

How to apply and frequently asked questions

Accommodation Office

UNIVERSITY OF LIVERPOOL | 202 BROWNLOW HILL, LIVERPOOL, L3 5UE

Contents

Creating your PIN	2
Creating an accommodation application	4
Your details	5
Application information	6
Application type	6
Choose your room preferences.....	7
Confirm your application	8
Frequently Asked Questions	9
Issues with your PIN	9
Where do I find my Student ID number?	9
Do I have to decide if UOL is my firm or insurance choice before I apply?	9
Change Email address	9
The details in my Liverpool accommodation application aren't correct.....	9
When do I receive an offer?	9
Am I guaranteed accommodation?	9
Am I guaranteed one of my preferences?	10
What if I receive a hall for a room I do not want?	10
Can I change my preferences	10
Can I apply to live with my friends?	10
Can I bring my car?	10
Do we get insurance as part of Residence Fee?	10
Can I bring a pet?.....	10
Do I have to move out over the holiday periods?	10

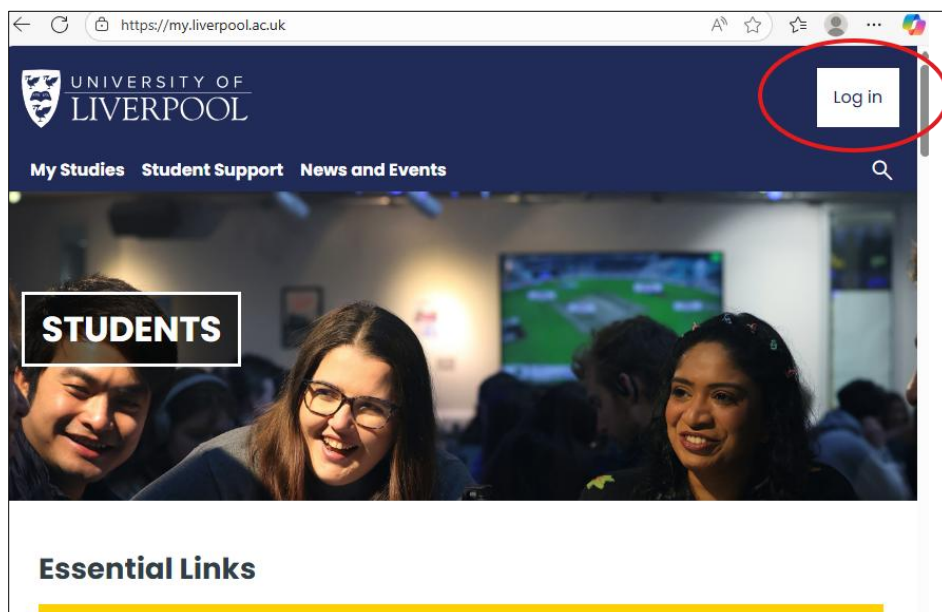
[My Liverpool](#) is the student portal used for a variety of things such as registration, activation MWS account, uploading your photo, requesting documentation etc and is also the main portal to apply for your accommodation.

Creating your PIN

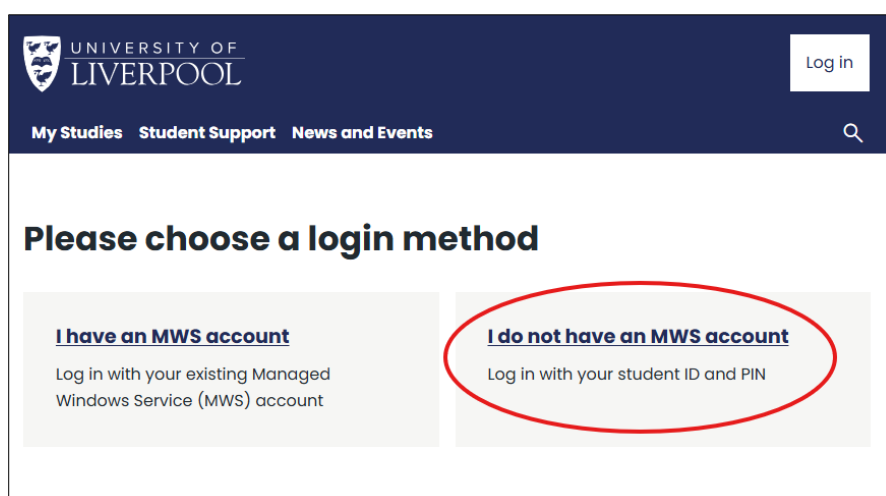
If you have not yet set up your PIN (password), please follow the instructions below:

