

DSA ONLINE MANAGE ACCOUNT GUIDE (PRIVATE BETA) SESSION 2024-2025

Disclaimer: *The information in this guide offers general guidance only and is not legally binding, nor does it constitute any right of eligibility for, or entitlement to funding. We will assess each student's applicant based on the individual circumstances in accordance with the information provided on a completed DSA application.*

DSA Account creation and management

Disabled Students' Allowance (DSA) is a non-income-assessed allowance to support students with a disability or impairment. The fund covers additional costs or expenses arising from their additional needs while studying.

This guide will provide information on:

- eligibility – who can use the online application service
- user roles and permissions
- registering for an online DSA Account
- amending your DSA Account details
- getting support

Eligibility – who can use the online application service

The DSA online application service is for the following staff from colleges and universities in Scotland:

- Disability Advisors
- Disability Administrators
- Learning Support Team Managers

User roles and permissions

Disability Advisor

Advisors have full access to the online application service and can submit DSA applications for eligible students. They can find a student, view a student's DSA application history, populate an application, sign a declaration and make changes to an existing application.

Disability Administrator

Administrators provide administrative support, can view the status of an application, and have limited access to the online service. They can find a student, view a student's DSA application history, and see the status of a current DSA online application.

Learning Support Team Manager

Learning Support Team Managers have full access to the online application service. They can submit DSA applications for eligible students. They can find a student, view their student's DSA application history and populate an application. They can also liaise with SAAS to manage users of the DSA online service at their college or university.

Register for an online DSA Account

It takes around 5 minutes to create your DSA Account and you only need to do this once to apply for DSA on behalf of an eligible student at your college or university.

Registering for a DSA Account requires an active work email address associated with your college or university. Do not use a Learning Support Team email address.

Once you have set up your DSA Account using your work email address, you will receive an email with a link enabling you to access your account and set up a secure password. Ensure you enter the correct email address and check your spam or junk folder before requesting a new link. The link will only be active for 15 minutes.

Your password does not need a combination of capitals and lowercase letters, numbers or special characters. Use a passphrase, a combination of 3 random words, but avoid using pet or children's names or anything that can be easily guessed. We also recommend using a secure password manager to avoid using the same password across multiple sites.

Amending your DSA Account details

Forgotten password

If you sign in using the incorrect email address and password more than 3 times, your DSA Account will be locked for 15 minutes, and you will receive an email with a link to reset your password.

If you cannot remember your password, click on the 'Forgotten your password?' link on the sign in page, and you will receive an email with a link to reset your password. Do not use a password you have not previously used to access this service.

If you leave your role

If you leave your role and are no longer eligible to apply for DSA on behalf of a student your Learning Support Manager must report the change to SAAS. If you are moving to a new institution and will be completing DSA applications on behalf of students there, you will need to register to use the service again using your new institution email address.

If you change your role

If your role changes and you have fewer or greater permissions within the DSA online service, your Learning Support Manager can report these changes to SAAS to ensure you have the correct permissions to use the service.

If you change your email address

If you change your email address, for example, you change your name, the Learning Support Manager at your institution can report the change to SAAS, and we will update your details.

Getting support

If you need help with account set-up or management, contact the DSA Team using the following details:

DSA Advisor Line: 0131 287 0952

Email: saas_dsaonline_enquiries@gov.scot