SAAS Online Application

STUDENT DASHBOARD

Screen Shots Guide
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Logging In

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.
Student Dashboard

Notes:

- 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

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.

Personal details

Title
Select an option

Forename(s)
Care

Last name
Leaver

Date of birth
Day 28 Month 10 Year 1999

Gender
Select an option

Marital status
Select an option

National Insurance number
J0796554D

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.
Account Details

Your profile

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.

Account Details

Contact details

Email address

careleaver@fraser watson.com

Mobile phone number
(optional)

Home phone number
(optional)

Security questions

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

Answer 1:
Pet

Question 2:
What is the name of the first street you lived in?

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.
Change Password

Your profile

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.

Change password

Old Password

New Password

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

Confirm New Password

Submit

Notes:

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

Notes:

- The “Applications” section now shows the status “New”.
- The funding that has been claimed is now displayed under “Awards”.
- The Document Upload facility is now available. Documents can be uploaded straight away.
- Once the application has been transferred to our processing system, the “Submit an enquiry” option will appear above “Document Uploader”.

Welcome to the SAAS Application Portal

This page can’t be displayed

- Make sure the web address is correct.
- Try loading the page with your search engine.
- Refresh the page in a few minutes.

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

We have received your 2017-2018 application

Applications

- New
- CARE LEAVER THREE: Application for 2017-2018

Awards

- FEES
- Claimed

Student Name

Document Uploader
Student Dashboard – Application Assessed

Notes:

- The “Applications” section now shows the status “Assessed”.
- The Award Letter is now available.
- 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 the StEPS record.
Student Dashboard – Notifications

Notes:

- Notifications are displayed at the very bottom 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)
Student Dashboard – SAAS reference number

Notes:

- After an application has been submitted, a confirmation page will appear providing the reference number, however the SAAS reference number can also be found at the very bottom of the Student Dashboard, directly below our address and helpline number.
Student Dashboard – Submit Enquiry

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.
Student Dashboard – 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.

Personal details

The details in this section **require evidence** to be submitted before we can update our records. Please use the Document Uploader to submit the appropriate evidence.

Title
Miss

Forename(s)
CALUM DAVID

Last name
MCDADE

Date of birth
Day: 24
Month: 05
Year: 1987

Gender
Female

Marital status
Single

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

In order for us to correctly change your details, please send us one of the following:

- Marriage Certificate, Civil Partnership Certificate, Decree nisi, Decree Absolute, Birth Certificate (including amended birth certificate), Gender Recognition Certificate*, Statutory Declaration or Deed Poll (as applicable); or
- If you do not have documentation from above, a passport or drivers license in your new name; or
- If you do not have documentation from either points 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; or
- 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 Data Protection Officer’ either by post to

Data Protection Officer
Student Awards Agency Scotland
Saughton House
Broomhouse Drive
Edinburgh
EH11 3UT

or by email to SAAS.Data-Protection_Mailbox@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/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 25% 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.

Continue

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

UK postcode (optional): EH11 3BB

House name or number (including flat number): 3/5

Address 1
WHITSON PLACE EAST

Address 2
EDINBURGH

Address 3
MIDLOTHIAN

Address 4

Notes:

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

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.
Loan contacts
Notes:
- The loan contacts page has a link to “Submit enquiry” to remind students to tell us if they have updated these details.