ONLINE REGISTRATION - Frequently Asked Questions

These frequently asked questions should answer most of your questions relate to the Personal Details, Academic and Fees Sections of Online Registration (also known as eRegistration or eReg). 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 Online Registration 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 Online Registration?

When you receive your acceptance letter from the University of Aberdeen, you are asked to register for your University IT account and email address (from 30 days in advance of start date). You require your username and password to log in to Online Registration. If you do not have your IT account log into www.abdn.ac.uk/it/account-registration

On registering for your IT account:

- You will be allocated a personal username and password.
- Your username will be in the format u99jb20 (undergraduate) or t99jb20 (taught postgraduate) or r99jb20 (research postgraduate)
- You’ll retain the same username throughout your time at University, but you will have to change your password at the start of each academic year.

Note: Keep your password secret. It protects your files and print budget from unauthorised access. You should change it regularly using our Password Manager.

You will use your username and password to access:

- Online Registration
- MyCurriculum – In most cases Undergraduate and Postgraduate Taught students select their course modules
- MyAberdeen – The Virtual Learning Environment
- Computer classroom facilities
- Personal file storage on the University network and in the Cloud
- The Student Hub – check and update your personal details, course enrolments, timetables and results
- The Wireless network – only available on campus and University halls
Note: You will need to login to these systems using your username - e.g. u99jb20 – (not your email address) and password.

➢ Enter your username (not your email address) and password.

• To access Online Registration you will then be prompted to enter:
  (i) your date of birth in the format DD MMM YYYY (01 Jan 1999)
  (ii) your 8-digit student ID number

➢ Returning students should use the 8 digit number from their current ID card e.g.51965434 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, 51912345. 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 Online Registration/eRegistration for session 2020/21 – click this link.

Once you are logged into Online Registration, you will find there are 3 separate sections to complete, corresponding to the 3 segments of the University shield that are greyed out: Personal, Academic Course of Study Details and Finance Details/Fees. When you complete a segment it changes from grey to colour. You should already have your computer account activated and that is why it is already in colour- a message will be displayed in the bottom right of the screen to guide you if you need to take any further action on your computer account.

I am unable to log in to Online Registration, 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, 51912345. 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 2001).

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.
**Personal Information (top-left part of the University’s shield)**

- **Can I amend my personal details?**
  Some of your details cannot be amended through Online Registration. However, you can update some of your details via the Student Hub portal when it opens [https://www.abdn.ac.uk/studenthub](https://www.abdn.ac.uk/studenthub). You should use the Student Hub 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 get stuck the Infohub will also be able to amend your address for you.

  In Online Registration if you click Agree in error and the system locks you out, wait until your Student Hub portal opens then add your details through that facility.

- **Do I have to complete all the missing details?**
  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 to Funding Councils on universities in general and is available under the Freedom of Information Act. Names will not be released to these bodies.

  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 (i.e 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 you protect your visa and keep your address up to date.

**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 email the Registry (studentrecords@abdn.ac.uk) if you believe the information we currently hold is incorrect.

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 were admitted to University. You can, however, email studentrecords@abdn.ac.uk to request a change if you believe the information we currently hold is incorrect.

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 page 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 Hub 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. coronavirus, ebola). 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 degree qualifications (e.g. for example, BSc in Biology, MSc in Environmental Studies). Pg students do not need to detail any qualification amendments to the Admissions office – just accept the declaration.

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

Before a change is made undergraduate students should provide the Admissions Office with proof of the amendments required. Postgraduate student information is not required and will not be amended.

Finance Details - Tuition Fees (bottom-left part of the University’s shield)

(Also refer to Appendix A on how to navigate the Tuition Fees screens)

10.1 Can I pay my accommodation fees through the Online Registration facility?

No, the fees part of Online Registration refers only to tuition fees. For information on accommodation fees go to www.abdn.ac.uk/accommodation.

