



Digital Claimant Portal Registration Guide

Students

Digital Programme & Innovation Office (DPIO)

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Introduction

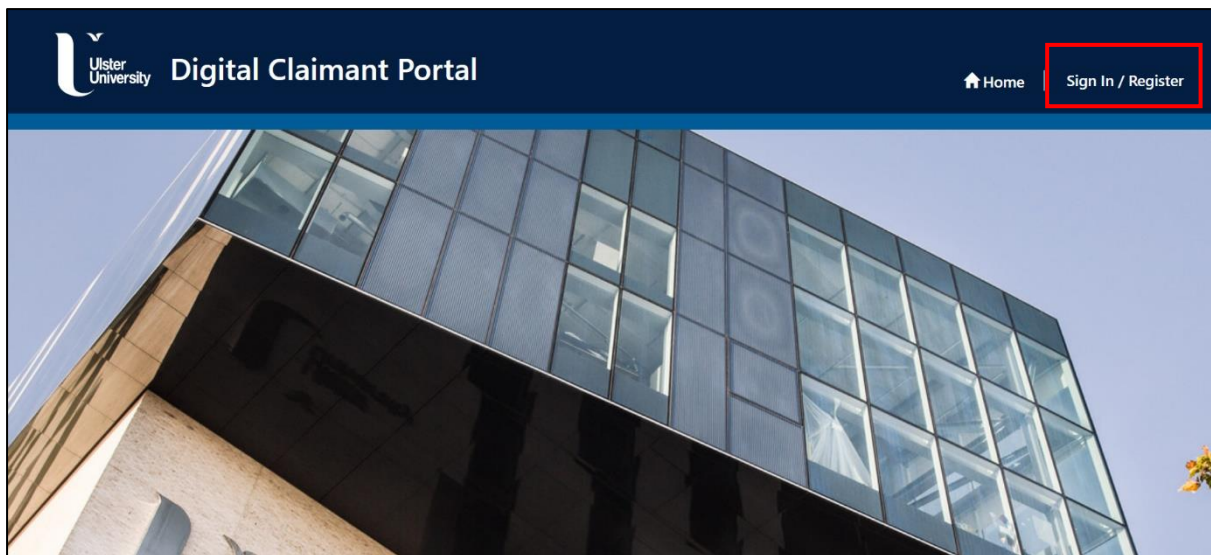
This guide will show you how to register on the Ulster University Digital Claimant Portal. After you have registered you will be able to submit claims for fees and expenses incurred and prior approval requests as a provider of support services to the University.

Please note: you must register using your Ulster University email address.

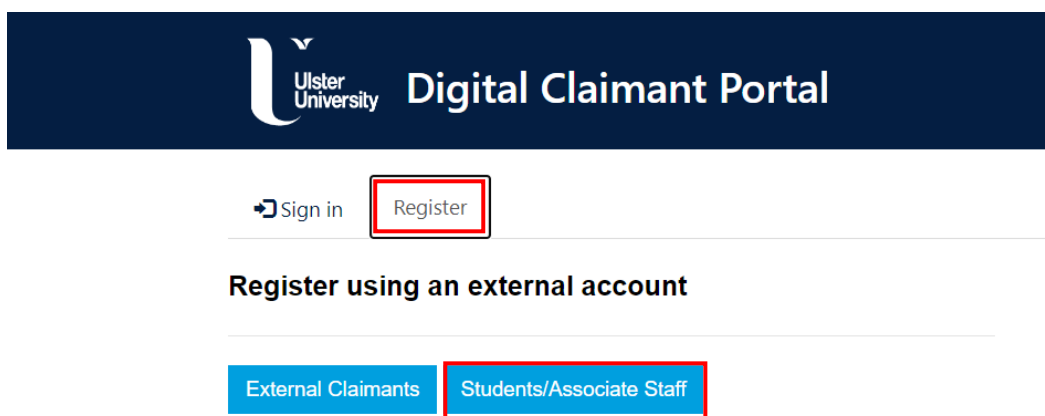
1. Register on the Digital Claimant Portal

1.1 Register an account

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



2. Click **Register > Students/Associate Staff**



Please note: the initial login will use Multifactor Authentication (MFA). Ensure you have the Microsoft Authenticator app on your phone.

