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Welcome to UCC

To take you through the registration process, we have developed this useful guide.

During registration, you will enrol on your degree programme, choose modules (if applicable), confirm/update your biographical information, complete fee payment, and download your confirmation of registration.

Wait until you receive an email to your student Umail account informing you that online registration and fee payment for the new academic year is open before following the steps below.

Your student ID card is valid for the duration of your programme. Should you need to replace your card, please visit Student ID Cards for more information.

If you have a question, please check our helpful <u>ASK</u> page, or alternatively, submit your 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

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 https://www.ucc.ie/o365 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 https://www.ucc.ie/en/sit/services/ 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 www.ucc.ie/en/sit/support/ or phone 021-490 2120 option 2. You can also email sit@ucc.ie

MyStudentAdmin

You can access MyStudentAdmin at http://sit.ucc.ie, 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

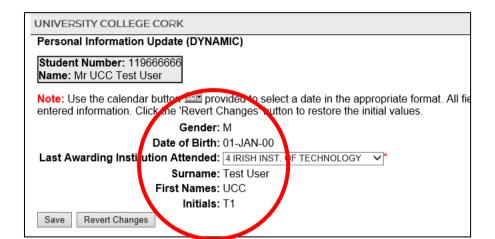
- Registration Status
- Fees
- Examinations
- Personal Details

Logout

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

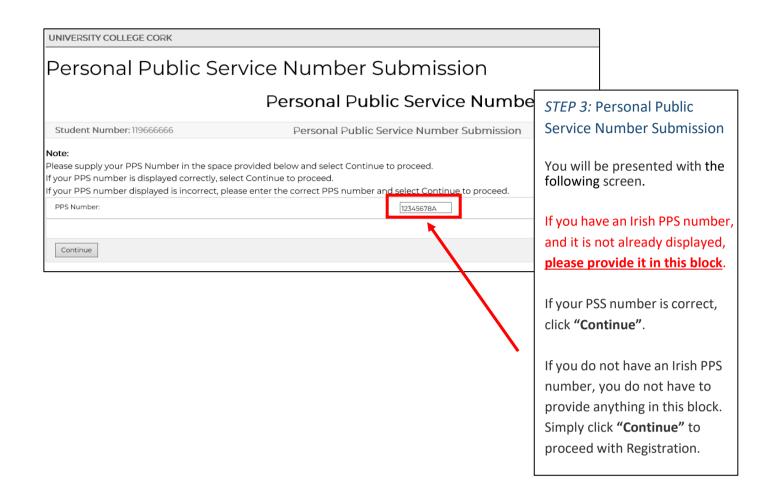
STEP 1: Regulations/Data Protection

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".
- For EU/UK students only: When Registration of your programme and modules has been completed, you will receive an email in the coming weeks containing instructions to upload personal identity documentation. Acceptable forms of Documentation include a valid Passport (Photo page), Birth Certificate, Irish NDLS Driving Licence (new Credit Card format only) or Marriage Certificate.
- 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 and the Parchment received on graduation, so please make sure it is correct.
- Once you have completed Registration of your <u>programme and modules</u>, you may also book an appointment to collect your <u>student ID card</u>.
- 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.

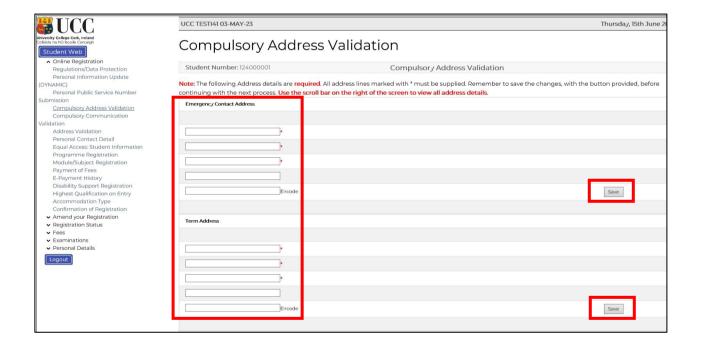
The first three address lines (marked with *) must be completed. Click "Save" after each address entry.

