



Applicant Information Portal Frequently Asked Questions

1. Who is eligible to access the Applicant Information Portal?

Anyone who applies to study at the University of Chichester is eligible to access the Applicant Information Portal.

2. How do I access the Applicant Information Portal?

Once we have received your application from UCAS, UTT or directly from yourself, you will receive an e-mail or letter telling you how to access the Portal and what information is available.

3. I think I should have access to the Portal but I don't, what do I do now?

If you think you should have received the Applicant Information Portal introductory e-mail/letter and instructions but have not, please contact the Admissions Office using the contact details below.

4. What is available on the Applicant Information Portal?

You can use the Applicant Information Portal to track the progress of your application(s) and view copies of correspondence sent to you during the application process, plus general helpful information about the University. Other information includes:

Available once you have received an Offer:

- **Campus Card:** Once you have firmed up your offer, you will need to apply for a Campus Card. You should either Download the Campus Card Form or upload a photograph to the University Portal so that one can be produced and ready for your arrival at Registration in September.
- **Taster Day Information**
- **Copies of relevant forms** to complete such as Medical Declaration (Teaching and Social Work) and DBS information.

Available in May:

Full-time students entering a course at Level 1.

- Accommodation Information
- Subject Reading Lists and Course Information
- Finance Advice and Guidance
- 'What Do I do Next?' document for general guidance

Part-time students entering a course at Level 1.

- Subject Reading Lists and Course Information
- Finance Advice and Guidance
- 'What Do I do Next?' document for general guidance

Available in July

- **Pre-registration Facility**
- **Registration Guidance**

Available in late August – All students

- Induction Information and Schedules
- Entertainment Information
- Other important advice for new students

Please remember to check the portal regularly for updates and additional information between these dates.

5. I have lost my log-in details, who do I contact?

Your log-in details are your reference number (a 7 digit number on any correspondence you have already received from us, and your date of birth in the format DD/MM/YY. Please contact the Admissions office using the contact details below if you have any trouble logging in and we will re-send you the details.

6. I am not able to access the Applicant Information Portal.

This could be due to various issues. The common causes are:

- Every evening at approx 7:45pm an update is run to upload the latest applicant information and new correspondence onto the portal. This can take between 10-30 minutes and you may experience problems during this update.
- If you have recently sent us your results then it could be that we are updating our system with the confirmation of your results. If this is the case then the systems take 24 – 28 hours to update and you will be able to access your information in the same way if you allow up to 48 hours. If you still have trouble after this time, please contact the Admissions Office using the contact details below.
- From the weekend before A-level results to the results day itself, the Applicant Information Portal is closed down to allow us to process results.
- If the advice above does not explain your situation and you are still having problems logging in after 24 hours, please contact the Admissions Office using the contact details below.

7. I am not able to see any enrolment/induction information for the start of my course. If you are logging-in during late August and are expecting to see your induction schedule but are not able to then it could be that we have not yet received your results to confirm your place. Once your place is confirmed (you change from conditional to unconditional) then you will be able to access the induction information automatically. If you are sure that we will have received your results- please contact us and we will investigate this for you.

8. I am not able to see any accommodation information.

Accommodation information and advice will be available to full-time level 1 students only. If you are a part-time student or are entering the University at Level 2 or Level 3 of a particular course, then the Accommodation information will not be available to you. If you do not fit into these categories and you think you should be able to see the accommodation information please contact the Admissions Office using the contact details below.

9. I don't think the information I can see is relevant to me and the course that I have chosen.

Please read through the other FAQs here and if the answers do not explain your situation, please contact the Admissions Office using the contact details below.

10. When will the portal cease to function for this year's applicants?

You will no longer be able to access the Applicant Information Portal after you have arrived at Chichester and enrolled on your course. After this time, information will be made available to you via the University's intranet service referred to as 'Portia'.

If you are still having problems, please contact us at the address, or on the numbers below.

University of Chichester Admissions Office
Bishop Otter Campus
College Lane
Chichester
PO19 6PE
Tel: 01243 816002
Fax: 01243 816161
Email: admissions@chi.ac.uk

Please quote your reference number and full name and course title when contacting us.

If you are experiencing technical problems with the Applicant Information Portal, please e-mail admissionsportal@chi.ac.uk.