Visit My Liverpool <https://my.liverpool.ac.uk>

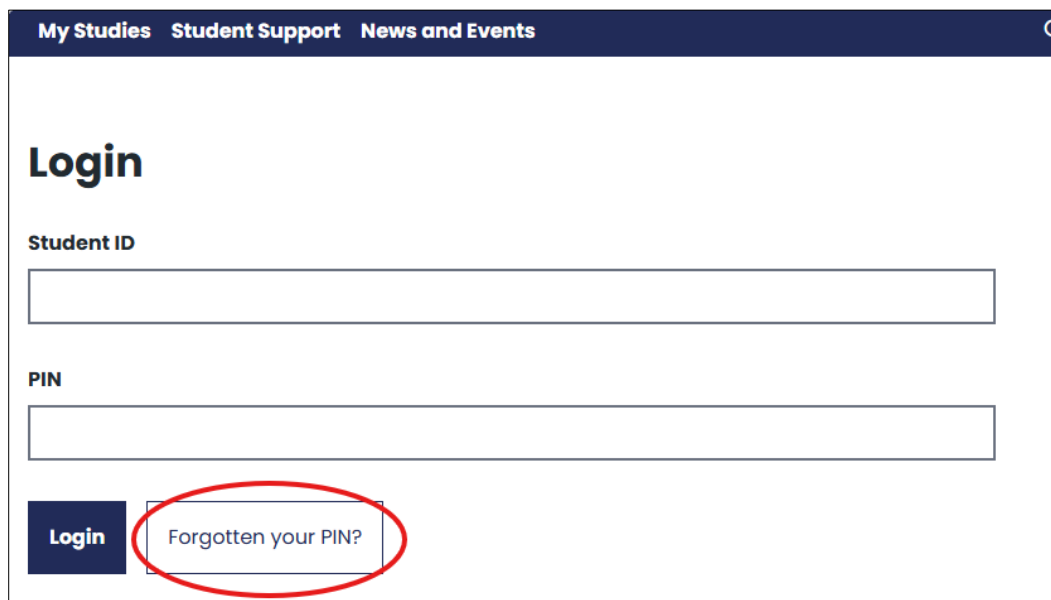
Click **Log in**



If you are not yet on campus and have not set up your MWS account you will need to click “**I do not have an MWS account**” for current registered students, click I have an MWS account and enter your MWS username and password.



