CAMS

Online Funding Application System Help

These pages provide you with assistance with the most Frequently Asked Questions (FAQ) and commonly experienced difficulties related to using the CAMS Online Funding Application System.

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Who can apply for funding?

If you are studying a Further Education course below HNC Level (SCQF Levels 1-6), you should apply to Glasgow Kelvin College for all your funding through CAMS.

If you are studying a Higher Education course at HNC/HND Level or above (SCQF Levels 7-10), then you should apply to SAAS for tuition fees and living costs. You should only complete a CAMS application if you require additional funding e.g., part-time travel expenses, Discretionary or Childcare.

Applicants must meet the residency criteria to be eligible for funding.

How do I apply for funding?

The only way to apply for your funding is online. Once you accept an offer for a course at Glasgow Kelvin College, Student Funding will send you an activation email once the

CAMS service opens. The email includes your student reference number which you will need to activate your account for the first time. Do not activate an account before receiving the email from Student Funding.

When should I apply for funding?

It can take at least 4 weeks to process your application, so be sure to apply as soon as you receive the activation email from Student Funding. Please note that at peak application times this target is not guaranteed.

You will need to apply before 24 July 2022 to make sure your funding is in place for the start date of your course. If you apply after this date, we cannot guarantee that your application will be processed in time. However, we will be able to backdate payments if your complete application is received within 6 weeks of the start date of your course (before 2 October for courses starting on 22 August).

Applications received more than 6 weeks after the start date of the course will only be awarded from the date the complete application was received. Your application will not be considered complete until we have received all the evidence requested.

The final closing date for applications is 31 March 2023. Applications received after this date will be refused and applications that are still incomplete on this date will be cancelled.

What if I can't apply online?

If you don't have a computer, you can apply on most smart phones and tablets. We also have PCs available in the College library. Please see their PC Bookings page in the MyKelvin App for more information.

If you don't have internet access, you can use the internet free of charge at your local library.

If you can't use digital services due to a disability or your circumstances, let us know and we can arrange for you to complete your application over the phone or book an in-person appointment with a member of the Student Funding Team.

What if I have not received the activation email?

It can take up to 24 hours from when you accept your course offer for the activation email to be sent.

The activation email will be sent to the email address you gave us when you applied for your course. If you no longer have access to that email address, please contact us.

Check your junk/spam folder to see if the email has been stored there. The email will be from 'studentfunding@glasgowkelvin.ac.uk'. You should add our email address to your email account safe sender's list so that any further email communication sent from us is received quickly into your main email inbox.

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What if I don't have an email address?

You must have a valid email address to access the online application system. All communication will be sent to your email account; we will not send any paper correspondence.

Setting up a free account is relatively quick and easy. Notify us once you have done this so we can update your details and send you the activation email.

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What if I no longer have access to the email account that is registered with CAMS?

You will need to contact us, as we will need to change your email address for you.

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How do I activate my CAMS account?

Use the student reference, surname and date of birth supplied in the activation email to create your account. If the surname and/or date of birth we hold for you are wrong, contact us before continuing with the activation process.

You will be required to create a password. Passwords must be at least 8 characters long and contain 1 uppercase letter and 1 number. Keep your password private and safe, as you will need it to access your account throughout the year.

You will only have to activate your account once. You should log in as an existing user afterwards.
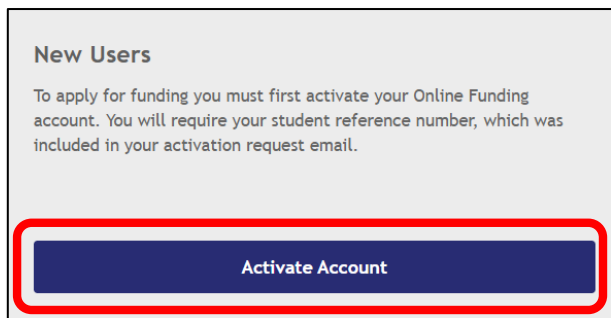
I applied last year; do I have to activate a new account?

Yes, students will have to activate a new CAMS account every year.

The system will not let me activate a new account

You will not be able to activate a new account until the service opens and you receive your activation email. You will only have to activate an account once every year. If you have an application in progress, you should log in as an existing user.

Check that the surname and date of birth provided in the activation email are correct. If the details we hold for you are wrong, contact us before continuing with the activation process.

If after the above checks you are still unable to activate an account, please contact us.

How do I access my CAMS account after I activate it?