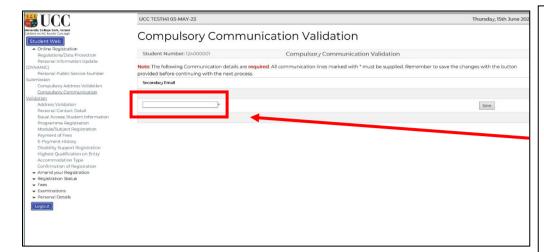
Emergency Contact Address: When recording address details of Emergency Contact Person, please enter the name of the person on the first line of the address field.

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.



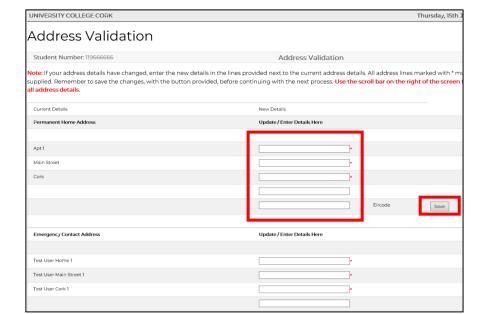


STEP 5: Compulsory Communication Validation

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.

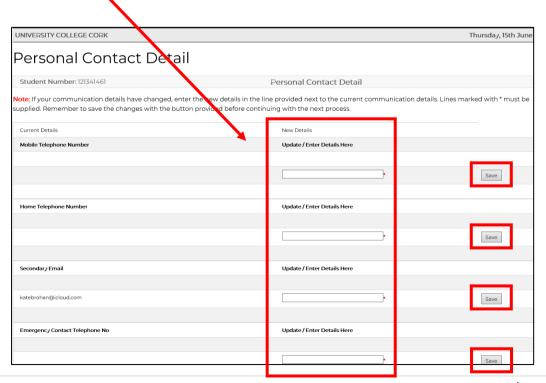
STEP 6: Address Validation

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.



UNIVERSITY COLLEGE CORK

Equal Access: Student Information

Student Number: 119666666

Equal Access: Student Information

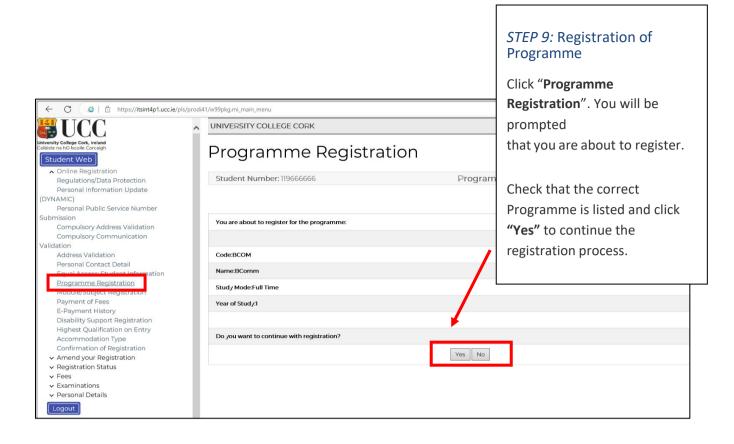
You are not required to complete the

Please continue with the Registration Process.

STEP 8: Equal Access Student Information:

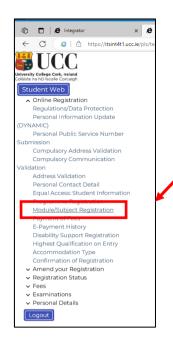
As this step is only applicable to first time entrants to higher education, you are not required to complete the survey.

Please continue with the Registration Process by clicking on "Programme Registration".



- Students who have already registered online for 2023/2024 in UCC, but who have now accepted another programme through the CAO, <u>cannot</u> register online for the new CAO offer <u>contact the Student Records and Examinations</u> in order for your registration to be updated accordingly.
- If the correct programme is not listed at this step, contact the Student Records and Examinations.
- Please note: **FITNESS TO PRACTISE** is applicable to certain programmes.

If your selected programme 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 programme. For more information see: http://www.ucc.ie/en/academicsecretariat/fitnesstopractise/.



