what you would like to apply for. There are some details of our accommodation in the Accommodation Brochure you have received, but for full details please visit the [www.soton.ac.uk/accommodation](http://www.soton.ac.uk/accommodation). When you apply for accommodation, you will need to decide on a first, second and third preference with the following choices:

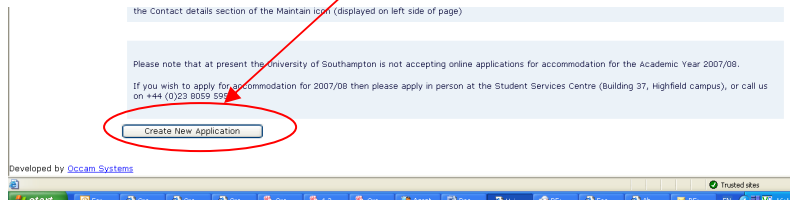
- 1) [Part-Catered/Self-Catered](#) – whether you would like meals to be provided, or cooked by yourself
- 2) [Room Type](#) – The type of room would like to live in; from a standard room to a self contained flat
- 3) [Contract Duration](#) – whether you require a short, standard or long contract
- 4) [Hall Complex](#) – Which of our three sites you would like to apply for

PLEASE NOTE: The preferences you state on your application form are used as a guide only. While every effort is made to adhere to your preferences, the accommodation offer process is very much dependent on availability of rooms at the time of allocation.

Once you have decided on your options, you will need to go through and submit an application for accommodation. To do this, please click on ‘applications’ on the left side of the screen



This will take you to a screen with some information about different student types, and has a link at the bottom of the screen to ‘Create a New Application’



In the next screen, you will need to answer four basic questions to assist us with your application. The questions are:

- 1) The Academic Session: This is simply which academic year you are planning on joining us.
- 2) Student Status: You will need to state what type of student you are; If you are starting a new undergraduate or postgraduate course at this University then you are a New student, but if you are continuing on the same course you are a Current student. You can also confirm if you are a mature student, as this may affect where you are offered a room.
- 3) Type of Application: This option is whether you are applying for single accommodation, or for couples or families. Please note that applicants for couples and family accommodation are not covered by the [Accommodation Guarantee](#).
- 4) Place of Study: You will need to state the city in which you are studying. For most students this will be Southampton, but for some students, most notably Art student and Nursing students, this may be Winchester, Basingstoke or Portsmouth. You should check with your [School of Study](#) if you have any queries regarding this.

Once you have selected your answers, you will need to press the 'next' button at the bottom of the screen, and you will then be taken to...

Address: <https://www.onlineaccommodation.soton.ac.uk/eServices/applications/appwiz.do>

UNIVERSITY OF Southampton UNIVERSITY OF SOUTHAMPTON

**Forename**  
Peter Demo

**Family Name**  
Jones

**Student ID**  
20243995

- Home
- Maintain
- Applications
- Contracts
- Logout

**ACCOMMODATION OPTIONS**

Please select your Accommodation Options from the table provided below.

For further details of the variety of rooms available for your accommodation options please see the notes on [Making an Application](#) on the Accommodation Service website.

**Please Note:** You must enter the minimum number of choices, for your type of application, in order to proceed. For Applications in Winchester and for Family Accommodation you must enter at least one choice. Couples applications must contain at least two choices. For all other applications you are required to enter at least 3 different options.

Please enter alternative Hall Complexes. If you only provide us with one hall complex then it may be necessary to choose a different hall complex in order to allocate you to suitable accommodation.

Accommodation Category / Catering Option	Room Type	Contract Duration	Hall Complex	Start Date	End Date
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		

\* All fields marked with an asterisk require completion.

Select your options starting with accommodation category and finish with Hall Complex (Hall Complex is not applicable for Family Applications).

The start and end dates reflect the fixed contract length you have selected. If you need to arrive before or after the start date due to your academic commitments, please let us know when you receive your offer of accommodation by emailing [arrivals@soton.ac.uk](mailto:arrivals@soton.ac.uk)

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This is the stage in the application process where you tell us your preferences. It is important that you check the Accommodation Service website to decide on the type of accommodation you would like to apply for. There are four categories, and you will need to make at least three different application lines, so we can use your specifications to allocate you a suitable room.

The four options you will need to select are as follows:

- 1) [Part-Catering/Self-Catering](#): whether you would like meals to be provided, or cooked by yourself. Please note that in catered halls, all residents have access to shared kitchens, and have their own lockable storage cupboard
- 2) [Room Type](#) – The type of room you would like to live in; from a standard room to a self contained flat
- 3) [Contract Duration](#) – whether you require a short, standard or long contract
- 4) [Hall Complex](#) – Which of our three sites you would like to apply for

You will need to select options starting from the left of the screen (ie catering options firstly, then room type, then contract duration, then hall complex). The application system will filter the options available to you to reflect the accommodation offered by the University of Southampton.

If you are applying for single or couples accommodation in Southampton, you **MUST** state three preferences, but you can submit a maximum of five preferences if you choose. If you are applying for family accommodation in Southampton, or single accommodation in Winchester, Basingstoke or Portsmouth, you will only be able to select one option.

