

A dark blue vertical bar runs down the left side of the page. A blue arrow points from the bar towards the right, overlapping the text.

# Digital Claimant Portal Registration Guide

## External Claimants

Several thin, curved lines in shades of blue and grey originate from the bottom left corner and sweep upwards and to the right.

Digital Programme & Innovation Office (DPIO)

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## Introduction

This guide will show you how to register on the Ulster University Digital Claimant Portal. After you have registered you will be able to submit claims for fees and expenses incurred as an external provider of services.

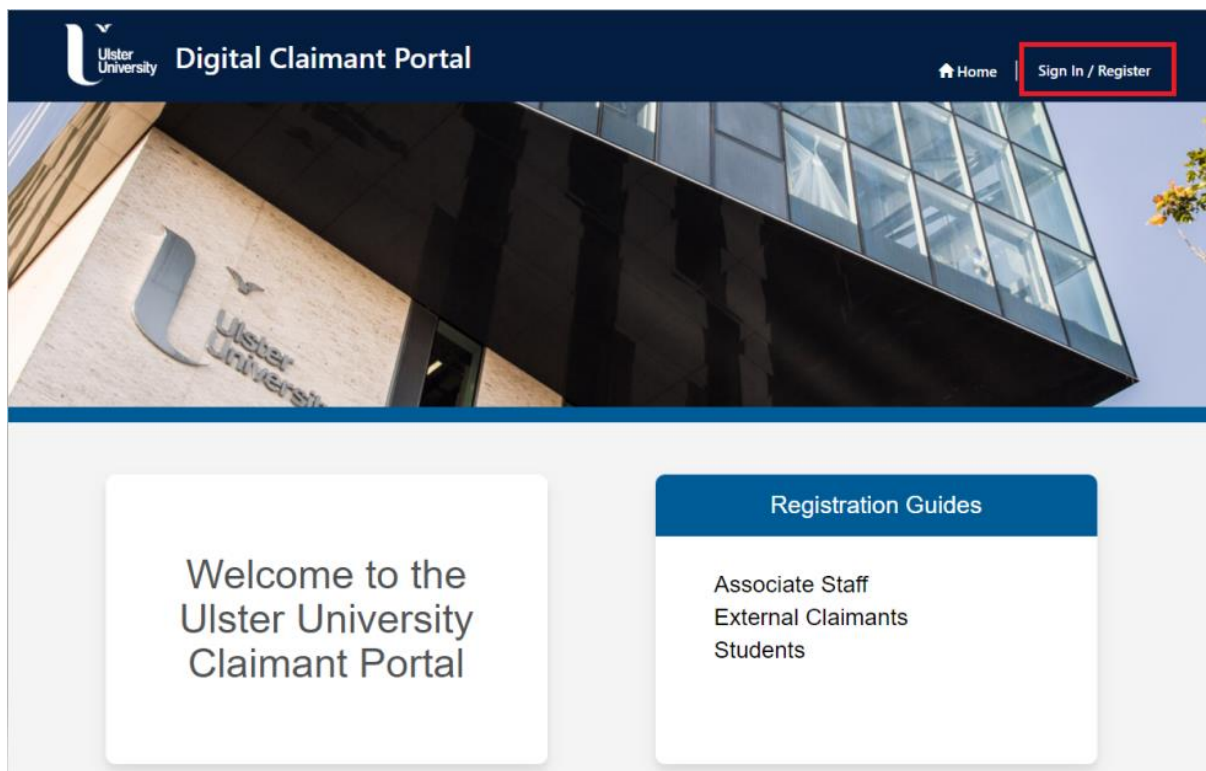
**Please note:** You must register on the Digital Claimant Portal using an external email account. Do not use your Ulster credentials.

To access the Digital Claimant Portal, click the link: [Digital Claimant Portal](#)

