Frequently Asked Questions

These frequently asked questions should answer most of your queries which relate to the Personal Details, Academic and Fees Sections of eRegistration. If you still require help, please e-mail ereg@abdn.ac.uk.

A Step-by-Step Guide is also available

**Note:** During the following periods there may be times when the eRegistration system is unavailable to new students. This coincides with the Scottish Higher, and A-Level, results periods when data is transferring in to the University from UCAS:

- Generally end of July to mid-August

**How do I log in to eRegistration?**

- Returning students use your normal log in details;
- New students use the information below.

### On Campus

**Loggin ON TO THE COMPUTER** (this may already be done for you)
- Press keys Ctrl + Alt + Delete, then click OK
  This will display the login window
- In the **User name** box, type **register**
  Leave the password box empty; click OK

**eREGISTRATION LOGIN**
- Once you are logged into the PC, you will be taken to the eRegistration web page

### Off Campus

- If you have access to the internet, enter the following web-address: [www.abdn.ac.uk/ereg](http://www.abdn.ac.uk/ereg)

**You will then be prompted to enter:**

(i) your date of birth in the format DD MMM YYYY (01 Jan 1997)

(ii) your 8-digit student ID number
  - Returning students should use the 8 digit number from their current ID card e.g.51565434 or
  - New students - This is the 8 digit number on the Certificate of Acceptance for Studies letter. Generally the first digit will commence with a 5, for example, 51712345. Please do not use the 10 digit applicant number that you used during the application process.

**You will then be invited to proceed to initialise eRegistration for session 2017/18 – click this link.**
Once into the eRegistration portal, you will find there are 4 separate sections to complete, corresponding to the 4 segments of the University shield: Personal, Course of Study Details, Computer Account registration and Finance Details/Fees. You need to complete each of these in turn. When a section is complete the corresponding segment of the University shield will change from black and white to colour. You have completed eRegistration when all parts of the shield are in colour.

I am unable to log in to eRegistration, what can I do?
- Check you are using the correct ID number and date format

Ensure you are using the 8 digit number from your Certificate of Acceptance for Studies letter, or ID card. Generally the first digit will commence with a 5, for example, 51712345. Please do not use the 10 digit applicant number that you used during the application process, or your UCAS number.

The date format required is DD MMM YYYY (01 Jan 1998).

If you have tried the above and you still cannot get access, contact ereg@abdn.ac.uk. It might be, for example, that you have not yet been ‘cleared’ for admission, or there could be an error with your date of birth.

Summer School Students
- I have two ID numbers, which should I use?

If you are continuing your studies after attending the University's Summer School, please ensure that when you log-in you continue to use your Summer School Student ID number. Do not use the UCAS number or any other number allocated to you by the Admission's Office.

Personal Information (top-left part of the University’s shield)
- Can I amend my personal details?

No - you should check your details via your Student Portal when it opens (about 48 hours after you complete Registration). The Student Portal can be found by clicking on the Quick Links section of the Students’ Infohub webpage containing the link to the Student Portal www.abdn.ac.uk/infohub/index. You should use the Student Portal throughout the year to update your personal details, particularly your local term-time address (i.e. your address in the Aberdeen area).

If you click Agree in error and the system locks you out, wait until your Student Portal opens then add your details through that facility.

- Do I have to complete all the missing details?

You should provide all the missing information as it is required for statistical purposes by external UK Government bodies. Names will not be released to these bodies. However, if you feel strongly that you do not wish to provide a particular piece of information, please email the Data Protection Officer to lodge your concern at: dpa@abdn.ac.uk.

Please note that it is a legal requirement, by the UK Home Office Visa and Immigration authorities (UKVI) that international students on a Tier 4 visa must provide a valid home address and local
term-time address (ie in Aberdeen). If found not to be living there, we are obliged to report this to the UKVI, meaning that your Tier 4 visa could be curtailed and you must leave the UK. Please therefore ensure that your address is always kept up-to-date.