Click **“Forgotten your PIN?”**

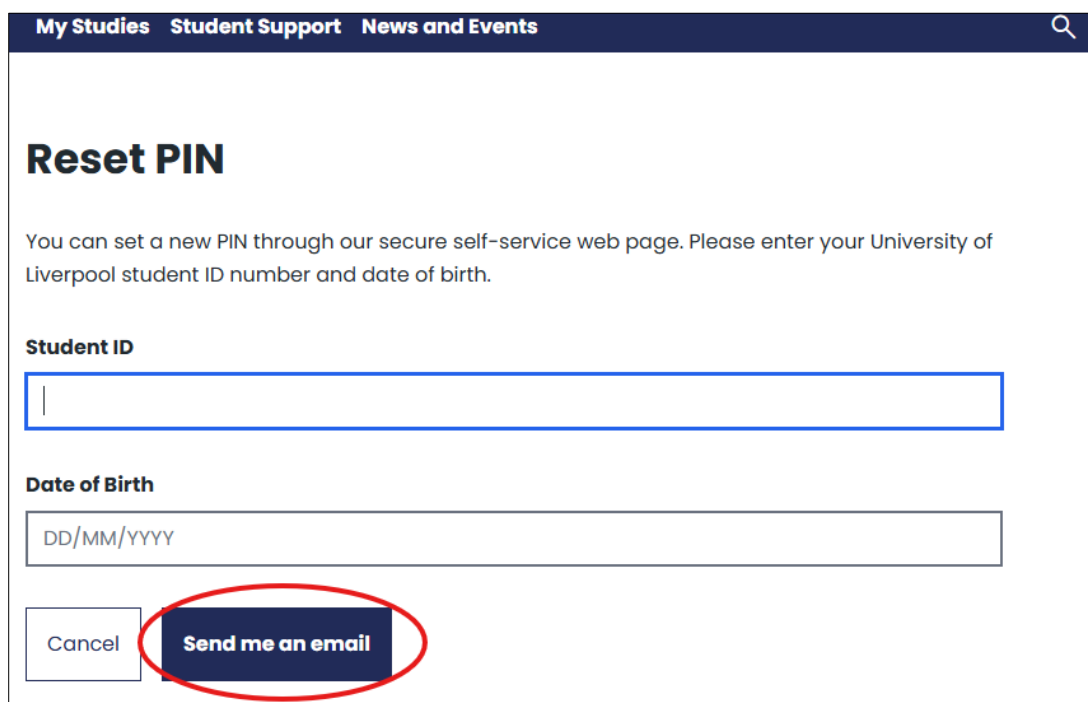


The screenshot shows the top navigation bar with links for 'My Studies', 'Student Support', and 'News and Events'. Below this is the 'Login' section. It contains two input fields: 'Student ID' and 'PIN'. At the bottom left is a dark blue 'Login' button. To its right is a link labeled 'Forgotten your PIN?', which is circled in red.

Enter your 9 Digit Student ID Number starting “20”. This can be found on your offer letter or other correspondence and may be referred to as a reference. If you cannot locate this contact admissions on irro@liverpool.ac.uk or **0151 794 5927**

Enter your date of birth **DD/MM/YYYY**

Click **Send me an email**



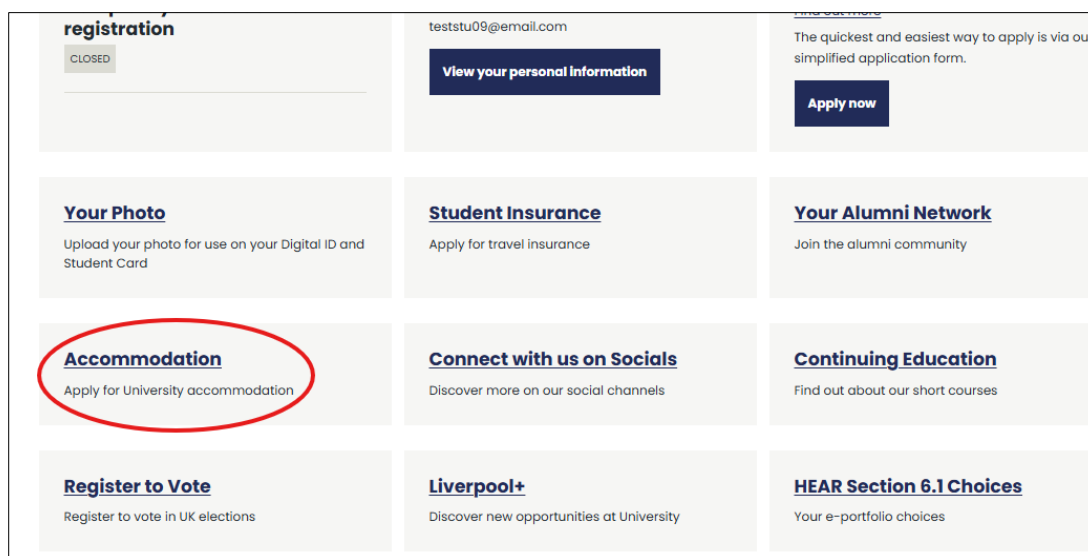
The screenshot shows the 'Reset PIN' section. It includes a heading 'Reset PIN' and a paragraph: 'You can set a new PIN through our secure self-service web page. Please enter your University of Liverpool student ID number and date of birth.' Below this are two input fields: 'Student ID' and 'Date of Birth' (with a placeholder 'DD/MM/YYYY'). At the bottom left is a 'Cancel' button, and to its right is a dark blue 'Send me an email' button, which is circled in red.

You will receive an email to your registered email address. Please check your junk and spam. Once you have set your PIN you can then log in as above but entering your student ID and PIN.

