Residence Life and Student Accommodation Services Portal Guide

Last updated on 21/02/2017

Joining us in 2017? Here’s how to apply for university-managed accommodation using the Plymouth University Accommodation Portal.

Logging in for the first time

You will receive an email to the address provided on your UCAS form (or application form if you are a postgraduate) to advise you when the portal is open for bookings. To login for the first time, you will need to do the following:

1. Enter your email address
2. Click ‘Generate Password’

You will then receive an email containing your password. For security reasons, the link will expire after 10 minutes. If you miss it, don’t worry – just click ‘Generate Password’ again.

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.
Forgotten your password?
If you have forgotten your password, enter the email address and click ‘Generate Password’ as above. You will then receive an email with your login details.

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 ‘Application’ link in the black bar at the top of the page to begin or continue with 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 your application’ 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 treated confidentially.

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. 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.

Please ensure that you include information about any specific requirements you have (including disabilities or medical needs) that might affect the type of accommodation that you require or that we should be aware of in the event of an emergency.

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: Personal profile

This page gives you the opportunity to tell us some more about your living preferences using the sliders and drop-down boxes.

To use the sliders, click on the blue squares and drag them left or right along the bar to indicate your preference.

When you are happy with the information you have entered, click the ‘Save & Continue’ button at the bottom of the page.
Step 4: Select your room options

Here you must use the drop down menus to select, first your hall and then the room type that you would like to live in. You will need to choose five options. The drop down list is dynamic, so you will not be able to select the same room type twice. Please note these options are in no particular order of preference and they are not guaranteed.

Click the button to save and continue.
What happens next?
We will start to allocate rooms in August. 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 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 £250 deposit. If you do not accept your offer within 7 days the room may be offered to another student.

The Residence Life Team will be in contact with you very soon to provide information about arrivals.

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

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).