HAVING TROUBLE?

If you're having trouble completing the form, here are few pointers to check. Unfortunately we cannot support the full range of computers, phones, tablets, browsers, and pdf software available, however these instructions should help most common queries for PC users.

Adobe Acrobat Installation

Before starting, we recommend downloading the latest version of Adobe Acrobat Reader for completing the form. This can be obtained free of charge from https://get.adobe.com/reader/

Browser

For simplicity, we recommend using Internet Explorer to download the form on a PC rather than third party browsers such as Chrome or Firefox.
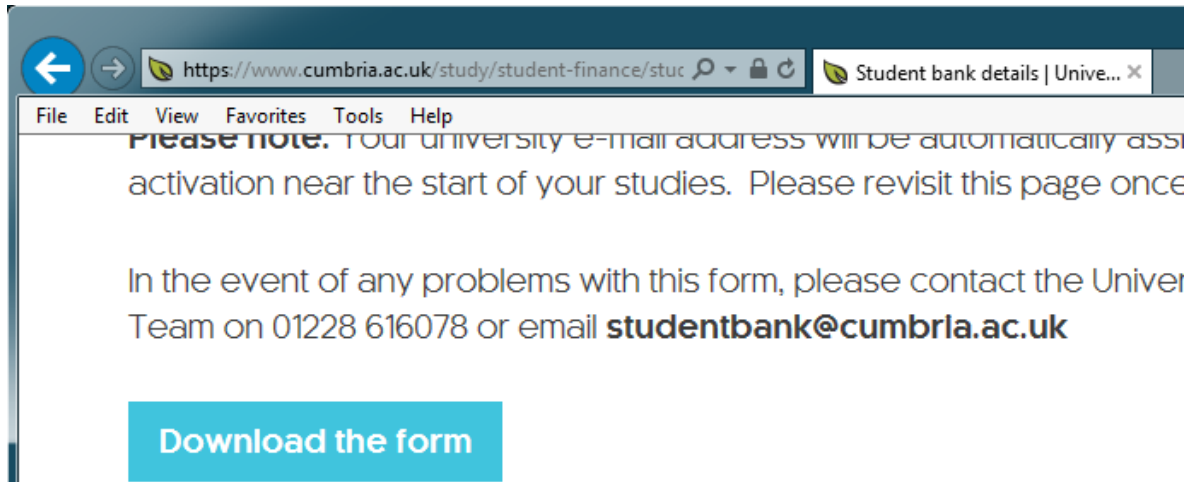
Internet Explorer

Start Internet Explorer then copy and paste the following link into the Address bar:
https://www.cumbria.ac.uk/study/student-finance/student-bank-details/

Download the form using the big button.

Depending upon how your computer is set up, the form may open automatically in Adobe Acrobat within the browser window; otherwise you will be prompted to open or save this onto your computer, in which case you should save it to your desktop or other preferred location, then open it for editing in Acrobat afterwards.
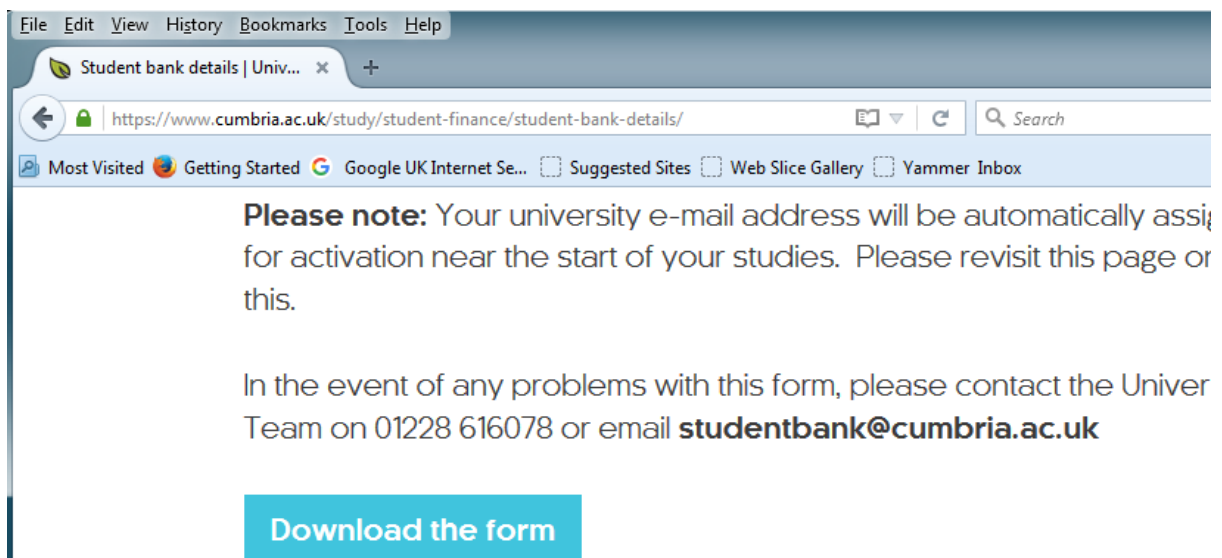
Firefox