You can access CAMS from our GKC Student Funding and Fees webpage or by clicking on the CAMS button below:
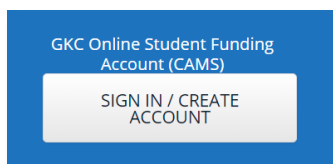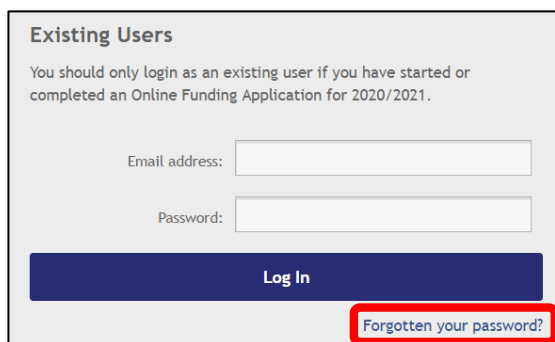
You should log in as an '**existing user**'.

I have forgotten my password and/or it doesn't work
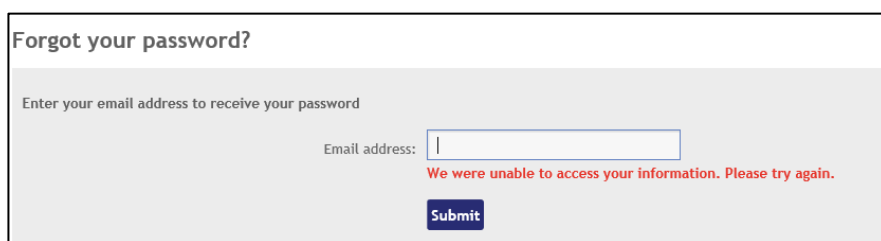
You can reset your password as follows:

- Select the '**Forgotten your password**?' link within the CAMS login screen.

- Enter the email address you gave us when applying for your course.

- A new password will be emailed to you. If you do not receive this, check your junk/spam folder.

- If you are unable to request a new password and get the following error message instead, you have been locked out of your account after too many failed attempts. Please [contact us](#) so we can unlock your account.

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I don't know my log in details for CAMS

You should only log in as an existing user if you have activated a new account for 2022-23.

You should enter the email address you used when applying for your course and the password you created when you activated your CAMS account (if you have forgotten this password then see 'I have forgotten my password and/or it does not work?' above).

If you no longer have access to this email account, [contact us](#).

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I can't log into CAMS

You should only log in as an existing user if you have activated an account for 2022-23.

Check you are using the correct email address and password (see 'I don't know my login details for CAMS' above). **This is not the same login as your course application.**

If after the above checks you are still unable to login, please contact us.

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The Bursary/EMA application tab is not available

The Bursary/EMA application tab is only available to further education (FE) students who have accepted their course offer.

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My course is not appearing in the dropdown menu

Check that you have accepted your course offer.

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What do the blue ticks and pink crosses in my application mean?

Each section of the application form will display a symbol that shows your progress in completing the section:

- a blue 'tick' means that you have answered all the mandatory questions in the section.
- A pink 'cross' means that one or more mandatory questions have not been answered, or that there is an error in one of the fields.

Applications cannot be submitted if there are incomplete sections or errors. Select the '**Review and Submit Application**' section to check for errors. If you still cannot fix the problem, please contact us.

What if I don't have time to finish the online application once I start?

You can select the "Save" button at the bottom of the application form at any time during the application process. This will save any information you have entered up to that point. You can return later to complete and submit your application. If you start but do not submit your application, your data will be saved for 6 weeks to allow you to return and complete it. After 6 weeks your application will be cancelled and you will have to start again.

To continue with your application, log in to your account and select '**Edit**'.

What evidence do I need to submit with my application?

Once you complete the application, you will be told what evidence is required based on the answers you gave. It is important that you answer the questions correctly, if we have to contact you to ask for more information, your application will be delayed and considered incomplete.

All students will be required to submit proof of identity, and you may be required to provide income details for yourself and, where applicable, your parents/partner, for example: P60s, Tax Credit Award, Universal Credit statements etc.

If you are unsure about what we are asking for, why we are asking for it, or what you can provide as evidence, please contact us.

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What document formats can be uploaded?

We can only accept files of the following types:

File Type	Accepted File Extensions
Microsoft Word Document	*.docx,*.doc,*.docm
Adobe PDF Document	*.pdf
Images	*.bmp,*.png,*.jpg,*.jpeg,*.jpe,*jfif,*.tif,*.tiff
Rich Text Document	*.rtf

You can upload a maximum of 12 documents as evidence for each checklist item and each document must be no larger than 8MB. If the document is larger than 8MB please separate it into smaller files, i.e., upload a page at a time. Please do not merge all your documents into one file. Keep documents small to improve processing time.

