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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 <u>Registration</u> webpage.

You may only make an appointment to collect your <u>student ID card</u> 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 <u>ASK</u> page. Alternatively, you can submit a query using the <u>web enquiry form</u>.

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

Student Records and Examinations Office

# Login – MyStudentAdmin

Please note that all students must secure their Student IT account with Multi-factor Authentication (MFA) and reset their password before they can logon to Student services such as Canvas and Student email (umail). Please follow the below steps:

#### 1. Secure your UCC Student IT Account with MFA:

To set up MFA on your UCC Student IT account, go to <a href="https://www.ucc.ie/o365">https://www.ucc.ie/o365</a> and log in with your UCC email address and password above. You have the option to choose verification by SMS text messages to your phone or to use the authenticator app (which is preferred and also works over Wi-Fi so is useful for International students). Further information including a MFA set-up tutorial are available at: MFA & Security | University College Cork (ucc.ie)

#### 2. Reset your Student IT Account Password:

Once MFA is setup on your UCC student IT account, you must now reset your password. Go to IT Services for Students | University College Cork (ucc.ie) and select **Password Reset** 

#### 3. UCC Student Email (umail)

Please ensure that you login to your umail account with your newly reset password. Your umail address is provided at the top of this email.

**IMPORTANT**: All correspondence with fellow students and UCC staff and departments should come from your student email address only NOT your personal email.

#### 4. Other useful IT information

Further information can be found at <a href="https://www.ucc.ie/en/sit/services/">https://www.ucc.ie/en/sit/services/</a> regarding:

- Access to software such as MSOffice
- UCC Wi-Fi (Eduroam)
- Open access labs and laptop loans
- Reset your password/password recovery

#### 5. Student IT Helpdesk

Please contact the Student IT Helpdesk at <a href="www.ucc.ie/en/sit/support/">www.ucc.ie/en/sit/support/</a> or phone 021-490 2120 option 2. You can also email sit@ucc.ie

#### MyStudentAdmin

You can access MyStudentAdmin at <a href="http://sit.ucc.ie">http://sit.ucc.ie</a>, all Student IT Services are detailed on this webpage, along with instructions on how to access them. If you experience an error accessing the UCC 'MyStudentAdmin' registration website, please ensure the following:

- 1 Sign-out of your browser e.g. Sign out of your Google account.
- 2 Open a New Browser and then access the UCC MyStudentAdmin website."
- 3 If the problem persists, please open a New Incognito Tab / New InPrivate Window in your Browser and then access the UCC MyStudentAdmin website.

#### **Boole Library**

https://libguides.ucc.ie/ library is the link to the Boole Library. Due to current restrictions, the Library has instigated many new systems, e.g. 'Scan and Deliver' and 'Click and Collect', which are managed electronically. Physical access to the library will be restricted until ID cards can be produced.

## 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.

#### Student Web

▲ Online Registration

Regulations/Data Protection

Personal Information Update (DYNAMIC)

Personal Public Service Number Submission

> Compulsory Address Validation Compulsory Communication

Validation

Address Validation

Personal Contact Detail

Equal Access: Student Information

Programme Registration

Module/Subject Registration

Payment of Fees

E-Payment History

Disability Support Registration

Highest Qualification on Entry

Accommodation Type Confirmation of Registration

Amend your Registration

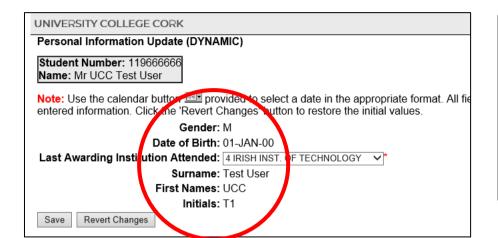
- Registration Status
- Fees
- Examinations
- Personal Details