10.2 Do I have to pay my tuition fees now as I don’t start my studies for some time?

No, if you are paying all or part of your own tuition fees (shown as ‘SELF’ on the screen) you are asked to make a minimum payment of at least 50% of the total fee that you are personally due. This should be done in advance of commencing study and, if you have not paid the full amount, you can also complete a payment plan for the balance via ePayments. Note that ‘SELF’ includes payment by other family members. Please carefully consider how much you will pay through the Online Registration payment facility as you can only use this method once to make payment. You can go on to make additional payments via www.abdn.ac.uk/epayments

It is possible to pay in person at the InfoHub, but as this could be time consuming for you it is recommended that if at all possible you make payment electronically.

10.3 A sponsor is paying some/all of my tuition fees - what do I do?

If your tuition 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 Online Registration AND send proof of sponsorship to the Fees Team (see Qu. 13).

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 Online Registration 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).

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).
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. SAAS funded students do not need to provide proof of funding. The first and last names on the Award letter must exactly match the names held on the University’s database. If they don’t match you should ask SAAS to issue a revised Award letter to you showing your name exactly as given on your admission application.

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 Online Registration 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 must advise your School 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 Online Registration a few days later.

10.8 The Fees section 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 at the InfoHub. You must still agree the Declaration to complete this part of Online 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 Online Registration 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 Online Registration.

10.11 I want to complete my Online Registration 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?
The University of Aberdeen does offer a refund of tuition fees if you have been refused a Visa. Should this be the case, the Admissions Office 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 Online Registration does not show this. What should I do?
The Fees Team is not always informed in advance that a contribution to tuition fees will be made from an internal University source. Please email tuitionfees@abdn.ac.uk to give details of the award, highlighting the contact person in the Department/School/Recruitment Section and 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 Online Registration 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. You can request a Payment Plan, or make further payments online, through ePayments (www.abdn.ac.uk/epayments) or by visiting the Infohub.

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 at www.abdn.ac.uk/infohub/finance/index.php

10.16 I have accepted my fees in the Fees part of Online Registration, 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 Online Registration.

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 Online Registration, does this mean that I am a registered student?
No. There are two main parts to the registration process of which Online Registration is one part. The second part of registration is to choose your curriculum for the academic year (N/A to Pg research students).

Please note, if you hold a visa to study in the UK (for example Tier 4, Short-Term student or Dependant), you will also be required to provide copies of your passport and Visa/Biometric Residence Permit in order
to confirm your eligibility to study on campus. Please see the Immigration and Tier 4 webpage for further information.

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 receipt of any 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. If you are a Tier 4 visa holder and fail to register for your studies on time, the University is required to report your visa to the Home Office UK Visas and Immigration (UKVI) and withdraw your Tier 4 visa sponsorship.

13 Where do I return my fee information?
• Email a scanned copy of the letter from your sponsor to tuitionfees@abdn.ac.uk

Your letter should be on company headed paper indicating your sponsor’s 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), degree programme details if known and the duration period that your tuition fees will be covered.

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.

Note: Students funded by SAAS do not need to submit proof.
**TUITION FEES SCREENS - SIMPLE NAVIGATION**

**WHO IS PAYING?**
- Yourself (Self)
- Sponsor/Scholarship Award
- Sponsor Information displayed correctly

**IS FEE AMOUNT CORRECT?**
- Yes
- No

- Enter information on who you expect to pay your tuition fees. Use text box if necessary. Click on the Ok button
- E-mail your sponsor/scholarship documentation to registration@abdn.ac.uk

* Make electronic payment
* Click on the Agree button

* Fee sucker now complete
* Fees screen is now frozen until the Fees Team investigates. Check back in a few days

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* See www.abdn.ac.uk/ahub/finance/paying.php for information on alternative forms of payment.
** Students' Awards Agency for Scotland (SAAS) funded students. Note: In your Award letter your first and last names must match your names on the University’s database. If they do not match exactly you should contact SAAS and ask for your name to be changed. SAAS will issue you with a revised Award letter.