Housing Application and Meal Plan Selection Process

Student Tutorial

Revised February 2, 2021
Getting Started

Once you have logged into CaneLink, on the “Student Home” page you will look for the “UM Housing” section and click on the “On-Campus Housing Portal” link.
Portal Homepage

The portal is where you will apply for housing & preference roommates, register for Personal Property Insurance Protection, select your meal plan, and eventually make housing-related requests.

To begin, click “Student Login”
Log In

Please enter your UM credentials and click “Sign in” to be authenticated.
Welcome Page

Once you have been authenticated, your screen name and classification will be visible. Click “Apply for Housing” or “Application” to move to the next step.

HI

Welcome to the Housing & Residential Life student portal, a web-based resource to apply for housing, sign-up for/change a meal plan with Dining Services, opt into a renter’s insurance program, and complete other housing service related transactions like room changes, cancellations and inspections.

Housing Details

Screen Name: 27700Are.
Application Term

On this page you will see one or more application term options that you can select from...if there are more than one available, you can only complete the process for an application term one at a time. Click “Apply” button next to the term you wish to apply for to move ahead with the process.

Term Selector

Please select a term below to start or continue with your application.

Academic Year 2021-2022
(08/16/2021 - 05/14/2022)
Residency Requirement

On this page you will read about Live-On Campus Requirement and Guidelines and make your Exemption Interest. Click the drop-down arrow to select your option to ‘Live on Campus’ or ‘Request Exemption’ then click “Save and Continue” button to proceed to the next step. Go to Slide ‘30’ if you are requesting an exemption, if you want to live on campus, continue to the next page.

You will notice the status bar on the left side of the page, it will help you as you progress in your application to navigate to previously completed pages to edit your application or monitor your progress.
Housing Application Overview

On this page you will notice a number of information items, please read through carefully and take note of deadlines and required prepayment amount of $500 in order to submit your application. Click “Start Application” to begin the application.

Welcome

Welcome to part one of the Continuing Student Sign-Up Process for the Academic Year 2021-2022. Continuing resident students are guaranteed on-campus housing providing they apply by February 24th before 5 p.m. EST. Completion of the housing application does not guarantee a specific assignment for continuing students. In order to submit your housing application, you will be required to make a prepayment of $500 at the end of the application process via this online portal and additionally make a dining plan selection (if applicable).

To preview the continuing student application process, please click on the link below.

Student Housing Application Procedures

Resident student applicants who apply prior to 5 p.m. EST, on February 24th will receive room selection appointment times via their UM Email account for all resident areas they qualify for throughout the process until a specific reservation has been made. Applications received after 5 p.m. EST will not be eligible for room selection and will be assigned at a later time. Off-campus and current 2021 remote learning continuing student applicants are not eligible to participate in room selection and cannot be included in room group assignments. They will be assigned a space available basis after room selection is complete. Room assignments will be based on the date the student completes the Housing Application. Therefore, we encourage all off-campus students to APPLY EARLY.

If you have additional questions or want to clarify your housing application/assignment status, please contact us and be sure to include your first and last name, as well as your University ID.

Phone: 305-284-4505
Email: housing@miami.edu

Important!

Only applications completed on February 24th before 5 p.m. EST are guaranteed on-campus housing and a prepayment of $500 is required at the end of this application process.

Welcome

Completion of the housing application does not guarantee an assignment for new transfer and continuing students from off-campus. Only new first year and returning UM study abroad students are guaranteed on-campus housing providing they apply by May 15th for fall applicants and December 1st for Spring applicants.

In order to submit your housing application, you will be required to make a prepayment of $500 at the end of the application process via this online portal.

Only applicants on a general housing waitlist should continue to pursue off-campus housing accommodations once a completed application for on-campus housing is submitted. Application cancellations from waitlisted applicants will not result in typical cancellation penalties as long as they have not yet been assigned.

To preview the application process, please click on the link below.

Student Housing Application Procedure - New!

Applications submitted after these dates will be assigned on a space available basis. Room assignments will be based on the date the student completes the Housing Application. Therefore, we encourage all students to APPLY EARLY.

When contacting University Housing via email, please include your first and last name, as well as your University ID.

If you have additional questions or want to clarify your housing application/assignment status, please contact us.

Phone: 305-284-4505
Email: housing@miami.edu

START APPLICATION

START APPLICATION
Personal Details

On this page, you will be asked to review & verify that your personal detail information from CaneLink is correct and if not, the instructions direct you to your CaneLink account to make corrections / additions.

The updates you make will not appear for at least 24 hours so you can continue with the application process and review the updates later at your convenience. You then click on the “Verify & Save” button at the bottom of the page to continue to next step in the process.
Emergency Contact & Missing Persons

On this next step in the process, you will need to verify the emergency contact information from CaneLink is correct and if not, you can make corrections/additions on this page. Note that this is required information to be reviewed/gathered, therefore you can not continue to the next step until all fields have been updated.

You are strongly advised to update your information in CaneLink to match the one you provide on this page.

Once you have provided the required missing persons contact information, then you will click on the “Save & Continue” button at the bottom of the page to continue to the next step in the process.
Room Preference

Make your selection of at least one unique housing choices on this page. Click the ‘Residential-Communities link to view room layout and dimension of all available room types.

