NEW CITY COLLEGE

USER GUIDE

Pay my student

A step by step user guide to applying for financial support using online Pay My Student Portal.

Please ensure that you have read the eligibility guidance on the financial support document before progressing with the application.

Further information can be found on the student VLE link below under the headings: Student information > welfare bursary & childcare.

https://vle.ncclondon.ac.uk/course/view.php?id=1829

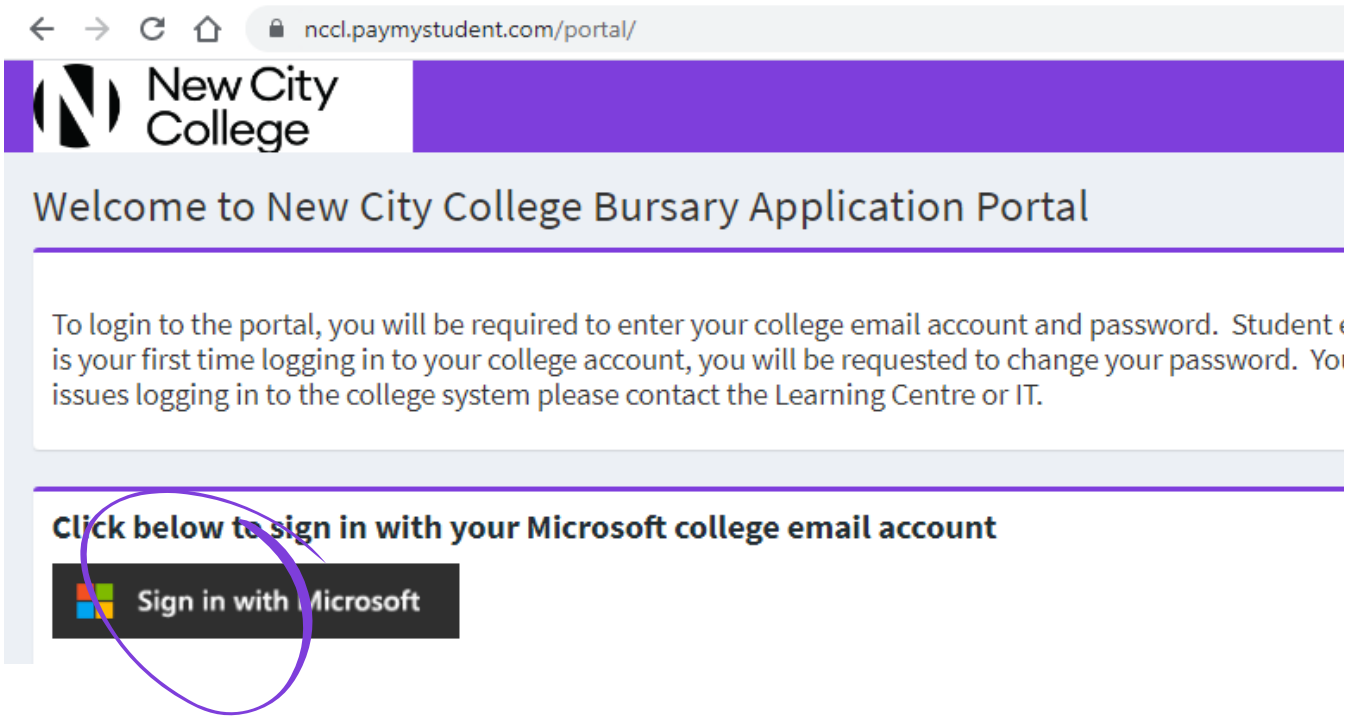
Step 1. How to access Pay My Student online portal

Click or copy and paste the following link into the address bar which should take you directly to the sign in page:

