

A Student Status Letter can be used as evidence of your student status for council tax exemption, opening a bank account, registering with a doctor and as a visa letter.

To receive your Student Status Letter to your RCA email account, you must:

- ☐ Be fully enrolled
- ☐ Add your full home address in the student portal
- ☐ Add your term-time address to the student portal (this is the address that you will be living at while studying at RCA)

Please follow the instructions below to update both your **home** and **term-time addresses**. If you are updating your address on your mobile phone, go to page 5 of this document.

After you have completed these steps, your Student Status letter will be available to download from the [Student Portal](#).

If you are unable to download your letter, please submit [this form](#), which will be routed to the Registry Team

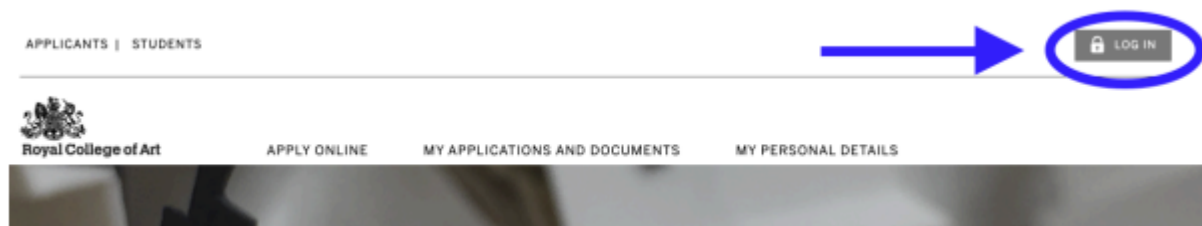
Instructions for updating your Term Time address in the Student Portal

Web Browser Instructions

1) To add your term-time address go to the portal:

<https://sm-portal-rca.thesiscloud.com/> and click on the **Log in button** on the top right-hand side of the screen.

If you are unable to log-in, please email sis@rca.ac.uk to reset your password.



2) In the pop-up window, click on the **id button** to use single sign-on.

Enter your RCA credentials to login.

User Login

Username

Password

☐ Remember Me

LOG IN

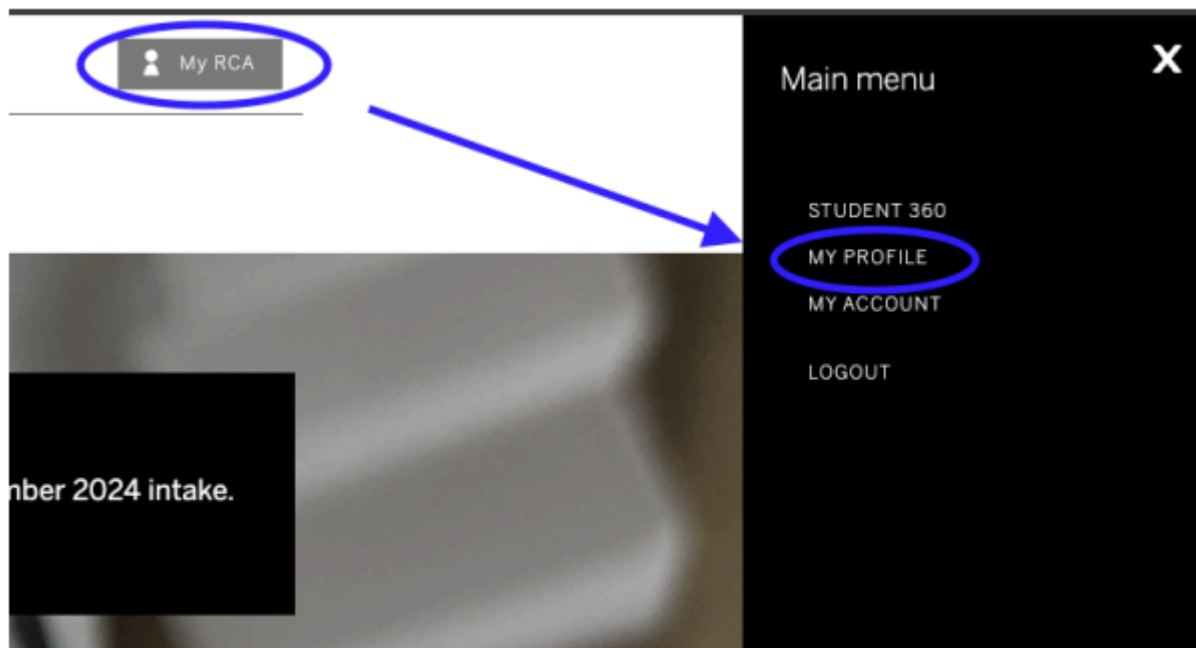
[lost username?](#) [lost password?](#)

Or use a single-sign-on provider

id

3) Click on the **My RCA** button in the top right corner and then click on **My Profile**

You will then be able to see your personal details. Addresses currently on the system are on the top left side of the screen.