STEP 10: Registration of Compulsory Modules

If your programme consists of only compulsory modules, you will not have to complete the "Module Registration" step – you will automatically be registered for the modules.

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

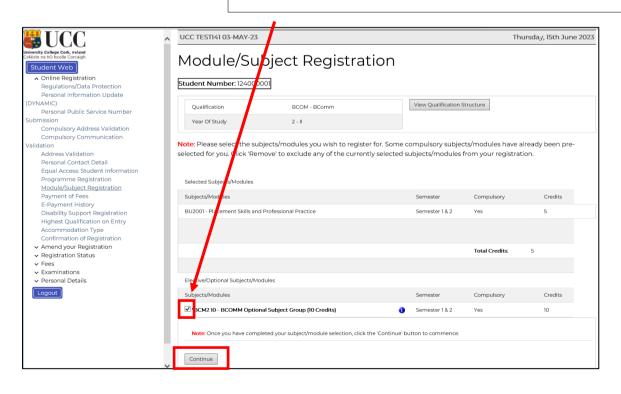
STEP 11: Registration of Elective Modules

If your programme consists of core \underline{and} elective modules, you will need to select your elective modules.

To select your preferred module choice, click on the radio button alongside each relevant module.

Continue to select modules to the value of **the full credit requirement for your programme**, **e.g. 60 credits**.

If you are satisfied with your choice, finalise your module registration by clicking **"Continue".**



Module Registration - Terms & Conditions

- Registration of Dissertation for master's degree only.
 You will be registered for your Dissertation at office level by the Student Records and Examinations
 Office staff later in the academic year. Therefore, there is no need for you to register your Dissertation
 during the online registration process.
- Check the <u>College Calendar</u> when completing your registration to ensure that you are fulfilling the programme requirements, such as the full credit requirement, the correct module combinations, etc.

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.

Your payment options will be displayed on this screen. The payment options may differ slightly depending on the category applicable to you.

Click on the option that applies to you.

There are four categories of Postgraduate Student, each of which will be presented with a slightly different payment screen displaying the relevant fee options (see next page):

Please note that all EU postgraduate students can avail of a payment plan - If you are taking out a payment plan then you will need to change the amount in the 'Pay Now' box which you will see shortly. Where you are taking out a payment plan you will need to make your initial payment of €1000. For more details click on:

I Would Like to Set Up a Payment Plan | University College Cork (ucc.ie)

- 1. Postgraduate EU Student 1st Year / Ongoing You will be presented with a choice of 4 payment options:
 - Full Tuition Fees
 - First Instalment of Tuition Fees
 - SUSI Applicants
 - Funded
 - International Students in receipt of a Canadian or US Federal Loan should select the "Funded" option on the screen they are presented with. They can subsequently select their funding.
- Postgraduate Non-EU International 1st
 Year Student
 You will be presented with a choice of 3
 payment options:
- Full Fee Liability
- 100% Funded
- First Year International Students can pay in 2 instalments. First instalment should have been paid before registration. If not, please blank out the full fee on step 'Payment of Fees' and input first 50% that's due prior to but only now been paid at registration.
- 3. Postgraduate International Student Ongoing Student

You will be presented with a choice 3 payment options:

- Full Fee Liability
- First Instalment of Tuition Fee
- 100% Funded

- 4. Postgraduate CPD (Continuing Professional Education) StudentYou will be presented with 1 payment option:
 - Fees Due
 - Funded

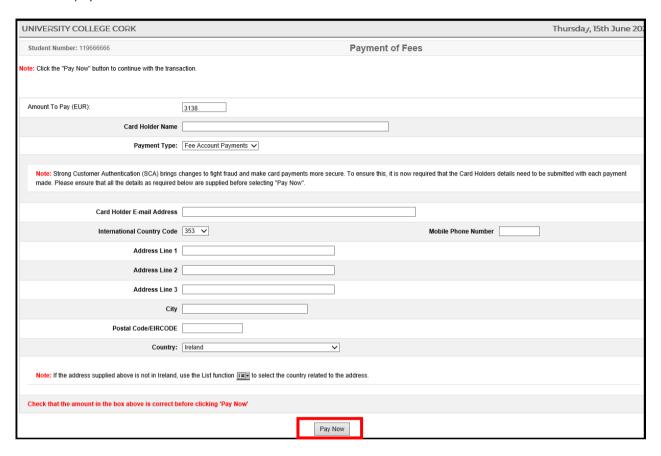
Full Amount or First Instalment Payment Options and SUSI Applicant

To determine what you should pay as a SUSI student see <u>UCC Guidelines SUSI Applications</u>.