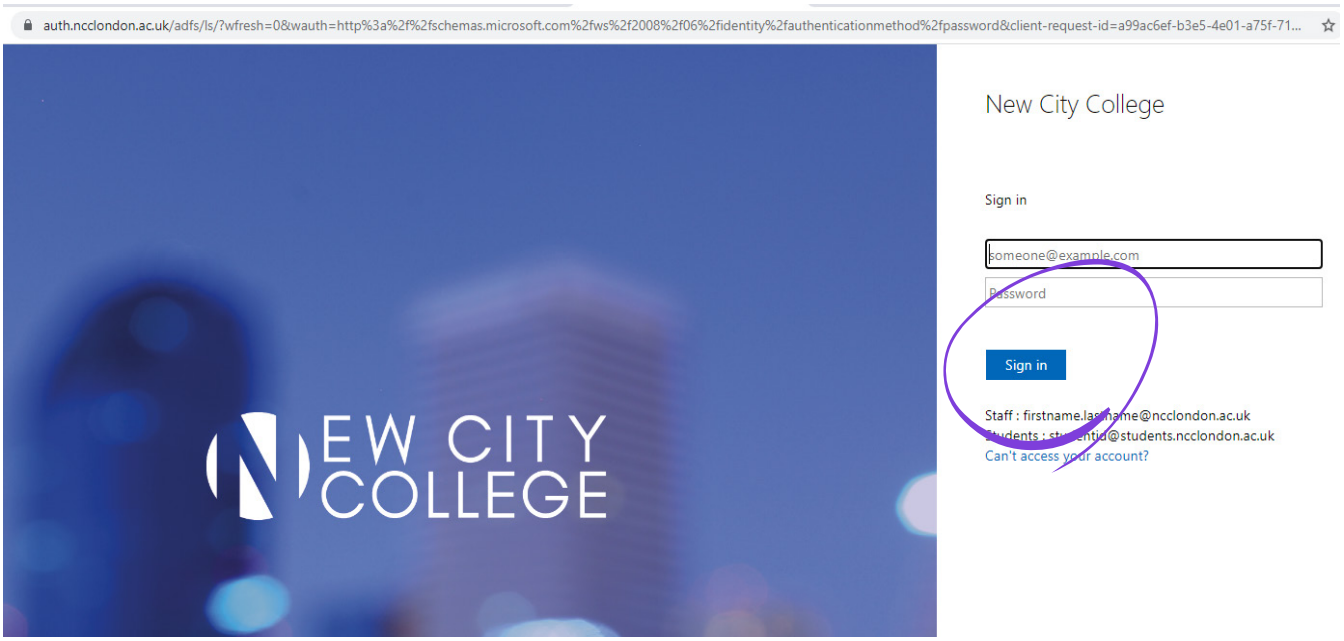
https://nccl.paymystudent.com/portal/

Step 2. Sign in

As instructed on the next screen, you will need to sign in using your Microsoft college email account details. Click 'Sign in with Microsoft' once ready.

