

Adding your Bank details to Convera

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Introduction

As a student who will be receiving US Loans. The University works alongside a third party to help us administer payments to your UK bank account. We utilise the skill set of Convera (previously known as WUBS or Western Union Business Solutions). The University has now moved to their upgraded platform.

We are aware that a large number of students will have added their bank details to the old platform. The University, are unable due to data protection to move your details to the new platform. Therefore, we have compiled this information document to assist you in adding your details.

Step 1 – Invitation to add your bank details

The University will invite you to add your bank details – PLEASE NOTE the email will be sent from the CONVERA system.

You will receive 2 emails from noreply@convera.com

- 1) a temporary account
- 2) a temporary password, to logon to provide banking details.



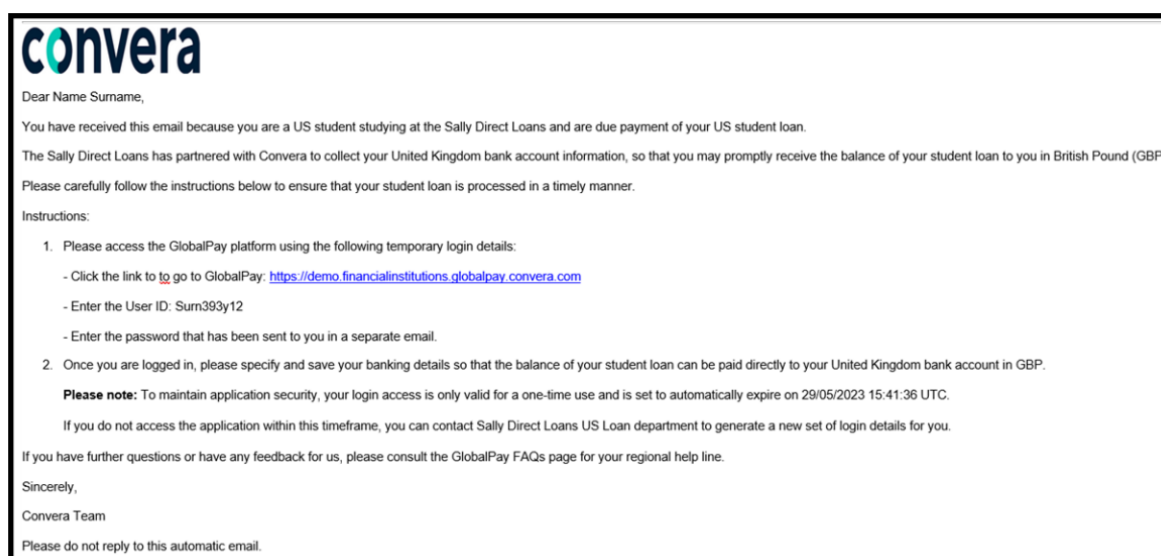
PLEASE NOTE, BOTH EMAILS WILL EXPIRE AFTER 10 DAYS



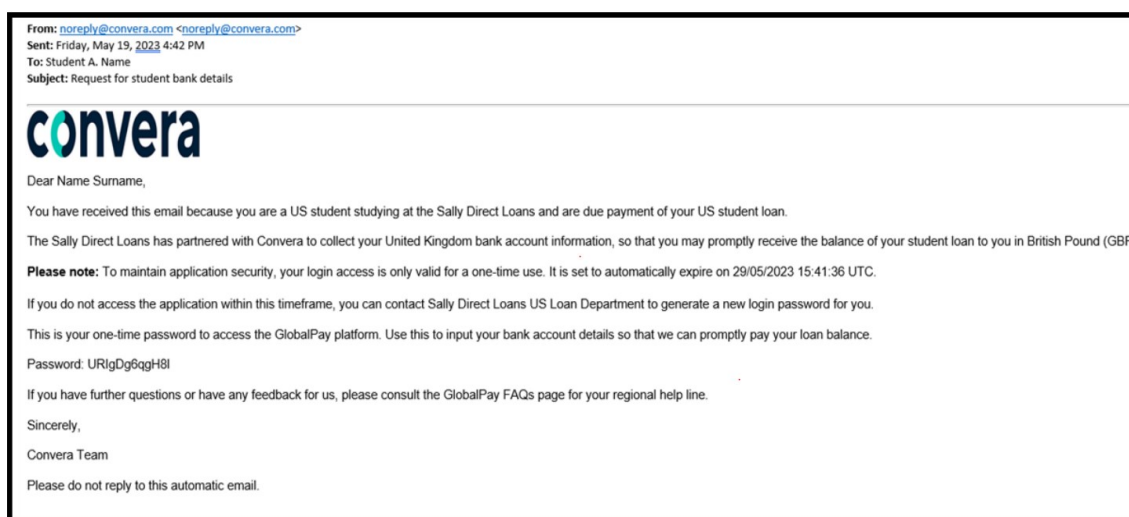
The logon and password emails are only effective for one log on session. Also, it will expire in 10 days.

