

# Guide to applying for Financial Assistance 2026/2027

You may be eligible for financial assistance where you can evidence a net yearly household income of less than £65,000 where you are aged 16-18 or less than £44,000 where you are aged 19+.

**Please note we are unable to support online/distance learning/apprenticeship programmes.**

To apply for financial assistance, please use the following link. <https://dncg.paymystudent.com/portal> (This can be typed into your web browser)

- If this is the first time you have applied for financial assistance online, you will need to complete the **'Register'** option. If you are unsure of what your student ID number is, please email [DCinfocentre@don.ac.uk](mailto:DCinfocentre@don.ac.uk) to obtain this.
- If you have applied for financial assistance online previously, you will need to complete the **'Log In'** option. If you have forgotten your password, simply click 'forgotten password' and follow the instructions.

**Please note** - when entering your student ID number **do not** enter the 'DC' or 'DC00' prefix. Just enter the numbers.

When you are registering for the first time, you will be sent an activation email. Please check your 'junk/spam' folder as sometimes the email goes in there rather than your inbox.

Once you have received your activation email, please click the link and your account will be activated. You will then be able to log in and complete the application.

**If you do not receive an activation email, please email [FinancialAssist@don.ac.uk](mailto:FinancialAssist@don.ac.uk) stating you have not received this and we will investigate this for you. Do not attempt to apply multiple times.**

Once you have logged into the bursary portal, you can now proceed with completing the application. Please ensure you answer **all** questions and upload all the evidence that the application asks for. **Failure to complete the application in full/correctly will result in a delay in your application being assessed.**

**Where tuition fee or childcare support is required, you must ensure that you answer 'Yes' to these questions. Support for these costs will not be put in place if we are not aware that you need it. If your tuition fees are being covered by an Advanced Learner Loan, you do not need to answer 'Yes' to the tuition fee support question.**



Scan the QR Code or click here <https://dncg.paymystudent.com/portal> to start your **Online Application for Financial Assistance**

If you are unsure of the evidence that is being requested from you, please refer to the following for guidance and upload the evidence that is applicable to your household:

- Council Tax Bill **2026/2027 (this is a mandatory evidence requirement and must be provided for all applications)**
- Where someone in the household is working, you **must** upload their most recent pay slips. If they are paid **monthly**, we require the last 2. If they are paid **weekly**, we require the last 4. If they are paid **fortnightly**, we require the last 3. Where someone in the household is **self-employed**, we require their End of Year Tax Return for 2025/2026.
- Where someone in the household is in receipt of **Universal Credit**, you **must** upload the last **3 months full** Universal Credit statements from the online Universal Credit account. When uploading evidence for Universal Credit, you **must** click into the month & open the statement up fully, download the statement as a PDF file & then upload this to your online financial assistance application. You **must** do this for the 3 most recent months' payments. To download the statement as a PDF document, click the Print this statement link and then select Save/Save PDF. This will save the statement to your files, where you will then be able to select and upload them to your application.
- For **all** other benefits/pensions that are being received into the household, you **must** upload an award letter which shows the payment(s) amount being received from **April 2026 onwards**. Award letters are required for **all** benefits/pensions that are being received into the household. This includes Employment & Support Allowance, Income Support, Job Seekers Allowance, Carers Allowance, Bereavement Benefit, Pension Credit(s) & State/Private Pension(s).
- Where **CSA** payments are being received by the household, you **must** upload the most recent CSA award letter. Where payments are being made by a **private arrangement** rather than through the CSA, you must upload a written statement confirming the payment details & frequency of payment(s).

When uploading your supporting evidence, you must ensure that your evidence is fully readable & that it shows all details i.e., the name of the person attached to the payment(s) & the payment(s) details. Failure to upload the correct evidence will delay your application being processed.

**Please note: If declared household income appears insufficient, you may be asked to confirm that no other income or benefits are received.**

If you have any queries regarding the completion of your application, please contact [FinancialAssist@don.ac.uk](mailto:FinancialAssist@don.ac.uk).