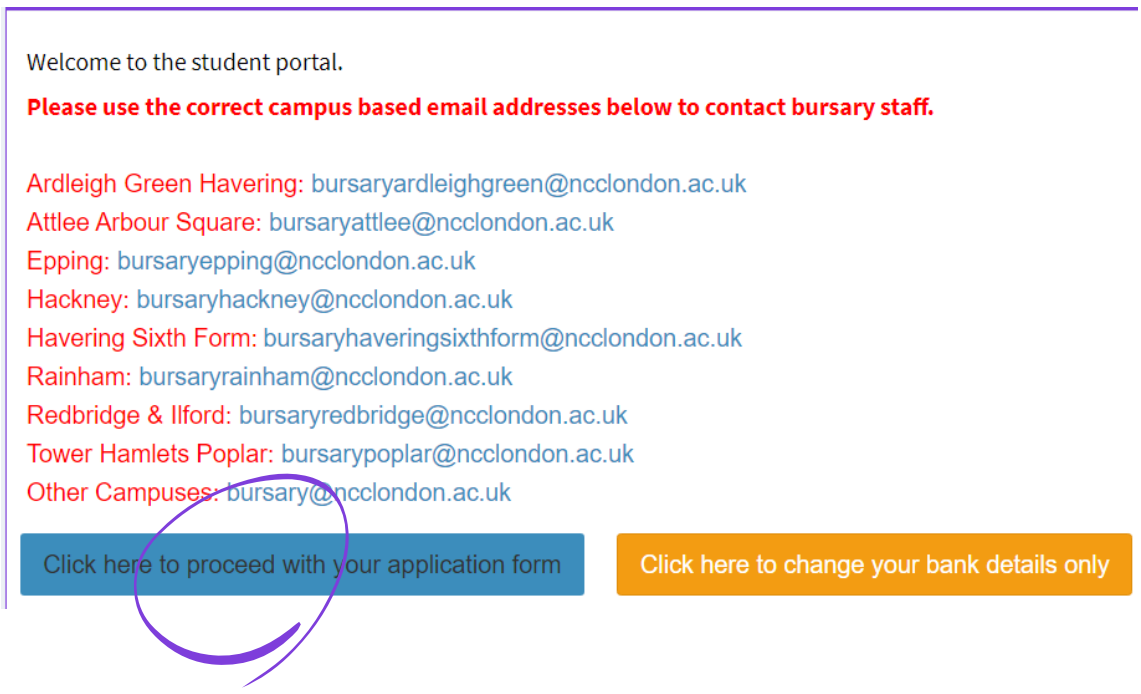


You will be directed to the screen below where you will need enter your college login details. You may need to change your password if it is your first time logging in to the college system. Click ‘sign in’ once you have entered your details.



Step 3: Dashboard

On the next screen you will be able to see the contact email addresses for all the campuses as well as course details and payments details once an award has been made. Use this section to also update your bank details in future. Click the link ‘click here to proceed with your application form’.



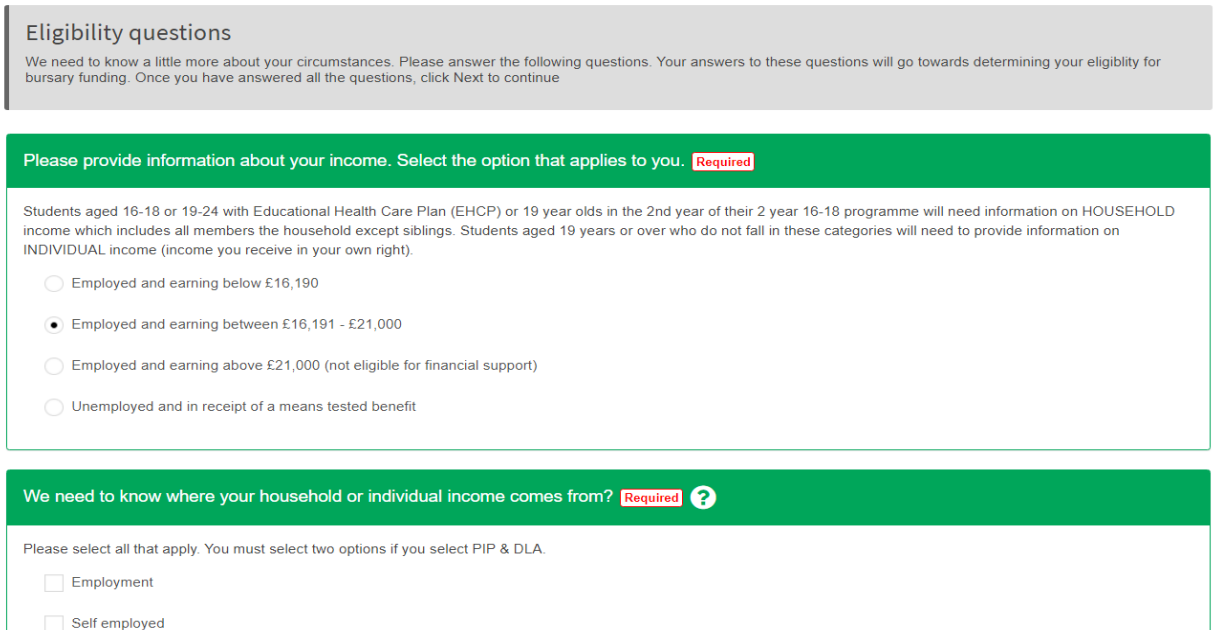
Step 4: Checking personal details and selecting campus

On the next screen, please check to see that your personal details are correct and up-to-date. Also ensure that you have selected the campus you attend.