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How do I upload my evidence?

Using a computer, smart phone or tablet you can upload a scan, photo or screenshot of your document.

You can upload a maximum of 12 documents for each request and each document must be no larger than 8MB. If the document is larger than 8MB, please separate it into smaller files.

1. Go to '**Required Evidence**' then click on '**Upload evidence**'.

Identity of Applicant

✓ 🗎 🗎 🗎

UK Birth Certificate OR Passport OR European Identity Card OR Biometric Residence Permit (both sides). If your name has changed from the one shown on your document, you'll also need to send us proof of your name change, e.g. marriage certificate, deed poll or statutory declaration.

Evidence Provided

Upload Evidence

To upload evidence click on the "Browse..." button and select the file from your phone / tablet / computer that you wish to upload. The maximum size for uploaded documents is 4MB. Once you have selected the correct file click on the "Upload Selected Evidence" button.

Choose File   No file chosen

Upload Selected Evidence   **Cancel**

If you are uploading from a mobile or tablet you will see the following options:

Choose File   no file selected

Photo Library   🗗

Take Photo or Video   📷

Browse   ...

<< Previous section

Once you have selected the correct file click on the '**Upload Selected Evidence**' button.

Choose File   Passport.pdf

Upload Selected Evidence   **Cancel**

You can view your document to make sure that it is clear, readable and that the whole page shows in your image, by clicking on the document name. If we cannot read your

document properly, we will have to reject it, and this will slow down the progress of your application.

If you are uploading from a mobile or tablet press down on the document name and you will be given the following options:

I have uploaded the wrong document. How do I correct this?

You can delete the document if you have selected the incorrect file. To delete the uploaded document, click on the **trash icon**.

I am unable to upload evidence

If you are unable to upload evidence to your application form, please check that:

- the size of each document does not exceed 8MB

- the documents are in the correct format (see 'What document formats can be uploaded?' above).

Try saving your document again, as your original file may be corrupt. This can happen for a number of reasons, for example, an error occurs while saving or creating a file, you lose power and/or your computer crashes and it doesn't have the chance to close the files the right way.

If your files are too large, you can resave your files as a PDF by downloading a free PDF maker app, or resize photos by downloading a free photo compress app. Make sure you check the image to ensure it is clear and readable before submitting.

If after the above checks you are still unable to upload evidence, please contact us.
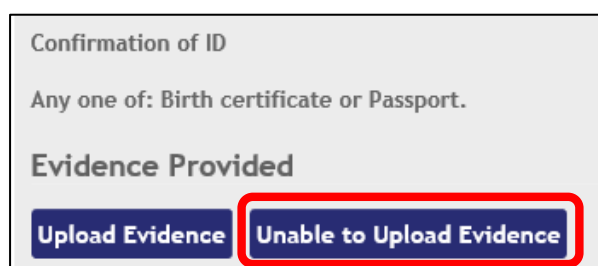
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What if I don't have some of the evidence requested or it's not available yet?

If there is going to be a delay in getting the documents we need, you can submit your application without the evidence and upload it later. However, you should note that your application will not progress until the evidence has been received.

You have six weeks to upload the outstanding evidence. After six weeks your application will be returned to you as incomplete. Your payments will not be backdated if we receive your application and/or requested documents after 2 October 2022 and will only be awarded from the date the final piece of evidence is received.

If you don't have the documents we requested, or you are unsure what to upload, it is important that you contact us before the six-week period has run out.

To submit the application without the evidence you should click on the '**Unable to Upload Evidence**' button.

Confirmation of ID

Any one of: Birth certificate or Passport.

Evidence Provided

Upload Evidence   Unable to Upload Evidence

I'm unable to submit my application.

Applications cannot be submitted if there are incomplete sections or errors. Select the 'Review and Submit Application' section to check for errors. If you still cannot fix the problem, please contact us.

What happens after I submit my application?

We will acknowledge receipt of your application by email. If you submitted your application without all the evidence requested, the email will also remind you of the evidence you still have to submit before we can process your application.

How long will it take to process my application?

Applications enter a queue for processing and are dealt with strictly in date order. We aim to process an application within 4 weeks; however, you might wait longer for a decision if your application is not straightforward.

