STUDENT CENTRE FAQS

How can I get hold of a student status letter to open a bank account?

First you must ensure that your 'contact' and 'home' addresses are correct on your student record, you can update them using PORTICO. Then either visit the Student Centre with your student ID card and we give you a student status letter for this, or, you can email studentstatus@ucl.ac.uk with your name, student number and the letter you require and we will post one to your 'contact' address.

How do I get student Council Tax Exemption?

First you must ensure that your 'contact' and 'term time' addresses are correct on your student record, you can update them using PORTICO. Then either visit the Student Centre with your student ID card and we give you a student status letter for this, or, you can email studentstatus@ucl.ac.uk with your name, student number and the letter you require and we will post one to your 'contact' address. You should then contact your Local Authority to inform them of your exemption status. Please visit the 'Direct Gov' website for further details. (www.direct.gov.uk/en/HomeAndCommunity/YourlocalcouncilandCouncilTax/CouncilTax/DG_10037422)

What is PORTICO and how do I use it?

The Student Information System or PORTICO is basically your student record online and allows you to update your contact details, select your modules, view your exam timetable and find out your exam results, pay your fees or accommodation online, re-enrol each year, apply for your Graduation Ceremony tickets and plan and record your skills development. To log into PORTICO you will need your UCL username and password. Login to PORTICO at www.ucl.ac.uk/portico.

If you encounter any difficulties logging in to PORTICO, including forgotten, lost or expired password issues, please contact PORTICO Services at servicedesk@ucl.ac.uk.

Are there fax/scanner/printer facilities on campus?

Photocopiers can be found in the Main Library and DMS Watson Science Library. You will need a photocopy card for this, for more information on photocopy cards visit: www.ucl.ac.uk/library/photocopy.shtml#new.

Scanners can be found in the Main Library, DMS Watson Science Library and Christopher Ingold cluster room.

Printers are located in all cluster rooms. You are given £12 of printing credit at the beginning of each year and can top this up online at https://printcharging.ucl.ac.uk/default.asp.

Details of locations of computer cluster rooms can be found at www.ucl.ac.uk/isd/students/workrooms.

What is a Student Oyster card and how can I get one?

In conjunction with Transport for London (TfL), UCL students can apply online for a TfL Student Oyster Photocard which entitles the holder to buy student-rate Travelcards and Bus & Train Pass season tickets valid for 7 days, one month or longer periods, which cost 30 per cent less than adult-rate season tickets. Please visit the New Students' website for details on how to apply for a student Oyster card: www.ucl.ac.uk/new-students/oyster_card.

How do I get discounts on train journeys?

As a full time student you can purchase a 16–25 Railcard which will save you 1/3 on rail fares throughout Great Britain for a year. If you are a mature student over 25 you can still purchase this card to get your discount. Please visit www.16-25railcard.co.uk for more information and to apply. Or you can pick up a leaflet from any train station and bring it into the Student Centre with your student ID card and we will sign and stamp it for you.

How do I get a fees receipt?

You can print a receipt from PORTICO but if you require a stamped receipt you will need to go to the Fees Office, room G19, Ground Floor, South Wing.

Where can I get a transcript or copy of my degree certificate?

The Examinations Team produce the transcripts and degree certificates. To obtain copies please either go to the Examinations Office Enquiries Counter, room G6, ground floor, South Wing or email your request to transcripts@ucl.ac.uk.

My UCL id card has been lost/stolen – where do I go for a replacement?

If a card is lost or stolen during its period of validity the first replacement will be free but a £15 administration fee will be charged on any subsequent occasion where replacement is requested for reasons other than card expiry. In such circumstances a voucher must be bought from the UCL shop (http://www.ucl.ac.uk/estates/ucl-shop/) and then be taken to Security Systems in the Andrew Huxley Building (http://www.ucl.ac.uk/estates/security/location/) where a new card will be issued. The office is open Monday to Friday from 9am to 4.45pm.

Please bring one form of personal identification (e.g. bank card, driving licence, etc.) You do not need to bring a photo. Security Systems will take your photograph before your card is issued.

I've moved house, which address do I need to update on PORTICO?

Student Records hold three addresses for you on their system - your home address, your contact address and your term time address. As they are each used for a slightly different purpose, it is important that they constantly updated via your PORTICO account to avoid any miscommunication between you and UCL.

Home address: this is a record of your permanent home address, i.e. where your parents/guardians live. This can be an overseas address and will usually not need to be updated during your time at university.

Contact address: this address is the address UCL will use for all formal correspondence, (including your degree certificate at the end of your time here) and is therefore the most important address to keep up to date. This is also the address that will be printed on the letter that UCL produces to help students open a bank account.

Term time address: this is the address which is your main residence during term time, usually in London. It is the address that will be printed on the letter UCL produces to prove student exemption from Council Tax.