- **What is all this information used for?**
  Some of the questions will seem really odd and probing but it is an external UK Government body that requires the University to collect such data. The information is submitted in statistical form to the Higher Education Statistical Agency (HESA) as a condition of the University’s Funding Grant from the Scottish Funding Council. It is anonymous and provides information on Universities in general to Funding Councils and is available under the Freedom of Information Act.

**NAME**
1. I don’t have a mobile phone number, can I leave this blank?
   No—If you do not have a mobile phone, you will need to insert eleven zeros. It is, however, helpful to the University to hold your mobile phone number, if you have one.

**SOCIAL & ETHNIC BACKGROUND**
2. It asks about the number of dependent children, does this question relate to me or my parents?
   It is YOUR dependent children, not your parents. If none, please enter 0.

**COUNTRY/DOMICILE**
3.1 Why do you need to know my Country/Local Authority/Place of birth?
   Certain University bursaries or scholarships are open only to those born in particular countries, towns or villages. Your answer to these questions will enable us to inform you of these.

3.2 Legal Nationality – what information is required here?
   This should indicate the country, whose citizenship or passport you hold. If you hold dual nationality, please choose one of them, giving preference to the UK or another member country of the European Union, where appropriate. If your nationality is not listed select ‘Stateless’ and contact the Registry (studentrecords@abdn.ac.uk).

3.3 What is my Country of Origin/Domicile?
   This is the country in which you normally lived before starting your current degree programme and reflects the position at your point of admission to the University. You can however e-mail the Registry (studentrecords@abdn.ac.uk) if you believe what we currently hold is not correct.

3.4 My Home Local Authority is incorrect, can I amend it?
   [Applicable to students domiciled in the UK & Islands only]
   No – this will have been transferred from your application for admission, and reflects the position before you entered. You can, however, e-mail the Registry (studentrecords@abdn.ac.uk) to request a change if you believe what we currently hold is not correct.
HOME ADDRESS

4 My Home, Term and Next of Kin addresses are all the same. Do I need to complete each section individually?

No. In the Home address screen you will notice two check boxes. Tick the box(es) that apply if your addresses are the same.

TERM ADDRESS

5 My local Term address in Aberdeen is not yet known. What can I do to complete this section?

Enter the address where you will be staying on your first night at university if known. If not known, enter your Home address. When your Student Portal opens please amend your address through this facility.

EMERGENCY CONTACT

6 Do I need to give details of an emergency contact?

Yes, it is important that the University has details of who to contact in an emergency (e.g. pandemic flu, Ebola outbreak, but hopefully this will never happen). We require the name of the person, their address and telephone number. This does not need to be a family member but could be a close friend or partner.

DISABILITY

7 I have no disability, how do I complete this section?

If you have no disability, you should select ‘No known disability’ from the drop-down menu. This will automatically set the answer to the Disabled Student Allowance question to ‘No’.

PREVIOUS EDUCATION INSTITUTION

8.1 I have been to two (or more) schools or universities, do I need to list them all?

No, you only need to list the most recent one.

8.2 I am an EU or International Student, what should I put for my previous institution?

If you are an EU or International Student, select non-UK institution, the University does not require further information on this.

8.3 I can’t find my University in the listing?

If you attended a UK University, under ‘Institution Type’ select ‘Other UK including University’, then click ‘Next’. Select your University from the ‘Institution’ listing.

Course of Study Details (top-right part of the University’s shield)

9.1 I am a post-graduate student (i.e. graduate entrant), do I need to list my School qualifications as well as my undergraduate degree(s)?

No, we only require details of your undergraduate degree(s) and any other postgraduate qualifications (e.g. for example, BSc in Biology, MSc in Environmental Studies).

9.2 My entry qualifications are incorrect & I have completed the box. Will they be changed now?

Undergraduate students should provide the Admissions Office with proof of the amendment(s) required before they make the change. Postgraduate student information will not be amended.
Tuition Fees (bottom-left part of the University’s shield)

10.1 Can I pay my accommodation fees through the eRegistration facility?
No, the fees part of electronic registration refers only to tuition fees. For information on accommodation fees go to [www.abdn.ac.uk/accommodation](http://www.abdn.ac.uk/accommodation).