Step 5: Eligibility questions

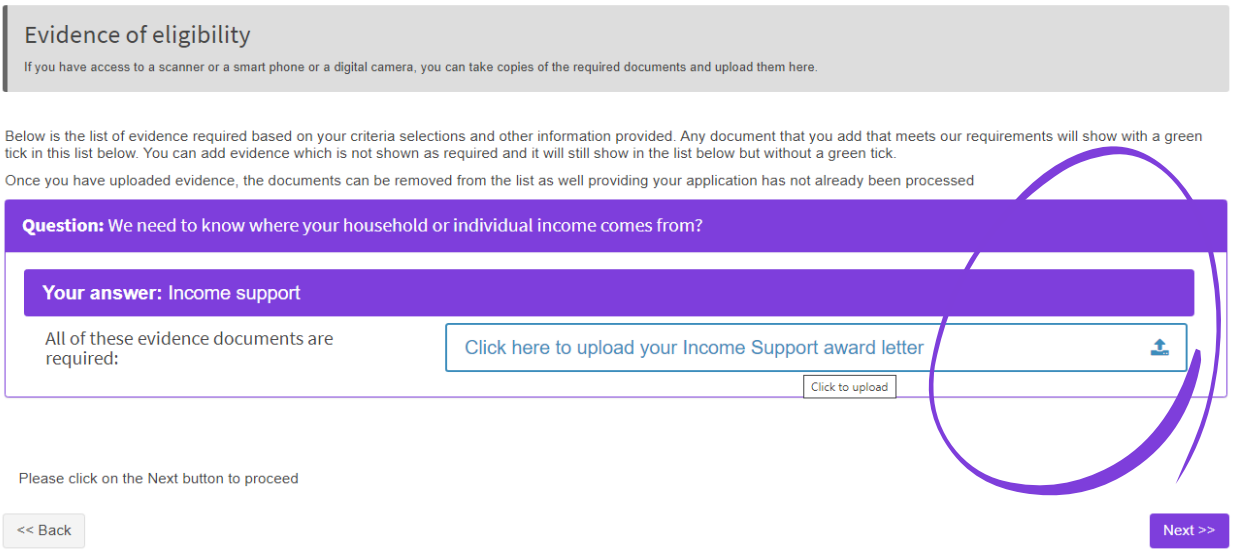
Based on your age, you will be asked questions about your situation and your income. If you are a parent aged 20 or over, you will be asked if you have young children who require OFSTED registered childcare support. If you do, fill in details of the child/children. Evidence of childcare provider will need to be uploaded later. If you do not require childcare support, click ‘next’ to continue.

Please answer these questions accurately as you will be asked to provide evidence before submitting the application.

