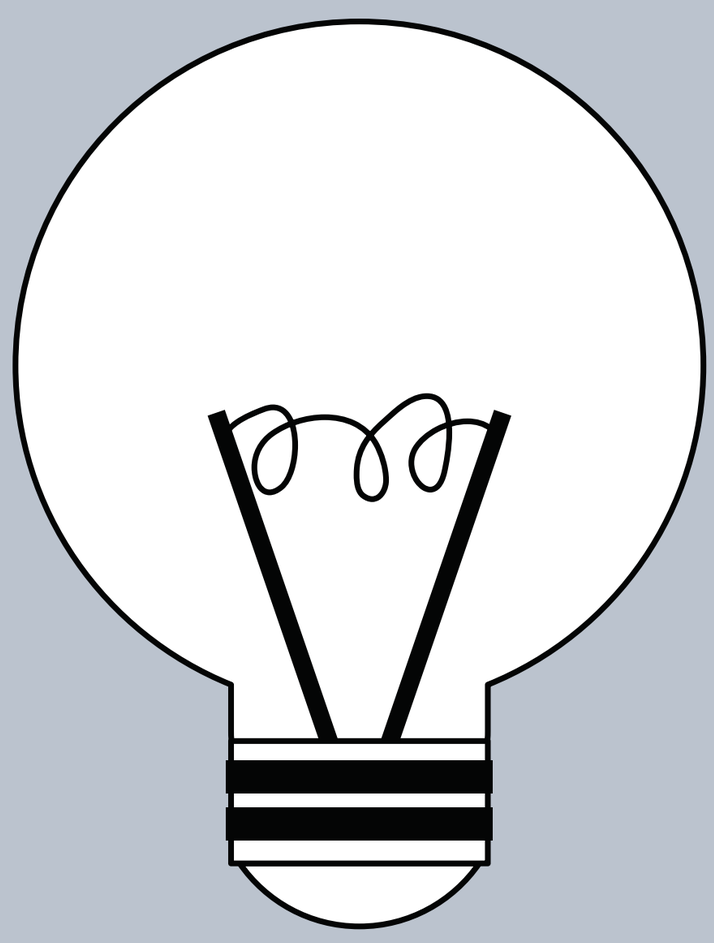
Downing Students Agent Guide



How to make an online application

A step by step guide to completing our online application including FAQs and helpful tips

DOWNING students

WHAT YOU'LL NEED TO KNOW ABOUT YOUR APPLICANT

1. NAME
2. EMAIL ADDRESS
3. DATE OF BIRTH
4. GENDER
5. NATIONALITY
6. HOME ADDRESS
7. HOME/MOBILE PHONE NUMBER
8. EMERGENCY CONTACT DETAILS (SHOULD STUDENT CHOOSE TO PROVIDE ONE)
9. UNIVERSITY
10. COURSE
11. YEAR OF STUDY
12. HOW THEY HEARD ABOUT DOWNING
13. PREFERENCES (ROOM TYPE, CONTRACT LENGTH)

2 WAYS TO APPLY

VIA CHECK AVAILABILITY/BOOK NOW

When the room you want is available to select online

VIA RESIDENT LOG IN

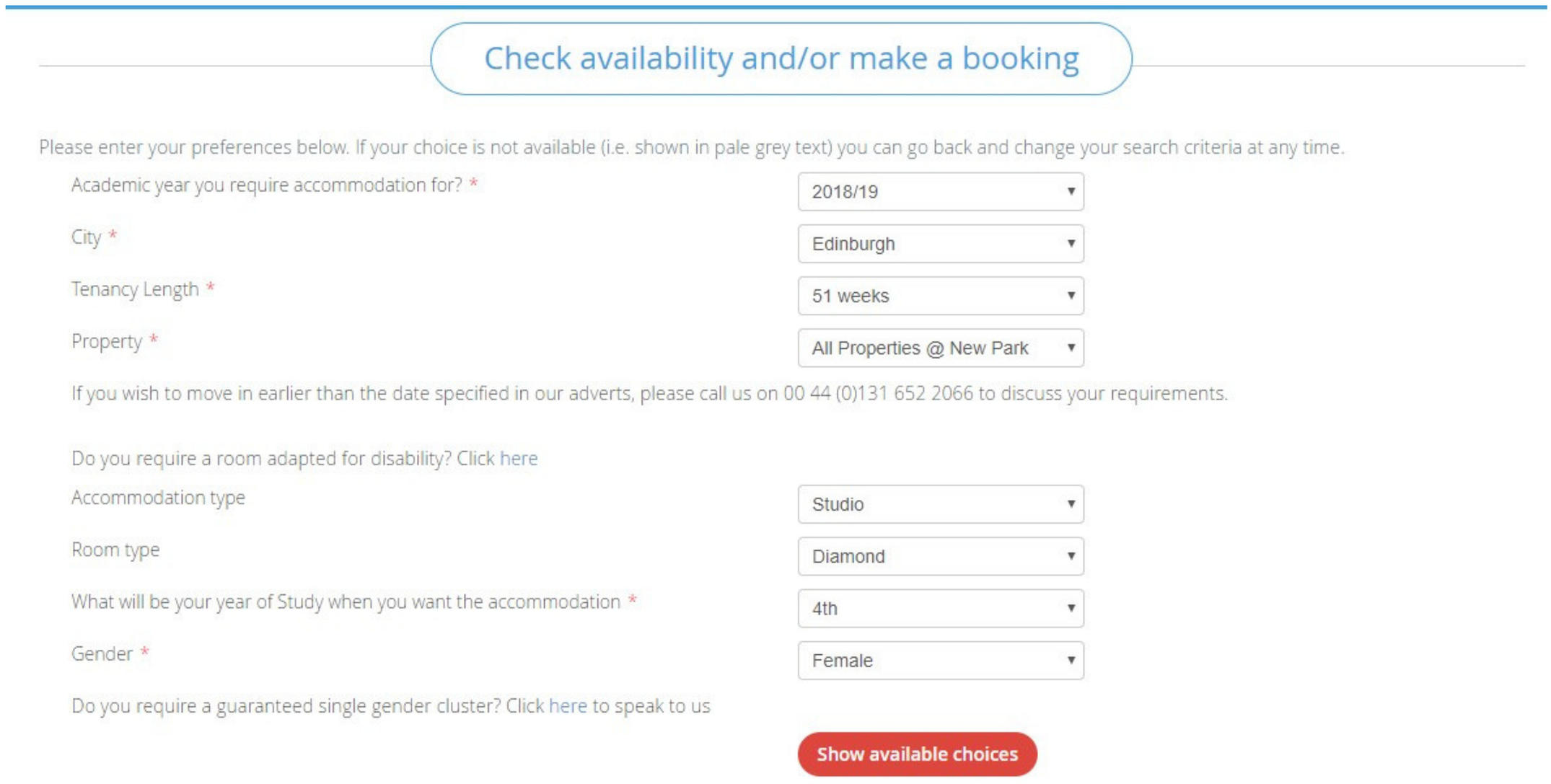
When the room you want isn't available to select online, your student is under 18 or it's a group booking