Logout

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

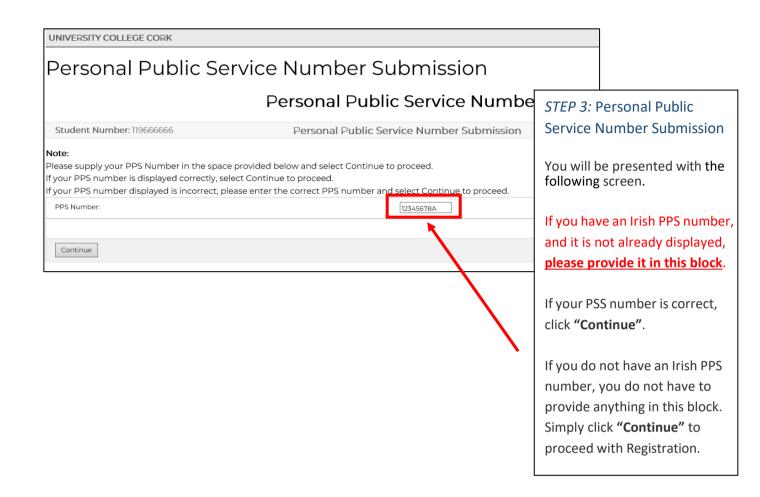
STEP 1: Regulations/Data Protection

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".
- 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 <u>ASK</u> webpage where you will find more information.



#### STEP 4: Compulsory Address Validation

All outstanding address details need to be completed.

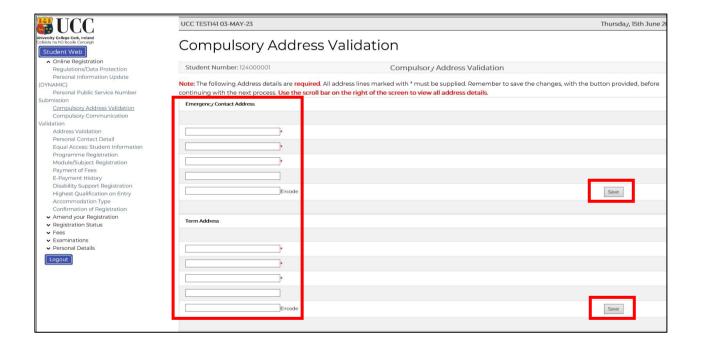
The first three address lines (marked with \*) must be completed. Click "Save" after each address entry.

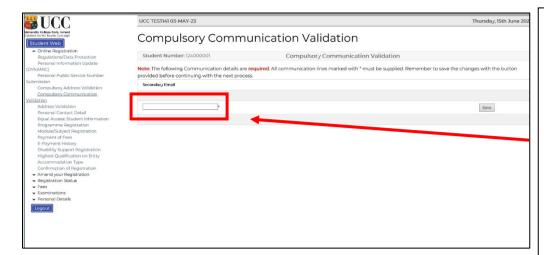
**Emergency Contact Address:** When recording address details of Emergency Contact Person, please enter the name of the person on the first line of the address field.

**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.



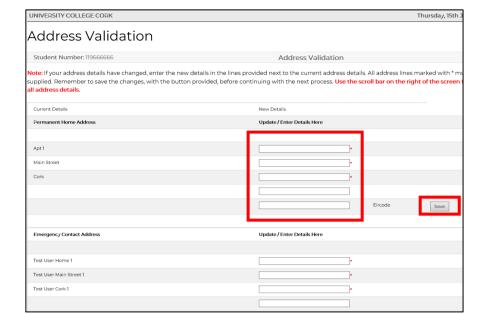


# STEP 5: Compulsory Communication Validation

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.

Important! Please <u>do not</u> use: an email address belonging to another individual, a UCC student email or UCC staff email



#### 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.

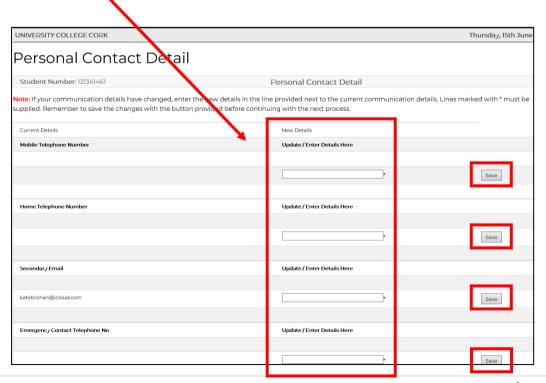
#### STEP 6: Address Validation

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.