4) Click on the Add button to the top right of the Addresses section



Addresses	
Type: Primary	Address:
Effective From: 14/05/2024	Royal College of Art Kensington Gore
	SW7 2EU
	United Kingdom

5) In the window complete the form as follows:

- Associations: select **Term-Time**
- Country Name: select **United Kingdom**
- Template: **UK Lookup**

6) Add your address details to the relevant fields. You will need to add a minimum of:

- **Address line 1** - this will usually be the flat number/house number and street name.

Example: *123 College Street or Flat 4, 234 College Street*

- **City** - this will usually be London, or the town/city in which your UK address is located
- **Post Code** - please add the full postcode of your address.

If you aren't sure of the full postcode you can search for your address using Google and it should find the postcode

- Click **Save**

You should now be able to see your address on the records in the portal.

Addresses

Associations:

* Country Name:

* Template:

* Postcode:

Building Name/No:

Street:

* Town/City:

County:

Adding a Home address

- Your Home address is your permanent address. It may be different from your term-time address, perhaps in another country or a different part of the UK.
- If you would like to add a new Home address then you can follow the instructions above but in Step 5, tick **Home** in the Associations section and if your country does not appear under Template, select **Non-UK Standard**

Addresses

Associations:
Primary
Home
Personal

* Country Name:

* Template:

Flat/Apartment Number:

Floor:

Building:

* Street Name:

* Street Name:

* Street Type:

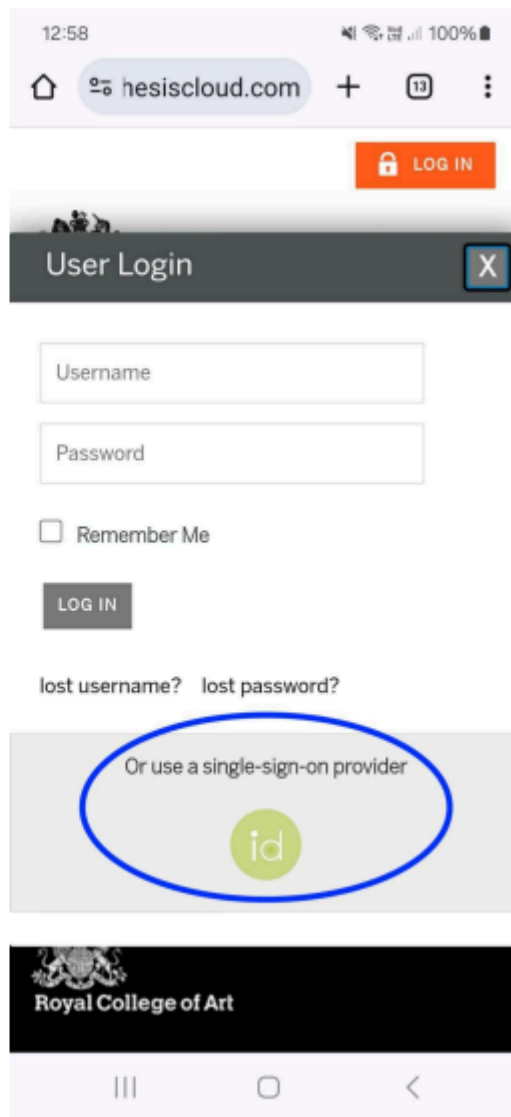
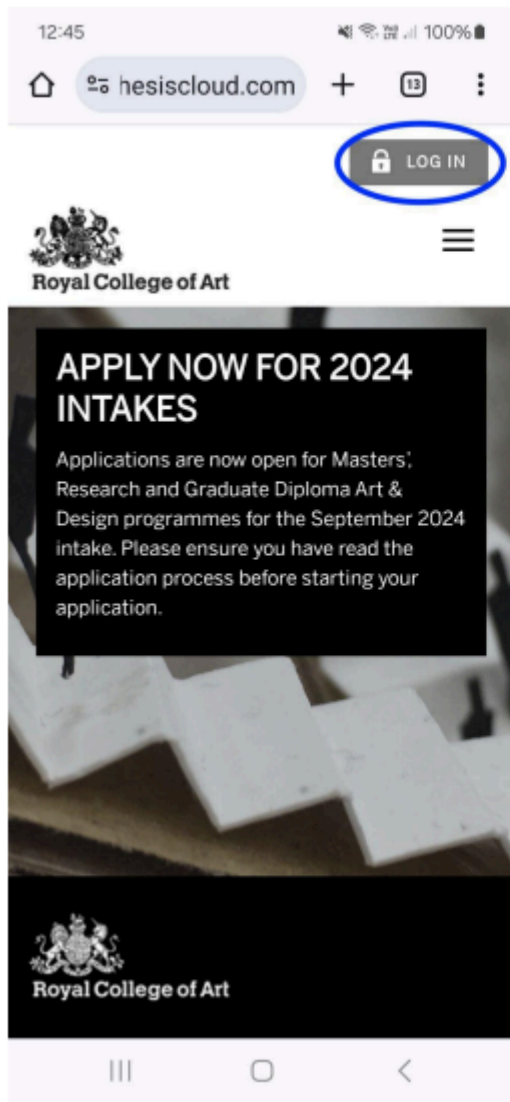
* Town/City:

* Region/County:

* Postcode:

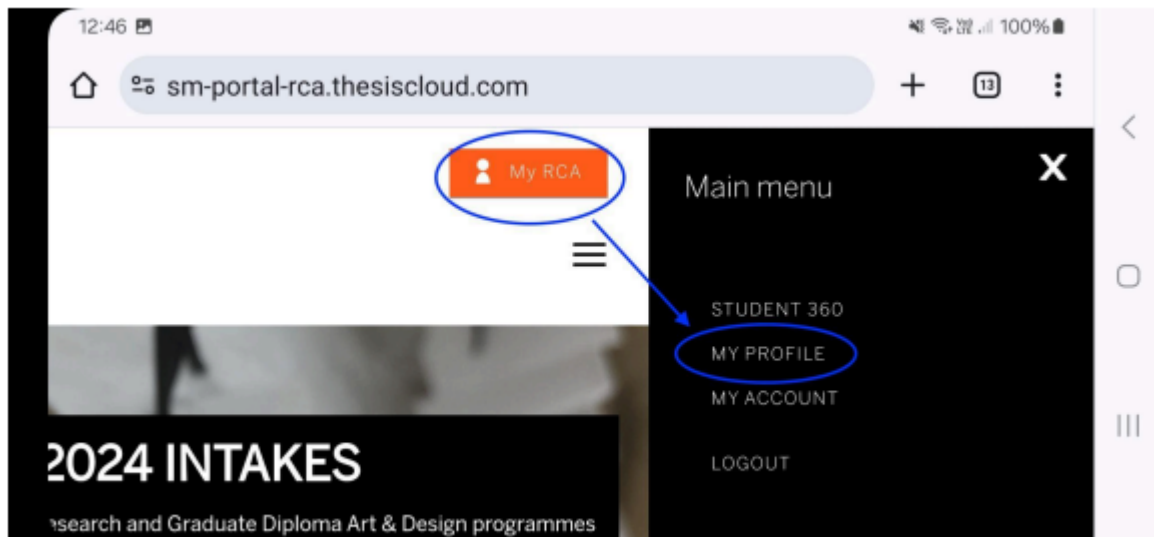
Mobile Phone instructions

- 1) Open your preferred browser (Safari, Chrome etc)
- 2) Go to <https://sm-portal-rca.thesiscloud.com/> and click on the Log in button in the top right hand corner
- 3) Click on the ID button. This will take you to the RCA single sign-on page where you add your RCA credentials to login