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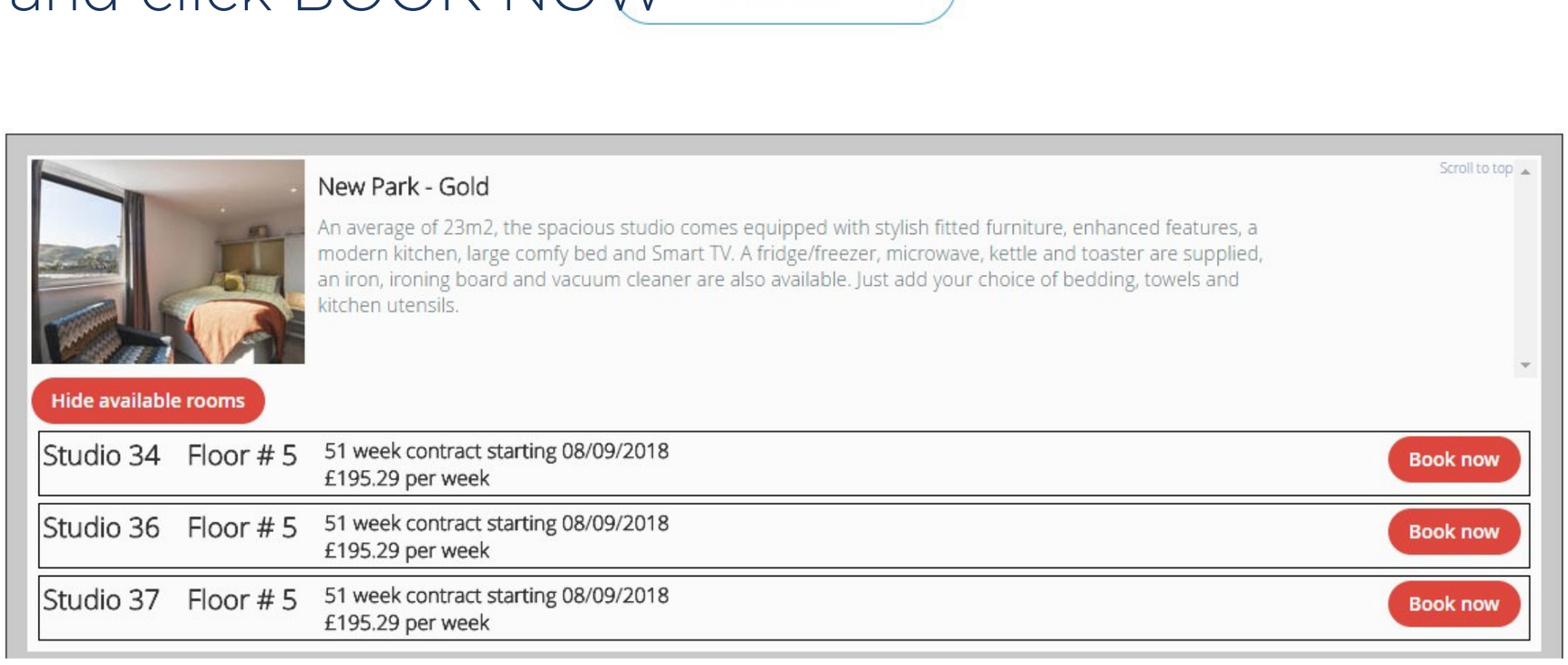
APPLYING VIA CHECK AVAILABILITY/BOOK NOW

Select a room → Register an account → Complete an application → Pay a deposit → View and accept your offer

1. Go to https://bookings.downingstudents.com/Pages/Lander.aspx?wf=OBS and fill in the required details



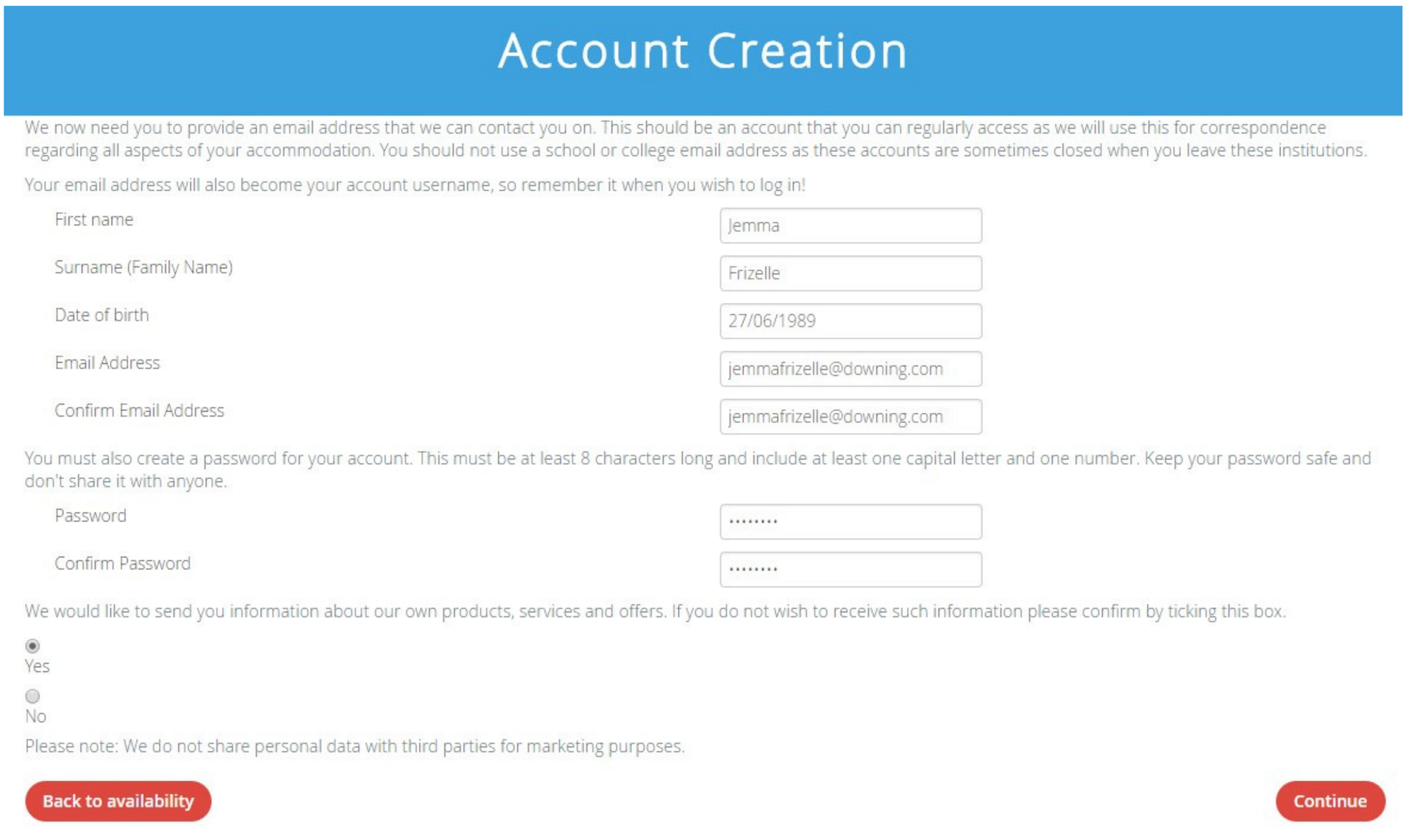
2. Click SHOW AVAILABLE CHOICES and it will give you a selection of 3 rooms/flats with the highest floors showing first. Choose your room and click BOOK NOW