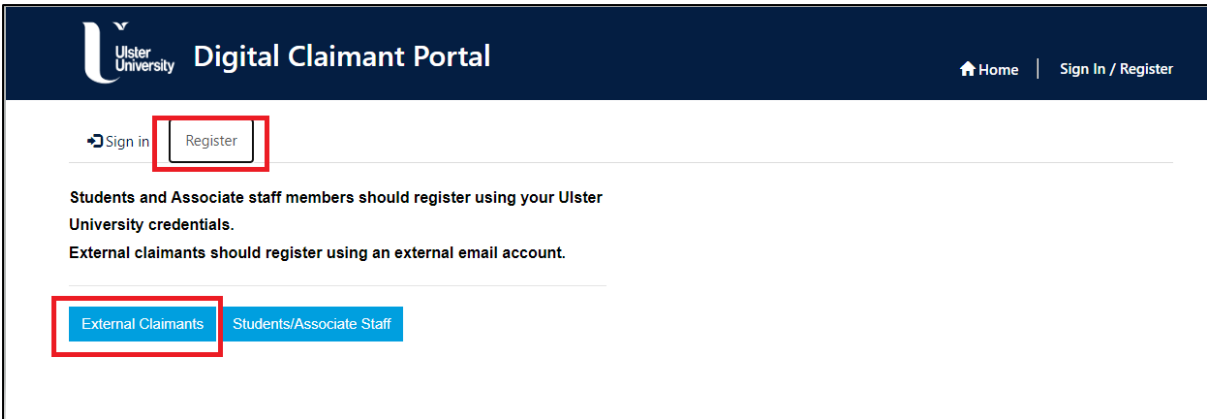
## 1. Register on the Digital Claimant Portal

### 1.1 Register using an external account

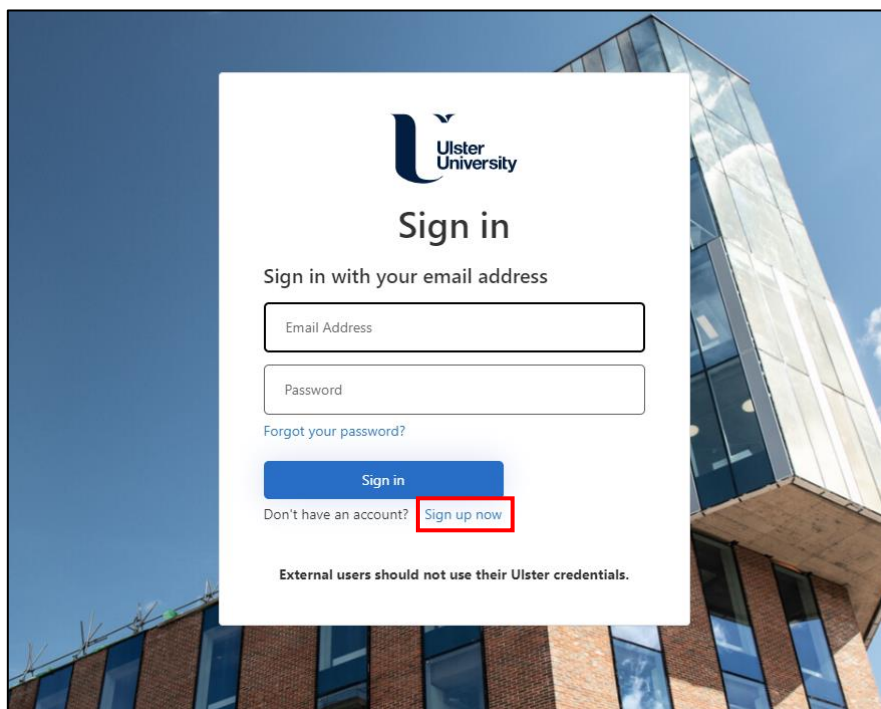
1. Open the Digital Claimant Portal and click **Sign In / Register**



