UNIVERSITY OF PLYMOUTH

Residence Life and Student Accommodation Services Portal Guide

A step by step guide on how to apply for university-managed accommodation using the University of Plymouth accommodation portal

Logging in for the first time

When the portal opens for bookings, you will receive an email to the address provided on our UCAS form (or application form if you are a postgraduate).

To login for the first time, you will need to do the following:

1. Click set password
2. Enter your email address and student number
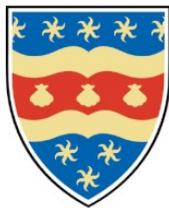
UNIVERSITY OF PLYMOUTH

≡   Set password

You will then receive an email asking you to click the link and set password.

IMPORTANT: Remember to keep a note of your password, as you will need it to log into the portal to accept your room offer and manage your accommodation account throughout the year.

Help

If you need any help with logging in, please contact the Residence Life and Student Accommodation Services team.

Telephone: +44 1752 588644
Email: residencelife@plymouth.ac.uk

Your homepage

When you first log into the Portal, you will be taken to your personal homepage.

Click on the 'Room Application' link located in the black bar at the top of the page to begin or continue your application.

Beginning your application: Stage One

Please allow approximately 10 minutes to complete the first stage of your application. Further information about Plymouth University accommodation may be found on the Accommodation pages of the University website.

Step 1: Welcome page

Please select your license length and press continue.

Returning to your application?

If you are returning to the Portal having already completed Stage One, please reselect your chosen license length and click the 'Continue' button to resume your application.

Step 2: Please check the information we have for you

We will use the information you provide on this page to contact you about your accommodation application, so it is important to ensure that your details are correct. All of the information on this page will be kept confidential.

Please review your personal details. If there are any errors in your name, date of birth or gender information, you will need to update this in UCAS Track. Also email admissions@plymouth.ac.uk with any changes. Please note that it can take up to 48 hours for any amendments you make to be updated in our system.

Add additional personal information and contact details as requested, including details of at least one emergency contact.

When you are ready, click on the 'Save & Continue' button to continue. This will confirm to us that you consider the information to be correct.

Step 3: Third Party permissions

You are able to give permission to another person to talk about your application on your behalf e.g. Parent/Guardian. This is not the same as your emergency contact and will enable the Accommodation Team to contact the nominated person(s) about the following:

Completion of the application, notifying us if you miss any deadlines regarding completing your application and fire safety, providing a copy of the licence, your term time address and balance of your account.

Please note, we will not discuss anything other than the above with your nominated person.

Step 4: Select your room profile

Here is where you select your room type from the drop down menu to make your selection with the added option of living in an alcohol free or single sex flat. We expect flat mates to define the terms of their living arrangements once they have arrived, however as a guide we would expect no alcohol to be consumed whilst within an alcohol free flat (although students can drink if they choose outside of the flat). In a single sex flat we would recommend that there are no visitors to the flat of the opposite sex even in the case of family members.

We are unable to guarantee we will meet your requirements, but we try and accommodate all requests.

If you don't want either of these options please select neither.

Click the button to save and continue.

Step 5: Any other requirements

Here you have the opportunity to advise us of any other room preferences you have i.e. ground floor. If you would like to request to live with someone you will need to enter their name and student number into the room preference comments box. The other student will also need to add your name to their application or we will not be able to meet this request.

If you have a medical condition or disability which requires adaptations to your room please use the drop down menu to proceed to the room adaptation requirements page. If not press 'Room selection' to continue.

Step 6: Room selection

On the initial selection page please select the hall you would like to live in, note only available Halls will be listed, you are able to change this once you have selected.

The room list shows the types of rooms still available for the profile (neither, alcohol free, single sex).

You can use the filters on the left hand side to amend you choices of halls.

Once you have selected your room type, you will have ten minutes to confirm you selection. Once you have confirmed you will be unable to change you room type without contacting the accommodation office on residencelife@plymouth.ac.uk.

What happens next?

We will start to allocate rooms closer to your arrival. It is unlikely that we will need to contact you before we offer you a room, but please do check your email account regularly during the summer.

Once you receive your room offer please read the terms and conditions of your license agreement carefully and if there is anything you don't understand please contact Residence Life. You have 7 days in which to accept the offer and pay your £300 advanced rent, if you do not accept your offer within 7 days the room may be offered to another student.

We look forward to seeing you in September!

Useful contacts

Residence Life and Student Accommodation Services

The Residence Life and Student Accommodation Services team are available
to help you with any accommodation-related enquiries.

Telephone: 01726 588 644
Email: residencelife@plymouth.ac.uk

UCAS Track
If you are an undergraduate, you will need to contact UCAS Track if you wish
to update or amend any of your personal information (e.g. name, date of birth).