Start Firefox then copy and paste the following link into the address bar:
https://www.cumbria.ac.uk/study/student-finance/student-bank-details/
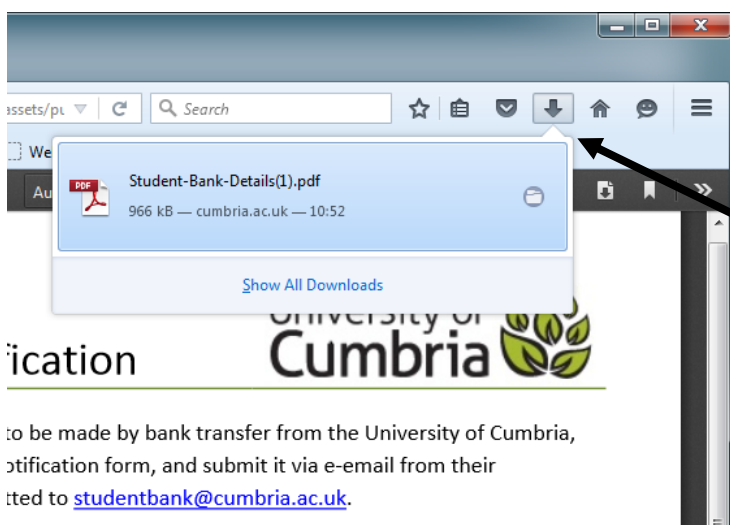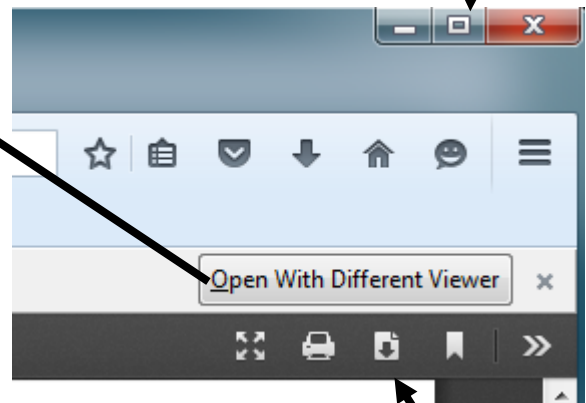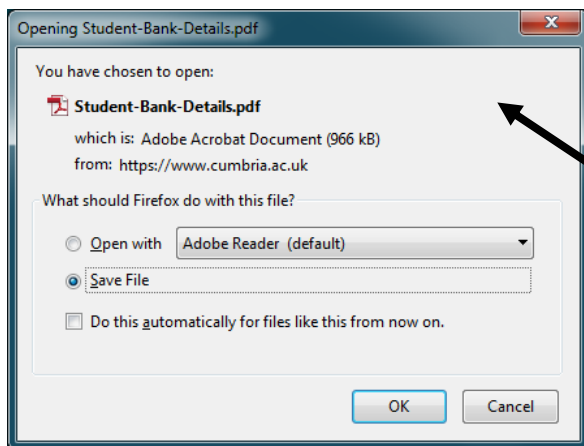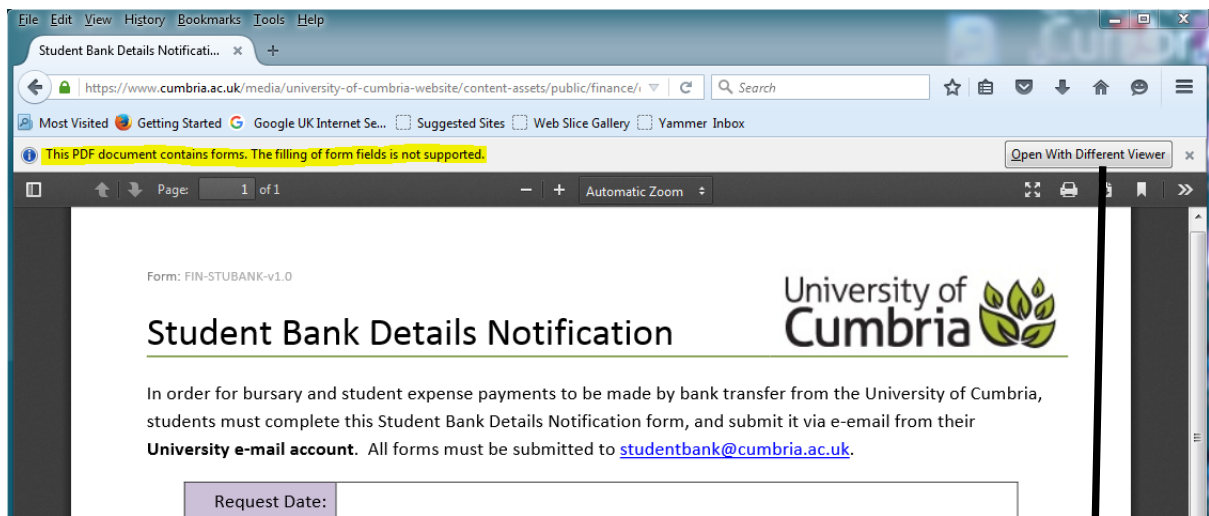
Download the form using the big button.

