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Welcome to UCC

We know this can be an exciting and daunting time so to help you along the way, we have developed this useful guide to take you through the registration process.

During registration, you will enrol choose a module, provide biographical information, complete fee payment, and download your confirmation of registration.

Registration involves additional steps that we need you to complete. Once these are completed, you'll officially be confirmed as a UCC student. Additional steps relevant to your entry route can be found on the Registration webpage.

You may only make an appointment to collect your student ID card on full completion of registration of your module. This ID card will be for the duration of your study.

If you have a question or are unsure of where to start, please check our helpful ASK page. Alternatively, you can submit a query using the web enquiry form.

We wish you the best of luck for the upcoming academic year!

Student Records and Examinations Office
Login – MyStudentAdmin

- You must secure your UCC Student IT Account with Multi-factor Authentication (MFA) before attempting to complete the steps below. See the MFA & Security webpage for further information.

- Once MFA is setup, go to IT Services for Students | University College Cork (ucc.ie) and click on the MyStudentAdmin icon.

- Enter your full UCC student email address and password when prompted at the screen below:

- Please note, your student Umail account is used for ALL official communication from the University, including fees and exams.
Online Registration

- Click “Online Registration” under the Student Web options on the left-hand side of the screen.

- The following steps for online registration will display.

**STEP 1: Regulations/Data Protection**

Read this section carefully and confirm your acceptance by selecting “I accept”.

The University Rules and Regulations need to be accepted to proceed.
**STEP 2: Biographical Details**

1. Check that your biographical details are correct.

2. Select classification of last awarding institution attended. Click “Save”.

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- **Please note for all students:** Throughout the Registration process the name you provide – and its spelling – MUST EXACTLY MATCH the name printed on any of your personal identity documents (see acceptable forms listed above).

  The details provided by you informs your student record for the duration of your studies and will appear on official documentation such as your certified Academic Transcript.

- Once you have completed Registration of your module, you may also book an appointment to collect your student ID card.

- If you any questions on the above, check out UCC’s ASK webpage where you will find more information.
You will be presented with the following screen.

If you have an Irish PPS number, and it is not already displayed, please provide it in this block.

If your PSS number is correct, click “Continue”.

If you do not have an Irish PPS number, you do not have to provide anything in this block. Simply click “Continue” to proceed with Registration.
**STEP 4: Compulsory Address Validation**

All outstanding address details need to be completed.

The first three address lines (marked with *) must be completed. Click “Save” after each address entry.

**Emergency Contact Address:** When recording address details of Emergency Contact Person, please enter the name of the person on the first line of the address field.

**Term Address:** This is where you will be living during the academic term. If you do not yet have a Term Address, please enter your Home Address again – you can update your Term Address later once it is finalised.

**Correspondence Address:** This is where you would like any correspondence from UCC to be sent.

**Permanent Home Address:** This is the home address where you are permanently living (this may be different to your term address if you are living away from home for the academic term). Ensure this is updated throughout your studies, as any correspondence being posted will be sent here.
Important! Please do not use: an email address belonging to another individual, a UCC student email or UCC staff email

STEP 5: Compulsory Communication Validation

Enter your Secondary Email and click “Save”. This is your CURRENT PERSONAL email address, such as your Gmail or Hotmail account.

Please do not use your Umail address.
**STEP 6: Address Validation**

If you do not have an address in Cork right now, please enter your **home address** so that you can proceed to the next step. Once you have secured accommodation in Cork, please update your details immediately.

*Emergency Contact Address:* In this section, please enter the name of the person on the first line of the address field. It is mandatory for all **Irish Students** to enter an **Eircode**. This does not apply to non-EU students.

**STEP 7: Personal Contact Detail**

Double check your contact details. Should you need to update any of these details, enter the updated information in the corresponding box, and click “Save”. Your new contact details will be displayed immediately.
**The Next Step is only applicable to First Time Entrants to Higher Education.**

**STEP 8: Equal Access Student Information**

Click the blue Equal Access Survey button to begin the survey.

Answer all relevant questions and submit your answers using the “Submit Survey” button at the bottom of the survey.

The data collected by the survey will be returned to the HEA without names or personal information.

- **Note:** In the event of you not being able to complete the survey online, please contact us for assistance. Please proceed with the remaining steps of the Online Registration & Fee Payment process.
• If the correct module is not listed at this step, contact the Student Records and Examinations.

• Please note: FITNESS TO PRACTISE is applicable to certain CPD Modules.

If your selected module is subject to UCC’s Fitness to Practise Policy, you must read and complete the Fitness to Practise Section by completing the Declaration as appropriate before you can complete the registration of your CPD module. For more information see: http://www.ucc.ie/en/academicsecretariat/fitnesstopractise/.