- Read this screen carefully some bank cards have a transaction limit which may necessitate multiple transactions to complete fee payment.
- Click "Proceed" to begin the fee payment process.

UNIVERSITY COLLEGE CORK	Thursday, 15th June 20				
Payment of Fees.					
Amount Due: €3138					
Important Information: If you are using a Visa Card you should be able to settle the amount above in one payment transaction on the next screen.					
If you are using a Visa Debit Card (laser card) you may be restricted by your card provider to a €1500 transaction limit. If this is the case and the Amount Due Nov complete your payment using more than one on-line payment transaction as follows:	v is greater than €1500 you will need to				
1. Adjust the 'Amount to Pay' on the next payment screen to €1500 and complete the payment transaction.					
2. Follow the remaining steps to complete your registration.					
3. Go to the 'Fees' option and click 'Pay Outstanding Fees' (It is important to note that the 'Amount Now Due' may not be fully updated at this point but you shou pay to settle your registration payment).	ıld adjust it to the balance you need to				
If you are satisfied that you do not have a transaction limit on your Visa Debit Card then you can process the full amount above in one transaction on the next sc	reen.				
You should note that if the transaction limit is in place and you input an amount greater than €1500 on the payment screen you will get an unsuccessful payment recommend that you return to the Payment Screen and follow the multiple payment process as outlined above or use a Visa Card.	nt notification. We would then				
Please select 'Proceed' to the E Payment Screen.					
Proceed					

 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.

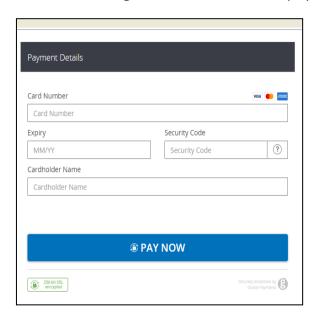
Failure of the data entered above to match that provided to the bank by cardholder may result in the payment not been processed by your bank. If this occurs, error code '111' will appear:

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

• The following card details screen will display:

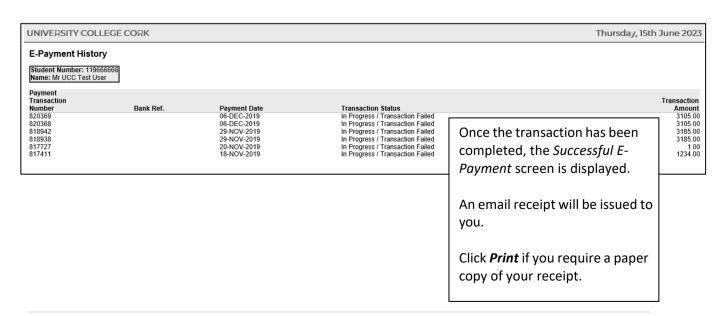


Enter all the **mandatory** fields, as follows:

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

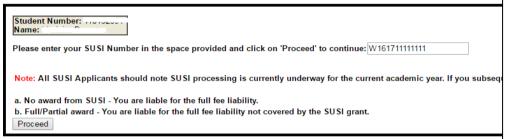
and click "Pay Now".

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.



SUSI Applicant Option

First Year Postgraduate SUSI application



If you are a First Year

Postgraduate SUSI

application, you will be prompted for your SUSI number.

Enter your SUSI number and click "Proceed".

Ongoing Postgraduate SUSI application



If you are an **Ongoing Postgraduate SUSI application,** you will be presented with the following screen.

