SAAS Online Application

Student Dashboard
Screen Shots Guide for Universities and Colleges
TABLE OF CONTENTS

STUDENT DASHBOARD

Logging In ..........................................................................................................................2
Student Dashboard...........................................................................................................3

Student Dashboard – Profile ..........................................................................................4

Personal Details ..................................................................................................................4
Account Details ..................................................................................................................5
Change Password ...............................................................................................................6
Application Submitted ........................................................................................................7
Application Assessed ..........................................................................................................8
Notifications ........................................................................................................................9
SAAS reference number .....................................................................................................10
Submit Enquiry ....................................................................................................................11

Application Submitted – New Profile Options .................................................................12

Personal details ..................................................................................................................12
Updating personal details - Evidence required ..................................................................13
Course details ....................................................................................................................14
Term address .......................................................................................................................15
Bank details ........................................................................................................................16
Loan Contacts ....................................................................................................................17
STUDENT DASHBOARD
Logging In

Please log into your SAAS account

Email address

Forgot your email address?

Password

Forgot your password?

Passwords must be 8-16 characters long, with at least one number and one letter.

I'm not a robot

Login

Your data security is important to us. You are only allowed to log into the SAAS Application Portal from one device at a time.

You MUST use the 'Sign Out' option to exit the SAAS Application Portal - this is especially important if you are on a shared computer.

If you do not, your session will time out and you will not be able to log in again for 15 minutes.

Notes:

- The email address used and the password created when registering must be entered. Both can be updated after the user successfully logs into their account.
The Student Dashboard is where a user starts an application. Additional functionality becomes available once the application has been submitted and processed.
Student Dashboard – Profile

Personal Details

Your profile

Once you have started an application, but not submitted it, you are not able to update certain profile details. After you have submitted your application, it may take up to 24 hours for the details to be reflected in your profile.

Personal details

Title
Select an option

Forename(s)
Scooby

Last name
Doo

Date of birth
Day 01
Month 01
Year 1990

Gender
Select an option

Marital status
Select an option

Notes:

- Before an application has been started, students can amend personal details within the ‘Profile’ section of their dashboard. If a student has started an application, to amend personal details they must either submit the application or go back to their dashboard and click on ‘Delete’ found next to the ‘Resume’ button.

- The students address can be found further down the ‘Personal Details’ page, below the National Insurance Number.
Your profile

Once you have started an application, but not submitted it, you are not able to update certain profile details. After you have submitted your application, it may take up to 24 hours for the details to be reflected in your profile.

Account Details

Contact details

Email address
SHAREAR07@SAATEST.CO.UK

Mobile phone number
(optional)

Home phone number
(optional)

Security questions

Question 1.
What is the name of your first pet?

Notes:

- The email address, mobile phone and home phone numbers can only be amended before starting an application and once an application has been submitted.

- Security questions can be amended at any point before, during or after completing an application.

- The remaining security questions/answers are found further down this page.
Notes:

- The account password can be changed at any point. Changing a password is reflected immediately, the 24 hour timescale is not applicable.
Application Submitted

Welcome to your new SAAS account

You can submit and track application progress using this portal. The status of your award and any award notices will also be available here.

Dismiss

SAAS Student Reference Number: 900001062

Notifications

You have no notifications from SAAS

We have received your 2018-2019 application

Applications

WILLIAM SHAKESPEARE - Application for 2018 - 2019
We have received your application.

Awards

DEPENDANTS ALLOWANCE
You have claimed this award. We will notify you when we have assessed your application.

Notes:

- The ‘Applications’ section now shows the status ‘New’.
- The funding that has been claimed is now displayed under ‘Awards’.
- The Document Uploader is now available. Documents can be uploaded straight away.
- Once the application has been transferred to StEPS, the ‘Submit Enquiry’ option will appear above ‘Document Uploader’.
Application Assessed

SAAS Student Reference Number: 79015182

Notifications (31-1)
You have no notifications from SAAS

We have received your 2018-2019 application (32-1)

Applications

We have assessed your application and you will be notified shortly.
Award letter

Awards

FEES

We have assessed your entitlement to this award and will confirm your entitlement in your award notice.

Notes:

- The ‘Applications’ section now shows the status ‘Assessed’.
- The Award Letter is now available.
- The student may also access previous session awards by clicking on the link on the right hand side of the dashboard underneath the Document Uploader option.
- The status for the funding claimed under the ‘Awards’ section now shows ‘Assessed’. The status here will differ depending on whether the student is eligible or if we need more information before we can award.
- ‘Submit Enquiry’ is now available. Any enquiries submitted via the Students Dashboard will be transferred to SAAS for processing.
Notifications are displayed under the Student reference number near the top of the Student Dashboard. Any “Student Messages” that have been sent via our processing system will show here. The messages will remain available for the timescale specified by us (usually 1 month.)
After an application has been submitted, a confirmation page will appear providing the reference number, however the SAAS reference number can also be found near the middle of the Student Dashboard above the notifications. In addition it can still be found at the bottom right of the dashboard directly below our address and helpline number.
Notes:

• The ‘Enquiry form’ is accessed by clicking on ‘Submit Enquiry’ within the Student Dashboard.

• A subject needs to be selected from the drop down menu.

• Max. 1024 characters.

• Enquiries submitted are added to our processing system and handled within 28 days as with other correspondence.
Application Submitted – New Profile Options

Personal details

Please note - if you have started an application, but not submitted it, you are not able to update certain profile details. After you have submitted your application, it may take up to 24 hours for the details to be reflected in your profile.

