Student Expenses - FAQs

1. MyFinance page (www.ucl.ac.uk/myfinance) doesn't load / I get a blank screen.
   - Page 6 of the student guide states: If you are accessing MyFinance remotely, please ensure you are using the **UCL Virtual Private Network** or **Desktop@UCL Anywhere.**If you open it up outside of this, the page will not load.
   - The recommended browser to use is: **Internet Explorer.**

2. I've logged into Myfinance, but it's asking me to save something (frmservelet.jnlp?)
   This means you need **JAVA.** You must have JAVA installed on your system. If unsure, please search through the programs installed on your device (or if applicable, you can do a search via your Start menu). If you do not have JAVA, it can be easily downloaded here: https://www.java.com/en/download/

3. I have JAVA, but nothing happens when I try to: click on Run / attach receipts
   Your **Pop-up blocker** may be on. To check this: within your browser, you can go to Tools at the top and then go to pop-up blocker. Please ensure it is **not** on.
   Please also keep file sizes to a minimum. There is a system file size limit of 7.5MB per attachment and overall limit of 15MB per claim.

4. I have an email from the administrator to state that I can put through my claim, and i've logged into www.ucl.ac.uk/myfinance but cannot see the "UCL Student Expenses" option on the menu.
   This happens to a small number of students, particularly those who are registered as Unitemps workers - please let your administrator know if this is the case.

5. MyFinance does not appear to recognise the codes that I'm inputting.
   This means that you haven't got access to the codes. Please contact your administrator to grant you access.

6. How can I check: that I have submitted my claim correctly / the status of my claim.
   Please see page 2 below.

If you're contacting the administrator, it will be helpful if you can include a screenshot of the issue. Where the administrator(s) cannot resolve your query, MyFinance Helpdesk will be able to help instead: myfinancehelp@ucl.ac.uk

To check the status of your expense claim:

1. Log in to Myfinance: www.ucl.ac.uk/myfinance

2. Click on the navigator icon in the top left corner (i.e. the three horizontal lines)

3. As shown below, click on "Internet Expenses" and then "Expenses home"
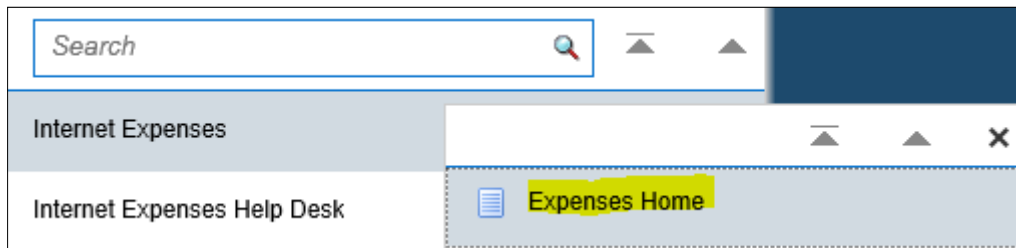
4. The "Expenses Home" page will show you the status of all the claims which you have submitted
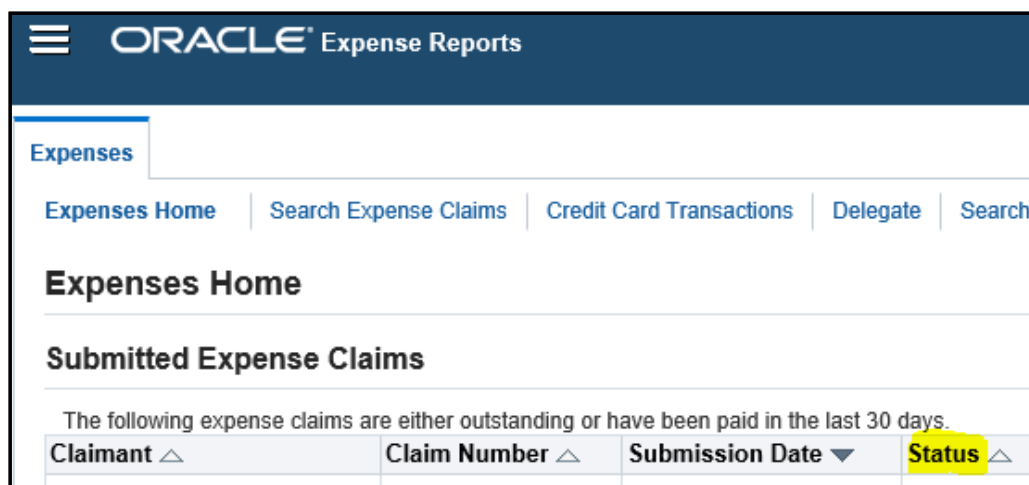
As soon as you have submitted your claim, the status should state: "Pending Manager Approval".
Once the payment has been approved and processed, the status will change to: "Paid".

If you cannot see your claim on this page then your claim has not been submitted correctly. Please try again following the steps in the Student Expenses guide.