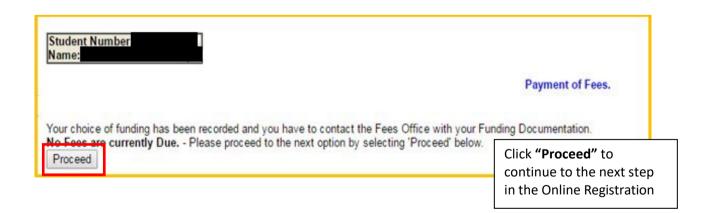
Click "Proceed".

Funded or 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 2024/2025 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

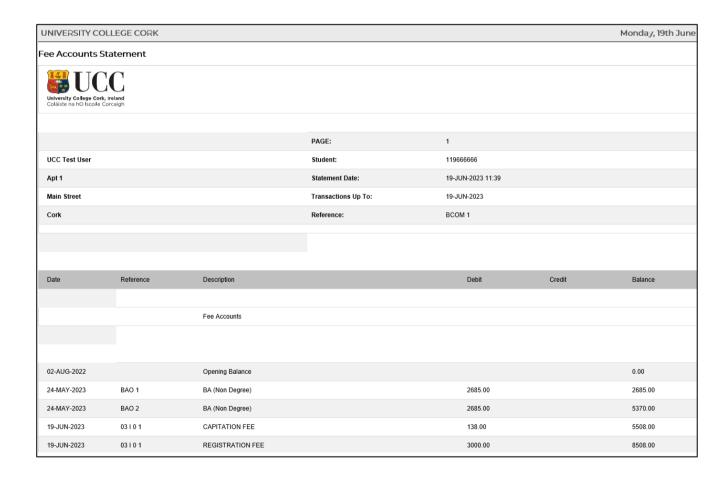
Statement of Fees is now available for you to print.

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:

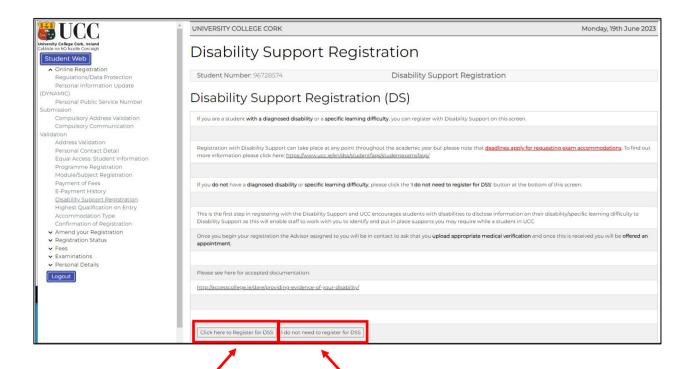
- Loan Applications
- Visa Requirements
- Where your employer is paying your Fees and requires an invoice to process a
 payment on your behalf. This statement can be used along with UCC Fee
 Account details see https://www.ucc.ie/en/financeoffice/fees/feepayments

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



Step 13: Disability Support Registration

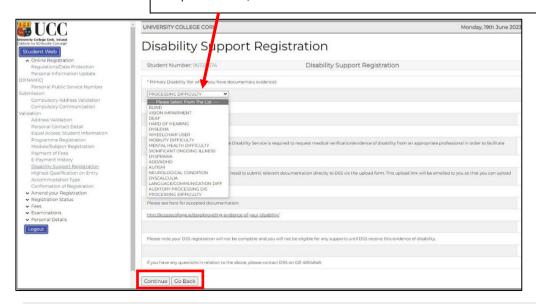
As part of your registration, you will be asked if you wish to register with the Disability Support Service (DSS). This service supports students with a diagnosed disability and students with a wide range of specific learning difficulties such as Dyslexia, Dyspraxia, and students with AS.