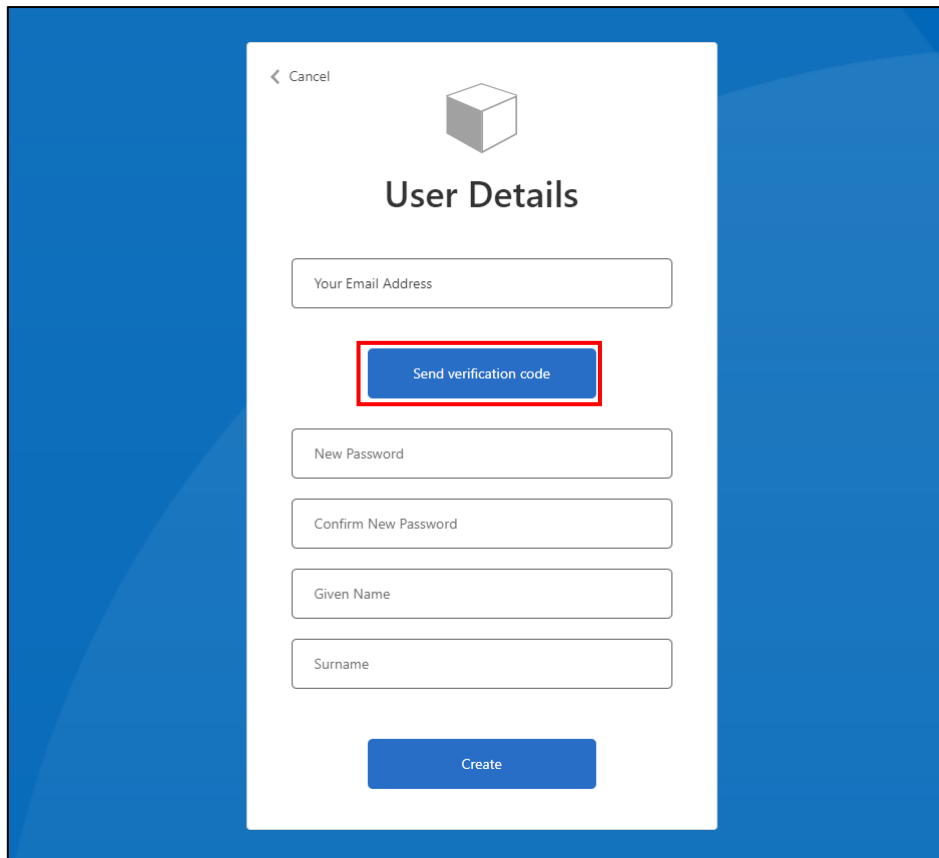
2. Click **Register > External Claimants**



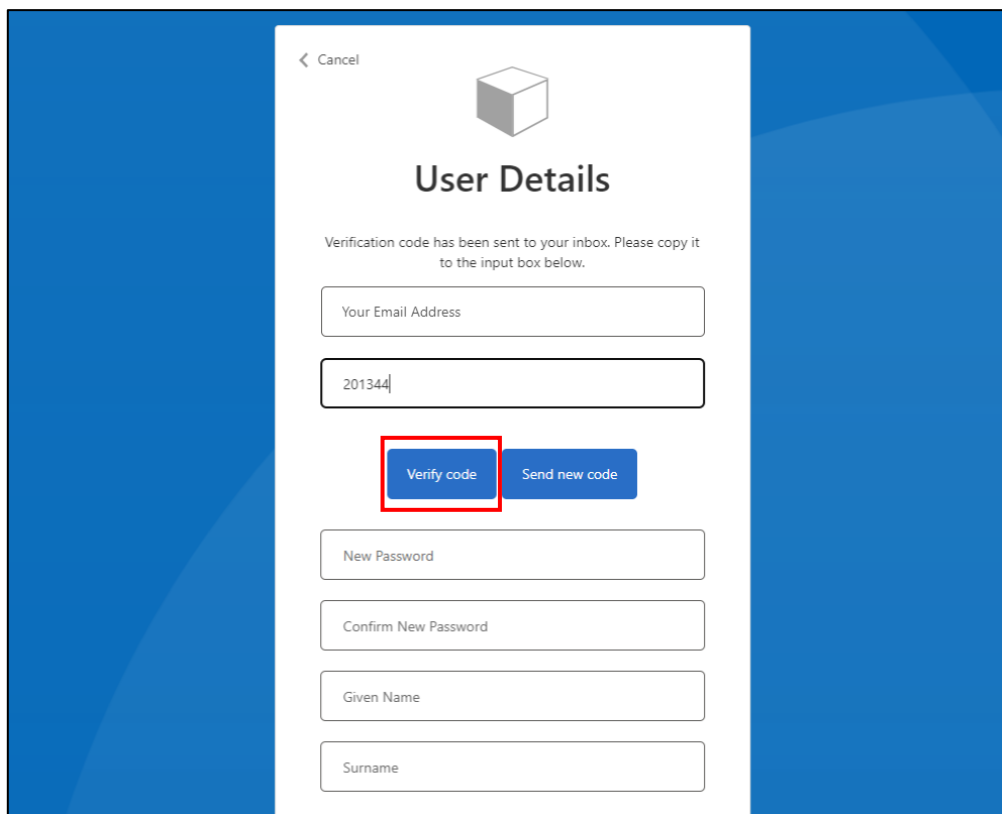
3. Click the **Sign up now** button



4. Enter your email address (external email account)
5. Click **Send verification code**




6. Enter the verification code sent to your email inbox and click **Verify code**



7. When your email address has been verified enter a password and your name and click **Create**

< Cancel



## User Details

E-mail address verified. You can now continue.

Your Email Address

Change e-mail

.....


.....