Firefox will open the form using its built in pdf file viewer. You cannot edit the form using this, you must download it to your computer first, then open it in Adobe Acrobat.
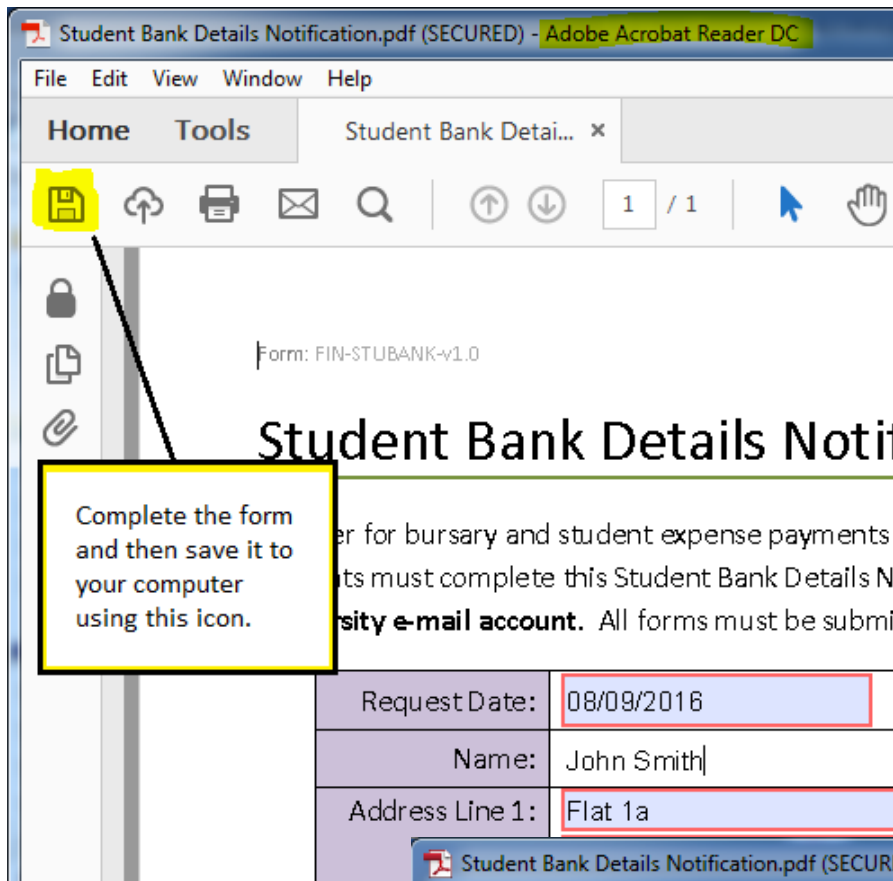
You can open/ download it using this too

This is where you'll find your saved download, click the small folder icon to the right to open your 'Downloads' folder.

Using Adobe Acrobat

If you downloaded and saved the form onto your computer, open it for editing in Adobe Acrobat with a double-click. It may have opened directly from the browser download, which is ok too.