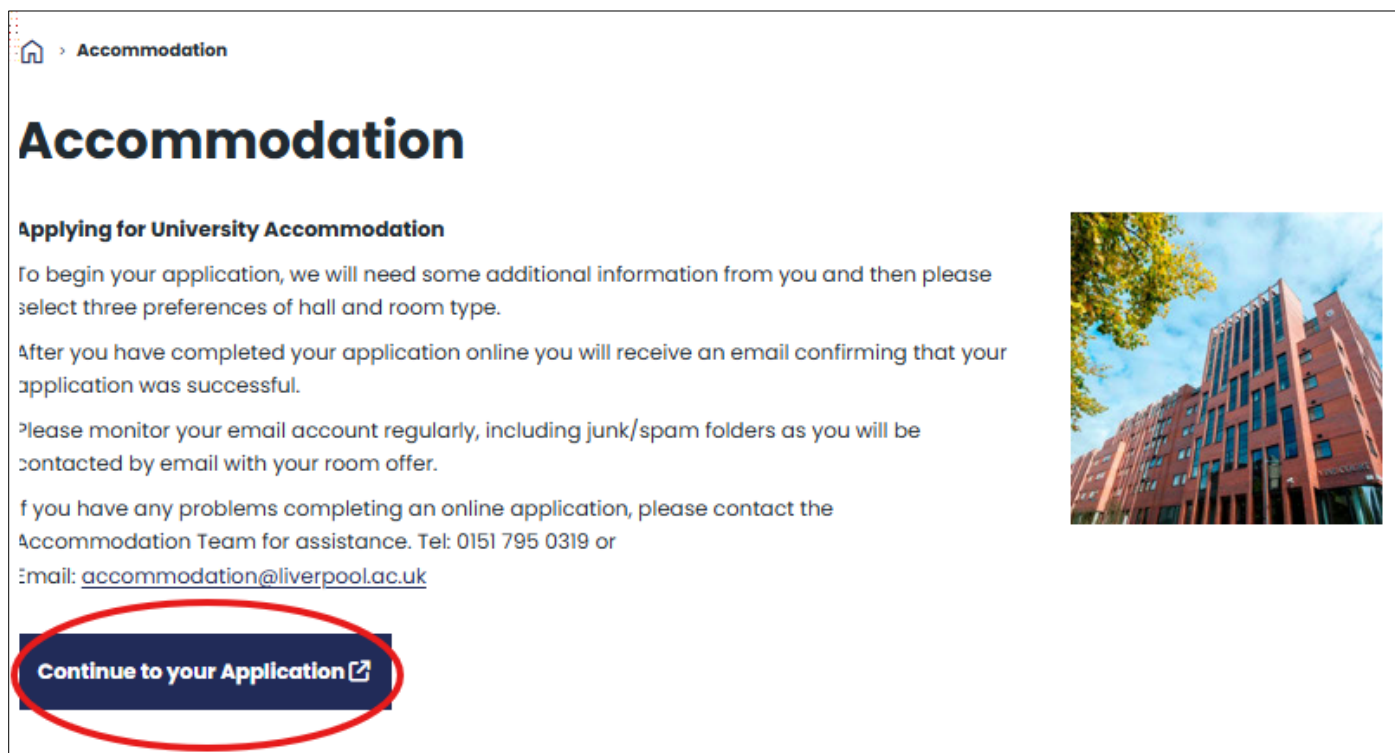
Creating an accommodation application

Log into My Liverpool <https://my.liverpool.ac.uk>

Once you have logged in, scroll down to the **Accommodation** tile and click on it.



