



Report a Welfare Concern

Step 1.

- Login to the Residences Portal at residences.ucd.ie

The screenshot shows the UCD Residences Portal interface. On the left, there is a user profile section with fields for STUDENT ID, NAME, and EMAIL ADDRESS, and a 'logout' button. The main navigation menu includes 'Your Application', 'Your Offer', and 'Your Room', with a red arrow pointing to 'Your Room'. The 'Your Room' section contains several request options: 'Accommodation Cancellation Request', 'Request a Room Transfer', 'Overnight Visitor Request', 'Report a Welfare Concern' (highlighted with a red box), and 'Maintenance Request'. A 'STATUS' message at the top right of the request list says: 'Please use the following options to submit a request'. Below the request list is a link to 'Review submitted requests'.

Step 2.

- Click on "Your Room"
- Choose "Report a Welfare Concern"

Report a Welfare Concern

If you would like to contact us with a query, comment or issue please use the text box below. We will respond to you within 2 working days.
If your query is urgent, please contact your residence reception.

The form contains the following fields and elements:

- Text input: "Please provide us with your contact number *"
- Text input: "How would you like to be contacted? *"
- Text input: "What are you reporting? *"
- Text input: "Please provide any additional relevant information"
- Checkbox: "I understand that I am submitting a concern with the correct facts, and that it will be dealt with confidentially."
- Button: "Return to Hub" (highlighted with a red arrow)
- Button: "Submit Request" (highlighted with a red box)

Step 3.

- Complete the necessary fields
- Tick the box confirming that you understand the process and click "Submit Request"