3. Enter your Ulster University email address and click **Next**

Ulster University

Sign in

[Can't access your account?](#)

[Back](#) [Next](#)

The IT Service Desk provides support via telephone, email and self-service portal.

Telephone: 028 9536 7776 Email: servicedesk@ulster.ac.uk

Further details including opening hours can be found at ulster.ac.uk/ds/getting-help/service-desk

Sign-in options

4. Enter your password and click **Sign in**

Enter password

[Forgot my password](#)

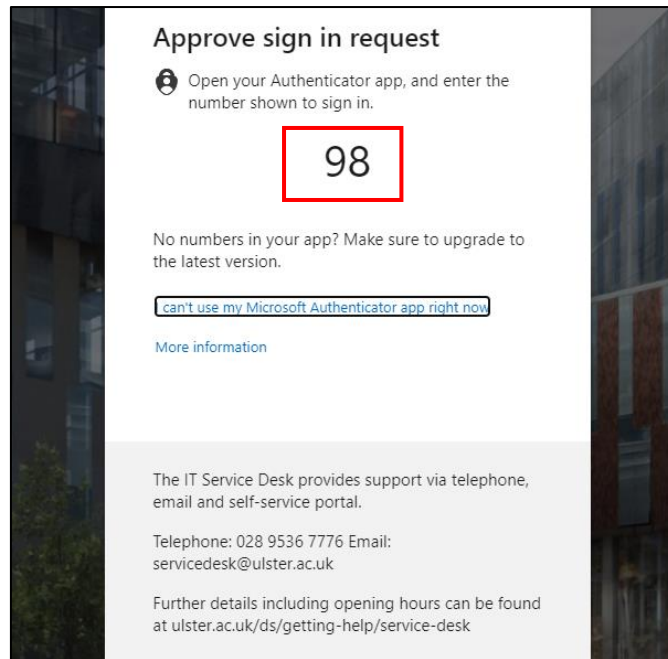
[Sign in](#)

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5. Enter the code in your Authenticator app to launch the portal registration form.



1.2 Complete your profile

1. Complete the form with your personal details, including your 'Student number'.

Please note: The fields marked with an asterisk (*) are mandatory. Some details will be auto filled by the system with data from Active Directory, such as: First name, last name, E-mail address, and others. These cannot be edited through the portal.

Title *	
<input type="text"/>	
First Name *	Last Name *
<input type="text"/>	<input type="text"/>
Email *	Mobile Phone
<input type="text"/>	<input type="text"/>
Student Number *	
<input type="text"/>	
Home Campus *	
<input type="text"/>	
Address Line 1 *	Address Line 2
<input type="text"/>	<input type="text"/>
Address Line 3	Address Line 4
<input type="text"/>	<input type="text"/>
Town *	County/State *
<input type="text"/>	<input type="text"/>
Postcode	
<input type="text"/>	

2. Scroll down on the form to continue filling your banking account details.
3. **Registered UK Taxpayer** – if you select ‘yes’ in this field, you will be required to enter your National Insurance Number:

<p>Are you a registered UK Taxpayer? *</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes</p> <p>National Insurance Number *</p> <p><input type="text" value="JU123455H"/></p>

4. **UK Bank Account**: if you select ‘UK’ in ‘Please select which of these describes your bank account’, then you will be prompted to populate your Bank name, Account Number and Sort Code details:

Please select which of these describes your Bank Account	
<input checked="" type="radio"/> UK <input type="radio"/> Non UK	
Bank Name *	
<input type="text" value="Santander"/>	
Account Number *	Sort Code *
<input type="text" value="23456789"/>	<input type="text" value="123456"/>