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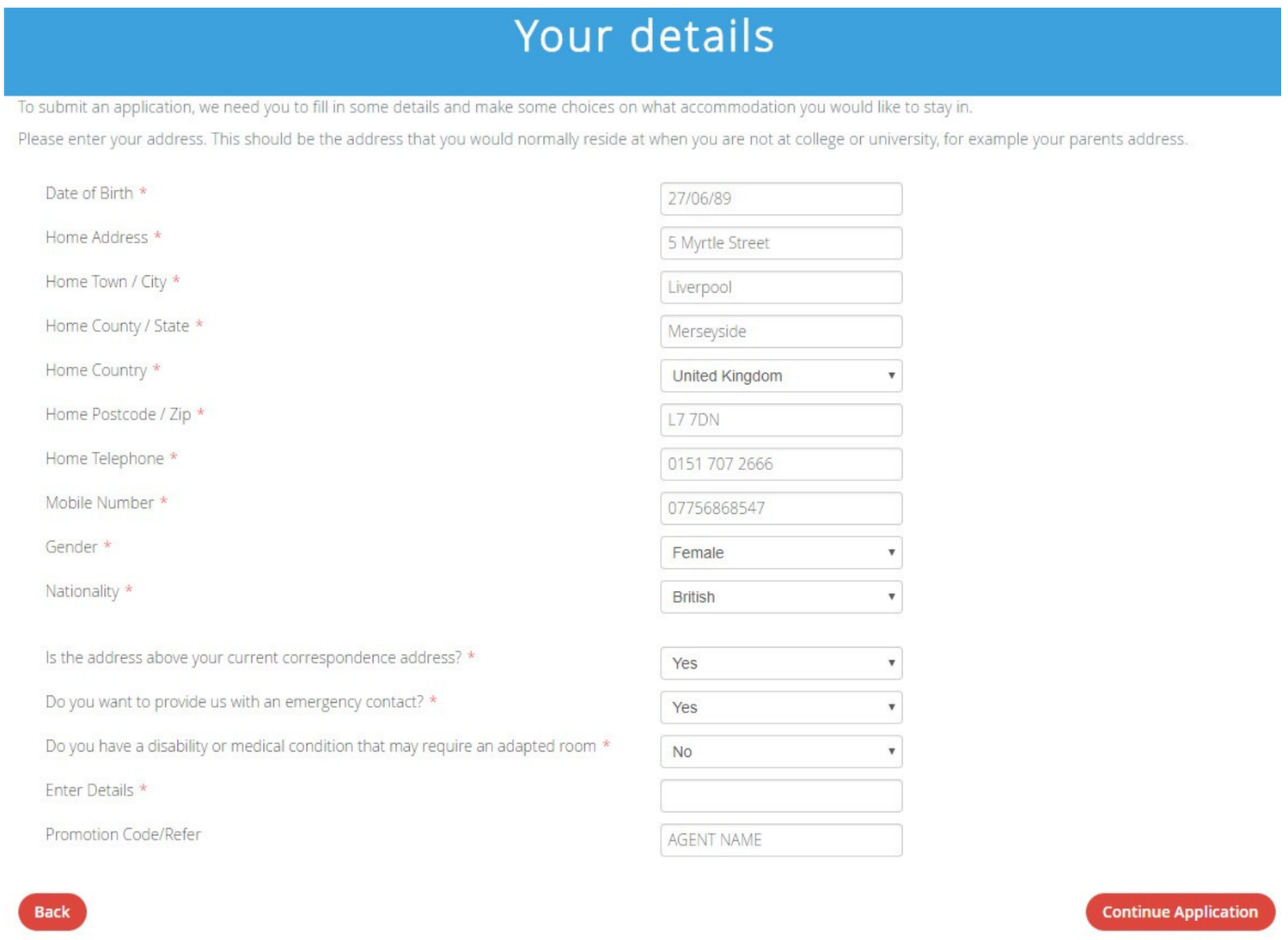
APPLYING VIA CHECK AVAILABILITY/BOOK NOW

3. Create an account with the student name and email address. You'll need to register a password which will be used to log in later. Click CONTINUE



*If the student already has a registered account, you won't be able to create another. You'll need to use their original log in details to make a booking via Resident Log In