Notes:

- New options are available once an application has been submitted.
- Course: students must submit an enquiry via the Dashboard to amend course details.
- Term Address: the term address can be updated and can take up to 24 hours to reflect in the profile.
- Bank Details: the bank details can be amended and can take up to 24 hours to reflect in the profile.
- Loan Contacts: this will be available if a student has applied for a Living costs loan. If amended can take up to 24 hours to reflect in the profile.
Updating personal details - Evidence required

Evidence required

For any change of name (including marriage, divorce, chosen change of name, change of gender), SAAS require documentation to evidence that change.

Name and gender

For us to correctly change your details, please send us one of the following:

- Marriage Certificate, Civil Partnership Certificate, Deedee Nisi, Deedee Absolute, Birth Certificate (including amended birth certificate), Gender Recognition Certificate, Statutory Declaration or Deed Poll (as applicable);
- If you do not have documentation from above, a passport or driving license in your new name;
- If you do not have documentation from either parties above, a letter from your doctor, solicitor or other professional who can confirm your change of name or a letter from your local authority if you are in care or care experienced;
- If you do not have any documentation from the above, we can also accept a letter from your educational institution or bank statement.

*If you are submitting a Gender Recognition Certificate (GRC), we will not attach this to your student record. In keeping with the Gender Recognition Act we will change your details before confidentially destroying the copy of the GRC. Please send GRCs marked Confidential and for the Attention of the Resolution Team either by post to:

FAQ Resolution Team
Student Awards Agency Scotland
Saughton House
Brownhouse Drive
Edinburgh
EH11 4UT

or by email to SAAS.Resolution_Team@gov.scot

Marital Status

If you marry or enter into a civil partnership during the academic session, we will need to see a copy of your marriage/civil partnership certificate.

If your status changes from being married or in a civil partnership to single or widowed and you are in receipt of income assessed funding, we will require proof that you are now living as an individual. This is because we have to confirm any circumstances that may affect the funding you are entitled to.

For proof of single person status we can accept copies of one of the following:

- if you receive tax credits, pages one and two of your current tax credit award or your current tax credit annual review (whichever applies); or
- Your current council tax notices that shows you receive a 2% discount; or
- A letter from the council or housing association (whichever applies) that shows you have been given the tenancy as an individual or are receiving housing benefit as an individual; or
- A letter from the Department for Work and Pensions which clearly states you receive benefits as an individual.

If you cannot give us any of the above, we can accept a letter from a professional person, signed and on company headed paper, confirming your circumstances. A professional person can be a doctor, nurse, lawyer, solicitor, notary public, teacher, counsellor, police officer, family mediation worker, social worker, nursery teacher, student advisor or minister of religion.

To allow us to process your update as quickly as possible, you should submit copies of your evidence using the Document Uploader.

Notes:

- This is the screen students see when they click ‘Require Evidence’ in personal details.
Course details

Your profile

Once you have started an application, but not submitted it, you are not able to update certain profile details. After you have submitted your application, it may take up to 24 hours for the details to be reflected in your profile.

Course Details

To change any course details, please use the Submit enquiry service to notify us of these changes.

Course type
- Undergraduate

College or university
- ABERDEEN UNIVERSITY

Course
- BA ENGLISH

Course year
- 1

Notes:

- The course details page will always be greyed out (read-only), so any changes must be submitted using the ‘Submit Enquiry’ link.
## Term address

### Your profile

Once you have started an application, but not submitted it, you are not able to update certain profile details. After you have submitted your application, it may take up to 24 hours for the details to be reflected in your profile.

If you have been awarded a student loan for the session and your term time address is the correspondence address held by the Student Loans Company, you must notify them of this change. They can be contacted on 0300 100 0609.

### Term address

<table>
<thead>
<tr>
<th>UK postcode (optional)</th>
<th>Find</th>
</tr>
</thead>
<tbody>
<tr>
<td>EH11 3BB</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>House name or number (including flat number):</th>
</tr>
</thead>
<tbody>
<tr>
<td>3/F</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address 1</th>
</tr>
</thead>
<tbody>
<tr>
<td>WHITSON PLACE EAST</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address 2</th>
</tr>
</thead>
<tbody>
<tr>
<td>EDINBURGH</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address 3 (province):</th>
</tr>
</thead>
<tbody>
<tr>
<td>MIDLOTHIAN</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Address 4 (province):</th>
</tr>
</thead>
</table>

### Notes:

- The term address can be amended here and there is guidance to remind students to also inform the SLC if applicable.
Bank details

Your profile

Once you have started an application, but not submitted it, you are not able to update certain profile details. After you have submitted your application, it may take up to 24 hours for the details to be reflected in your profile.

Bank details

Changes to your profile can take up to 24 hours to update. If you are applying for a bursary, living costs grant, living costs loan, placement expenses, travel expenses for study abroad or Disabled Students' Allowance, please check that your bank details are entered below.

Please note - if you are applying for tuition fees or a tuition fee loan only, you do not have to give us your bank details.

If you have been awarded a student loan, you must also update these details with the Student Loans Company. They can be contacted on 0300 100 0609.

Account number

Sort code

Save & Continue

Notes:

- Students can update their bank details here. To change them, they simply delete what is already in the boxes, type in the new details and click 'Save & Continue'.

- Guidance has been added to advise students to also update the SLC if applicable.
The loan contacts page has a link to ‘Submit Enquiry’ to remind students to tell us if they have updated these details.