10.2 Do I have to pay my tuition fees now as I am not commencing my studies for some time?
No, those paying all or part of their own tuition fees (shown as SELF on the screen) are asked to make at least a minimum payment (50% of the total fee that you are personally due) in advance of commencing study at the University (this applies to tuition fees over £250) and complete a payment plan for the balance. Please note that SELF includes payment by other family members. Please carefully consider how much you will pay through the eRegistration payment facility as only a single payment is permissible each academic year.

It is possible to pay in person at the InfoHub in the Students’ Union building, but as this could be time consuming for you it is recommended that if at all possible you make payment electronically. Cheques should be made payable to University of Aberdeen.

10.3 A sponsor is paying some/all of my tuition fees - what do I do?
If your fees are being paid by a third-party sponsor (e.g. the SAAS, Student Loan Company (SLC), Shell Expro, etc.) the University will invoice that body directly. It is, therefore, essential that new students, or students with a new sponsor, enter their sponsor’s information on eRegistration AND send proof of sponsorship to the Fees Team ([see Qu. 13](#)). Proof of sponsorship needs to be provided in the form of a letter to Registry Student Services (not to the Admissions Office), on company headed paper indicating their intention to cover tuition fees, and include all relevant details including the name of the student concerned, the student’s 8 digit ID number (not the 10 digit applicant number) and degree programme details if known, the length of time that fees will be covered, etc.

10.4 I have applied to a sponsor/sponsors to pay my tuition fees but I have not yet had a response to confirm that they will pay. What should I do?
In eRegistration you should enter the information regarding your expected sponsor into the Fee Settlement screen and give details in the box provided (with an email address if you do not yet have a University email account) AND, when you receive confirmation, submit proof of sponsorship to the Fees Team ([see Qu. 13](#)). The Fees Team will get back to you if there is a problem. Your financial information cannot be updated with your sponsorship details until proof is received by the Fees Team. Proof of sponsorship needs to be provided in the form of a letter to Registry Student Services (not the Admissions office) on company headed paper indicating their intention to cover tuition fees, and include all relevant details such as the name of the student concerned, the student’s 8 digit student ID number (not the 10 digit applicant number) and degree programme details if known, the length of time that fees will be covered.
10.5 Should I bring the letter of confirmation from my sponsor to the University?
It is essential that new students, or students with a new sponsor, submit proof of sponsorship to the Fees Team (see Qu 13). If you are unable to do so in advance, please bring a copy with you and submit it prior to collecting your student ID card. In the case of those who have applied to the SAAS, or Student Loan Company, it is not as important to submit proof as these bodies contact us directly but if you have it please give a copy to us, or post a copy in the box in the InfoHub in the Students’ Union building. Write your student ID number on the copy before posting. There is no need to wait in the queue.

10.6 I am Scottish, why are you asking me who is paying my tuition fees for me?
All students expecting the Scottish Government to pay their tuition fees must apply to the Student Awards Agency for Scotland (SAAS) and must reapply every year. The SAAS will send you an award letter when sponsorship is confirmed and they will pay your tuition fees directly to the University. The web address for SAAS is www.saas.gov.uk.

10.7 My tuition fees are not displayed, what does this mean?
Where tuition fees are not displayed it usually means that your fees have not yet been calculated. We are continually updating fee information so check the fees part of eRegistration in a couple of days. If the situation continues, email the Fees Team who will investigate. If you are on a programme of study where your fees are based on the number of credits you are taking (e.g. Project Management, MEd) you or the School must inform the Fees Team of the course modules you are taking in the academic year. Your tuition fees will be calculated accordingly, and will appear in the fees part of eRegistration a few days later.

10.8 The Fees Portal says "Your tuition fees for the coming year have already been invoiced". What does this mean?
This normally means that you have already been in contact with the Fees Team in the Registry or the Cash Office to discuss your tuition fees and they have been dealt with directly, perhaps over the telephone or at the InfoHub. You must still agree the Declaration to complete this part of electronic registration. If this scenario is incorrect, please contact the Fees Team who will investigate.