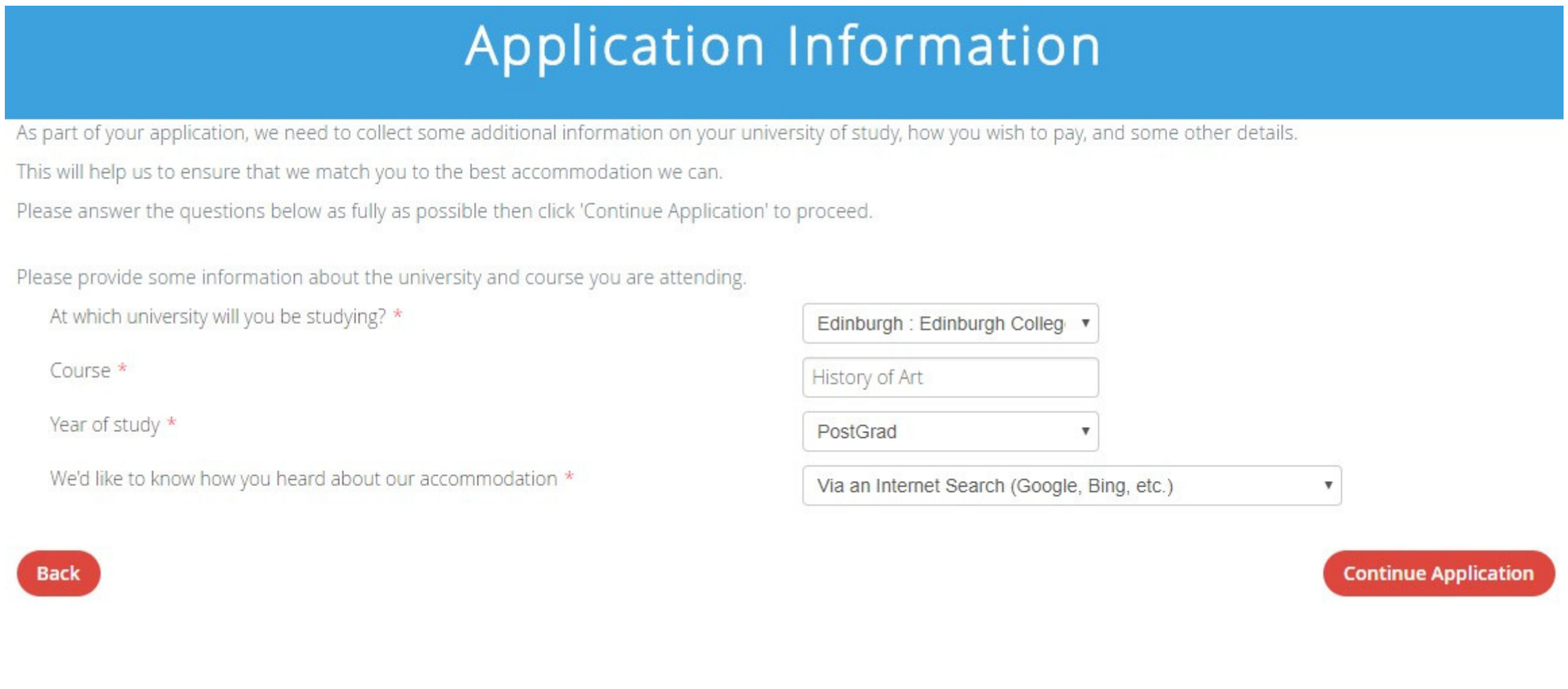
4. Fill in the student details and don't forget to enter your company name in the promo code! Click CONTINUE APPLICATION



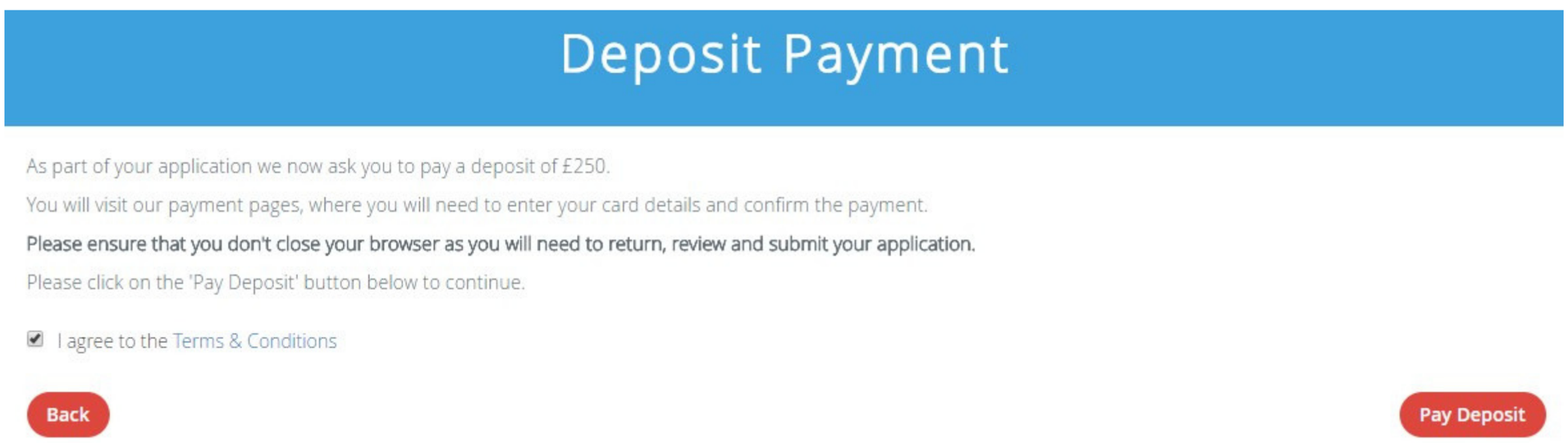
APPLYING VIA CHECK AVAILABILITY/BOOK NOW