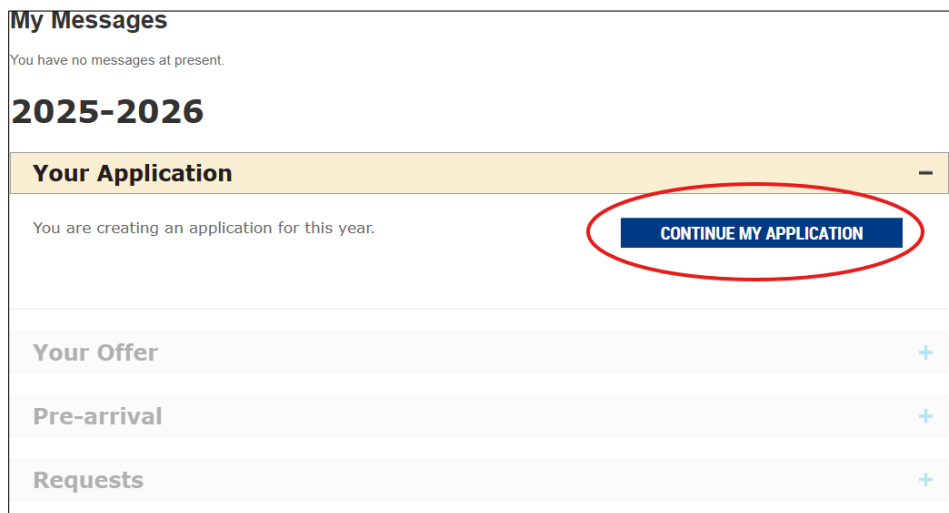
Click **continue to your application**



Click into the academic year you are applying for

i.e. if you are starting in September 2026, click 2026/27, if your starting in January 2027, click 2026/2027 as this is the still within that academic year. If you're starting in September 2027 click 2027/2028 when this is open etc.

Under Your Application click “**Continue to my Application**”



The screenshot shows a web interface with two main sections. The top section is titled 'My Messages' and contains the text 'You have no messages at present.' Below this is a section for the academic year '2025-2026'. Underneath the year is a yellow bar labeled 'Your Application' with a minus sign on the right. Below the yellow bar, the text 'You are creating an application for this year.' is displayed. To the right of this text is a blue button labeled 'CONTINUE MY APPLICATION', which is circled in red. Below the 'Your Application' section are three expandable sections: 'Your Offer', 'Pre-arrival', and 'Requests', each with a plus sign on the right.

Your details

The next section will ask you for your details. Some of this will be prefilled, i.e. your personal details and communications. Please enter your next of kin information. If the street name doesn't allow you to move, put some “spaces” after the end.

N.B. If your personal information is not correct, please continue to make the application and then email accommodation@liverpool.ac.uk to amend this. This can be done AFTER you have applied.

One done, click **Next** at the top

BACK 1 2 3 4 5 NEXT

Your Details

Please enter the relevant information below. When you have entered all the information, please click 'Next' to continue.

PERSONAL DETAILS	COMMUNICATIONS	NEXT OF KIN
Test HLS PGR Student	1234567	Test Next of Kin
M	teststu09@student.liv.ac.uk	Parent
01/01/1992	TWITTER	01234567890
United Kingdom	FACEBOOK	testkin@email.com
15 Acacia Avenue	SKYPE	15 Somewhere Street
AB1 2CD	E-mail	Hightown
		Cheshire
		United Kingdom
		AB1 2CD

1 2 3 4 5

Application information

On this page select your application type. I.e. 1st year undergraduate, postgraduate etc and other information and click “**Next**” at the top

Application Information

Please choose your application type and enter any additional information relevant to you in the provided choices.
Click 'Next' when you have entered your information to continue.

APPLICATION TYPE	MEDICAL CONDITION
Please choose your application type. You may choose from 1st Year Undergraduate, Returning Undergraduate and Postgraduate. 1st Year Undergraduate	Do you have any medical conditions or special health requirements you wish to advise us of, which may impact on your allocation? YES NO

MEDICAL DETAILS

The University will take reasonable steps to accommodate the needs of disabled students and students with other health-related requirements and other special requests. Please enter details of your individual requirements/condition below.
We will pass any relevant information on to your chosen Hall and the [University Disability Support Team](#) when you accept a place in Hall.

Medical detail information

DIETARY REQUIREMENTS	SINGLE SEX ACCOMMODATION
We give priority to health related dietary needs and we try to meet special dietary requests where possible. NO SPECIAL DIET VEGETARIAN VEGAN SPECIAL DIET/ALLERGY	When staying on campus, would you prefer to stay in single sex accommodation? YES NO DON'T MIND

LIFESTYLE

Which of the below best describes you?

EARLY RISER & EARLY TO BED EARLY RISER & LATE TO BED
LATE RISER & LATE TO BED LATE RISER & EARLY TO BED

1 2 3 4 5

N.B.

Application type

If you are a student studying **Law from Malaysia**, select 1st year undergraduate

If you are a international postgraduate student Select “**postgraduate**” not study abroad full year

If you are a Foundation student, select “**Foundation Year**” not 1st year undergraduate

If you are an Erasmus/Global opportunity study abroad student coming in September, select “**Study Abroad Semester 1**”, if you’re coming in January select “**Study Abroad Semester 2**”

If you’re an undergraduate student in their 2/3/4/5 year of study in Liverpool select “**returning undergraduate**”

Medical Condition

If you have a medical condition, please click “Yes” and put as much information in a possible regarding your medical condition.

Dietary Requirements

This doesn’t affect your application in terms of who you will be living with, i.e. if you’re vegetarian, you won’t be housed with only vegetarians etc.

Single Sex Accommodation

We will look to house all students who require single sex accommodation, however, we cannot guarantee to provide mixed sex as this heavily depends on the number of students of a specific gender who receive offers of accommodation. This may mean that some students are put in single sex accommodation although they have not specified they want this.

After clicking **Next** you will be taken to the next page

Criminal Convictions

If you have any unspent criminal convictions please let us know. Click “No” if you don’t have any, but if you do, click “Yes” and provide more information on the next page after clicking NEXT


Choose your room preferences

You can select 3 preferences. Click on the ? under My preference to make your 1st, then click on another to make your 2nd etc.

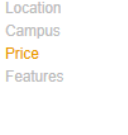
Choose your Room Preferences

Please choose your top 3 room preferences by selecting the available halls below. Once you have made your selection, click 'Next' to continue.

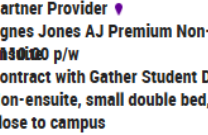
ROOM OPTIONS 3



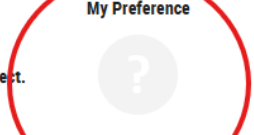
MAP




IMAGES



FACILITIES




MORE INFO


Sort rooms by  **PRICE**

ROOM SELECTION SUMMARY
Choose up to 3 preferences.
[Back to Top](#)

Details of all our Residences can be found at <http://www.liv.ac.uk/accommodation/halls>
☐ I acknowledge and accept that University of Liverpool cannot



Location
Campus
Price
Features


Partner Provider 

Agnes Jones AJ Premium Non-Ensuite p/w

Contract with Gather Student Direct.

Non-ensuite, small double bed, close to campus

My Preference



When you have made your selections, tick “I acknowledge and accept that “University of Liverpool cannot guarantee preferences”

Click **next**

ROOM OPTIONS 3

Sort rooms by PRICE

ROOM SELECTION SUMMARY

Location
Campus
Price
Features

Partner Provider
Agnes Jones AJ Premium Non-
Ensuite £110.00 p/w
Contract with Gather Student Direct.
Non-ensuite, small double bed,
close to campus

My Preference

1

Location
Campus
Price
Features

Partner Provider
Cambridge Court Classic Ensuite
£151.00 p/w
Self catered, private contract with
Unite Students

My Preference

2

Location
Campus
Price
Features

Partner Provider
Myrtle Court Bronze Ensuite
£173.00 p/w
Contract with Student Roost direct,
3/4 bed, close to campus. Click
"more info"

My Preference

3

Choose up to 3 preferences.
Click to remove a preference.

1 Partner Provider, Agnes Jones, AJ Premium Non-Ensuite £110.00 p/w

2 Partner Provider, Cambridge Court, Classic Ensuite £151.00 p/w

3 Partner Provider, Myrtle Court, Bronze Ensuite £173.00 p/w

Back to Top

Details of all our Residences can be found at <http://www.liv.ac.uk/accommodation/halls>

☒ I acknowledge and accept that University of Liverpool cannot guarantee these accommodation choices

BACK

NEXT

Confirm your application

It will ask you to confirm your information, again, as before if this is not correct, please confirm and then **submit changes** AFTER to not cause any delays in your application.

BACK

1
2
3
4
5

CONFIRM

Please review your application choices and if they are correct click 'Confirm' to submit your application. If you wish to change any information, please click 'Back'

Personal Details

Full Name: Test HLS PGR Student
Gender: M
Date of Birth: 01/01/1992
Nationality: United Kingdom
Home Address: 15 Acacia Avenue
Post Code: AB1 2CD
Domicile:

Communications

Phone: 1234567
Email Address: teststu09@student.liv.ac.uk
Twitter: N/A
Facebook: N/A
Skype: N/A
Contact Method: E-mail

And that's it. Your application is submitted 😊

Frequently Asked Questions

Issues with your PIN

If you have not received your email with your PIN, please note that the accommodation office do not have access to amend this as we don't manage the my Liverpool portal. Please contact studentslivlife@liverpool.ac.uk who can assist, please ensure that you include your UOL Student ID number when making your enquiry.

Where do I find my Student ID number?

You will find your student ID number on most correspondence received from the university of Liverpool. It is a 9 digit number starting "20" and may be referred to as a reference. If you cannot locate it, please contact admissions on irro@liverpool.ac.uk and include your UCAS number, full name, date of birth and they will locate this for you.

Do I have to decide if UOL is my firm or insurance choice before I apply?

No. Students can apply whether they put us as their firm, insurance or are yet to decide. By applying for accommodation you are not committing to anything as we will only send an offer once you become an expected entrant and we know you will be attending. We recommend students apply as early as possible.

Change Email address

We recommend that you don't use your college/school email address as this may close before offers are sent out in August. Please email the accommodation office to amend this on accommodation@liverpool.ac.uk and include your UOL Student ID number.

The details in my Liverpool accommodation application aren't correct

Don't worry, please submit your application in the first instance. You can then email accommodation@liverpool.ac.uk and ask that we change these for you afterwards. It may be a case that these are already correct in our system. My Liverpool takes them from your initial UCAS application.

When do I receive an offer?

If you are a conditional offer holder (waiting exam results) you won't receive an offer until after these have been released and we know who is attending the university. We start to send out offers to 1st year and foundation year Conditional Offer Holders the Monday following the release of A level results. Postgraduates will receive their offers shortly after we receive confirmation they are an expected entrant and have met all entry requirements and paid any deposits.

Am I guaranteed accommodation?

We guarantee all 1st year undergraduate and foundation year students who place UOL as their firm choice an offer of accommodation, either within our halls or with our partner providers. In the past we have extended this to all students who place us as insurance or come through clearing.

Am I guaranteed one of my preferences?

Students must remember that you are not guaranteed your first or any of your preferences. As allocations are made based on date of application, we check your first, if this is gone, your second and then third, if all are gone, we will send you an offer of an alternative, either within our halls, or with our partner providers.

What if I receive a hall for a room I do not want?

As allocations are made on date of application, we can't guarantee you a specific room or hall type. However, if you accept an offer for an alternative room, you can place yourself on the room move waiting list. This is checked regularly and in date order of request. If a room becomes available in the hall/room you would like, we will then send you an offer. There is no guarantee that this will happen before your arrival, although we will continue to check.

Can I change my preferences

Yes, you can apply early and then change your preferences at any stage upto 31st July by emailing accommodation@liverpool.ac.uk with your new preferences. Changing your preferences doesn't change your application date so you stay the same in the queue. Please also include your student ID number in any emails.

Can I apply to live with my friends?

1st year undergraduates and foundation year students cannot apply to live with their friends. This is due to the fact that your friend may not have applied until later and may receive an offer for an alternative hall. Also, due to the volume of allocations paid in such a short period of time, we're unable to arrange friendship groups. Returning undergraduates in their 2/3/4/5 year are able to apply to live with friends.

Can I bring my car?

There is no student parking available on campus. Car parking is available at Greenbank Student Village but is very limited and there is an annual fee for parking. You can contact Greenbank if you accept an offer for them to check availability and to book.

Do we get insurance as part of Residence Fee?

Yes, basic Endsleigh Insurance is provided. Please note that you can extend this cover for expensive items

Can I bring a pet?

Pets, including emotional support animals are not permitted within our halls. We do, however, accept guide dogs. Please speak to disability advice and guidance team on disteam@liverpool.ac.uk if this is required.

Do I have to move out over the holiday periods?

Your contract will be for the full duration, i.e. 39 weeks for 1st year and foundation year students. This entitles you to sole use of your room until the contract ends. You can stay in the accommodation over the breaks or go home. You are not required to vacate over Winter and Spring breaks.