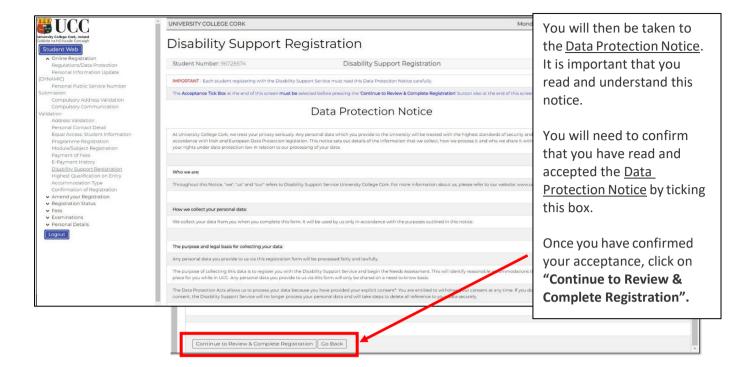


Click here <u>if you wish</u> to register with the Disability Support Service.

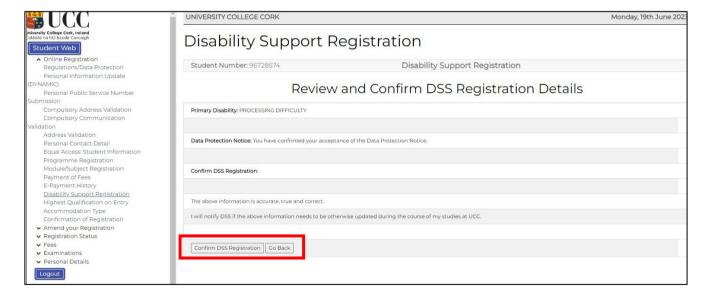
If you do not need to register with the DSS, click here. You will be taken to Step 13: "Highest Qualification on Entry".

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



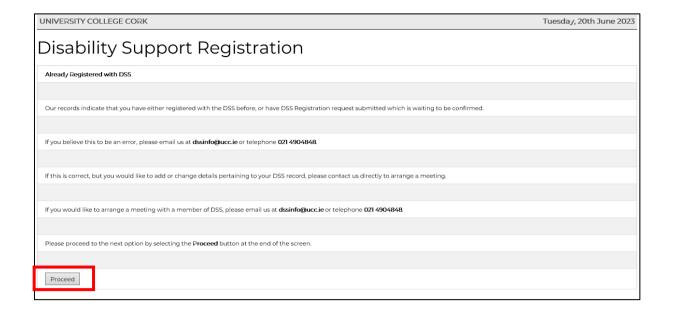


The following screen will ask you to confirm your registration details:

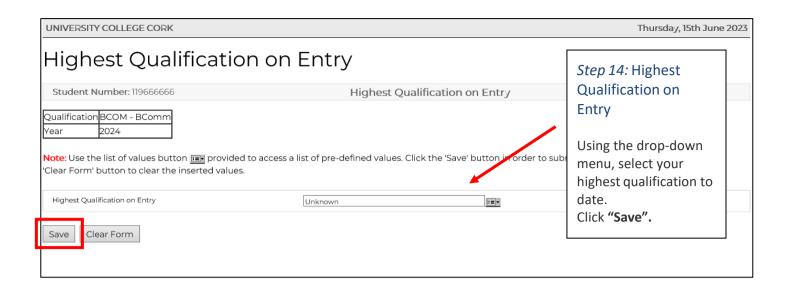


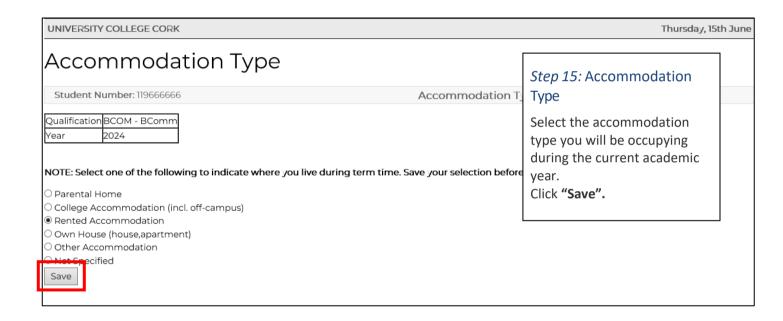
- You will also get an email to your UCC Student Account to confirm your DSS registration details.
- Once your DSS registration has been submitted, an Advisor from the DSS will be in contact with you to arrange an appointment for your Needs Assessment.
- A Needs Assessment can take approximately 30 minutes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



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.