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

5. **UK Bank Account:** if you select 'Non UK' in 'Please select which of these describes your bank account', then you will be prompted to populate your bank account details, IBAN and Swift/BIC code:

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 *

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

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

6. Click on **Submit**. Your details will then be saved in the database.

Are you a registered UK Taxpayer? *
 No Yes

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

Bank Name *

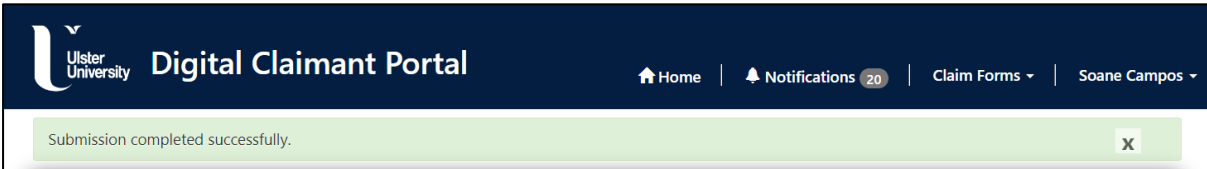
Account Number
Sort Code

Bank Address (including Postcode) *
Bank Routing Code *

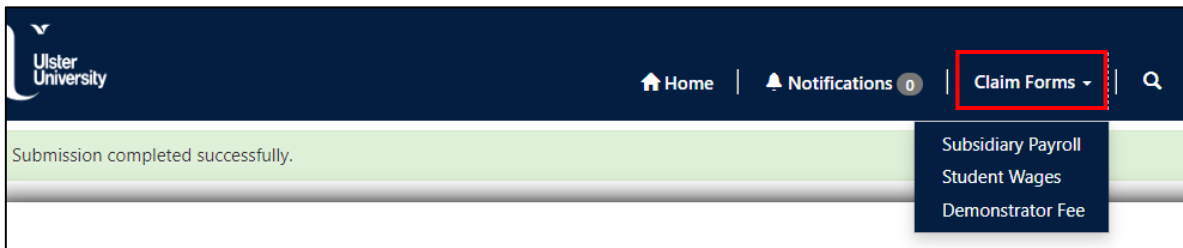
IBAN Number *
Swift / BIC Code *

* If your bank details or your UK Taxpayer status have changed please email subsid-payroll@ulster.ac.uk

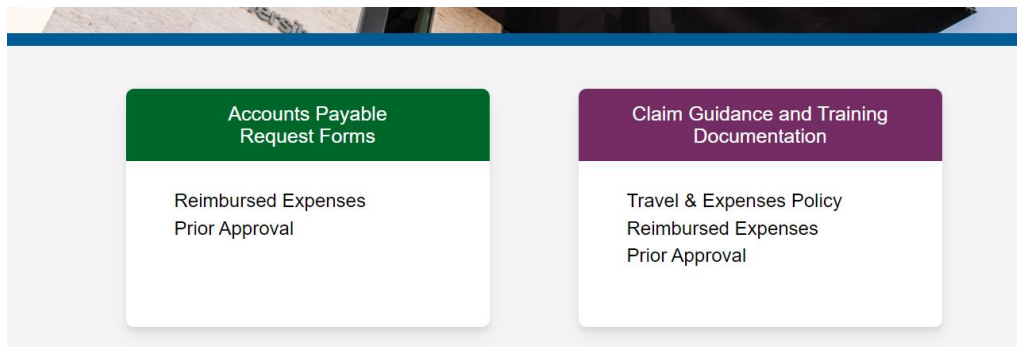
7. The system will present a success message after the details have been submitted:



8. Click on **Claim Forms** on the top menu to view the list of forms available to Students:



9. Alternatively, click on the **Home** button on the top menu and scroll down to view the list of forms available to students:



Help & Support

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

For any issues with Multifactor Authentication please refer to the [MFA Guide](#)

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](#)