5. Complete the Emergency contact details if the student has chosen to provide one. Click CONTINUE APPLICATION

6. Complete the student's university and course details. Click CONTINUE APPLICATION



7. Time for the deposit payment. Check the tick box and click PAY DEPOSIT

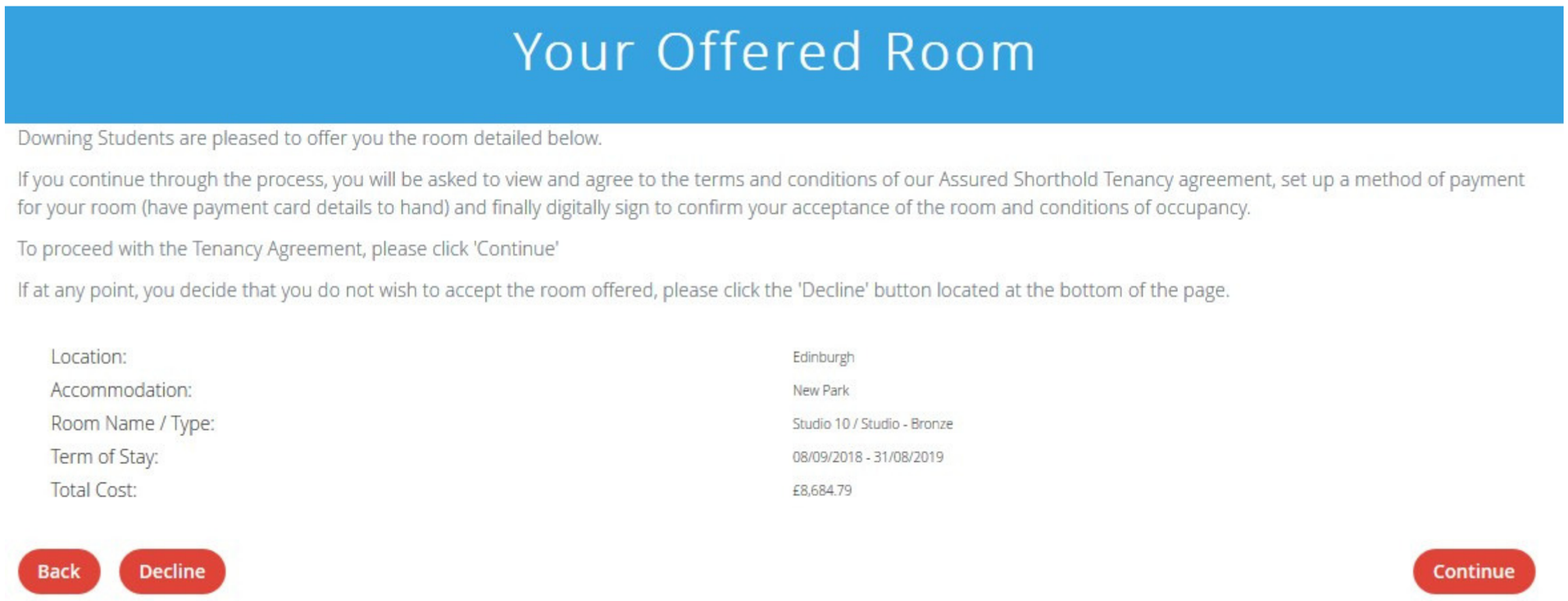


8. Enter the student's payment details and once completed you'll reach the Deposit Successful page. Click CONTINUE APPLICATION

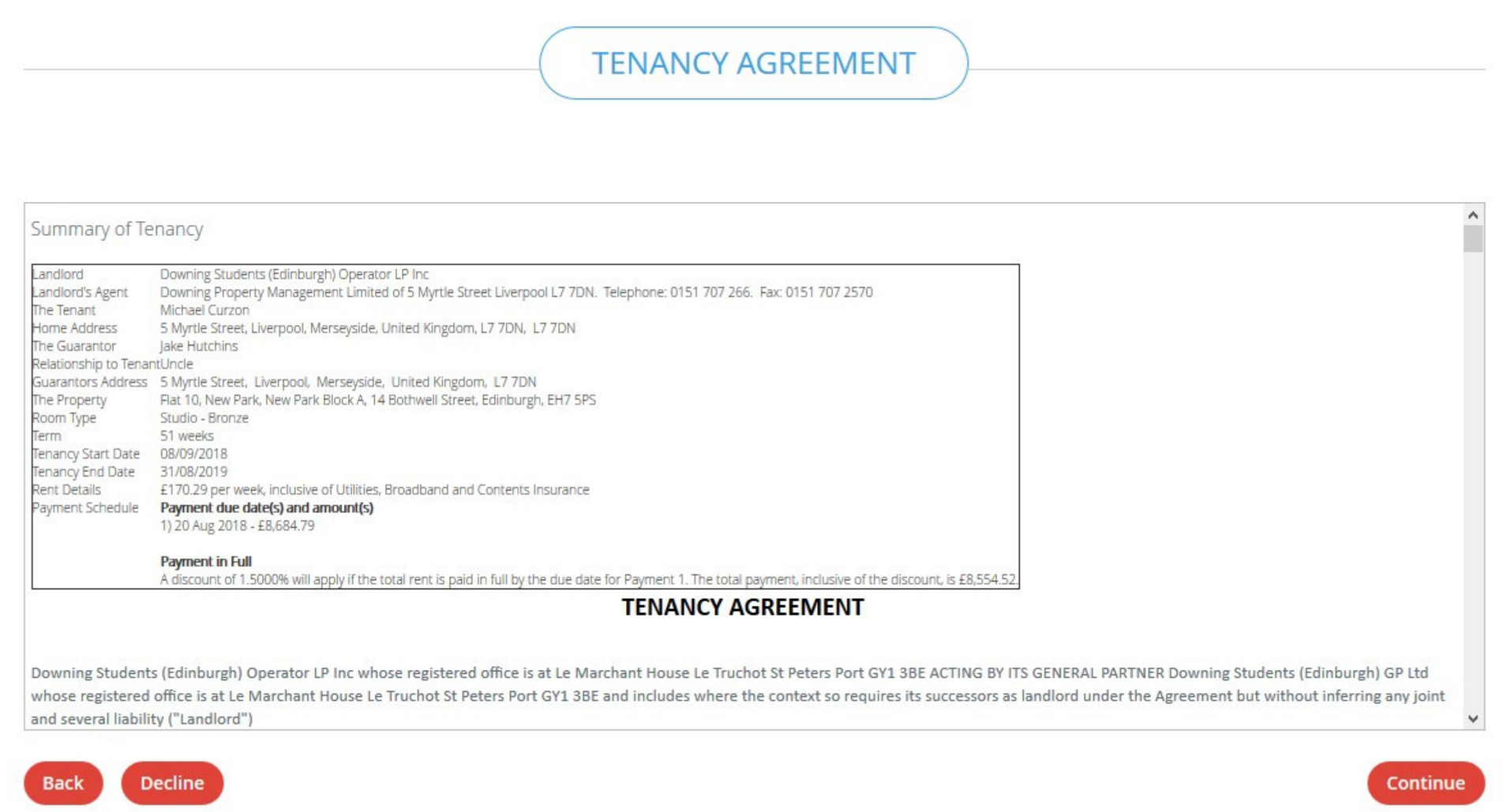
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APPLYING VIA CHECK AVAILABILITY/BOOK NOW

9. You'll now be able to click VIEW OFFER which will show you a summary of the room you selected online. If you're happy with the offer click CONTINUE