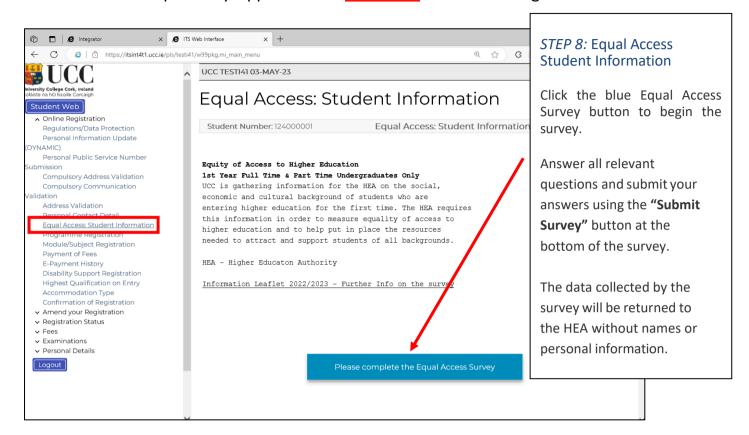
Please note you must complete all fields even if you are living at home or away. Double check your current address details. If your address has changed, please update this now and click "Save".

\*Emergency Contact Address: In this section, please enter the name of the person on the first line of the address field.

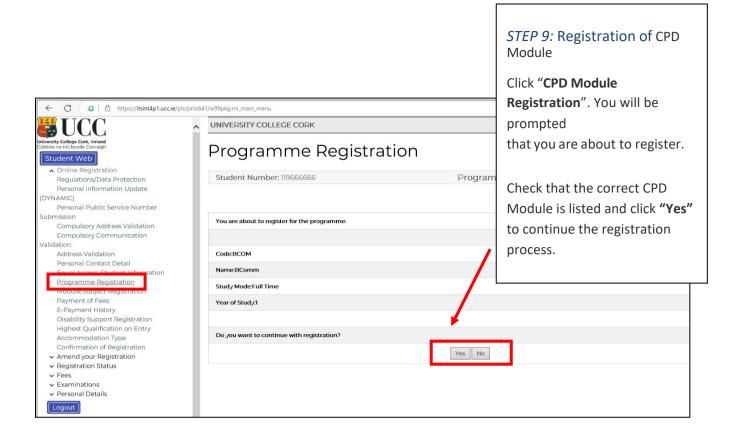
It is mandatory for all <u>Irish</u>
<u>Students</u> to enter an **Eircode**.
This <u>does not</u> apply to non-EU students.



\*\*The Next Step is only applicable to First Time Entrants to Higher Education.

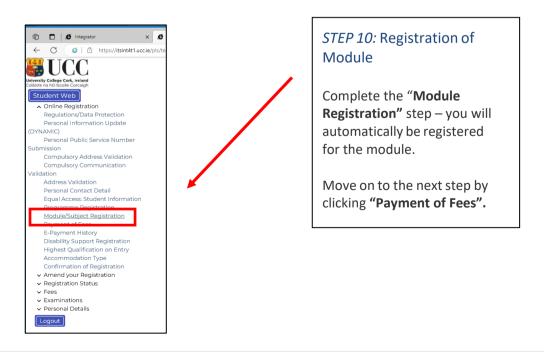


Note: In the event of you not being able to complete the survey online, please <u>contact us</u>
 for <u>assistance</u>. Please proceed with the remaining steps of the <u>Online Registration & Fee</u>
 Payment process.



- 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/.