STEP 9: Registration of CPD Module

Click “CPD Module Registration”. You will be prompted that you are about to register.

Check that the correct CPD Module is listed and click “Yes” to continue the registration process.

STEP 10: Registration of Module

Complete the “Module Registration” step – you will automatically be registered for the module.

Move on to the next step by clicking “Payment of Fees”.

If the correct module is not listed at this step, contact the Student Records and Examinations.

Please note: FITNESS TO PRACTISE is applicable to certain CPD Modules.

If your selected module is subject to UCC’s Fitness to Practise Policy, you must read and complete the Fitness to Practise Section by completing the Declaration as appropriate before you can complete the registration of your CPD module. For more information see: http://www.ucc.ie/en/academicsecretariat/fitnesstopractise/.

STEP 9: Registration of CPD Module

Click “CPD Module Registration”. You will be prompted that you are about to register.

Check that the correct CPD Module is listed and click “Yes” to continue the registration process.

STEP 10: Registration of Module

Complete the “Module Registration” step – you will automatically be registered for the module.

Move on to the next step by clicking “Payment of Fees”.
Fee Payment

**STEP 12: Payment of Fees**

Click “Payment of Fees”. Read the Fee Debtor Policy (UCC Student Debtor Policy) to ensure that you are aware of the terms and conditions with regard to payment of your fees.

You may be presented with one of the following screens:

**Screen 1:**

- Answer Yes **only** where you previously attended a University, an Institute of Technology or Colleges of Education (excluding PLC and FETAC/QQI colleges). Once you have answered the question, the relevant payment options will be displayed – see below.

### Payment of Fees

**Student Number:** 71966666

**Payment of Fees**

- **THIRD-LEVEL HIGHER EDUCATION**

**IMPORTANT:** To ensure your fee is calculated correctly, UCC needs to determine if you have previously attended a third-level higher education institution. Please read in full before submitting your answer.

- Previous attendance of third-level education institution includes any of the following:
  1. If you have completed a third-level course.
  2. If you have withdrawn from a third-level course before completing it.
  3. If you are changing your third-level course.

**Note:** If you answer “YES” below you will be required to download, complete and return a Previous Attendance Form to the Fees Office. Instructions on how to obtain a copy of this form will automatically be emailed to you by answering YES. (The email will be sent to the email address that you provided on your CAO application. In the absence of such an address it will be sent to the email address provided by your education institution concerned.)

**Have you previously attended a Third-Level Educational Institution?**

- Yes
- No

If you have any queries with regards to the above, please contact fees@ucc.ie
In the following screen you can change the amount in the **Amount to Pay (EUR)** box, by backspacing out the amount that defaults into this box and inputting the amount you wish to pay.

Please ensure to provide all details above in relation to the account holder.

Failure of the data entered above to match that provided to the bank by cardholder may result in the payment not been processed by your bank. If this occurs, error code ‘111’ will appear:

111 “**Strong Customer Authentication Required**”

"**Strong Customer Authentication (SCA)** works to ensure that it is genuinely you whenever you log in or authorise payments while **banking** online. It is designed to help keep your financial information safe and make online **banking** even more secure”.

Please refer to the link below to ensure you payment at registration is successfully processed. [https://www.ucc.ie/en/media/support/financeoffice/fees/FeesOffice-ExtraSecurityMeasures.pdf](https://www.ucc.ie/en/media/support/financeoffice/fees/FeesOffice-ExtraSecurityMeasures.pdf)
The following card details screen will display:

Enter all the mandatory fields, as follows:

* Card type (for Visa Debit select Visa)
* Card Number
* Security Code (cvn number is not applicable to laser cards)
* Expiry Date
* Cardholder Name

and click “Pay Now”.

- NB: The system will require time to process the payment. Do not refresh your screen or hit the back button as it may impact on your fee payment.

Once the transaction has been completed, the Successful E-Payment screen is displayed.

An email receipt will be issued to you.

Click Print if you require a paper copy of your receipt.
International Students 100% Funded

- Use the drop-down menu to select the type of funding you are in receipt of.
- Click “Proceed”.

Please select the relevant funding. You will be sent an email requesting that you upload **proof of funding**. Please submit your **proof of funding** by uploading the relevant document where requested.

For the 2023/2024 Academic Year, all funding proof must be submitted electronically as there will be no facility to submit physical letters to the Fees Office to support your funding.

You will be presented with the following screen:
Statement of Fees - Self Service

Statement of Fees is now available for you to print.

It is recommended that you access and print this statement instead of requesting these statements from the Fees Office.