Please read notes on the page and take note that your selection is not guaranteed. Click “Save and Continue” to continue to the next step of the process.
Additional Housing Considerations

If you have a housing-related special need, select “Yes” from the drop down to indicate a need for a special accommodation and provide a brief description e.g., screen name of desired roommate you are unable to search for. If you have no special need, select “No” and click on the “Save & Continue” button to move to the next step in the process. Make sure to read through all notes.
On this Roommate Profile section, answer roommate related and general activity questions ranging from your academic school/college, room / roommate lifestyle topics, Greek affiliation, and whether or not you smoke. Your screen name will be displayed and you can make yourself available in the roommate search by checking the “Display in Roommate Search Result” box.
Roommate Profile Continued

Additional questions inquire about your interest in Gender-Inclusive Housing. Click “Yes” or “No”.

Click the Housing & Residential Life link to read more about ‘Gender-Inclusive Housing

Once you have completed the profile, click on “Save & Continue” to move ahead to the next step in the process.
Search for Roommates

You can search for a preferred/known roommate as well as those “suggested” based on your profile responses. You can also search by other profile details. Take note of deadlines and requirements as you complete your requests on this page.

Once you have completed your roommate request, they will switch to “accepted” when the request has been agreed to. If you have your preferred/selected roommate showing as “accepted roommate”, click on “Save & Continue” to move ahead to the next step in the process.

If you have no roommate requests, you can click on “Save & Continue” to move ahead as well.
Housing Agreement

For this next step in the process, it is important that you read through the entire agreement and that you understand all of the terms & conditions, including the prepayment requirement, the cancellation penalties, and expectations about checking out when cancelling. Also outlined are specifics about completing the housing release process prior to leaving campus as well as damage charges & fines along with a recommendation to carry personal property insurance.

You will accept the agreement by entering your UM-ID # in the available box and then click on "Save & Continue" to move ahead in the process.
Housing Agreement Continued

You can download the agreement for your records. Scroll to read through the agreement carefully.

(Take note of specific information on item 11 about ‘Personal Property Insurance’)

Note: If you leave the application after entering your UM-ID #, you would no longer need to do so again when you return to the application.

Read all highlighted notes
For this step of the application, you have a choice to enroll for personal property insurance coverage provided by GradGuard.

Click “Continue to Step 2” to take you to the next step.

You will be temporarily redirected to GradGuard website to make your enrollment choice.

For further information on personal property insurance coverage, access GradGuard contact details on the next page.
GradGuard College Renter’s Insurance

When you get to this step, you have a chance to start your GradGuard Enrollment or decline the coverage.

Click on the “Help” button on the bottom right if you need further assistance with your coverage decision.

Read about GradGuard or get contact information on the bottom of the page.
GradGuard College Renter’s Insurance

Your decision to purchase or decline the Insurance would bring you to this next step. Click on “Thank You. Continue with Housing Application” to continue or wait to be redirected automatically.
GradGuard Decision

In this step depending on your decision, when you are redirected to complete your application, you will see any of the three messages below. Note that if you change your mind after declining coverage, you will have to contact GradGuard to enroll. “Save and Continue” to move to the next step.

1. College Renters Insurance Is a Smart Move
   Thank you for indicating your renters insurance preference. If you have questions about GradGuard, please feel free to contact them directly or visit GradGuard.com.
   Click on the button below to continue to the next step of your process.

2. You have not indicated your renters insurance preference yet
   The University of Miami does not require you to obtain renter’s insurance from GradGuard prior to move-in. However, we do ask that each resident acknowledge the housing policy and indicate their renter’s insurance preference by making a decision on the following page.
   Please click the back button on your browser to move to indicate your renter’s insurance preference.

3. You have declined renters insurance from GradGuard
   Thank you for indicating your renters insurance preference. If you change your mind in the future and would like to opt-in for GradGuard’s College Renters Insurance, you can always re-access the GradGuard page at a later date or go directly to GradGuard.com.
   Click on the button below and continue to the next step of your process.
Before you continue in the application process you need to be prepared to make the $500 housing prepayment, if you are unable to make the payment, please exit the application at this time and continue whenever you are able to make your payment. Click “Save & Continue” if you are ready to make your payment.
On this page you will be prompted to begin the process for paying the required $500 prepayment, this amount will be pre-populated in the field highlighted below. Click on the “PAY NOW” button to go to the payment screen to enter your information.
Payment Form

All fields will be pre-populated on this page, to access the Credit Card Payment page, click “Continue”.

Payment Form

Please fill out the form and click on the "Continue" button.

Payment Amount

ID Number: 32226
Account: UM Housing and Residential Life
Payment Amount: 500.00
Total Amount: $500.00
Payment Method: Credit Card

Continue Cancel

Card transactions for University of Miami are processed by Nelnet Campus Commerce, USA.
Payment by Credit Card

To process the credit card payment you will need to complete required fields, including the credit card and billing address information in order for the payment to go through. Click “Continue” button to complete your payment.
Payment Successful

Once your payment has been confirmed, you will see the screen below with your Payment ID, Transaction date and Invoice Number, please keep these for your record. Click “Continue” to move to the next step.