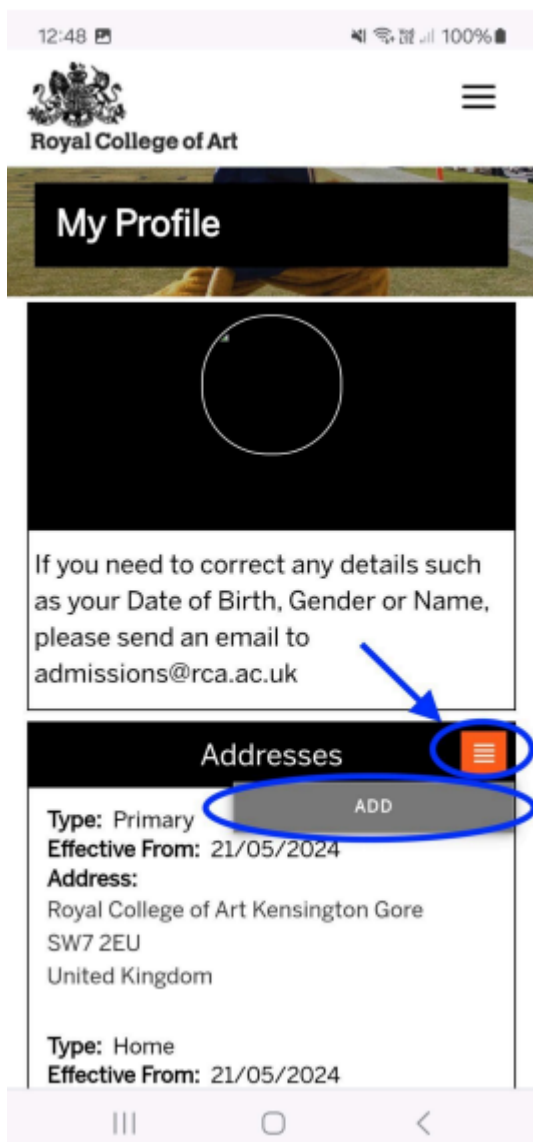
4) Click on the My RCA button in the top right corner.

5) Then select My Profile from the options.

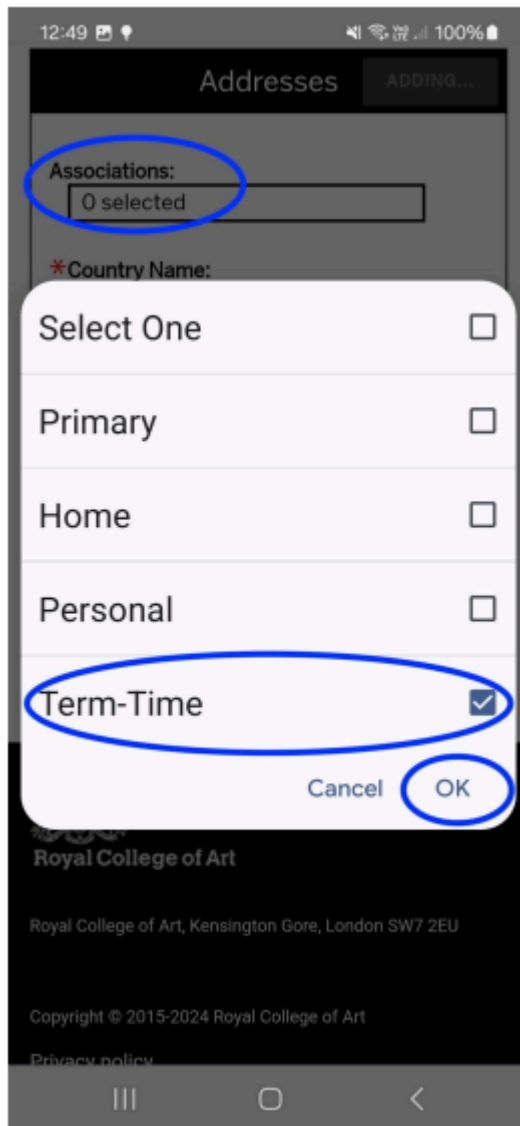


6) Click on the icon to the right hand side of Addresses

7) then click on the Add button which pops up



8) Click on **Associations** and select the option of **Term-Time**



9) Select **United Kingdom** from the drop-down menu in **Country Name**

10) Select the **UK Lookup** from the drop-down menu in **Template**

11) Add your term-time address details. You will need to add at least the first line of the address, the City and the postcode.

Then click **Save**

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Associations:
Term-Time

*Country Name:
United Kingdom

*Template:
Simple Address

*Address Line 1:

Address Line 2:

Address Line 3:

*City:

Governing District:
Select One

*Post Code:
SW11 2EU

Adding a Home address using your Mobile phone

- Your Home address is your permanent address. It may be different from your term-time address, perhaps in another country or a different part of the UK.
- If you would like to add a new Home address then you can follow the instructions above but select the option of **Home** in the **Associations** section.