Once you have stated your preferences, your screen should look something like this:

Address: <https://www.onlineaccommodation.soton.ac.uk/eServices/applications/appwiz.do>

UNIVERSITY OF Southampton UNIVERSITY OF SOUTHAMPTON

**Forename**  
Peter Demo

**Family Name**  
Jones

**Student ID**  
20243995

Home  
 Maintain  
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 Contracts  
 Logout

**ACCOMMODATION OPTIONS**

Please select your Accommodation Options from the table provided below.

For further details of the variety of rooms available for your accommodation options please see the notes on [Making an Application](#) on the Accommodation Service website.

**Please Note:** You must enter the minimum number of choices, for your type of application, in order to proceed. For Applications in Winchester and for Family Accommodation you must enter at least one choice. Couples applications must contain at least two choices. For all other applications you are required to enter at least 3 different options.

Please enter alternative Hall Complexes. If you only provide us with one hall complex then it may be necessary to choose a different hall complex in order to allocate you to suitable accommodation.

Accommodation Category / Catering Option	Room Type	Contract Duration	Hall Complex	Start Date
Self Catered	Standard room with washbasin	Standard Contract (Sunday arrival)	Wessex Lane Halls Complex	28/09/2008
Catered	Enhanced room with washbasin	Short Contract	Small Halls/Archers Road	28/09/2008
Self Catered	En-suite room	Standard Contract (Saturday arrival)	Glen Eyre Halls Complex	27/09/2008

\* All fields marked with an asterisk require completion.

Select your options starting with accommodation category and finish with Hall Complex (Hall Complex is not applicable for Family Applications).

Back Next Cancel

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Done Trusted sites

You can scroll along on the bottom scroll bar to check the residency dates; once you are happy with your selection, please click on 'next' at the bottom of the screen.

**Please note that the University of Southampton will endeavour to allocate according to your options wherever possible, but this is subject to room availability at the time of allocation.**

The next screen will ask you to state any special circumstances, including

- 1) Medical Needs: Please state any medical conditions you may have. It is important that you make us aware of this, as this information may help us to make a suitable allocation
- 2) Smoking/Non-Smoking Room: You can confirm whether you would like a smoking room, a non-smoking room, or have no preference. Please note that smoking in halls is only allowed in designated 'smoking rooms', and these rooms are allocated subject to availability.
- 3) Mixed Gender Accommodation: You can state whether you would prefer a mixed sex flat, a single sex flat, or you have no preference.

You can also write notes next to these three categories, if further explanation is necessary.

There is also a 'free text' box on this page, where you can write anything else you would like to be taken into consideration. This can include details of a medical issue, cultural concerns or just general information that you think we need to know!

Once you've completed all the fields, your screen should look like this. You will need to click on 'next' to proceed.

Address: <https://www.onlineaccommodation.soton.ac.uk/eServices/applications/appwiz.do>

**UNIVERSITY OF Southampton**

**PERSONAL PREFERENCES**

Please give us information about yourself and your personal preferences to help in the allocation of accommodation.

**Lifestyle**

Question	Answer	Notes
Do you have any special medical needs?	No	
Would you like to be able to smoke in your room? *	I do not want to be in a smoking area	
Would you prefer mixed gender accommodation? *	I am happy to be in mixed gender accommodation	

**General Notes**

I would prefer to be in a ground floor room please

\* All fields marked with an asterisk require completion.

**Please Note:** Smokers will be allocated to designated smoking rooms only - subject to availability.

Back Next Cancel

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The next screen you will see is a simple summary of what you have applied for. You can review this page, and, if necessary, click the 'back' button if you want to change anything. If you are happy with your application, click on 'save' at the bottom of the page. Your application is now saved, and you will see a screen much like the one below:

Address <https://www.onlineaccommodation.soton.ac.uk/eServices/applications/appwic.do>

UNIVERSITY OF Southampton UNIVERSITY OF SOUTHAMPTON

Forename  
Peter Demo

Family Name  
Jones

Student ID  
20243995

- Home
- Maintain
- Applications
- Contracts
- Logout

**SUBMIT APPLICATION**

Your application has now been saved.

For your application to be considered for allocation, you need to submit this application. If you are happy with the options you have made please submit now.

OR

You may exit the process at this time and return later when you are ready to submit your application for accommodation. Please note that if you do not submit your application we cannot consider you for a room.

If you have already submitted a previous application you will need to delete this before you can submit a new one.

To activate the submit button please confirm you have read and understood the [Terms and Conditions of Applying for Accommodation](#) by clicking the box below. Then, to proceed, click on the submit button at the bottom of the page.

Submit Exit

Developed by [Occam Systems](#)

Done Trusted sites

The very last stage of the application process is to agree to our [Terms and Conditions of Applying for Accommodation](#). Please make sure you read the [Terms and Conditions](#), and then place a tick in the box ringed above. Once you have agreed to the terms and conditions, the 'Submit' button at the bottom of your screen will become active, so click on this button to complete the process.