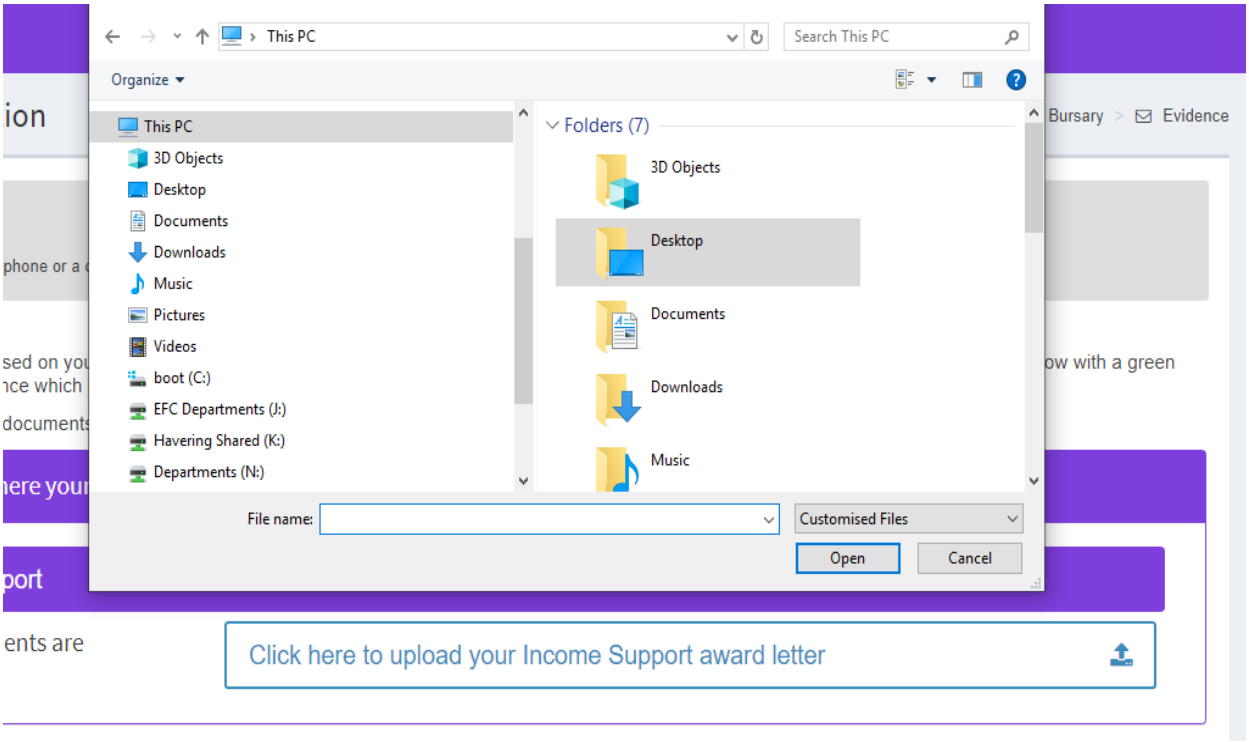


Step 6: Evidence of eligibility

In the next section you will be asked to provide evidence based on the answers you have given relating to your income. Please ensure you read this section and upload evidence dated within 3 months which can be viewed clearly by an assessor. Incorrect evidence will delay the process and we cannot guarantee that you will receive financial support. Click ‘next’ to continue.



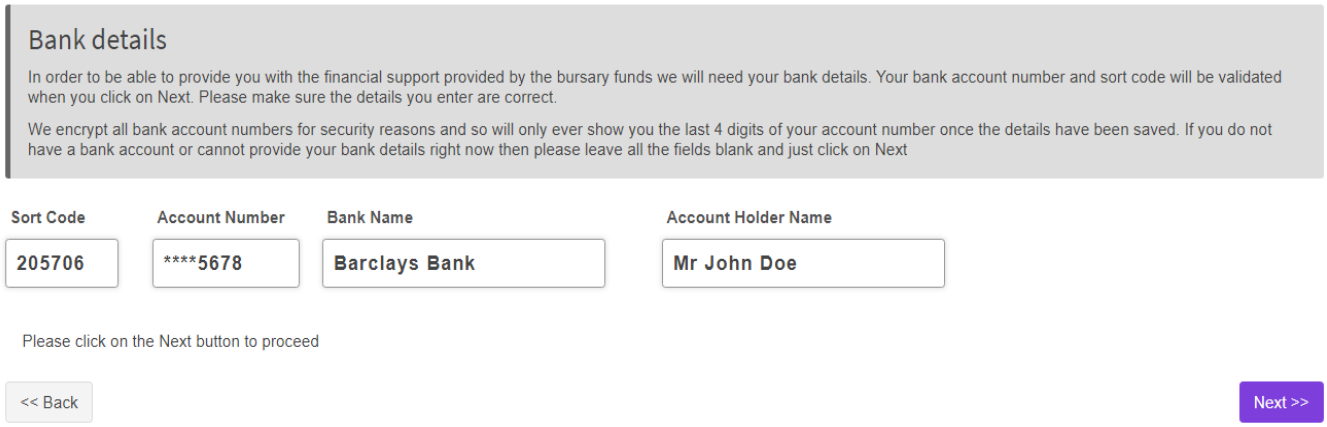
Uploading documents - If you are using a PC, you can upload documents by clicking the upload button shown above which will take you to the folders section. Find the document that you have saved and then click 'open' once you have selected the file.



If you are using a mobile device, you can upload documents by clicking the upload button shown above which will take you to your phone gallery. Find the relevant photo or document that you would like to upload. You can select and upload more than one document/ photo.