Clare

Taglietti

Create

8. Click **Sign in** to complete your profile



## Sign in

Sign in with your email address

Your Email Address

.....

[Forgot your password?](#)

Sign in


[Don't have an account? Sign up now](#)

External users should not use their Ulster credentials.

## 1.2 Complete your profile

1. Enter your personal details, including date of birth and home address

**Please note:** The fields marked \* are mandatory

<b>Title *</b> <input type="text" value="Ms"/>	
<b>First Name *</b> <input type="text" value="Clare"/>	<b>Last Name *</b> <input type="text" value="Taglietti"/>
<b>Email</b> <input type="text" value="Your Email Address"/>	<b>Mobile Phone</b> <input type="text" value="Provide a telephone number"/>
<b>Date of Birth *</b> <input type="text" value="27-03-1982"/> 	
<b>Address Line 1 *</b> <input type="text" value="26 Belfast Street"/>	<b>Address Line 2</b> <input type="text"/>
<b>Address Line 3</b> <input type="text"/>	<b>Address Line 4</b> <input type="text"/>
<b>Town *</b> <input type="text" value="Belfast"/>	<b>County/State *</b> <input type="text" value="Antrim"/>
<b>Postcode</b> <input type="text"/>	

2. **Registered UK Taxpayer** - enter your National Insurance Number and bank account details

**Please note:** you cannot edit your bank details or your UK Taxpayer status in your profile after you click Submit. If these details have changed, please email [subsid-payroll@ulster.ac.uk](mailto:subsid-payroll@ulster.ac.uk)

**Please note:** do not include the hyphens in the Bank Sort Code

3. Click **Submit**

<b>Are you a registered UK Taxpayer? *</b> <input type="radio"/> No <input checked="" type="radio"/> Yes	
<b>National Insurance Number *</b> <input type="text" value="JP1234543V"/>	
<b>Please select which of these describes your Bank Account</b> <input checked="" type="radio"/> UK <input type="radio"/> Non UK	
<b>Bank Name *</b> <input type="text" value="Santander"/>	
<b>Account Number *</b> <input type="text" value="23456789"/>	<b>Sort Code *</b> <input type="text" value="123456"/>
<hr/>	
<input type="button" value="Submit"/>	<input type="button" value="Home"/>

4. **Non UK Taxpayer** – enter your bank account details, IBAN number and Swift / BIC Code

**Please note:** the format of the IBAN and Swift Code fields:

IBAN example: BH 7109612B4567W9

- Min 9 max 30 characters
- First 2 characters must be a letter
- Others can be a letter or a digit

Swift Code example: AAAABB4C334

- Length can be 8 or 11 characters
- First 6 characters must be a letter
- Next 2 characters can be a letter or a digit
- If the length is 11, the last 3 characters can be a letter or a digit

5. Click **Submit**

**Are you a registered UK Taxpayer? \***  
 No  Yes

**Please select which of these describes your Bank Account**  
 UK  Non UK

**Bank Name \***

**Account Number**   
**Sort Code**

**Bank Address (including Postcode) \***   
**Bank Routing Code \***

**IBAN Number \***   
**Swift / BIC Code \***

**\* If your bank details or your UK Taxpayer status have changed please email [subsid-payroll@ulster.ac.uk](mailto:subsid-payroll@ulster.ac.uk)**



6. Click **Claim Forms** on the toolbar to view the list of forms available to external users

The screenshot shows the Ulster University portal interface. At the top, there is a navigation bar with 'Home', 'Notifications', and 'Claim Forms' (highlighted with a red box). Below the navigation bar, a green banner displays the message 'Submission completed successfully.' The main content area contains a form for external users. The form fields are as follows:

<b>Title *</b> Ms	<b>Last Name *</b> Taglietti
<b>First Name *</b> Clare	<b>Mobile Phone</b> Provide a telephone number
<b>Date of Birth *</b> 27-03-1982	<b>Address Line 2</b>
<b>Address Line 1 *</b> 26 Belfast Street	<b>Address Line 4</b>
<b>Address Line 3</b>	<b>County/State *</b> Antrim
<b>Town *</b> Belfast	

## Help & Support

Links to claim form guidance and training documentation (PDF guides) are available on the **Portal Home** screen.

If you experience any technical difficulties, you can contact the IT Service Desk by clicking the **UniDesk IT Service Desk** tile on the Ulster Portal and selecting **New call**.

You can also access the UniDesk Self Service Portal by clicking on the link below:

[UniDesk Self Service](#)