



# USER GUIDE

## Pay my student

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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>

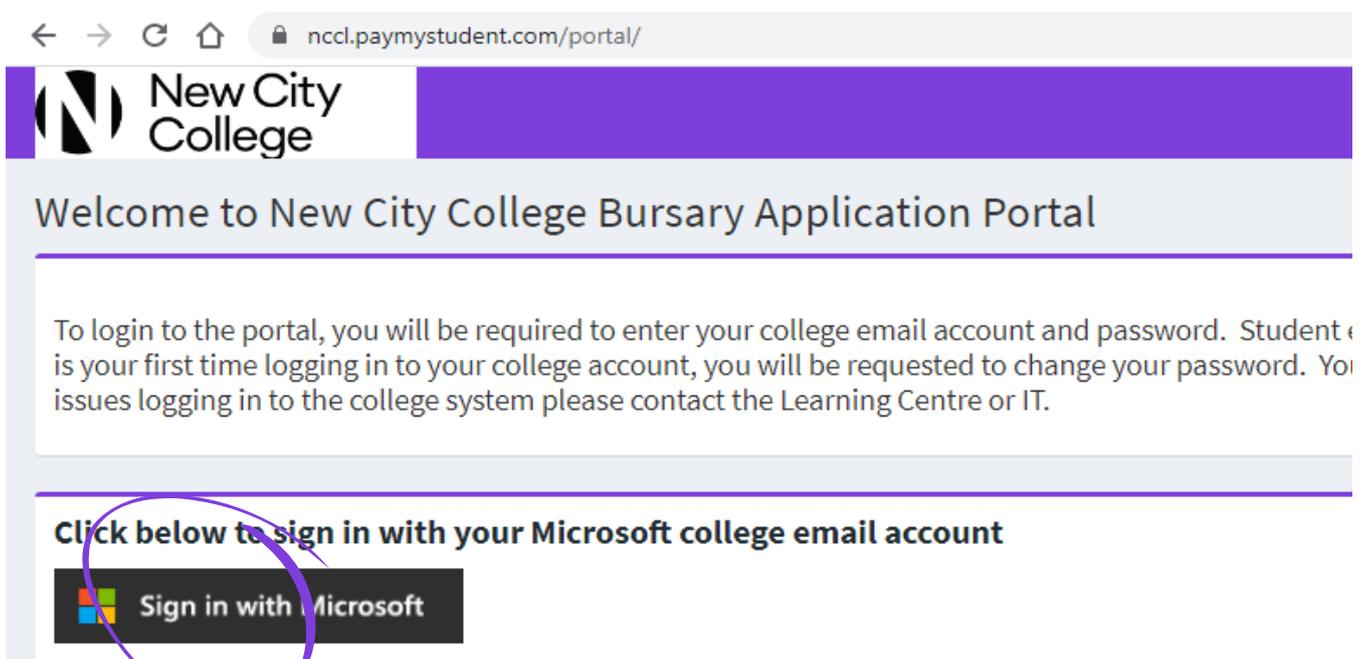
## Step 1. How to access Pay My Student online portal

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.



The screenshot shows a web browser window with the address bar displaying [nccl.paymystudent.com/portal/](https://nccl.paymystudent.com/portal/). The page header features the New City College logo and name. Below the header, the main heading reads "Welcome to New City College Bursary Application Portal". A message states: "To login to the portal, you will be required to enter your college email account and password. Student if it is your first time logging in to your college account, you will be requested to change your password. You may have issues logging in to the college system please contact the Learning Centre or IT." At the bottom, there is a section titled "Click below to sign in with your Microsoft college email account" which contains a "Sign in with Microsoft" button. A purple circle is drawn around this button.

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.

auth.ncclondon.ac.uk/adfs/ls/?wfresh=0&wauth=http%3a%2f%2fschemas.microsoft.com%2fws%2f2008%2f06%2fidentity%2fauthenticationmethod%2fpasword&client-request-id=a99ac6ef-b3e5-4e01-a75f-71... ☆

New City College

Sign in

someone@example.com

Password

Sign in

Staff : [firstname.lastname@ncclondon.ac.uk](#)  
Students : [studentid@students.ncclondon.ac.uk](#)  
[Can't access your account?](#)

### 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'.

Welcome to the student portal.