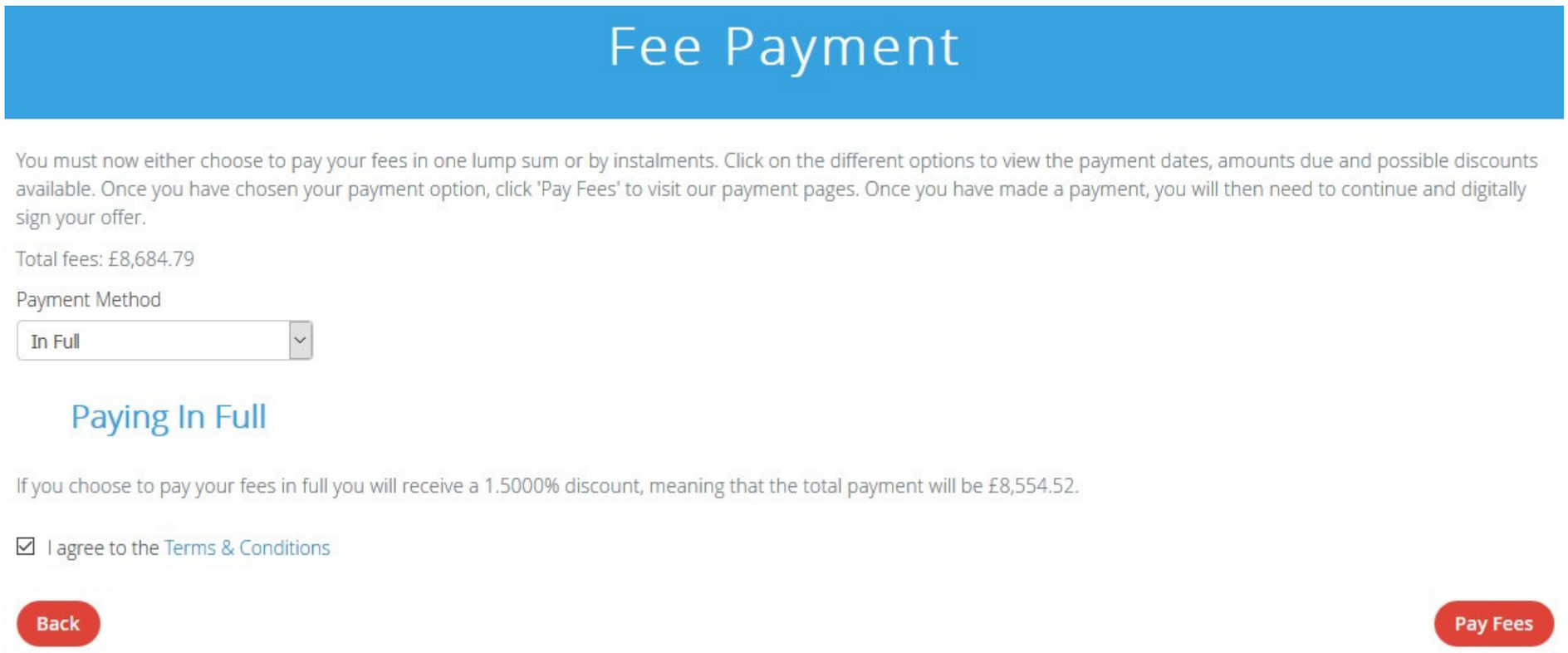


10. The student should ready through the Tenancy Agreement and make sure everything is correct, check the tick boxes and click CONTINUE



11. You now have to choose whether to pay in full or in instalments – the options can be selected in the dropdown box. It will then show you the payment amount(s) and date(s). Click PAY FEES and it will ask you to set the card transaction(s) for the payment(s)

APPLYING VIA CHECK AVAILABILITY/BOOK NOW



12. Once this is completed you'll reach the Fee Payment Successful page. Click CONTINUE and you'll be at the final stage where you have to re-enter the student Username and Password and click ACCEPT

This will complete the booking and you'll see the Room Accepted page! You're done!

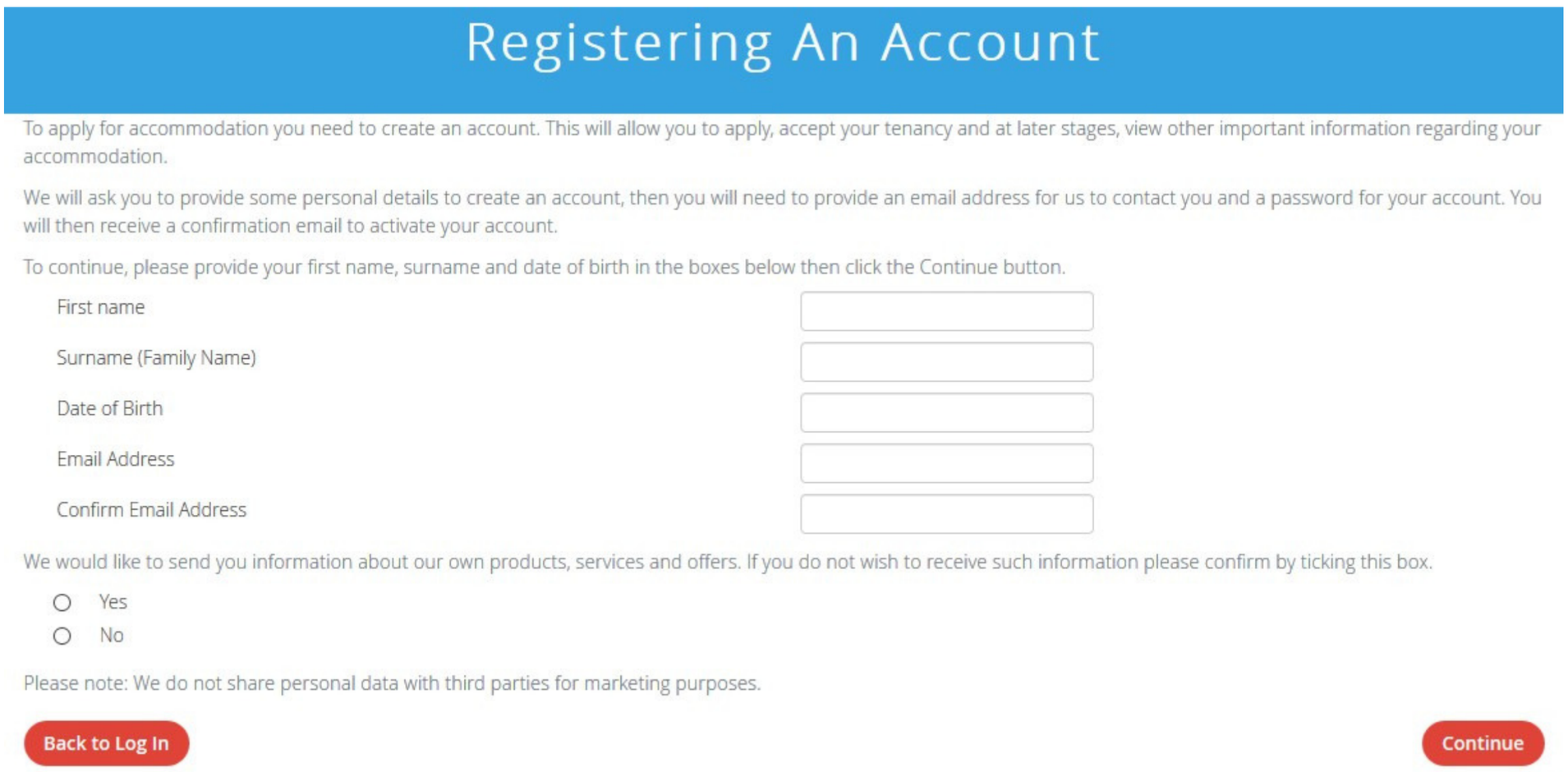
DON'T FORGET TO CLEAR YOUR BROWSER HISTORY BEFORE YOU START A NEW APPLICATION!

