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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 <u>Student ID Cards</u> for more information.

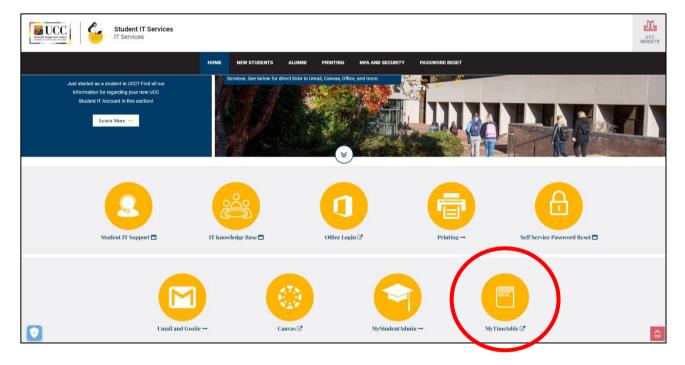
If you have a question, please check our helpful <u>ASK</u> page, or alternatively, submit your query using the <u>web enquiry form</u>.

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

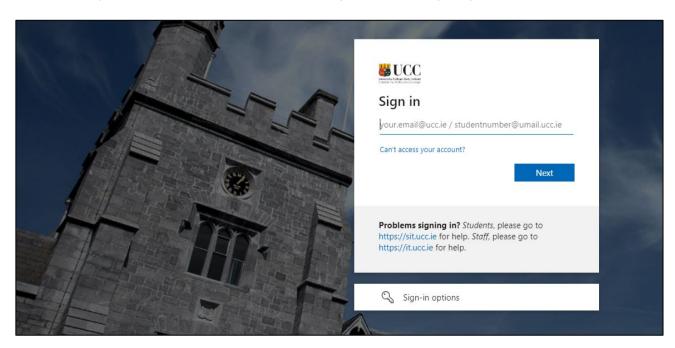
Student Records and Examinations Office

# Login - MyStudentAdmin

- 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 <u>IT Services for Students | University College Cork (ucc.ie)</u> 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 <u>ALL</u> official communication from the University, including fees, exams and conferring information.

# 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

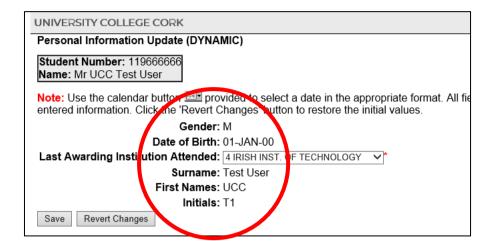
- Amend your Registration
- ▼ Registration Status
- Fees
- Examinations
- Personal Details

Logout

### 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.

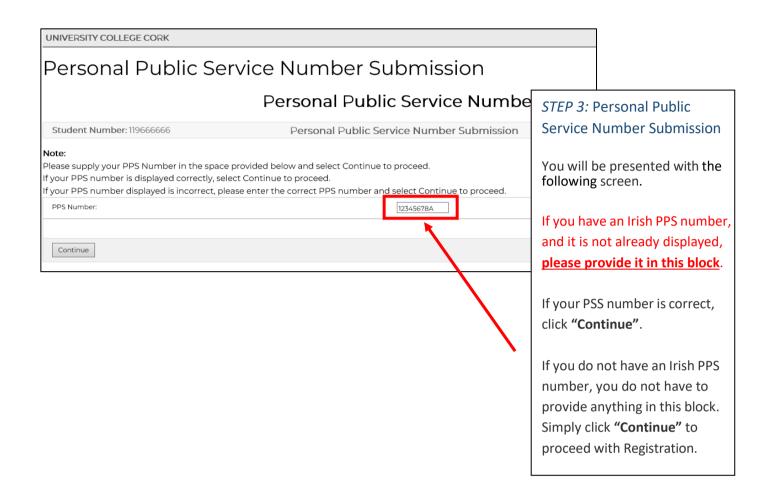


#### STEP 2: Biographical Details

- 1. Check that your biographical details are correct.
- 2. Select classification of last awarding institution attended. Click "Save".
- 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.

