<u>Student Expenses - FAQs</u>

1. MyFinance page (<u>www.ucl.ac.uk/myfinance</u>)

/ I get a blank screen.

- Page 6 of the student guide states: If you are accessing MyFinance remotely, please ensure you are using the UCL Virtual Private Network or Desktop@UCL Anywhere. If you open it up outside of this, the page will not load.
- The recommended browser to use is: Internet Explorer.
- 2. I ve logged into Myfinance, but save something (frmservelet.jnlp?) This means you need JAVA. You must have JAVA installed on your system. If unsure, please search through the programs installed on your device (or if applicable, you can do a search via your Start menu). If you do not have JAVA, it can be easily downloaded here: https://www.java.com/en/download/
- I have JAVA, but nothing happens when I try to: click on Run / attach receipts Your Pop-up blocker may be on. To check this: within your browser, you can go to Tools at the top and then go to pop-up blocker. Please ensure it is not on. Please also keep file sizes to a minimum. There is a system file size limit of 7.5MB per attachment and overall limit of 15MB per claim.
- 4. I have an email from the administrator to state that I can put through my claim logged into <u>www.ucl.ac.uk/myfinance</u> but cannot see the Expenses option on the menu. This happens to a small number of students, particularly those who are registered as Unitemps workers - please let your administrator know if this is the case.

5. MyFinance

lease contact your administrator to grant

you access.

 How can I check: that I have submitted my claim correctly / the status of my claim. Please see page 2 below.

administrator, it will be helpful if you can include a screenshot of the issue. Where the administrator(s) cannot resolve your query, MyFinance Helpdesk will be able to help instead: <u>myfinancehelp@ucl.ac.uk</u> To check the status of your expense claim:

1.