# Registration and Login Help

If you are having difficulty registering on the accommodation portal or logging in, we have put together the guide below to help. Please read this through and if this does not resolve your issue please email us at halls@hw.ac.uk.

## Where can I find my Student ID number?

Your Student ID number (starts H00…) can be found on your offer letter from the University. You will only have this number if you have a Conditional Firm or Unconditional Firm offer.

## When I try to register I get the message "student record not found".

This is a common issue if you have only recently accepted your offer from the University. It can take the system up to 48 hours to update before you will be able to register an account and make an application for accommodation.

## It has been over 48 hours since I have accepted the offer of my course, but it I am still getting the error "student record not found". What is the problem?

The details you enter must match exactly what is on your record. Please ensure that you are including any middle names used when applying for your course. If the issue persists, please email us at halls@hw.ac.uk a screenshot of the details entered on the registration screen so we can cross check that this matches what is on your student record.

## I am on a single semester course but on the portal, I can only select a contract for the full year (40 or 50 week contract). What do I do?

Please apply for the full year and add in the notes section that you only require one semester accommodation.

## I do not need accommodation for the whole length of contract, can I get a one semester contract or shorter contract length?

The accommodation type offered is related to the length of your studies so single semester accommodation would not be an option unless your course is only for one semester. The contract dates are fixed with no option for amendment or early cancellation. If this is not suitable, please decline the offer – private rented accommodation may suit your needs better.

## I am not able to apply for the room type that I would prefer. Is there a waiting list?

Room types are removed from the options available once they reach capacity. If you have a preference which is not currently available, you can note this is the field towards the end of the application form to be considered should we have any cancellations.

## I have made an application but would like to change my room type preferences, is this possible?

Please email us at halls@hw.ac.uk. We can change this manually if we have availability.

### I cannot proceed with the application as my phone number is giving an error and I can't change it, what do I do?

This is due to the formatting of the phone number. Please email us at halls@hw.ac.uk and we can amend this so you can apply.

### My next of kin details or other personal information is not correct in the portal – how do I change this?

This is read only so cannot be changed in the portal. Please continue to apply with the details showing. You will be able to update this once you have fully enrolled.

### My offer says it has expired but I still want the accommodation. What can I do?

Please email halls@hw.ac.uk to advise as soon as possible that you wish to accept the offer – this can then be reactivated should we still have availability. If you do not contact us, you will be informed via email that the offer has been cancelled and the room will be released to another student.

### I do not have a debit or credit card to pay the Advance Rent Payment, is there another way to pay?

You can use bank to bank transfer via Convera:  https://students.convera.com/heriotwatt
Please ensure that you provide **within the reference your HWU ID number starting with letter H** so we can correctly identify the payment transferred to us and allocate this toward your student account as Advance Rent Payment.  Please email halls@hw.ac.uk to let us know if you have paid using Convera.

### I have paid the Advance Rent Payment by Convera but on the portal it is not showing as paid.

This will not update unless this is paid through the accommodation portal. Once you have checked in, you will be able to see that this has been deducted from the total rent due on the payment tile in your myHWU app. If you require a receipt, please email student-services-uk@hw.ac.uk with your student H number.

### I have accepted my offer but have not got my building or room number. I need this for my visa application. What should I do?

You will be given your building and room number upon check in.
For arrival purposes, please use the following address:
Heriot-Watt University
Edinburgh
Scotland
EH14 4AS

### I am trying to book an arrival slot but they are all greyed out and I can't click on any date.

Please try a different browser or device, or clear your cache. If the issue persists email halls@hw.ac.uk.

### There is not an arrival slot available on the day I want to arrive, what do I do?

There are limited number of slots available each day as we need to manage the number of student arriving onto campus to ensure your Health and Safety. We recommend checking available slots before making travel arrangements. If you have already made travel plans please email flight confirmation to halls@hw.ac.uk.

### I have arrived on campus and now want to pay the rest of my accommodation – do I do this on the portal?

No, payments are made through the payments tile on the myHWU app, you will be advised once the invoice is ready to pay on your account. You can also set up a payment plan on the app.

### I was previously living on campus and now need a reference – can I get this on the portal?

No, please email [halls@hw.ac.uk](mailto:halls@hw.ac.uk) to request a reference.