10.9 I am changing my study status from full-time to part-time (or vice-versa). What should I do?
Your tuition fees will now be incorrect. Please email the Fees Team in the Registry with details and they will adjust your fees accordingly. Check back to the fees part of eRegistration in a few days to see if your fees have been adjusted.

10.10 I have made a mistake and clicked on a button that confirms I am paying my own fees, but I am hoping to be sponsored. What should I do as it is asking me to pay?
If you have made a mistake and clicked on the wrong button please email the Fees Team or contact any member of staff in the Registry or Infohub and they will be able to undo your mistake. This can be undone instantaneously. You can then start again on the fees part of eRegistration.
10.11 I want to complete my eRegistration and pay the deposit on my tuition fees, but I am an overseas student. What happens to my deposit if my student visa is refused?

If you are to be a Tier 4 student you are strongly advised not to make any payment through eRegistration until you have been granted your Tier 4 visa.

The University of Aberdeen does offer a refund of tuition fees if the student concerned has been refused a Visa. Should this be the case, we would require written proof of this refusal before your fees could be refunded to you or your sponsor.

10.12 Do I get a discount if I pay my tuition fees in one complete payment?

No, you do not get a discount.

10.13 My Department/School/Recruitment Section has told me that they will make a contribution towards my tuition fees, but the fees part of eRegistration does not show this. What should I do?

The Fees Team is not always informed in advance that a contribution to fees will be made from an internal University source. Please email the Fees Team (see Qu. 13) to give details of the award, highlighting the contact person in the Department/School/Recruitment Section. Send/email a copy of any confirmation letter you have been sent. When the discount is confirmed your fees will be adjusted. We are continually updating fee information so check back again in a few days. (Please keep checking eRegistration to see if the adjustment has been made).

10.14 Do I have to pay my tuition fees in one payment or can I pay in instalments?

If you are paying your own tuition fees, for all or part of the total sum, you do not have to pay in one complete payment. A minimum of 50% of your tuition fees is required (per academic year, if your fees are £250 or more) to enable full registration. In addition you should set up an instalment plan to make three further equal payments over three consecutive months. Print an instalment plan from the fees part of eRegistration or contact the University's Credit Control desk at the InfoHub in the Students’ Union building, tel: 01224 273517 or email: creditctr@abdn.ac.uk.

10.15 I would like to transfer my payment, but do not have the University’s banking details. Can you give them to me?

General information regarding the payment of tuition fees, including bank account details are available from the following website: www.abdn.ac.uk/infohub/finance/index

10.16 I have accepted my fees in the Fees part of eRegistration, and it is now asking me to make a payment online. I am not ready to pay at this time, but now I can’t finish this section. What do I do?

If you have gone as far as being asked for a 50% payment, but you wish to make payment through an alternative method, then you have completed the fee section as far as you can. Click on the ‘Back’ button at the top (centre) of the screen and continue with the other parts of eRegistration.

10.17 I have a question and need to contact someone in the tuition fees team. How do I do that, and what information should I provide?

Before emailing please consult the comprehensive Step by Step Guide. If the Guide does not answer your question email tuitionfees@abdn.ac.uk and outline the nature of your query. Ensure you include your full name, date of birth and student ID number.
**GENERAL**

11 I have completed eRegistration, does this mean that I am a registered student?
No. There are two main parts to the registration process of which eRegistration is one part. The second part of registration is to choose your curriculum for the academic year. Non-EU International Students also need to complete Part 3 of registration regarding their passport/visa details. Please refer to the New Students website for further information www.abdn.ac.uk/newstudents.

12 What happens if I do not complete all parts of the registration process?
You should be aware that failure to complete these tasks will delay completion of your registration, will delay any receipt of a student loan (where applicable), and access to course information on MyAberdeen.

If you have not registered properly your student ID card will deactivate approximately 14 days after your expected registration date. Students holding a Tier 4 visa, and failing to register on time, will have their student visa reported to the Home Office (UKVI).

13 Where do I return my fee information?
In person – Infohub, Students’ Union Building
By email – tuitionfees@abdn.ac.uk
By post – Tuition Fees, Registry Student Services, King’s College, Aberdeen, AB24 3FX.