DOWNING students

APPLYING VIA RESIDENT LOG IN

Register & activate an account → Complete an application → Pay a deposit → View and accept your offer

1. Go to https://bookings.downingstudents.com/?wf=login and click REGISTER under New User. Complete the student's details and click CONTINUE

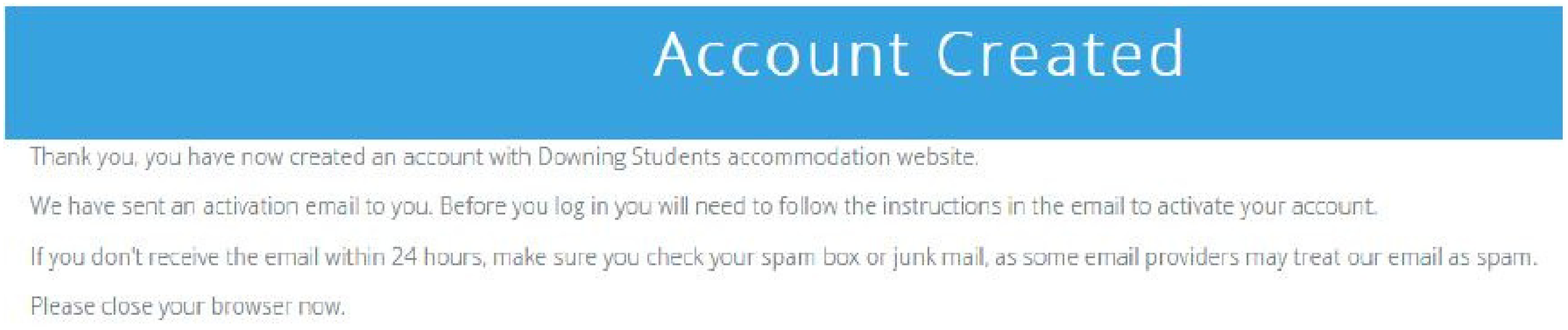


2. Input a password to be used for future log in and click CONTINUE

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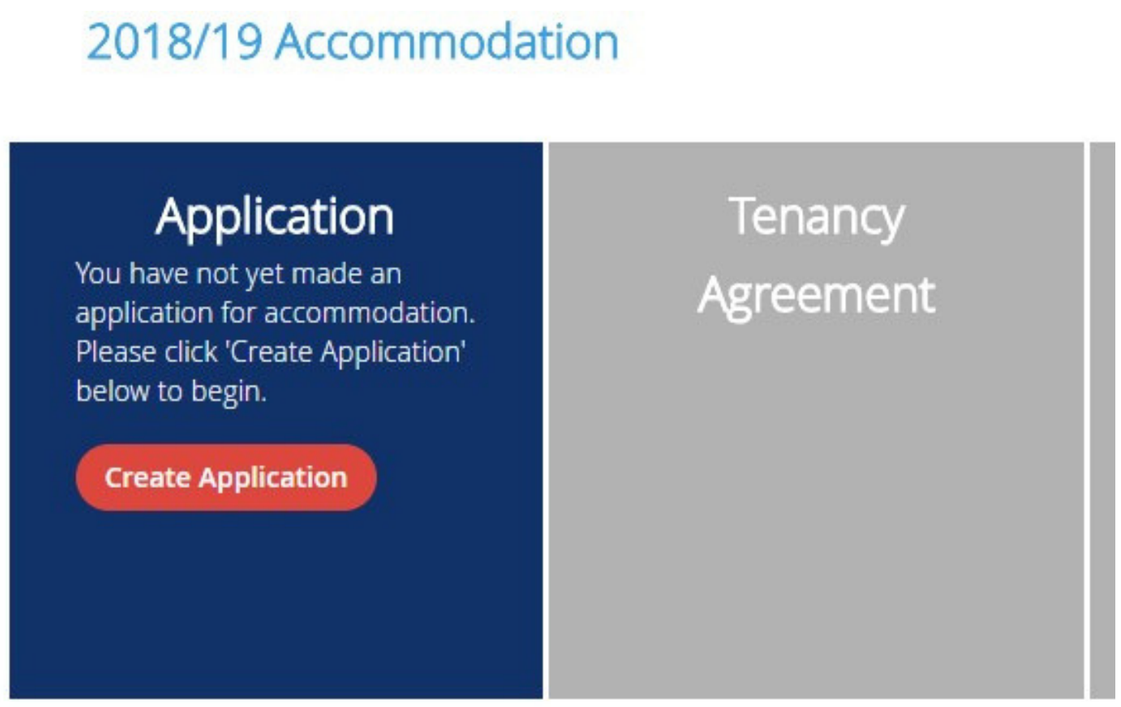
APPLYING VIA RESIDENT LOG IN

3. The student will get an email with a link to activate their account. If they don't receive it please get in touch



4. The student will need to use the link they receive in the activation email to confirm their account. Once activated, you're able to log in via Resident Log In