The Statement of Fees can be used for:

- Loan Applications
- Visa Requirements
- Where your employer is paying your Fees and requires an invoice to process a payment on your behalf. This statement can be used along with UCC Fee Account details see https://www.ucc.ie/en/financeoffice/fees/feepayments

You can select this statement at the Fees step under Fee Account Statement.
**Step 13: Disability Support Registration**

As part of your registration, you will be asked if you wish to register with the Disability Support Service (DSS). This service supports students with a diagnosed disability and students with a wide range of specific learning difficulties such as Dyslexia, Dyspraxia, and students with AS.

Click here if you wish to register with the Disability Support Service.

If you do not need to register with the DSS, click here. You will be taken to Step 13: “Highest Qualification on Entry”.

Please state your primary disability by selecting from the drop-down list, and then click “Continue”.
The following screen will ask you to confirm your registration details:

You will also get an email to your UCC Student Account to confirm your DSS registration details.

Once your DSS registration has been submitted, an Advisor from the DSS will be in contact with you to arrange an appointment for your Needs Assessment.

A Needs Assessment can take approximately 30 minutes to an hour and will look at any supports you may need during your time at UCC.

If you are already registered with the Disability Support Service, you will see the following screen. If your needs have changed, or you require further support, please contact your designated advisor.
## Disability Support Registration

### Already Registered with DSS

Our records indicate that you have either registered with the DSS before, or have DSS Registration request submitted which is waiting to be confirmed.

If you believe this to be an error, please email us at dssinfo@ucc.ie or telephone 021 4903450.

If this is correct, but you would like to add or change details pertaining to your DSS record, please contact us directly to arrange a meeting.

If you would like to arrange a meeting with a member of DSS, please email us at dssinfo@ucc.ie or telephone 021 4903450.

Please proceed to the next option by selecting the "Finish" button at the end of the screen.

![Proceed Button]

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- **N.B.** Should you have any queries or concerns when completing or reviewing your DSS registration, please contact the DSS Office directly on dssinfo@ucc.ie.
### Highest Qualification on Entry

**Step 14: Highest Qualification on Entry**

Using the drop-down menu, select your highest qualification to date. Click “Save”.

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCOM - BComm</td>
<td>2024</td>
</tr>
</tbody>
</table>

*Note:* Use the list of values button to access a list of pre-defined values. Click the ‘Save’ button in order to submit the form. The ‘Clear Form’ button is provided to clear the inserted values.

### Accommodation Type

**Step 15: Accommodation Type**

Select the accommodation type you will be occupying during the current academic year. Click “Save”.

<table>
<thead>
<tr>
<th>Qualification</th>
<th>Year</th>
</tr>
</thead>
<tbody>
<tr>
<td>BCOM - BComm</td>
<td>2024</td>
</tr>
</tbody>
</table>

**NOTE:** Select one of the following to indicate where you live during term time. Save your selection before moving to the next page.

- Parental Home
- College Accommodation (incl. off-campus)
- Rented Accommodation
- Own House (house/apartment)
- Other Accommodation
The Confirmation of Registration screen is an up-to-date record of your current registration. ANY changes to your registration will be reflected here immediately.

For CPD Modules where Garda Vetting is compulsory you will be required to read and accept that you are only provisionally registered until these processes are complete.

**Step 16: Confirmation of Registration**

When you have completed subject/module registration, a letter confirming the details of your current registration will be generated on this screen.

Please download to your phone as this will be required for collection of your ID card.

Using the Printer Friendly Format button, print this screen if required.
Step 17: Amend your Registration

Click “Amend your Registration” under the Student Web options on the left-hand side of the screen.

Click “Change Module/Subject Registration”.

Click Remove to de-select the elective module(s) you wish to change. Select the new module(s) from the list of elective modules.

Click on Continue to complete your registration with the amendments.

Your Confirmation of Registration letter will be re-generated with this updated information.

Ensure that you log out by clicking the Logout at the bottom of the screen.
Support Contacts

The following is available to help you with any queries you may have on registering for your CPD Module:

<table>
<thead>
<tr>
<th>Registration Helpdesk</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening hours:</td>
<td>Monday – Friday</td>
</tr>
<tr>
<td></td>
<td>8:30am – 5pm</td>
</tr>
<tr>
<td>Phone:</td>
<td>(021) 2427409</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Student IT Support for queries such as MFA, MyStudentAdmin log-in difficulties</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening hours:</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Phone:</td>
</tr>
<tr>
<td>Email:</td>
</tr>
<tr>
<td>Answers to your UCC related questions can be found at UCC’s ASK website or, you can contact us directly.</td>
</tr>
</tbody>
</table>