# Fee Payment

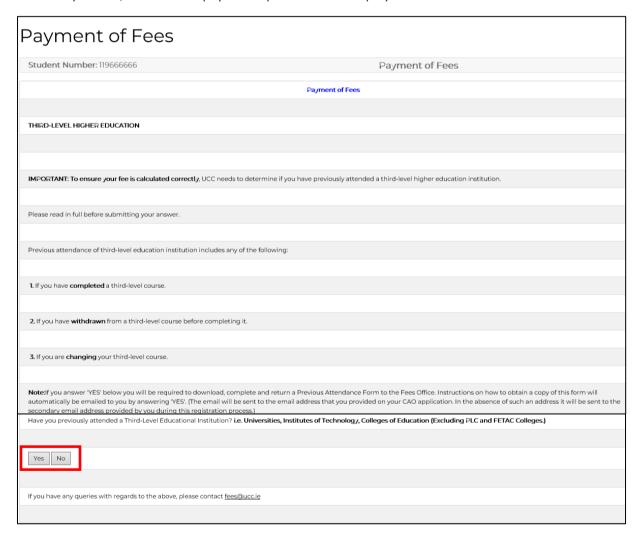
#### STEP 12: Payment of Fees

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

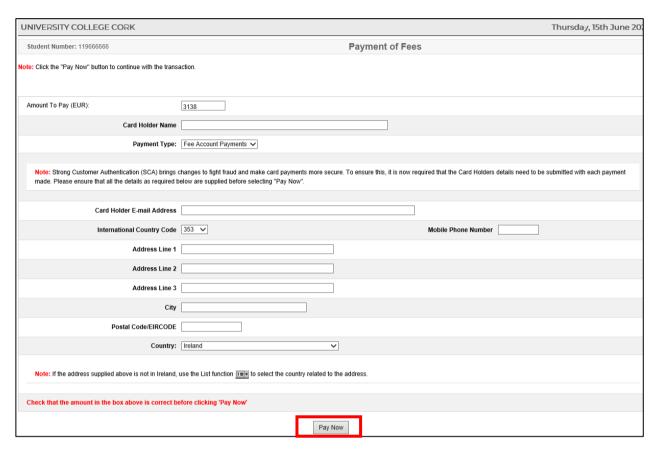
You may be presented with one of the following screens:

#### Screen 1:

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



 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.

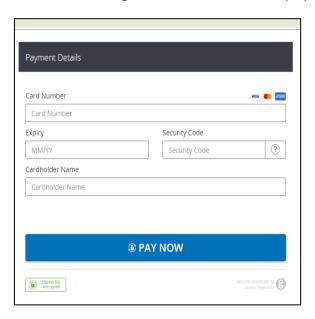
Failure of the data entered above to match that provided to the bank by cardholder may result in the payment not been processed by your bank. If this occurs, error code '111' will appear:

#### 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. <a href="https://www.ucc.ie/en/media/support/financeoffice/fees/FeesOffice-ExtraSecurityMeasures.pdf">https://www.ucc.ie/en/media/support/financeoffice/fees/FeesOffice-ExtraSecurityMeasures.pdf</a>

The following card details screen will display:

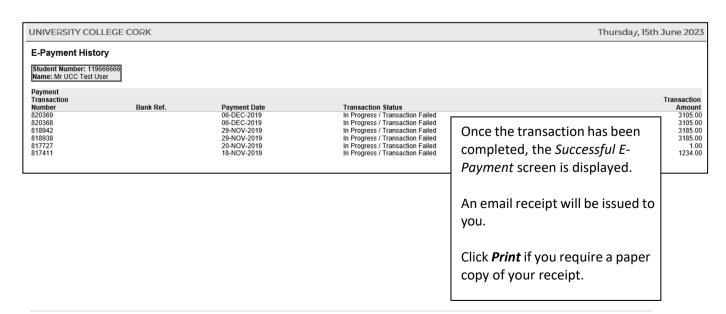


Enter all the **mandatory** fields, as follows:

- \*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.

