

Loans Portal Guide

for Students

2023



convera

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Contacts and Inquiries

Please contact us by email: StudentSupport@convera.com

Please include your full name, student ID, and organization name in the subject line of the email.
We also provide a dedicated student inquiry hotline that will help you through the payment process.

Australia

+61 2 8585 7221

UK / Europe

+44 (0) 1733 871 871

New Zealand

+64 9 359 5104

Japan

+61 2 8585 7221

Singapore or Hong Kong

+65 6494 8280

+852 2853 9875

USA / Canada

+1 877 218 8829

+1 402 884 3041

China

+86 400 919 9411

If the country you are calling from is not listed, please call the number for the country closest to where you are studying.
Phones are answered during regular business hours in that time zone.

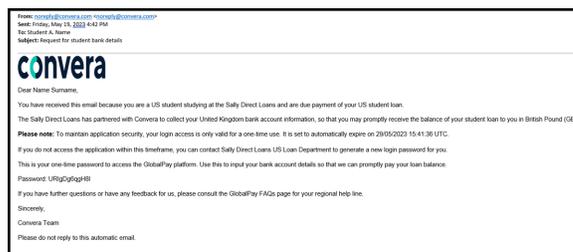
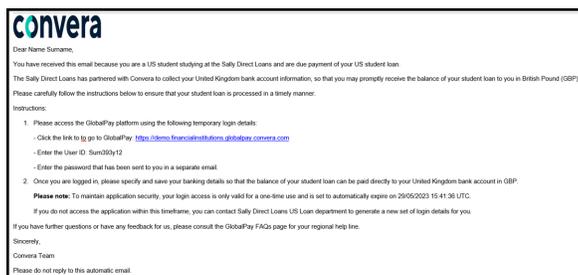
Loans Portal Student View

A Loans Portal Data Management user will invite students to submit their bank details, so that the remainder of your student loan payment can be delivered by Bank Transfer. The system emails a query to you directly using the email given in the Student file. You can then provide banking details so that money can be put by EFT /Wire into your account.

1. Two emails from noreply@convera.com will provide the student with 1) a temporary account, and 2) a temporary password, to logon to provide banking details.



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



2. Then log into the portal using the user ID and password provided.

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

Edit Beneficiary
PRINT

1
2
3
4
5

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 *	Street Address	City
	SANTANDER UK PLC	BRIDLE ROAD	LIVERPOOL
County	Post Code	SWIFT Code	Sort Code
MERSEYSIDE	L69 3TH	ABBYGB2LXXX	090217
CANCEL & START AGAIN			BACK NEXT

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

Payment Options	
Payment Purpose	
	 EDIT

Payment Options	
Payment Purpose	
<div style="border: 1px solid #ccc; padding: 2px;"> ▾ ⓘ Loan Disbursement </div>	SAVE
CANCEL	

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

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

For more information
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