![Payment Successful Screen](image-url)
Meal Plan

After completing your housing prepayment, read through the meal plan contract and information on the dining services page by clicking on the links. Click meal plan option dropdown and select your meal plan from the available choices. Click the **Save & Continue** button to move to the next step in the process.

Once this page is completed, you will receive notification of your meal plan selection in your email.

**Meal Plan Options**

Read the Meal Plan contract prior to selecting your Meal Plan.

Please visit Dining Services to view more ‘General Meal Plan information’. You have until the week before Housing opens to return to this Housing & Residential Life Student Portal to make changes to your meal plan. After that date you can also email dailingservices@miami.edu to make changes to your meal plan up until the end of the first week of classes.

Please review the meal plans & dining dollar amounts as some may have changed.

Please visit ‘For Residents’ link to review pricing for the upcoming Fall 2019 & Spring 2020 semesters.

Over 45 hours

Completed hours < 45 or ≥ 24

Spring Only 2020:

Please Select Meal Plan:

- Unlimited Meal Plan - Plus $100 Dining Dollars per Semester
- 19 Meal Plan - Plus $100 Dining Dollars per Semester
- 14 Meal Plan - Plus $150 Dining Dollars per Semester
- 175 Block Meal Plan - Plus $250 Dining Dollars per Semester
- 100 Block Meal Plan - Plus $750 Dining Dollars per Semester

Please carefully read and agree to all terms of this contract.

Note: Each meal plan comes with different amounts of “Dining Dollars”. Click on the Dining Services link for more details.
You have completed your application! This page shows summary of your application, your prepayment confirmation and your meal plan selection.

Application Summary

Thanks for applying! Your application summary information is below.

You started your application for Academic Year 2021-2022 on 2/9/2021, and have signed the Housing Agreement as of 2/10/2021.

Your application is complete as of 2/10/2021

For Fall 2021 you have selected Unlimited Meal Plan Fall 2021
Email Confirmation

You will receive an email confirming the completion of your application similar to the one shown below.

Dear

This email is to confirm the completion of your housing application. Your prepayment transaction will appear in CaneLink for future reference.

Welcome to on-campus housing!

Individual room assignments as well as roommate information is typically available in CaneLink by early May for summer applicants, early June for fall applicants, and early January for spring applicants. In the meantime, if you have questions about your on-campus housing, please contact the Department of Housing and Residential Life at (305) 284-4505 or via e-mail to housing@miami.edu.

Thank You.
Exemption Request Details

After selecting your desire to request an exemption, select your "Reason for Exemption” from the drop down and be sure to elaborate on your choice in the box provided.

Exemption Request Details

Students may request an exemption from the University of Miami live-on housing requirement for first year students. The most common reasons are listed below, along with explanations. A full description of the policy is available for download at the bottom of this page.

- Separated from High School: I have been out of high school for more than one calendar year. [No documentation needed—your request will be verified with University records.]
- Marriage/Domestic Partnership: I am married/in a domestic partnership. Documentation: Marriage License and at least 3 of the following: Joint ownership of real property, Joint loan, Joint Credit Card, Joint lease, Joint checking or savings account, etc.
- Dependents: I have dependent family under my care. Documentation: Birth Certificate, Power of Attorney, etc.
- Residency: I will reside in the primary residence of my parent(s) or legal guardian(s) within Miami-Dade or Broward County during my first year of enrollment. Documentation: Signed form from parent/guardian.
- Compelling Individual Circumstances: Request for exemption to the First Year Live-On Requirement on the basis of compelling individual circumstances will be considered on a case by case basis. Examples include medical hardship, etc. Documentation: Personal statement and any supporting documentation.

Please Note:
Documentation is required for any exemption request reason except Separation from High School and will be submitted on the next page.

Reason for Exemption

If you submitted for reasons of Compelling Individual Circumstances, Marriage, or Children, please elaborate on your request below.
Read the requirements and guidelines, then click “Save & Continue” to move on to the next step. Note that you can download or print the guidelines if you wish to save for your records.

Please Read the Guidelines and Requirements Below
Exemption Request: Supporting Documents

Depending on your reason for exemption you will be required to provide one or more pieces of supporting documentation, please upload up to 3 documents and click “Save & Continue” to submit your request.
Exemption Status

This next step confirms the status of your request as received and a summary of the reason you have selected. Note that this page will continue to update with the status of your request once the Assignments staff have processed your request. No further action is required.

Residency Exemption Status

- Residency Requirement
- Exemption Request Details
  - Reason for Exemption
  - Separated from High School
- Residency Exemption Status
  - Exemption Request Status
  - Pending Review

Request Received

Your request has been received. Our staff will review and will update your status on this page and by email to your university account.
Exemption Status Continued

The Exemption status page will update with the status of your request.

If your request is approved, no further action is required.

If your request is denied, you will see the status bar as shown in the image allowing you to go back to complete your housing application.

If your request has been denied, please go to slide ‘7’ to follow the tutorial on how to complete your Housing Application.