Congratulations! You have now successfully submitted an application for accommodation at the University of Southampton. Your screen will now show an application number that you should make a note of. An email will also be sent to your registered email address, to confirm the receipt of your application.

REMEMBER! You can check on the status of your application at any time by visiting the [www.onlineaccommodation.soton.ac.uk](http://www.onlineaccommodation.soton.ac.uk), logging into your account, and clicking 'applications' on the left side of the screen.

If at any point during the application process you have any questions, or experience any system errors, please contact the Accommodation Service by telephone on +44 (0)2380 59 59 59, by email on [accommodation@soton.ac.uk](mailto:accommodation@soton.ac.uk) or face to face in the Student Services Centre. You can also contact us by fax and post.

## Questions and Problems

We have tried to make the application 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.

If you are visiting this website for the first time, you will need to **register** your details. To do this, click the small '+' in the top left corner of the screen, click on 'register', and then complete the boxes

If you are returning to the site, 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 (ie [j.smith@internet.com](mailto:j.smith@internet.com)) If you cannot remember this address, you will need to **Re-register**.

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?

Firstly, please check your 'junk/spam' mail folder in your email account. Your **validation code** is sent to you from the email address [pg1offer@soton.ac.uk](mailto:pg1offer@soton.ac.uk), and occasionally, some email providers filter the email into a spam/junk folder. If the **validation code** is in your spam/junk folder, you can proceed and enter this into the relevant field on the accommodation application website. If the **validation code** email is not in your spam/junk folder, then you will need to **Re-register**.

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. If 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. Do I need to apply if Southampton is my insurance choice?

We would encourage you to apply for accommodation as if you do come to the University of Southampton, you would be covered by the [accommodation guarantee](#) (as long as you comply with the other criteria). However, please note that you may be offered a [shared room](#) for the initial period in the autumn term. Please check our website for further details.

8. Do I need to apply for accommodation if I hold a deferred offer of study?

You would certainly need to submit an application to live in Halls through the application website, [www.onlineaccommodation.soton.ac.uk](http://www.onlineaccommodation.soton.ac.uk).

9. 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.

### **Changing your details**

1. How do I change my personal details?

You will need to log in to your accommodation account, and then click on 'maintain' on the left hand side of the screen. You can then change your registered email address, correspondence address, emergency contact address and your password for your accommodation account.

2. How do I change my password?

You will need to log in to your accommodation account, and then click on 'maintain' on the left hand side of the screen. You can then select 'Change password' and follow the steps to amend the password.

3. My name is spelt incorrectly/my date of birth is incorrect. What do I need to do?

You will need to contact your [academic department](#) in order to make these changes.

### **Completing an application**

1. I'm not sure of my student status.

If you are already at the University of Southampton, and are progressing on to another year of your course, you should state that you are a 'current student', and the level you are studying at (eg undergraduate/postgraduate level). If you are a new student at the University of Southampton, or if you have starting a new course here, please state that you are a 'new' student.

2. What does 'mature' student mean?

If you are over the age of 21 when you apply, you can state that you are a mature student. This helps us with the allocation process, as we can place mature students in separate areas than younger students, as their lifestyle choices can sometimes conflict.

3. When I select my catering/room/hall/contract preferences, the options I require are not on the dropdown menus.

Firstly, make sure that you are working from left to right on the screen, as the application form is designed to reflect the accommodation preferences we have available. If your preferred option is not shown, it may be that it is not available. Please check the accommodation website or contact the Accommodation Service for clarification.

### **Submitting an application**

1. My application state says 'saved'; how do I submit it?

You will need to log in to your accommodation account, click on 'applications' on the left hand side, and then on 'view'. You will then have the option at the bottom of the screen to 'submit' your application. Please click on 'submit' and you will be asked to read and agree to the [terms and conditions](#) of applying for accommodation. Please read these terms, and then place a tick in the small box in the middle of the screen. The 'submit' button at the bottom of the screen will now be active; click on this to submit your application.

2. The 'submit' button is greyed out, and I can't submit my application.

You will need to read and agree to the [terms and conditions](#) of applying for accommodation, by placing a tick in the small box in the middle of the screen. The 'submit' button at the bottom of the screen will now be active; click on this to submit your application.

3. I have saved my application; do I need to submit it?

You certainly do! We can only process applications once they are submitted, so please do this as soon as possible. See statement 1 above for details on how to do this.

4. I have submitted an application, but have now changed my mind and would like to apply for different options. How do I do this?

To change your application, you will firstly have to delete your submitted application, and then create a new one. To do this, you will need to contact us and request, in writing, that we cancel your application on your behalf. Once we have done this you will be able to submit a new application via your accommodation account at [www.onlineaccommodation.soton.ac.uk](http://www.onlineaccommodation.soton.ac.uk).

5. How do I check the status of my application?

You can check the status of your application at any point once you have saved or submitted a form. To do this, please visit [www.onlineaccommodation.soton.ac.uk](http://www.onlineaccommodation.soton.ac.uk) and log in to your accommodation account. Once you have logged in, you can select 'applications' on the left side, and then 'view' to see details of your offer.