Complete and save the form, taking note of where you save the file to.
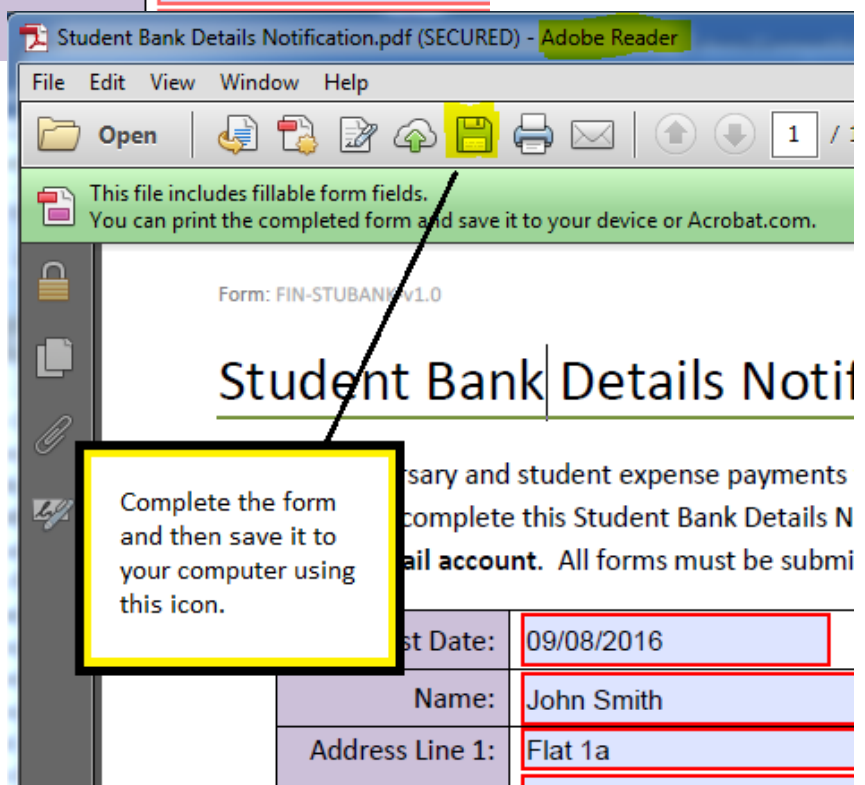
The current version of *Adobe Acrobat DC* looks like this.

Complete the form and then save it to your computer using this icon.

The older version of *Adobe Acrobat XI* looks like this.

Complete the form and then save it to your computer using this icon.

No toolbar?

You may find that Acrobat doesn't have a toolbar visible at the top of the screen showing the [Save] icon, in which case if you hover your mouse near the bottom of the page you will see a grey pop-up toolbar appear instead.

Line 3:	
Town/City:	Carlisle
County:	Cumbria
Post code:	CA1 3HH
Telephone:	
Student No.	

Older Adobe Acrobat XI

Current Adobe Acrobat XI

You can save the completed form using this icon.

You can display the full toolbar using this icon.

Line 3:	
Town/City:	Carlisle
County:	Cumbria
Post code:	CA
Telephone:	
Student No.	