Example of emails you will receive

Example of E-Mail 1



Example E-Mail 2



Step 2 – Log into portal

With your two emails, log into the portal using the user ID and password provided in the two emails you would receive in step 1

Please add or amend your personal information by clicking on the EDIT buttons below.

[Edit Beneficiary](#) [PRINT](#)

1 Beneficiary Details 2 Beneficiary Address 3 Bank Account Details 4 Payment Options 5 Submit & Review

Beneficiary Details

Beneficiary Name	Beneficiary Type	Bank Country	Currency	Familiar Name	Payer ID	
Name Surname		United Kingdom	British Pound	Name Surname	222222	EDIT

Beneficiary Address

Address	
New York, United States	EDIT

Bank Account Details

IBAN/Account Number	Currency	Bank Name	Address	SWIFT Code	Sort Code	
	British Pound		United Kingdom			EDIT

Payment Options

Payment Purpose	
	EDIT

[ADD CORRESPONDENT BANK](#) [CONFIRM](#)

- You will see your own identification and bank account information. Click EDIT at the end of a row to add or change this information.

Bank Account Details						
IBAN/Account Number	Currency	Bank Name	Address	SWIFT Code	Sort Code	
	British Pound		United Kingdom			EDIT

- To provide a bank, please either search the bank details or enter these details manually, then SELECT your bank

Bank Account Details

Search by Bank Detail Search by IBAN Enter Bank Details Manually

Show 10 per Page

	Bank Name	SWIFT Code	Routing Code	Address	
⌵	SANTANDER UK PLC	ABBYGB2LXXX	090217	BRIDLE ROAD	SELECT

- Then, you must add your bank account number to the information.

Bank Account Details

Search by Bank Detail Search by IBAN Enter Bank Details Manually

Account Number * 

Bank Name * SANTANDER UK PLC

Street Address BRIDLE ROAD

City LIVERPOOL

County MERSEYSIDE

Post Code L69 3TH

SWIFT Code ABBYGB2LXXX

Sort Code 090217

CANCEL & START AGAIN BACK NEXT

- Then, click to EDIT Payment Purpose and select Loan Disbursement and SAVE.

Payment Options

Payment Purpose 

EDIT

Payment Purpose

Loan Disbursement

CANCEL SAVE

- When you have finished entering the information correctly, and clicked CONFIRM, a message will display indicating success.

1

2

3

4

5

Beneficiary Details

Beneficiary Address

Bank Account Details

Payment Options

Submit & Review

Beneficiary Details

Beneficiary Name	Beneficiary Type	Bank Country	Currency	Familiar Name	Payer ID	
Name Surname		United Kingdom	British Pound	Name Surname	222222	EDIT

Beneficiary Address

Address

New York, United States

EDIT

Bank Account Details

IBAN/Account Number	Currency	Bank Name	Address	SWIFT Code	Sort Code	
*****	British Pound	SANTANDER UK PLC	BRIDLE ROAD, LIVERPOOL, MERSEYSIDE, L30 4GB, United Kingdom	ABBYGB2LXXX	090321	EDIT

Payment Options

Payment Purpose

Loan Disbursement

EDIT

ADD CORRESPONDENT BANK

CONFIRM

Edit Beneficiary

Beneficiary Status

Success

Description

Your information has now been submitted to your Institution for payment processing.

X

FAQs –

- I am unable to log onto the system, what should I do?
 - If you have received both emails and it has now passed the 10 days timeframe please contact studentfunding@ed.ac.uk
 - If you have not received an email this is because
 - Your Loan has not yet been originated
 - You should expect to receive an email within 7 days following your loan being originated studentfunding@ed.ac.uk
- Why do I need to provide my details again?
 - The University has moved to a new platform and due to data protection we are unable to move your bank details across.
- **Why can't I enter my USD bank details?**

The new Convera system only allows UK bank account details to be entered. We strongly recommend that you open a traditional UK bank account. If using some of the popular digital bank accounts, please note, there may be issues with your disbursement. A number of high street banks allow you to open an account while still in an overseas country. If you intend to submit details for a US bank account, please note, the process for payment is yet to be confirmed.