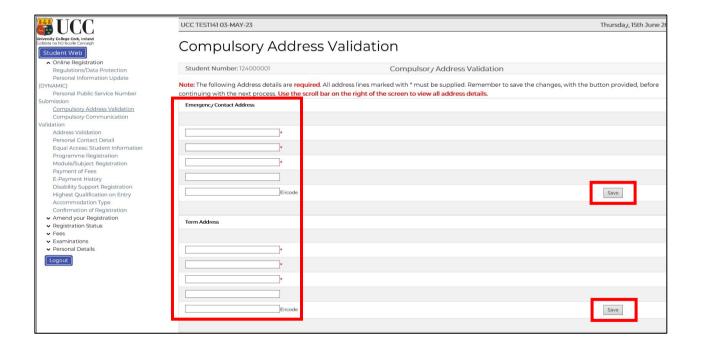
The first three address lines (marked with \*) must be completed. Click "Save" after each address entry.

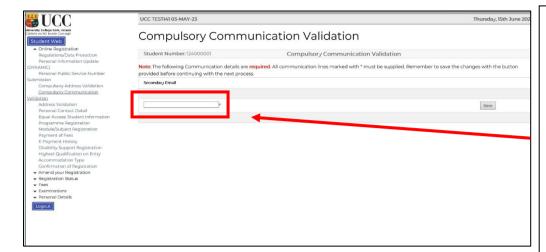
**Emergency Contact Address:** When recording address details of Emergency Contact Person, please enter the name of the person on the first line of the address field.

**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.



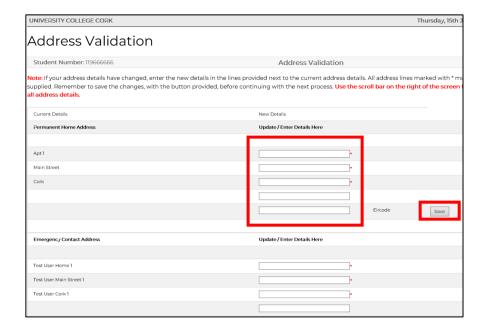


# STEP 5: Compulsory Communication Validation

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.

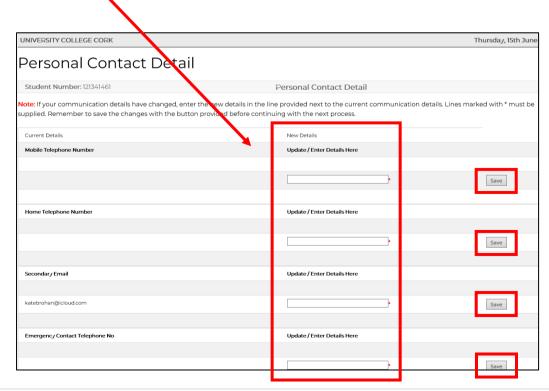
#### STEP 6: Address Validation

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

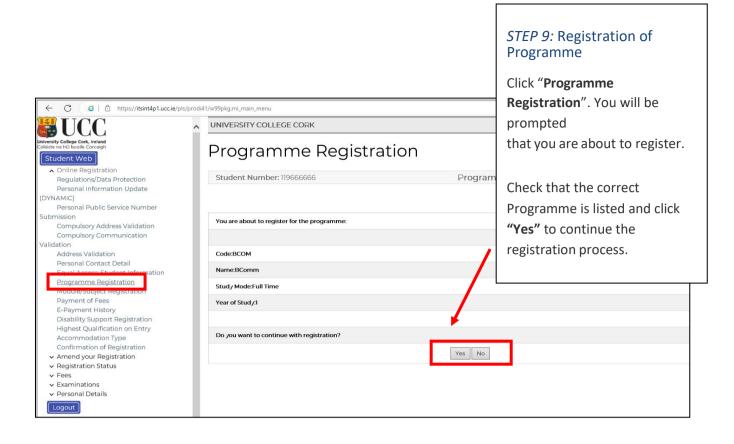
# You are not required to complete the

Please continue with the Registration Process.

