

## Support Fund Application FAQs

You can also watch [this video](#) for further help with your application .

**Q. I have been asked to upload some additional information as a ‘comment’ on my original application, but I can no longer find this. Is there any other way to send the information?**

**A.** If you cannot upload your information as a comment, please reply to our ‘more information required’ email instead.

**Q. I cannot complete my application. The error states ‘you do not have permission to view this page’ – or you received a direct link which doesn’t work?**

If you are still having difficulties, try using Google Chrome as your browser when accessing the Student Digital Hub.

**Q. I have logged in, but I still can’t access the form. What should I do?**

**A.** Our forms will only work if you have completed your enrolment for the year, so please check that you are fully enrolled before you apply. If you have already enrolled and the form still isn’t working, please call the Student Financial Support helpline on 0161 247 1045 and we can investigate.

**Q. What evidence will you need with my application?**

**A.** The evidence we need is detailed on each application form, based on the options you select. If you need time to collect the necessary evidence, you can save your application as a draft and return to it later.

**Q. Why do you need evidence with my application?**

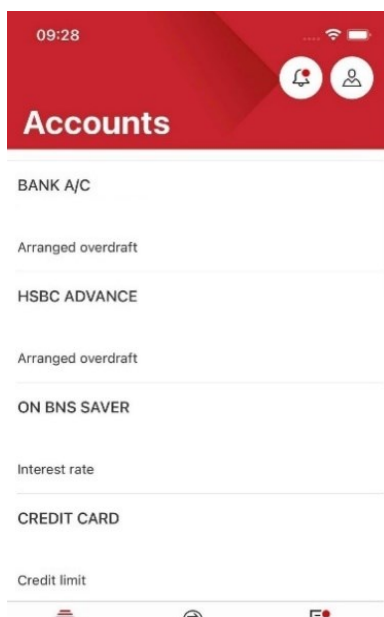
**A.** We require evidence ensure that our funds are targeted to those most in need. We use the evidence to verify the income/expenditure that you declare in your application, or to confirm any personal circumstances that you declare.

**Q. I've been asked to provide an uncropped screenshot from the homepage of each of my banks. What does this mean?**

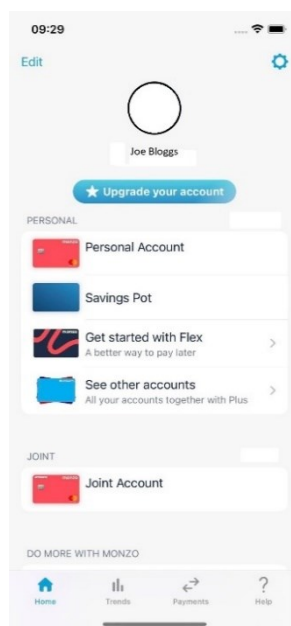
**A.** Open mobile/online banking, and navigate to your 'account overview' which is usually the first page you reach after logging in. This page should list every account in your name, and show the current balance in each of those accounts. Take a screenshot of that page and send it to us but do not alter the screenshot in any way. You should send it to us as it appears on the screen.

If you have multiple accounts with the same bank that don't fit on one screenshot, you may need to take multiple screenshots of the account overview. If you have accounts with more than one bank, you will need to send screenshots of each bank's account overview.

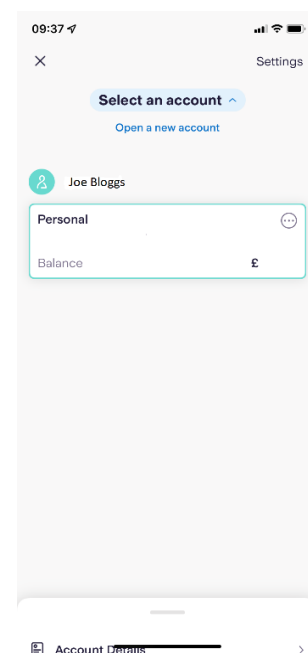
Below are some examples with names and bank details removed but please do not remove any of that information on your screenshots. If you aren't sure what to provide, please call our Student Financial Support helpline on 0161 247 1045.



HSBC homepage



Monzo homepage



Starling homepage

**Q. How do I send full bank statements on a mobile device?**

**A.** You will need to download the statements and save them to your device. You can then upload the statements to your application.

If you are unable to download your statements on a mobile device, you can share the file directly to your email app and email the PDFs to [sfsadmin@mmu.ac.uk](mailto:sfsadmin@mmu.ac.uk).

**Q. I've been asked to provide full bank statements; how do I do this?**

**A.** You will need to provide full **PDF** statements downloadable from your online/mobile banking for the period that we have requested. Most banks allow this via mobile banking, but some will need you to access the statements on a computer via online banking. If you are unsure how to access your bank statements, there should be instructions on your bank's website, or you can find instructions by typing "how to download bank statements from \*name of bank\*" into any search engine.

**Q. I have been asked to provide bank statements covering transactions to the present day, but my PDF bank statements are produced monthly and don't cover this date range. What should I do?**

**A.** Please send PDF statements covering the majority of the date range, but also send us screenshots showing the most recent transactions that are not yet in a formal statement. Please copy and paste any screenshots into the correct order in a word document so that they can be easily read.

**Q. I can't find my PDF statements. Can I provide screenshots of all my transactions instead?**

**A.** We can only accept screenshots of transactions where the PDF statements don't cover the full date range required (as per the paragraph above). We cannot accept screenshots of bank statements or screenshots showing an extended period of transactions. If you provide screenshots of your full statements, we will ask you to provide full PDF statements instead. This is to help shorten application processing times as it takes significantly longer to process screenshots of bank statements.

**Q. I don't use online banking. What else can I provide?**

**A.** You can provide a bank statement dated within the last week, or you can get a mini statement from a cash machine and upload a copy of this

**Q. Can I provide my bank statements in Excel format?**

**A.** We are unable to accept statements that are downloaded in Excel.

**Q. I've been asked to provide my Student Finance entitlement summary. What does this mean?**

**A.** Your Student Finance entitlement summary show a full breakdown of your student loans, including any additional grants that you may receive. You can access this summary via your online Student Finance account.

**Q. I've been asked to provide my full Universal Credit statement. How do I do that?**

**A.** Navigate to the statement summary section on your Universal Credit account, click on the statement(s) you have been asked to provide, and select "Print to PDF/Save as PDF". You should then be able to attach a copy of the PDF statement to your application.

**Q. I've received an email stating that you need more information but I'm not clear on what to send. Who can I contact?**

**A.** Please call the Student Financial Support helpline on 0161 247 1045 or email [sfsadmin@mmu.ac.uk](mailto:sfsadmin@mmu.ac.uk) with any queries, and we will be able to clarify what we need from you. If you can't provide something we have asked for, please let us know, as we may still be able to process your application without it.