**Please use the correct campus based email addresses below to contact bursary staff.**

**Ardleigh Green Havering:** [bursaryardleighgreen@ncclondon.ac.uk](mailto:bursaryardleighgreen@ncclondon.ac.uk)

**Attlee Arbour Square:** [bursaryattlee@ncclondon.ac.uk](mailto:bursaryattlee@ncclondon.ac.uk)

**Epping:** [bursaryepping@ncclondon.ac.uk](mailto:bursaryepping@ncclondon.ac.uk)

**Hackney:** [bursaryhackney@ncclondon.ac.uk](mailto:bursaryhackney@ncclondon.ac.uk)

**Havering Sixth Form:** [bursaryhaveringsexthform@ncclondon.ac.uk](mailto:bursaryhaveringsexthform@ncclondon.ac.uk)

**Rainham:** [bursaryrainham@ncclondon.ac.uk](mailto:bursaryrainham@ncclondon.ac.uk)

**Redbridge & Ilford:** [bursaryredbridge@ncclondon.ac.uk](mailto:bursaryredbridge@ncclondon.ac.uk)

**Tower Hamlets Poplar:** [bursarypoplar@ncclondon.ac.uk](mailto:bursarypoplar@ncclondon.ac.uk)

**Other Campuses:** [bursary@ncclondon.ac.uk](mailto:bursary@ncclondon.ac.uk)

[Click here to proceed with your application form](#)

[Click here to change your bank details only](#)

## 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.

### Eligibility questions

We need to know a little more about your circumstances. Please answer the following questions. Your answers to these questions will go towards determining your eligibility for bursary funding. Once you have answered all the questions, click Next to continue

Please provide information about your income. Select the option that applies to you. **Required**

Students aged 16-18 or 19-24 with Educational Health Care Plan (EHCP) or 19 year olds in the 2nd year of their 2 year 16-18 programme will need information on HOUSEHOLD income which includes all members the household except siblings. Students aged 19 years or over who do not fall in these categories will need to provide information on INDIVIDUAL income (income you receive in your own right).

- Employed and earning below £16,190
- Employed and earning between £16,191 - £21,000
- Employed and earning above £21,000 (not eligible for financial support)
- Unemployed and in receipt of a means tested benefit

We need to know where your household or individual income comes from? **Required** ?

Please select all that apply. You must select two options if you select PIP & DLA.

- Employment
- Self employed

## 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.

## Evidence of eligibility

If you have access to a scanner or a smart phone or a digital camera, you can take copies of the required documents and upload them here.

Below is the list of evidence required based on your criteria selections and other information provided. Any document that you add that meets our requirements will show with a green tick in this list below. You can add evidence which is not shown as required and it will still show in the list below but without a green tick.

Once you have uploaded evidence, the documents can be removed from the list as well providing your application has not already been processed

**Question:** We need to know where your household or individual income comes from?

**Your answer:** Income support

All of these evidence documents are required:

[Click here to upload your Income Support award letter](#)