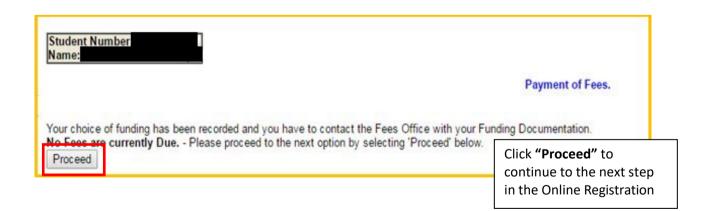


#### International Students 100% Funded

- 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

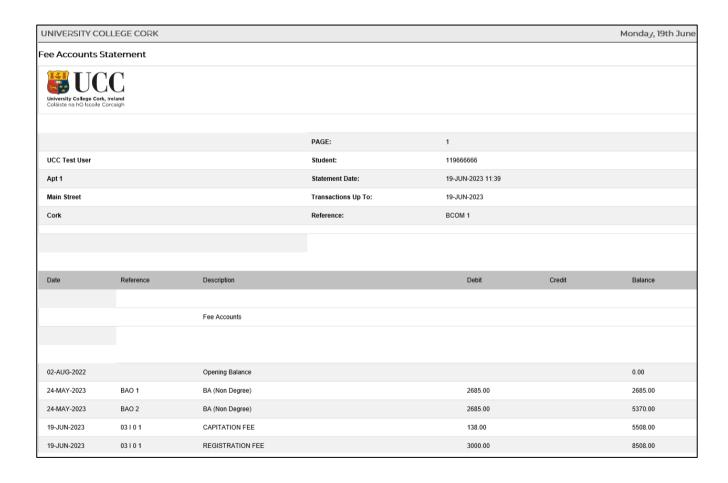
Statement of Fees is now available for you to print.

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:

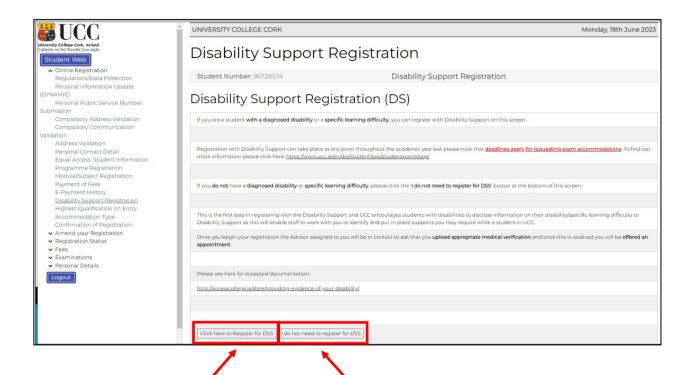
- Loan Applications
- Visa Requirements
- Where your employer is paying your Fees and requires an invoice to process a payment on your behalf. This statement can be used along with UCC Fee Account details see https://www.ucc.ie/en/financeoffice/fees/feepayments

You can select this statement at the Fees step under Fee Account Statement.



#### Step 13: Disability Support Registration

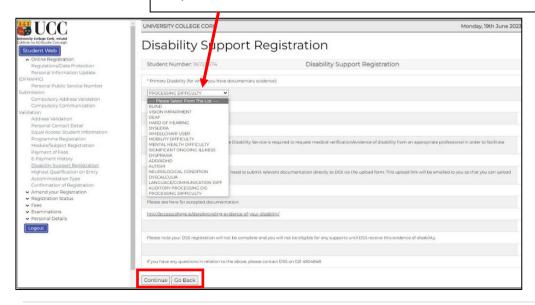
As part of your registration, you will be asked if you wish to register with the Disability Support Service (DSS). This service supports students with a diagnosed disability and students with a wide range of specific learning difficulties such as Dyslexia, Dyspraxia, and students with AS.

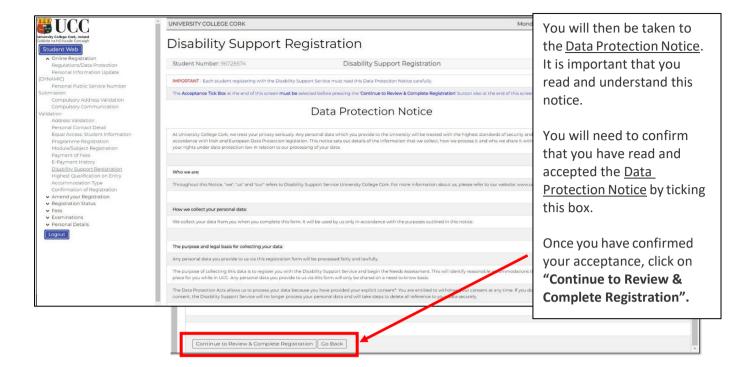


Click here <u>if you wish</u> to register with the Disability Support Service.