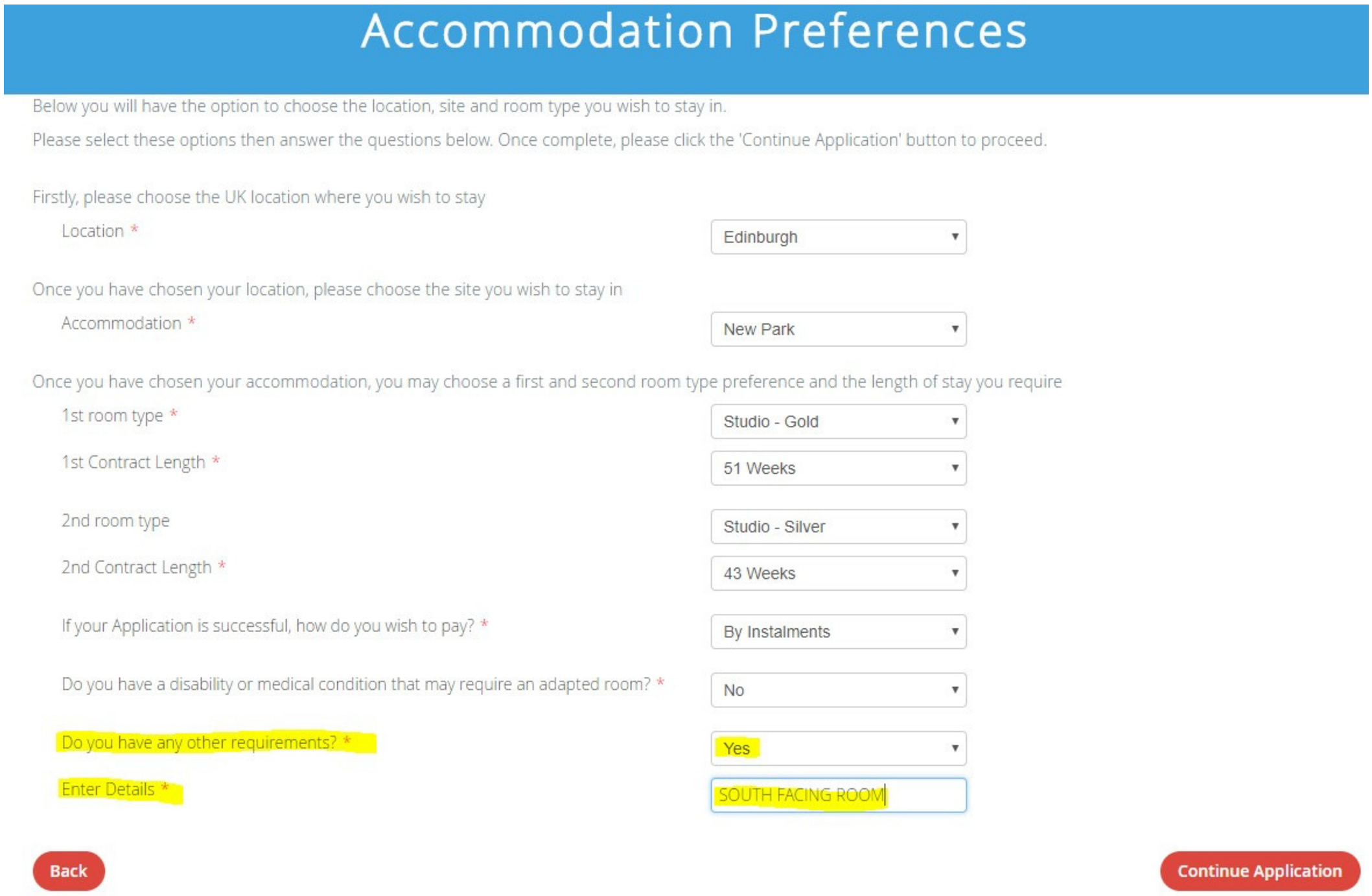
5. Scroll to the correct academic you wish to book and click CREATE APPLICATION



6. You'll need to fill out the student contact and university details as before. The next page will need the accommodation preferences. This is where you can enter Other Requirements, like a south facing room or a particular room number you want or have previously agreed with us. Click CONTINUE

DOWNING students

APPLYING VIA RESIDENT LOG IN



7. Click PAY DEPOSIT. Complete the payment stage and click CONTINUE APPLICATION. This will submit the application so we can see it. You will then need to wait for an offer of accommodation from us. This should not take longer than a day or 2. If you don't hear from us please get in touch

8. Once you have received an email notification of the offer you'll be able to log in, view it and accept following steps 9 to 12 from page 6

DON'T FORGET TO CLEAR YOUR BROWSER HISTORY BEFORE YOU START A NEW APPLICATION!

DOWNING students

CHECK LIST FOR ACCEPTING AN OFFER

Time to check the details! Are the following correct?



- NAME
- ROOM TYPE/NUMBER
- CONTRACT LENGTHS/DATES
- PRICE
- PAYMENT SCHEDULE

If any of these details are incorrect on the tenancy agreement please contact us and we'll change them before you accept the offer

DOWNING students

FREQUENTLY ASKED QUESTIONS

Does my student need a guarantor?

International students do not need a guarantor. When asked if they have one in the application, simply select No and continue.

UK students MUST provide a UK guarantor

The system says Pay Now in order to accept the offer?

This doesn't mean the rent will be taken immediately (unless it's due at the time of booking). To accept an offer the system requires card details to set up future payment(s) for the date(s) shown on the tenancy agreement

Can my student pay by bank transfer?

Yes! We can email bank details and instructions directly to the student. Please note they must still accept their offer with a debit/credit card before we can these

Why doesn't the tenancy agreement show the payment in full price?

The tenancy will always show the instalment weekly rate. The 1.5% payment in full discount will be automatically calculated when the student accepts the offer

DOWNING students

FREQUENTLY ASKED QUESTIONS

Can my student book double occupancy?

Yes! There will be a charge for this (please ask) so you need to let us know before you accept an offer so we can change the price to the double occupancy rate

How can my student change their card details after they have accepted their offer?

The student will need to contact our payments via phone on +44151 707 4398 to give them the card details. It is not secure to send card details via email

HAVING TROUBLE? WE'RE HERE TO HELP

Support is available Monday to Friday 9am – 5pm UK time via phone, Live Chat on our website or WeChat. If it's out of hours please email info@downingstudents.com and we'll get back to you as soon as possible.

Below are some tips for a few issues which can come up.

Issue The student has applied via Resident Log In and paid the deposit but doesn't have a Downing ID yet

Reason After the deposit payment the student clicked away rather than continuing to the final page to submit the application

Solution Log in and click through the application (you shouldn't be asked for another deposit) until you have clicked Continue on the Deposit Successful page

Issue The student is under 18

Solution Apply via Resident Log In (Do not change the student's date of birth to apply via Book Now)

Issue The student is logging in and seeing another student's application

Reason The applications have become crossed because they have been entered on the same device without clearing the browser history in between

Solution Email/Live Chat with both students' names and email addresses. We will have to correct this in the back office

DOWNING students

HAVING TROUBLE? WE'RE HERE TO HELP

Issue I'm applying via Resident Log In but the contract length I want isn't showing

Reason You might have started the application in the wrong year. Applicants sometimes choose Summer by mistake

Solution Click back to the beginning and double check under which academic year you have started the booking

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