

STEP BY STEP ARRIVAL GUIDE

1 BOOK YOUR ARRIVAL SLOT AND YOUR HOME AT HALLS APP

Once you've completed your E induction on the **Accommodation Portal**, you can book your arrival slot. If your contract starts on Friday 15, Saturday 16 or Sunday 17 September.

If your contract starts on any other date, this is the earliest you can move in. Need to change your arrival date? No problem. Log back into the **Accommodation Portal** and you can make a change to one of the other available slots.

Our home at halls app will not only be your new best friend whilst living in halls, it also contains lots of useful information before you arrive. Check out the key steps below:

- Look out for your personal registration email and download link from noreply@homeathalls.com
- Once you have checked in and been handed your keys, your inventory will appear on the app home screen
- You can now complete your inventory, making sure that you state any issues in your room by selecting the appropriate answer from the drop-down list
- Tap complete and the app's other features will become available, including news and events from around your halls, an easy way to log maintenance issues and much more!

Kitchen and bedding packs

If you want to save space on packing, you can buy a bedding and/or kitchen pack in advance and we'll have it ready in your room on your arrival. These can be purchased when you book your arrival. Before you order, make sure you check your bed size on your key fact sheet (found in the Accommodation Portal) and order the correct size pack for your bed. For more information, visit the **Welcome Webpages, Accommodation, Arriving at University accommodation, Bedding packs and other essentials**.

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2 TRAVELLING TO READING

A comprehensive guide to travelling to Reading can be found at the **Welcome Webpages, Before you arrive, How to find us**. When you arrive in Reading, head straight to your hall check-in point at your booked arrival time.

The correct SatNav postcodes to use for each hall can be found in the table below.

Northcourt Group: RG2 7EY		Park Group: RG6 6HW		Redlands Group:	
Benyon Hall	Sherfield Hall	Childs/Mackinder /Stenton Hall	Greenow House	Bridges Hall RG6 6BG	Wessex Hall RG6 6BQ
Creighton Court	Northcourt Avenue Houses	Dunsden Crescent	McCombie House	St. George's Hall RG1 5HZ	Wantage Hall RG1 5JG
St. Patrick's Hall		Windsor Hall			

For Wessex Hall please check-in at Bridges Hall Reception.

3 ARRIVE AT YOUR ACCOMMODATION

For those arriving by car you'll be directed to an unloading area where you will have 20 mins to unload your belongings. After this, longer-term parking will be available should you need it.

4 CONTINUED

Make sure your belongings are suitably packed as there may be a walk between the unloading area and your flat. A limited supply of trolleys will be available but items you can carry or wheel are recommended.

For those arriving by other forms of transport, please proceed directly to your reception check-in area for your hall where staff will assist you.

Arriving outside of normal hours? Please go directly to your hall reception and if reception is closed, use the help point adjacent to the main reception door.

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5 CHECK-IN

At the key collection point, you'll need photo ID (e.g. passport, ID card), we'll also ask you to complete a form to record your check-in. You'll be provided with the relevant keys, temporary access card/fob and mailbox key.

6 FIND YOUR ROOM AND UNPACK

If you have borrowed a trolley to help you move in, please ensure this is returned to the collection point for other use.

7 COMPLETE YOUR ENROLMENT

One of the first things you should do after arriving on campus is to complete your enrolment and pick up your Campus Card in exchange for your temporary card/fob. You can visit the Palmer Building at the centre of campus to pick this up from 15-23rd September. You will need to take photo ID with you (e.g. passport, ID card).



SCAN ME FOR MORE INFORMATION!

8 GET WIFI

Once you arrive, to connect you'll need to scan for available WiFi networks and select Glide from the list. For a wired connection, collect an ethernet cable from your local reception. Once you've selected the WiFi or connected the cable, open a web browser and you'll be redirected to the Glide Welcome screen. Click get started and follow the instructions. Once complete you'll receive an email confirming your username.

Further details on how to do this will be on a poster and leaflet in your room.

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9 COMPLETE YOUR INVENTORY

Your room condition inventory should be completed on the home at halls app within 48 hours of your arrival. It's very important this is completed so the condition of your accommodation is recorded to safeguard your damages deposit. Any significant issues regarding your accommodation, please call the 24/7 Halls Hotline - 0800 029 1984.

Once you've completed this, you'll have full access to all of the functions available on the app.

10 ATTEND A VIRTUAL WELCOME TALK

Once you've arrived in halls you must attend your welcome talk, via Teams Live. You can find out the dates and times of your talk on the events section in the home at halls app.

This is an opportunity to meet your Warden and Halls teams and you'll be provided with essential information about living in halls and keeping safe.

**ENSURE THAT YOU HAVE WATCHED
YOUR WELCOME TALK VIDEO**

CONGRATULATIONS!

You've completed all the steps! Now you can relax, get to know your flatmates and get involved in University life.

Remember, our Halls Hotline is available 24 hours a day, 365 days a year to help you with any questions about living in halls.

Call them on **0800 029 1984** or email **Reading.Helpdesk@upp-ltd.com**.