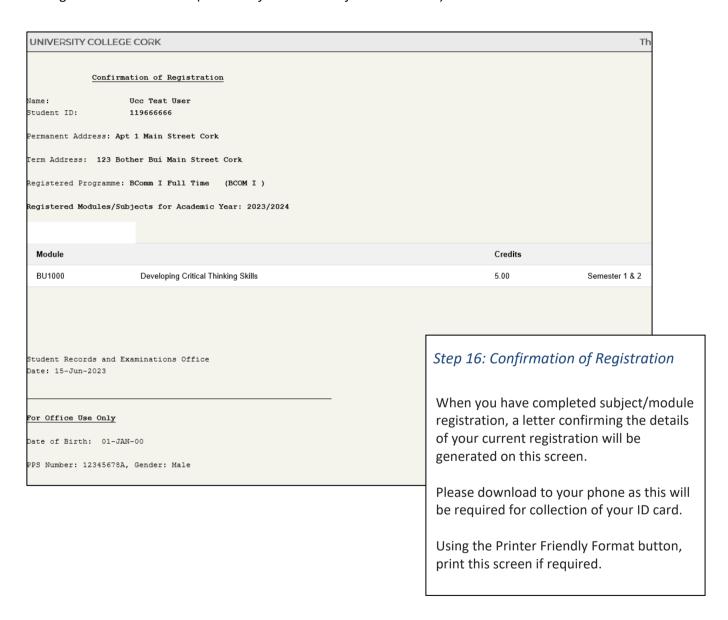


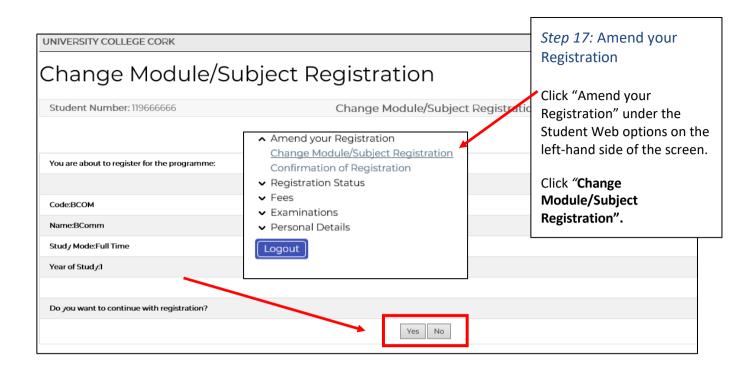


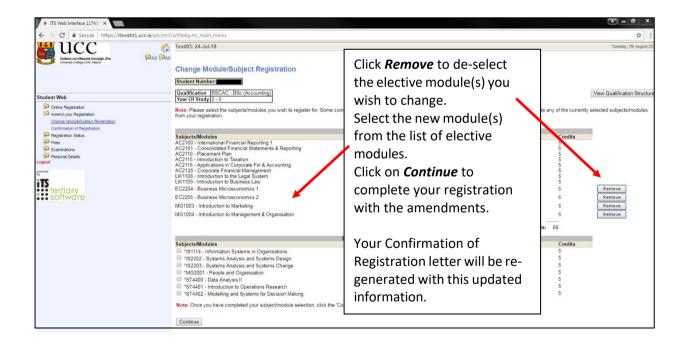
The Confirmation of Registration screen is an up-to-date record of your <u>current</u> registration. ANY changes to your registration will be reflected here immediately.

For programmes where <u>Garda Vetting</u> is compulsory you will be required to read and accept that you are only provisionally registered until these processes are complete.

Please note: You may amend the elective modules you have selected during registration, within the Change of Module deadline (2 weeks after the start of each Semester).







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 programme and payment of fees:						
Registration Helpdes	sk					
Opening hours:	Monday – Friday					
	9:00am – 5pm					
Phone:	(021) 490 3000					
Student IT Support f	or queries such as MFA, My	StudentAdmin log-in difficulti	es			
Opening hours:	Monday – Friday	Saturday - Sunday				

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

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

8:30am – 9pm (021) 490 2120

Phone:

Email:

10:00am – 5pm