If you submitted your application without all the evidence requested, or we have to request more information, this will further delay your application. It will not proceed to the next stage of processing until we receive this evidence/information.
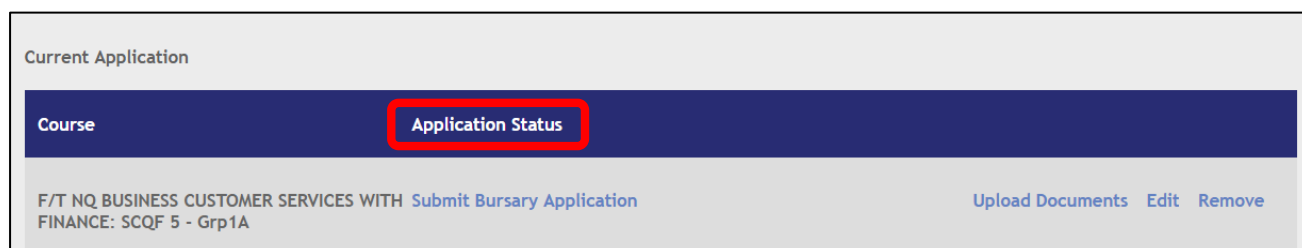
If your application is successful, you will receive an Award Notification email. The Award Letter will be attached to this email and will outline the funding you are entitled to.

If your application is refused, you will receive an email from the College outlining the reason for refusal.

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Will I be able to check the progress of my application?

Yes, you can log into your CAMS account and track the progress of your application.

The status of your application will show as one of the following:

Status	What the status means
Select Course	You have activated an account but haven't started your application.
Submit Bursary Application	You have started but not submitted your application.
Submitted	Your application has been received but has still to be assessed.
Application Returned to Applicant	Your application was returned to you as it was considered incomplete.
Initial check	Your application has been assessed but we need more evidence – check your emails.
Admin check	Your application has been assessed and processed.
An award has been made. Please accept this award,	An award has been emailed to you and you need to accept it.
Award accepted	You have accepted your award.
Award cancelled	We have cancelled your application.
Award Terminated	We have withdrawn your award.

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How do I change my application?

If your application has not already been submitted, you can change the information yourself. Details can be amended at any time prior to submission. You should ensure that all information is correct before submitting it to us, as supporting evidence is requested based on the answers you give.

To change your application, click '**edit**'.

Current Application

Course	Application Status	
F/T NQ BUSINESS CUSTOMER SERVICES WITH FINANCE: SCQF 5 - Grp1A	Submit Bursary Application	Upload Documents Edit Remove

If you have already submitted an application that contains incorrect information, or if details have changed since it was submitted, please contact us.

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How to I update my contact details?

If your personal or contact details have changed, please notify MISstaff@glasgowkelvin.ac.uk

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Why do I keep receiving emails requesting evidence when I thought I had sent everything in?

Automatic reminder emails will be sent on a fortnightly basis until all documents are uploaded and verified. If may be that the documents you uploaded are not what was requested, the images are not clear, you did not upload all the pages, or it is for the wrong year.

If we refuse your documents, you will be notified in the email as to why this was. You can also view why your evidence was refused by clicking on the red warning sign next to the rejected document in your application.

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Can I get help completing the application?

♿ Recite Me

We have installed Recite Me assistive technology on our application to support those with disabilities, learning difficulties, visual impairments, and for those who speak English as a second language.

You can customise your toolbar to suit your own specific needs such as translating content into different languages, read aloud, and styling assistance. This includes adjustments to colour, font type, and size.

ℹ️ Information Icon

You will see an information icon beside some of the questions on the application form. Hover your mouse cursor over this symbol for additional information or instructions.

❓ Help Icon

You will see a help icon beside some of the questions on the application form. Hover your mouse cursor over this symbol for additional help and information.

Appointments

You can book an online or in person appointment with a member of the Student Funding Team if you have a general funding enquiry or need help completing your application.

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How do I cancel my application?

If your application has not already been submitted, you can cancel your application yourself. To do this you should select '**Remove**'.

You will not be able to delete your application yourself after you have submitted it. If you wish to withdraw your application after submitting it, you should contact us and we will arrange this on your behalf. Once your request for a withdrawal has been processed, you will receive an automated notification email.

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How do I unsubscribe from email communications?

If you no longer wish to apply for funding, send an email to unsubscribe@glasgowkelvin.ac.uk with '**Unsubscribe**' in the subject line and we will remove you from our contacts.

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I am still having problems, what do I do?

If you need further help with your application or uploading documents, please contact us through the Communication Tab in your CAMS account, or by one of the following methods:

Telephone: 0141 630 5186
Email: studentfunding@glasgowkelvin.ac.uk
Book an appointment with a member of the Student Funding Team

Office hours: Monday – Friday: 9am to 4pm

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