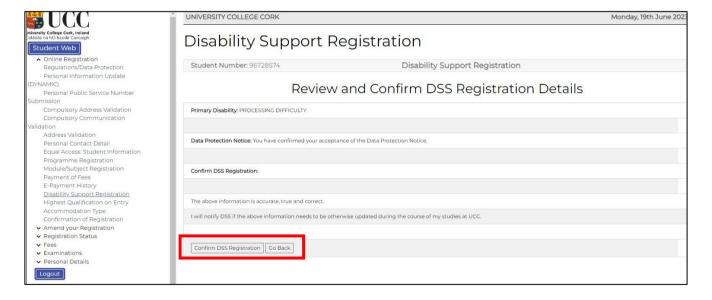
If you do not need to register with the DSS, click here. You will be taken to <a href="Step 13:">Step 13:</a> "Highest Qualification on Entry".

Please state your primary disability by selecting from the drop-down list, and then click "Continue".



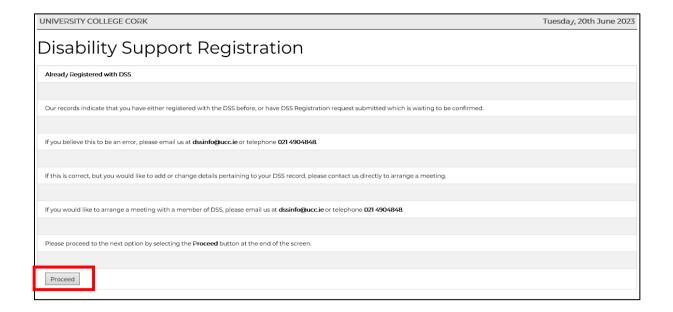


The following screen will ask you to confirm your registration details:

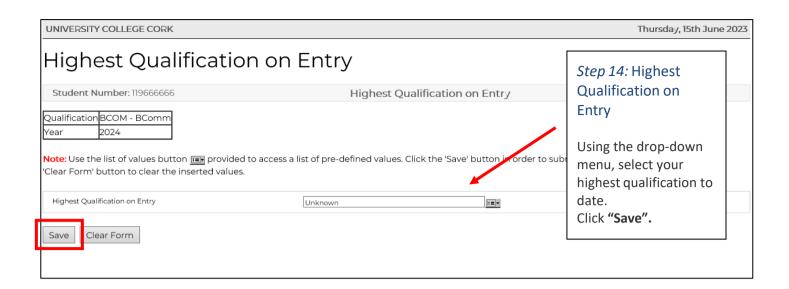


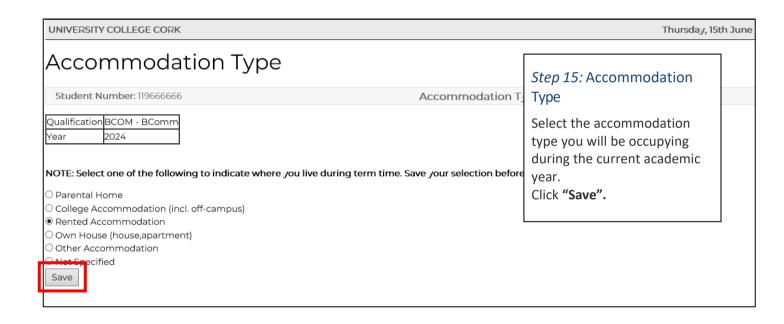
- You will also get an email to your UCC Student Account to confirm your DSS registration details.
- Once your DSS registration has been submitted, an Advisor from the DSS will be in contact with you to arrange an appointment for your Needs Assessment.
- A Needs Assessment can take approximately 30 minutes 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.