# STEP 8: Equal Access Student Information:

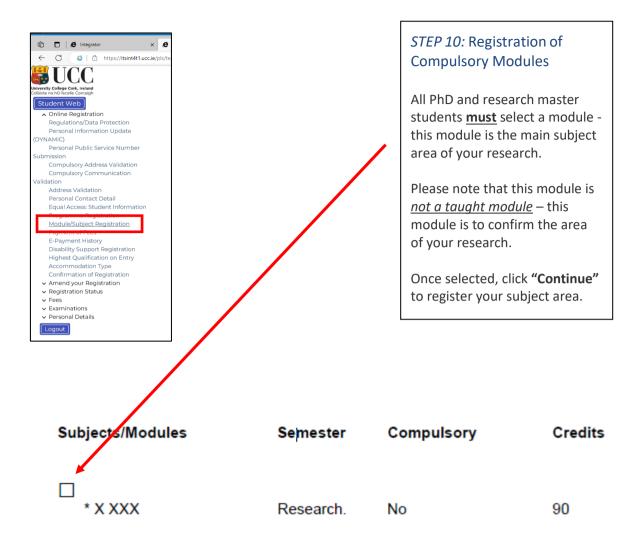
As this step is only applicable to first time entrants to higher education, you are not required to complete the survey.

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



- If the correct programme is not listed at this step, contact <u>Thesis Submission</u>.
- 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: <a href="http://www.ucc.ie/en/academicsecretariat/fitnesstopractise/">http://www.ucc.ie/en/academicsecretariat/fitnesstopractise/</a>.



- If the details for your subject/module area are incorrect, please contact <u>Thesis Submission</u>.
- Research Students who wish to register for taught modules should visit <u>Current Research</u> Students.

# 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.

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):

- 1. Postgraduate EU Student 1<sup>st</sup> 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 1<sup>st</sup>
   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

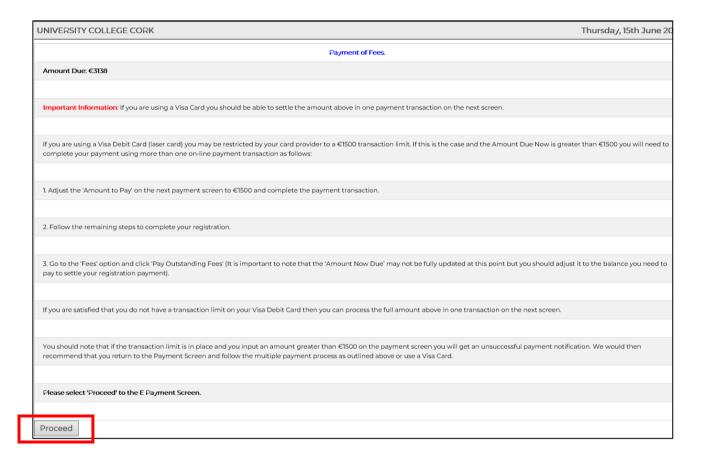
You will be presented with a choice 3 payment options:

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

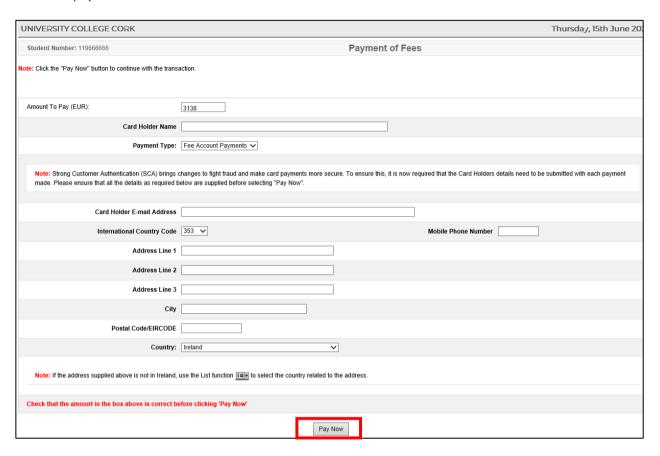
- 4. Postgraduate CPD (Continuing Professional Education) Student You will be presented with 1 payment option:
  - Fees Due
  - Funded

# Full Amount or First Instalment Payment Options and SUSI Applicant Option where SUSI student must pay €138 at registration.

- 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.



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.