Step 7: Bank details

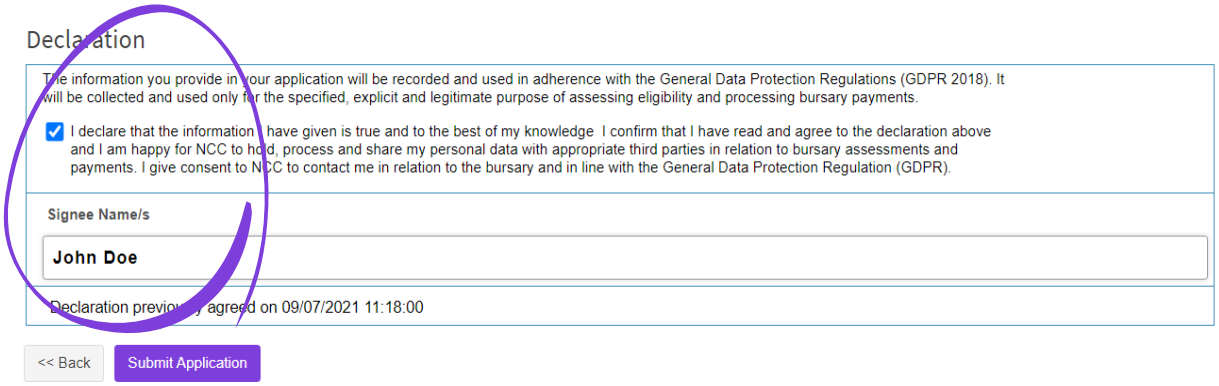
In order for us to make a payment, you will need to provide us with your bank details. Please enter your sort code, account number, bank name and your account name, including title, in FULL as shown on your bank statement. Click ‘next’ to continue.



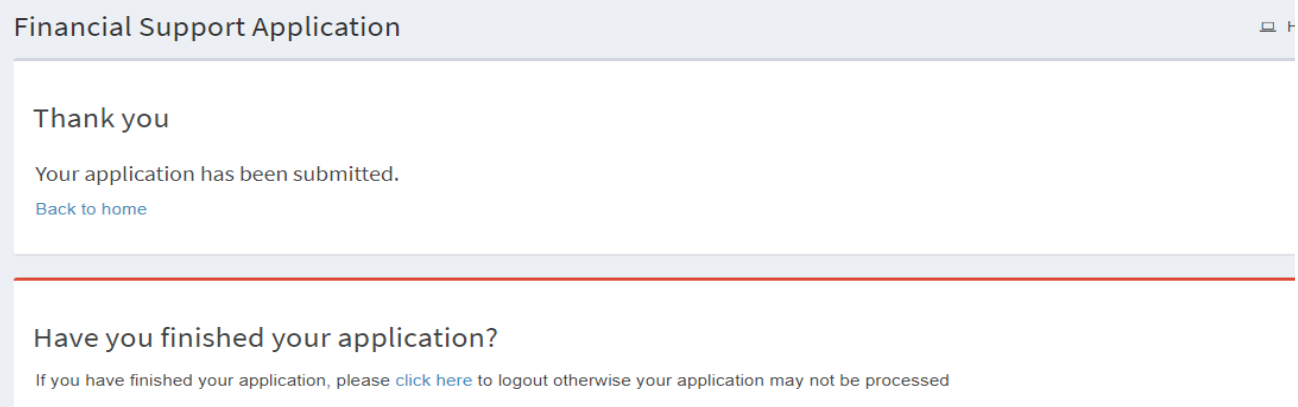
Step 8: Application summary

In the next stage you will be asked to review the details you have submitted. Please check that all the details you have provided are true and accurate including your personal details, eligibility information and bank details.

Please read the declaration section carefully and tick as shown below to confirm you agree to the statement. Insert your name in the ‘Signee Name/s’ section then finally click ‘Submit Application’.



The next screen, as shown below, will confirm that your application has been submitted. Please ensure you check your email for notifications and updates on your application. If you do not have the correct evidence to upload, you can always come back to the online form and continue from where you left off.



What happens next

A member of the bursary team will assess your application for eligibility. You will receive confirmation of the outcome of your application via email within two weeks of applying.

If you wish to contact us, please use the email address for your campus as shown below. Main campuses will run bursary drop-in sessions on designated days. Please check with your campus receptions for opening times.

Campus	Email Address
Ardleigh Green Havering	bursaryardleighgreen@ncclondon.ac.uk
Attlee Arbour Square	bursaryattlee@ncclondon.ac.uk
Epping	bursaryepping@ncclondon.ac.uk
Hackney	bursaryhackney@ncclondon.ac.uk
Havering Sixth Form	bursaryhaveringsixthform@ncclondon.ac.uk
Rainham	bursaryrainham@ncclondon.ac.uk
Redbridge & Ilford	bursaryredbridge@ncclondon.ac.uk
Tower Hamlets Poplar	bursarypoplar@ncclondon.ac.uk
Other Campuses	bursary@ncclondon.ac.uk