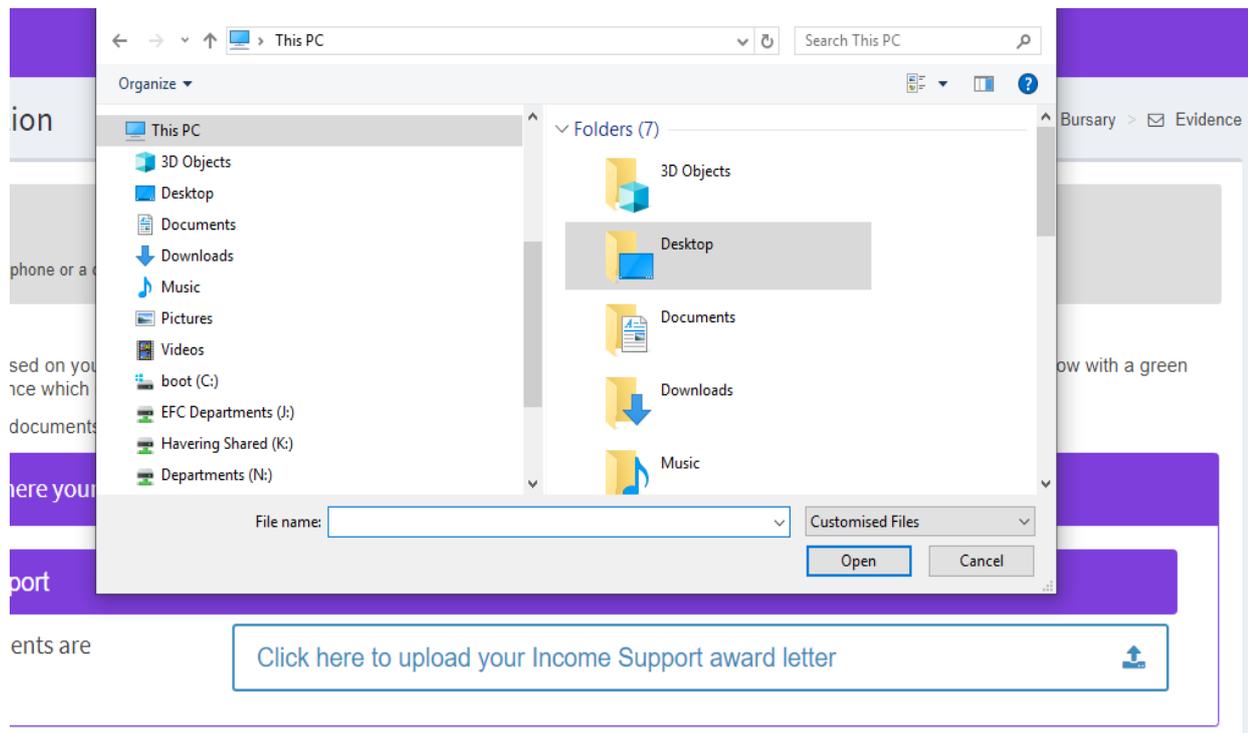
Click to upload

Please click on the Next button to proceed

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Next >>

**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.

### Bank details

In order to be able to provide you with the financial support provided by the bursary funds we will need your bank details. Your bank account number and sort code will be validated when you click on Next. Please make sure the details you enter are correct.

We encrypt all bank account numbers for security reasons and so will only ever show you the last 4 digits of your account number once the details have been saved. If you do not have a bank account or cannot provide your bank details right now then please leave all the fields blank and just click on Next

Sort Code	Account Number	Bank Name	Account Holder Name
205706	****5678	Barclays Bank	Mr John Doe

Please click on the Next button to proceed

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## 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'.

### Declaration

The information you provide in your application will be recorded and used in adherence with the General Data Protection Regulations (GDPR 2018). It will be collected and used only for the specified, explicit and legitimate purpose of assessing eligibility and processing bursary payments.

I declare that the information I have given is true and to the best of my knowledge. I confirm that I have read and agree to the declaration above and I am happy for NCC to hold, process and share my personal data with appropriate third parties in relation to bursary assessments and payments. I give consent to NCC to contact me in relation to the bursary and in line with the General Data Protection Regulation (GDPR).

Signee Name/s

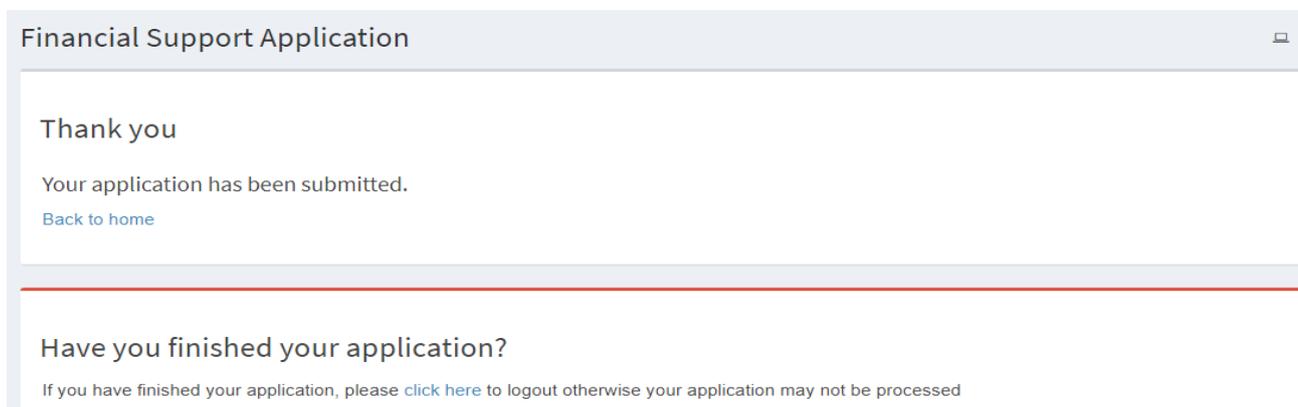
John Doe

Declaration previously agreed on 09/07/2021 11:18:00

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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