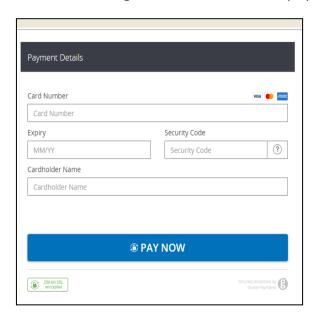
Failure of the data entered above to match that provided to the bank by cardholder may result in the payment not been processed by your bank. If this occurs, error code '111' will appear:

#### 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:

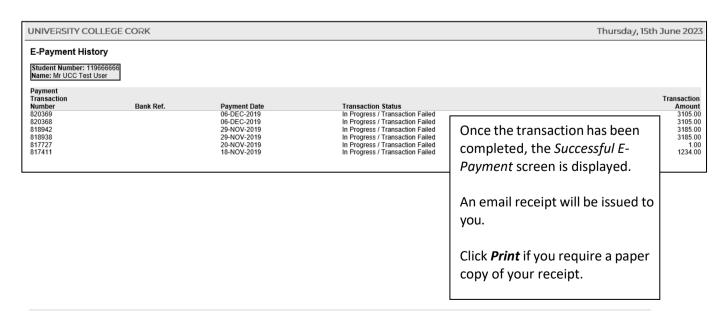


#### Enter all the mandatory fields, as follows:

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

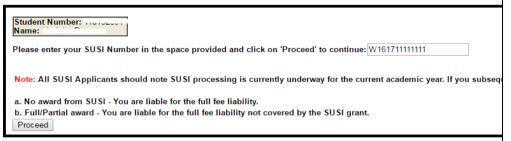
and click "Pay Now".

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.



# **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**

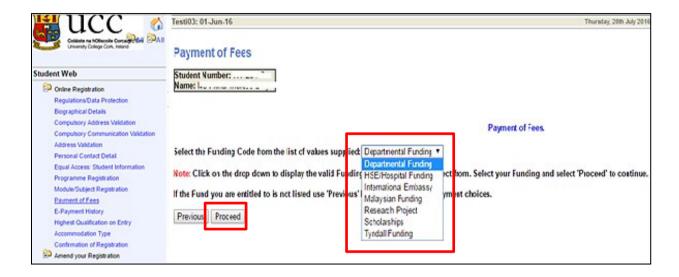


If you are an **Ongoing Postgraduate SUSI application,** you will be presented with the following screen.

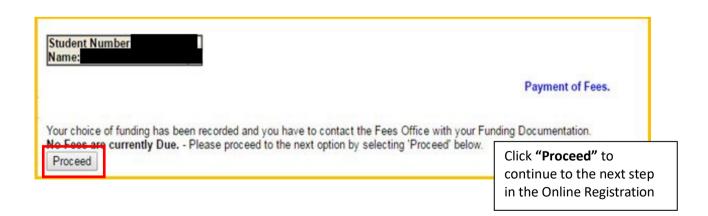
Click "Proceed".

### 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 2023/2024Academic 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

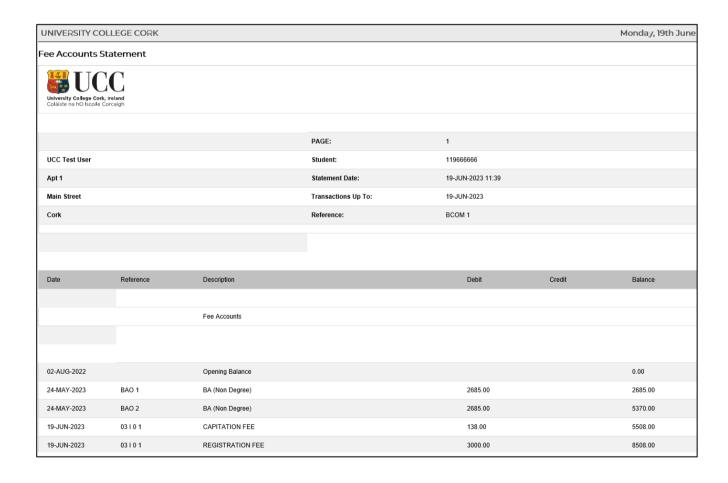
Statement of Fees is now available for you to print.