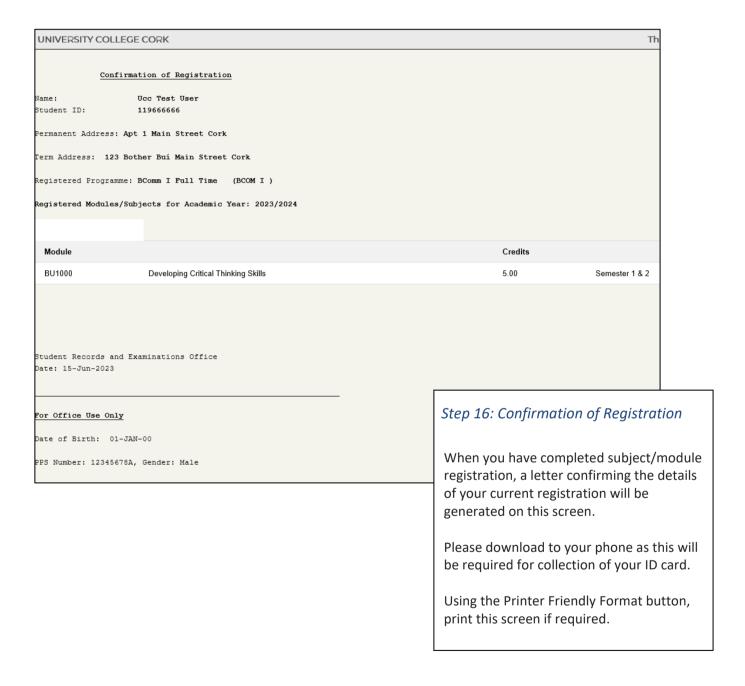
• **N.B.** Should you have any queries or concerns when completing or reviewing your DSS registration, please contact the DSS Office directly on <a href="mailto:dssinfo@ucc.ie">dssinfo@ucc.ie</a>.

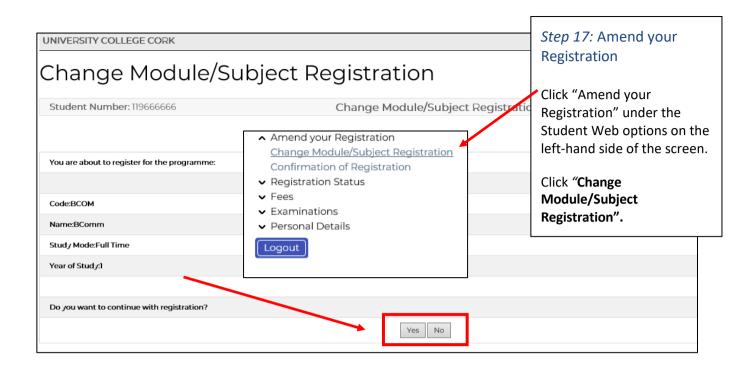


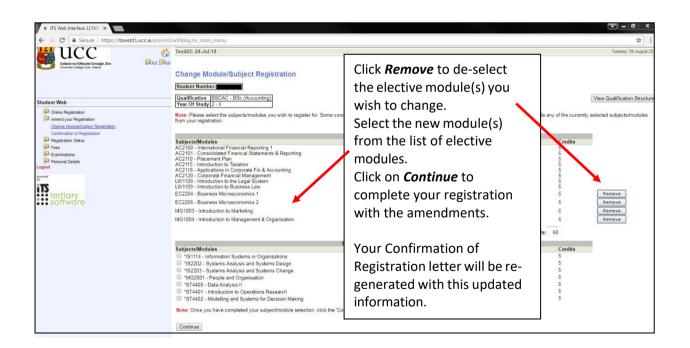


The Confirmation of Registration screen is an up-to-date record of your <u>current</u> registration. ANY changes to your registration will be reflected here immediately.

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.







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

Support Contacts						
The following is avail and payment of fees:		eries you may have on registering	for your programme			
Registration Helpdes	sk					
Opening hours:	Monday – Friday					
	9:00am – 5pm					
Phone:	(021) 490 3000					
		StudentAdmin log-in difficulties				
Opening hours:	Monday – Friday	Saturday - Sunday				

10:00am – 5pm

Email: sit@ucc.ie or alternatively log a support call.

Answers to your UCC related questions can be found at UCC's ASK website or, you can contact us directly.

8:30am – 9pm

(021) 490 2120

Phone: