

QSIG How-To Guide

Cost of Living Payment – Updating Bank Details

The University announced in October that all eligible students will be awarded a payment of £150 to help alleviate the challenges they have faced as a result of the rising cost of living. You have been identified as a student who we wish to pay via direct bank transfer. This guide will assist you to add or update your bank details via QSIG.

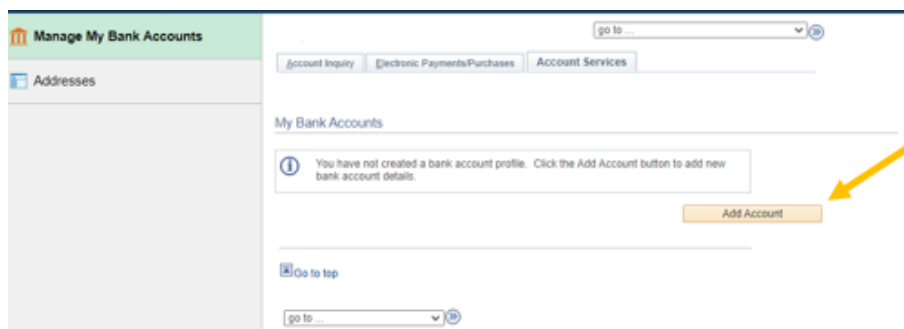
1. Log in to QSIG.

[QSIG Sign-in](#)

2. Click on the 'Cost of Living Payment' file shown on your student homepage.



3. If you don't already have bank details saved to your QSIG account, click 'Add Account'.



4. Add details of the bank account you would like your Cost of Living Payment sent to.

Note: Payments can only be made directly to UK bank accounts. If you do not have a UK bank account, please refer to the FAQ section of this document.

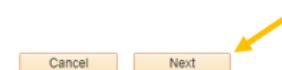
[Manage My Bank Accounts](#)

[Add Bank Account Details](#)

Enter the bank and account details below and click next to proceed. If your bank is not listed, please contact the Student Finance Office.

Bank Details	
Nickname	<input type="text" value="Your Name"/>
Account Type	<input type="text" value="Current Account"/>
Sort Code	<input type="text" value="202050"/> <input type="button" value="Barclays Bank Plc"/>
Account Number	<input type="text" value="12345678"/>
Confirm Account Number	<input type="text" value="12345678"/>
Account Holder	<input type="text" value="Your Name"/>

Bank Location is GB & Northern Ireland.
Currency used is £.



