



GIG
CYMRU
NHS
WALES

Partneriaeth
Cydwasaethau
Gwasanaethau Dyfarniadau Myfyrwyr
Shared Services
Partnership
Student Awards Services

BOSS System

Frequently Asked Questions



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Questions	Response
<p>I am trying to log in, but it's not accepting my details. What should I do?</p>	<p>Please check the website you are using and ensure that you are trying to access your BOSS account via Log In & Completing an Application - NHS Wales Shared Services Partnership</p> <p>If you have correctly loaded the log in page for the BOSS system, but are still unable to login, you will need to request a forgotten password or username via the facilities available.</p> <p>Once you have selected 'forgotten password / username' an email will automatically be sent to you providing instructions on what you will need to do next.</p> <p>The Student Awards Helpdesk is unable to re set passwords or provide any Log in information to Students. If you contact us asking for this information, you will be directed to the BOSS website where you will find relevant contact details.</p>
<p>What can I do if I no longer have access to the email account that is registered with BOSS and I have also forgotten my BOSS username / password?</p>	<p>If you no longer have access to the email account you used to create your BOSS account and you have forgotten your BOSS login details, you will need to telephone us as we will need to change your email address on your BOSS account for you. You will be required to go through security checks to verify your identity.</p> <p>The change will be completed when you confirm your email address via a link contained in an email which will be sent to the new email address provided.</p> <p>Once this has been done, you will then be able to use the forgotten username / forgotten password links within the BOSS login screen on our website. Your username / temporary password will be emailed to your new email account.</p>
<p>I have tried to log into my BOSS account, but it says my account has been deactivated. Why is this?</p>	<p>Accounts may be deactivated for various reasons:</p> <ul style="list-style-type: none"> • Student has opted into the bursary but has not agreed to the NHS Wales Terms and Conditions. The account therefore becomes void. • Authorised change in funding route. • The University has informed us the student did not take up their place on the course. • Duplicate account • The University has informed us that the student has temporarily suspended / permanently withdrawn. <p>We would advise you contact us in first instance to query why your account has been deactivated.</p> <p>Depending on the reason for deactivation, you may be required to register for a new account using an alternative email address. This</p>

		is because your old email address is linked to your previous account and the Student Awards Helpdesk are not able to update this.
	What should I do if I have forgotten my password for BOSS?	You should use the link "Click here if you've forgotten your password" facility within the BOSS login screen. You will be asked to enter your email address and you will then receive a message advising that your password has been reset and emailed to you. You should not copy and paste the password, please enter this manually.
	What should I do if I have forgotten my username for BOSS?	You should use the link "Click here if you've forgotten your username" facility within the BOSS login screen. You will then receive a message advising that your username has been emailed to you.
	Where do I find the status of my BOSS account?	To find the status of your account, log into BOSS and the status will appear in the top left of the screen, under your name. Your status will appear as one of the following: No Application Submitted: No application form has been submitted. In Payment: Application has been approved. Enrolment Approval Required: Application has been approved and the student's final place is waiting to be or in the process of being confirmed with the University. Withdrawn: We have been notified that you have either temporarily suspended or permanently withdrawn from the course In Payment (Maternity) or Withdrawn (Maternity): We have been notified that you are on an authorised Maternity leave and your payments have continued from your current approved application.
	I've had a look at the BOSS account, and I can see there are several statuses listed against my application. What do these mean?	Pending – Your application has been submitted and we are waiting for supporting evidence to be scanned to your account or your application has been looked at by an Assessor and has been reset to pending as further evidence is required. Active – Your application has been submitted and evidence has been scanned to your account for an assessment. Approved – Your application has been assessed and approved. Rejected – Your application has been declined i.e. due to insufficient evidence or not meeting certain criteria. The student may be required to reapply.
	Where can I find my Student Awards	To find this information, you will need to log into your BOSS account.

	<p>Services Applicant / Reference number?</p>	<p>Your reference number should be listed at the top of the screen and should begin with SAS, followed by 6 numbers, for example: SAS000000.</p> <p>Students who have opted for the loan, can also find their unique reference number (FRSL...) via their BOSS account.</p>
	<p>Where can I find my Notification of Award (NOA) in the BOSS system?</p>	<p>Your Notification of Award will be listed within the 'Documents' section of your account once your application has been approved.</p> <p>If there is more than 1 NOA, then this usually means your award has been revised or recalculated. To view the most up to date information, please click on the most recent NOA.</p>
	<p>How do I inform you of a change of address?</p>	<p>You will need to complete a 'Change of Circumstances' form through your BOSS account.</p> <p>You will need to provide additional evidence, if you fall into one of the below categories –</p> <ul style="list-style-type: none"> • You are in receipt of Dependants Allowance, Parent Learning Allowance and / or Childcare Allowance. Single students will be required to provide their updated Council Tax Bill & Tax Credits Award Notice/Universal Credit Statement to show their new address. Student's cohabiting may be asked for their new Tenancy Agreement or Mortgage Statement/Letter. • You are moving from your parent's home into your own lodgings. You may be required to provide evidence such as a Tenancy Agreement, Mortgage Statement, Utility Bill. <p>If you do not fall into the above categories you will not be required to send evidence of your new address.</p> <p>The Change of Circumstances application will then be processed within 20 working days of the evidence being scanned into your BOSS account. Your address will then be updated in BOSS once the change of circumstances application has been processed.</p> <p>All evidence documents need to be sent to the below address and include your Student cover sheet (this can be printed via the 'Document' section on your BOSS account) and a self-addressed return envelope:</p> <p>DST-NWSSP-SAS.... [Insert your SAS Reference No. here] Cwmbran House Mamhilad Park Estate Pontypool NP4 0XS</p>

<p>How do I inform you of a change of name?</p>	<p>You will need to complete a 'Change of Circumstance' via your BOSS account to amend your name and title (if applicable) within the application.</p> <p>You will then be required to send evidence of your change of name, such as a Marriage Certificate or Change of Name Deed, along with your Student coversheet.</p> <p>Once your change of circumstances application has been processed, your details will be updated within your BOSS account.</p> <p>Unfortunately, we are unable to amend your name on your Student Coversheet, as this is only generated when you register for your BOSS account. Please do not worry, this will not cause any issue with your application, as we use the barcode to locate your account.</p> <p>All evidence documents need to be sent to the below address and include your Student cover sheet (this can be printed via the 'Document' section on your BOSS account) and a self-addressed return envelope:</p> <p>DST-NWSSP-SAS.... [Insert your SAS Reference No. here] Cwmbran House Mamhilad Park Estate Pontypool NP4 0XS</p>
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