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:

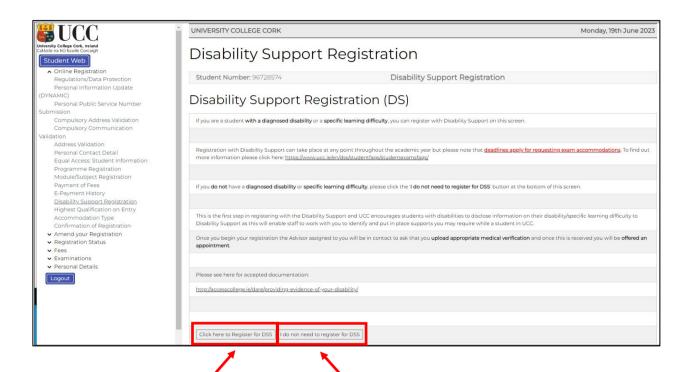
- Loan Applications
- Visa Requirements
- Where your employer is paying your Fees and requires an invoice to process a
  payment on your behalf. This statement can be used along with UCC Fee
  Account details see https://www.ucc.ie/en/financeoffice/fees/feepayments

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



# Step 13: Disability Support Registration

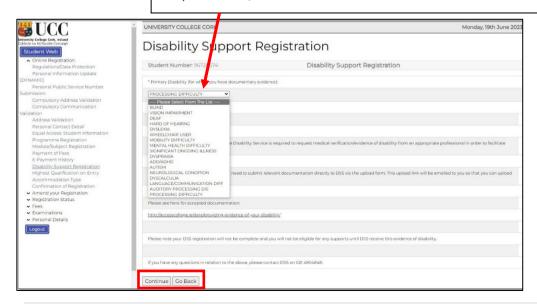
As part of your registration, you will be asked if you wish to register with the Disability Support Service (DSS). This service supports students with a diagnosed disability and students with a wide range of specific learning difficulties such as Dyslexia, Dyspraxia, and students with AS.

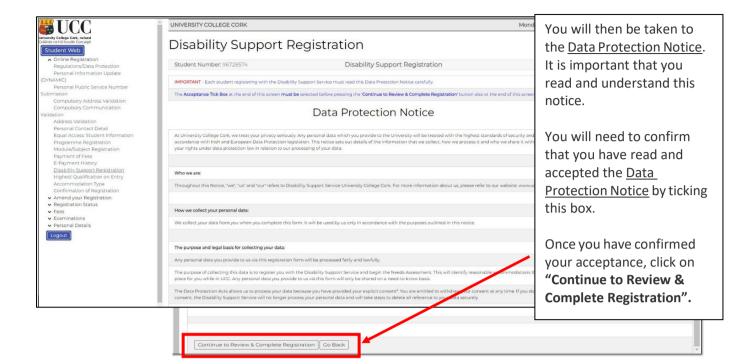


Click here <u>if you wish</u> to register with the Disability Support Service.

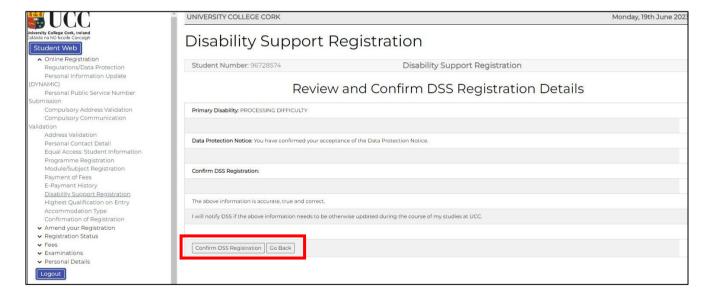
If you do not need to register with the DSS, click here. You will be taken to <a href="Step 13:">Step 13:</a> "Highest Qualification on Entry".

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



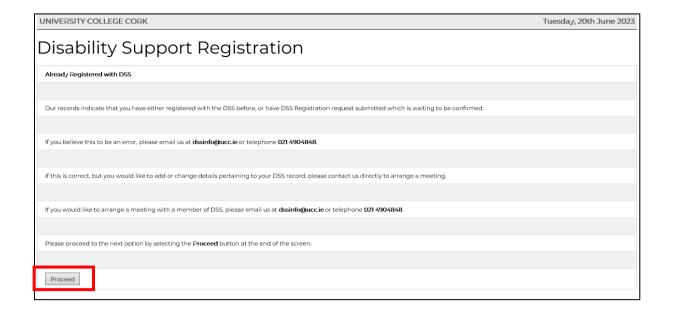


The following screen will ask you to confirm your registration details:

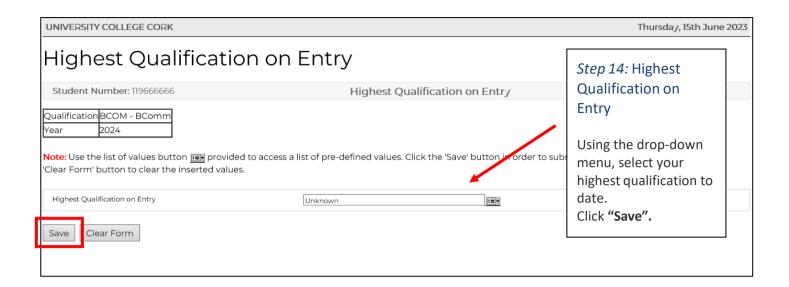


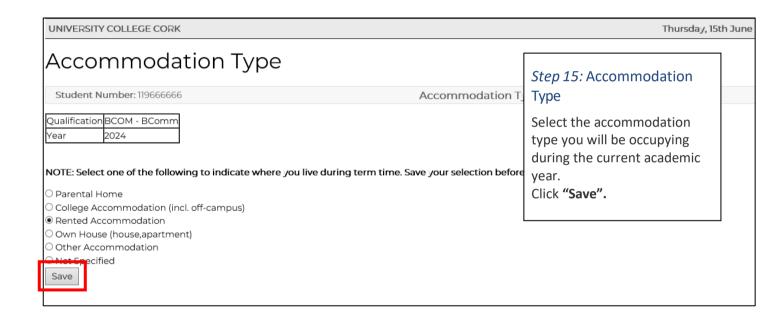
- You will also get an email to your UCC Student Account to confirm your DSS registration details.
- Once your DSS registration has been submitted, an Advisor from the DSS will be in contact with you to arrange an appointment for your Needs Assessment.
- A Needs Assessment can take approximately 30 minutes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

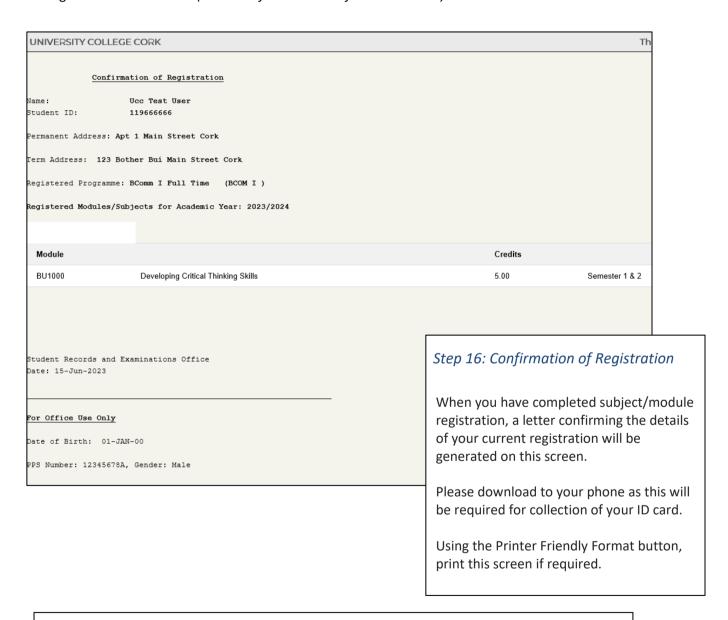




The Confirmation of Registration screen is an up-to-date record of your <u>current</u> registration. ANY changes to your registration will be reflected here immediately.

For 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).



# Step 17: Amend your Registration

Research students who wish to amend their registration must complete a Research Registration Change Request Form.

Ensure that you log out by clicking the <u>Logout</u> 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:

Registration Helpdesk					
Opening hours:	Monday – Friday				
	8:30am – 5pm				
Phone:	(021) 2427409				

# Student IT Support for queries such as MFA, MyStudentAdmin log-in difficulties

Opening hours:	Monday – Friday	Saturday - Sunday				
	8:30am – 9pm	10:00am – 5pm				
Phone:	(021) 4902120					
Email:	sit@ucc.ie or alternatively log a support call. You can also chat to IT					
	Services using MS Teams.					

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