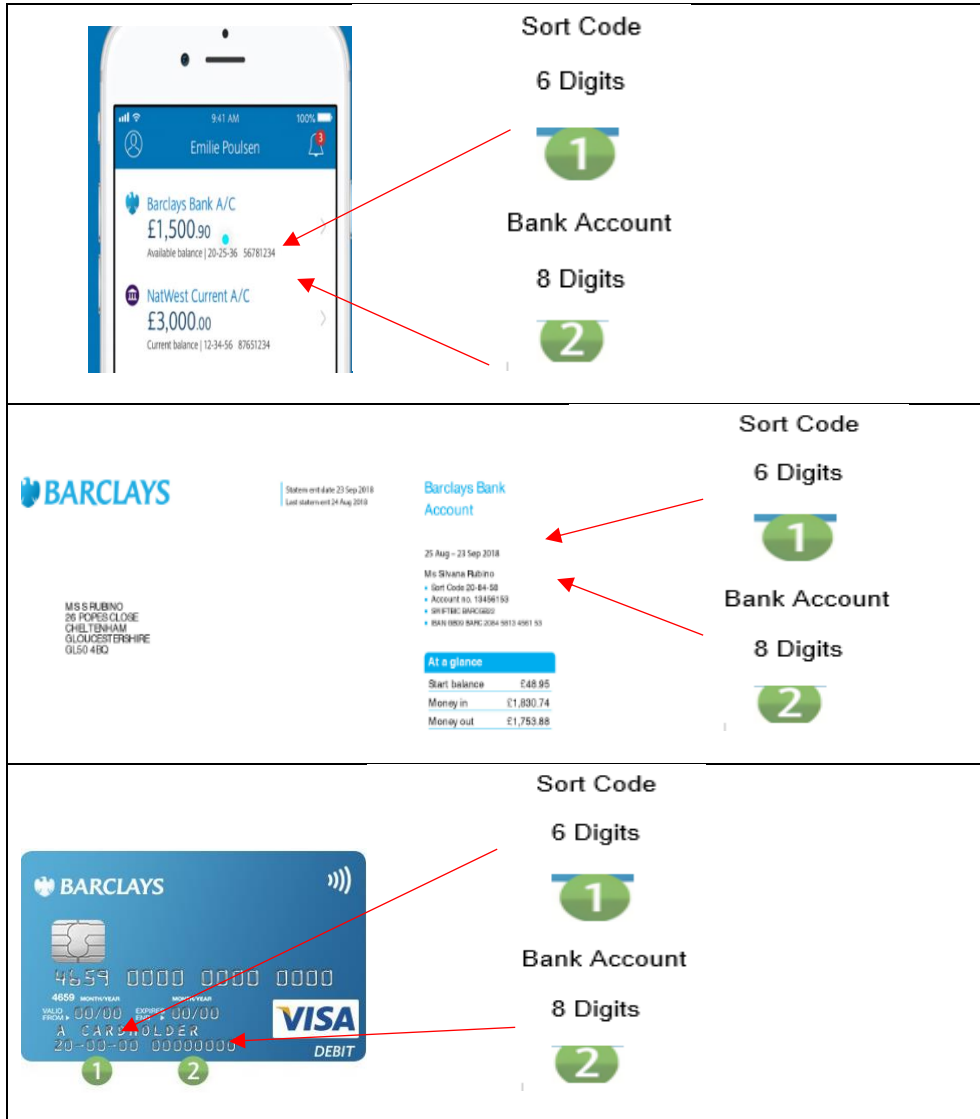
5. What are my Bank Account Details

A sort code is a **6 digit number** that identifies your bank

Your bank account number is an **8 digit number**

If your bank account number starts with 0 please include all of these.

6. Where will I find my my Bank Account Details



The image shows three panels illustrating where to find bank account details:


- Mobile App:** A screenshot of a mobile app showing two bank accounts: Barclays Bank A/C with a balance of £1,500.90 and NatWest Current A/C with a balance of £3,000.00. Red arrows point to the account numbers. To the right, a 'Sort Code' section shows '6 Digits' with a green circle containing '1', and a 'Bank Account' section shows '8 Digits' with a green circle containing '2'.
- Web Portal:** A screenshot of a Barclays web portal showing account details for 'Ms Silvana Rubino'. It lists the sort code '20-84-58' and account number '18458189'. Red arrows point to these details. To the right, a 'Sort Code' section shows '6 Digits' with a green circle containing '1', and a 'Bank Account' section shows '8 Digits' with a green circle containing '2'.
- Physical Card:** A screenshot of a Barclays Visa Debit card. Red arrows point to the 16-digit card number and the 8-digit sort code. To the right, a 'Sort Code' section shows '6 Digits' with a green circle containing '1', and a 'Bank Account' section shows '8 Digits' with a green circle containing '2'.

Some banks have it on the front and others on the back of the card.

- Click 'Next' when you are satisfied that your bank details have been entered correctly.

Manage My Bank Accounts

Result

 You have successfully added the bank account Your Name.

If your QSIS account already holds bank details but you want to change them, you must delete the old details before adding the new ones.

- Follow steps 1 and 2 above, then click the delete icon next to the bank account you want to remove.

My Bank Accounts

Bank Account Summary

Listed below are the bank accounts associated to you. You can add, update or view your bank details. To add new bank account details click Add Account. To update, click Edit. To remove, click Delete.


Bank Account Summary as of 22/02/2021

Bank Account Nickname	Bank Account Type	Account Number		
Your Name	Current Account	XXXX5678		

Add Account

- You will be prompted to confirm your request to delete the bank account. Click 'Yes'.

My Bank Accounts

 Are you sure you want to delete Your Name?

Yes

No

You can now add your new bank account details as outlined above, from step 3 onwards.

Frequently Asked Questions

- **When will I receive payment in to my account?**

The University is making every effort to issue the payment by the end of March 2021.

- **What do I do if I don't have a UK bank account?**

The Cost of Living Payment can only be paid electronically to UK bank accounts. If you do not hold a UK bank account a cheque will be issued.

- **What do I do if my sort code is not recognised in QSIS?**

If your UK sort code is not available to select when you are updating your bank details, please notify us at <https://myportal.qub.ac.uk/> or email us at studentfinance@qub.ac.uk.

- **Do I need to update any details in QSIS if my bank account has not changed?**

If you have a UK bank account and have already saved these in QSIS, you simply need to check the information we hold for you. Once you are content that your bank details are correct, you do not need to take any further action.