Save file (Ctrl+S)
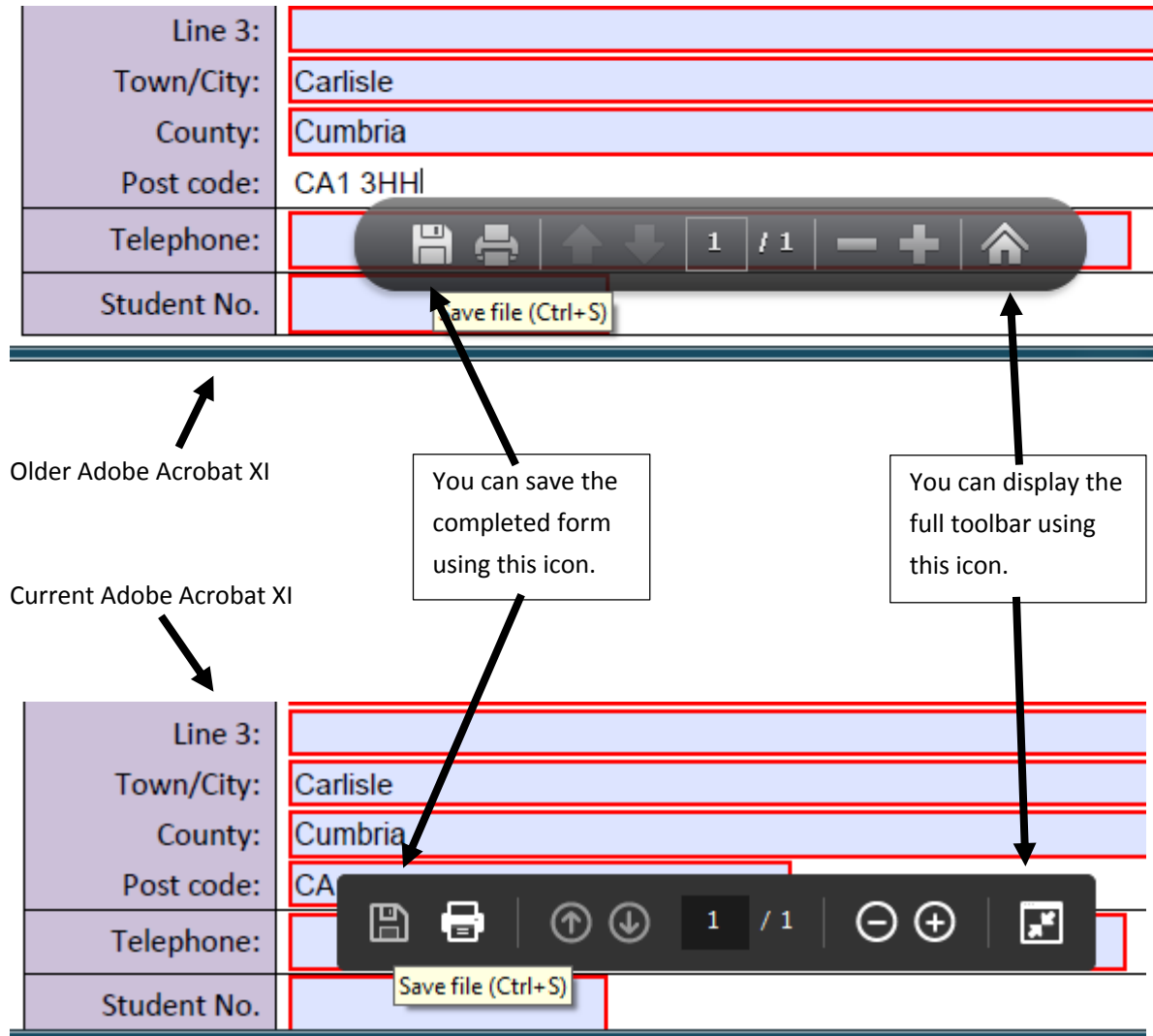
A final check

After completing and saving the form, close down Adobe Acrobat. Now double-click your saved "Bank Account Notification.pdf" document to re-open it again. Check that this is your completed version that you will send to us, and not the original blank form. Double-check that your bank details are correct too.

To submit the form

Log into your student e-mail account (new students will need to activate this first) and send us an e-mail containing your form as an attachment to: studentbank@cumbria.ac.uk.

Please be careful – Do not sent us this from your personal or home e-mail address, we can only accept forms from University of Cumbria e-mail accounts.

Why we reject forms

Security

For security reasons, we can only accept forms sent to us from your University of Cumbria e-mail address. We know this is you, your e-mail address is in for format s12345678@uni.cumbria.ac.uk. Forms sent from any other e-mail address could have been sent to us from anyone, and be fraudulent notifications.

Accuracy

We receive hundreds of forms each week and these are loaded into our systems electronically by an automated system which reads the completed form fields. This ensures that we don't accidentally enter your bank details incorrectly. As a result, we are only able to accept bank account notifications which are completed and saved using Adobe Acrobat forms, and cannot accept any of the following methods:

- Hand written forms
- Printed forms
- Scanned forms
- Photographed forms
- Forms completed using non-approved software
- Forms printed to pdf instead of just being saved
- Pdf files opened or saved in Microsoft Word format, or vice versa.

Blank Form

We've had a number of blank forms returned to us, please double check that the form you're sending to us has been fully completed.

Alternative formats

The Bank Account Notification form is available in both pdf and Microsoft Word formats. We can accept either format – you only need to submit one. We recommend pdf format as it does not involve you purchasing any software.

If you already have Microsoft Office however, the Word version of the form works correctly with Microsoft Word versions 2007 onwards.

Not got a PC?

We're aware than not everyone uses a PC, and have validated the following software products to be compatible and work with our form. Many form completion programs do not save the output correctly, even though it may look correct, therefore we only recommend the following programs which have undergone our testing.

Device type	Program	From
Microsoft Windows PC	Adobe Acrobat Reader DC (£free*)	adobe.com
Apple Mac/MacBook OS X	Adobe Acrobat Reader DC (£free*)	adobe.com
Android Phone/Tablet	Mobeera PDF Max Free (£free*)	Google Play Store
Amazon Kindle Fire OS	Mobeera PDF Max Free (£free*)	Amazon App Store
Apple iPhone/iPad iOS	Readdle PDF Expert 5 (paid for app#)	Apple App Store

* £Free at the time of writing.

Having evaluated many apps, we are unable to find a £Free pdf form completer for iOS at this time which works correctly.

Unfortunately we are unable to produce a step-by-step guide or be experts in the usage of these alternate products or your specific device.