



Aspire, Acquire, Prosper

ZCAS Accommodation

Booking Guide

ZCAS Student Information Systems (SIS & eSIS)

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Quick Start Guide (Summary)

If you are short on time, follow the steps below to book accommodation successfully:

1. **Log in** to your respective Student Information System using your student number and password.
2. Ensure your **course registration is approved**, and you meet all eligibility requirements.
3. **Update your profile details**, especially gender and contact information.
4. Open the **Book Accommodation** module from the menu.
5. Select your **Accommodation Type, Hostel, and Room**.
6. Click **Secure Room** and complete payment **within 30 minutes**.
7. Receive confirmation on screen and via email once booking is approved.

Accommodation is allocated on a first-come, first-served basis. Delays may result in rooms becoming unavailable.

Special Notice: Room Retention for Previously Accommodated Students (Upcoming Semester Only)

This section applies **only to students who were accommodated in the previous semester** and is **temporary for the upcoming semester**.

As part of the accommodation process, eligible returning students will be given a **first right of refusal** on the room they occupied in the previous semester.

How the retention process works

When you log in to the system and open the **Book Accommodation** module during the **retention period**, you will see a message indicating that:

- You have the option to **confirm and pay for your previously occupied room**, or
- You may **cancel (release) the room** if you no longer wish to retain it

During this retention period:

- Your previously occupied room is **temporarily held for you**
- Other students **cannot book this room**

Important deadlines

- The retention period runs from **12 January to 18 January**.
- The retention period is **time-limited**
- If you **do not log in and confirm payment** within the retention period, the room will be **released automatically**
- If you **cancel the room**, it is immediately released to the general booking pool

Once the retention period ends on **18 January**, **all unconfirmed rooms become available** during the general booking phase and are allocated on **a first-come, first-served basis**.

Important: Retaining students are advised to act early during the retention window.

Once a room is released to the general pool, it cannot be reserved again.

Introduction

The Accommodation Booking Module allows eligible students to apply for and secure accommodation for the upcoming academic period through their respective ZCAS student information systems.

The system is designed to **give all eligible students a fair opportunity** to book accommodation in a controlled and transparent manner. For this reason, the process is fully online and operates on **a first-come, first-served basis**, subject to availability and eligibility requirements.

Students are encouraged to **familiarise themselves with the process in advance**, ensure their information is correct and avoid last-minute actions on booking day.

Student Information Systems (ZCAS University & ZCAS Professional)

ZCAS University and ZCAS Professional students use **different student information systems**. However, **both systems provide access to the accommodation booking module**.

Students must ensure they log in to the **correct system for their programme**:

- **ZCAS Professional students:** <https://sis.zcas.edu.zm>
- **ZCAS University students:** <https://esis.zcasu.edu.zm>

Students should ensure they log in to the correct system for their programme before attempting to access the accommodation module.

Logging into Your Student Information System

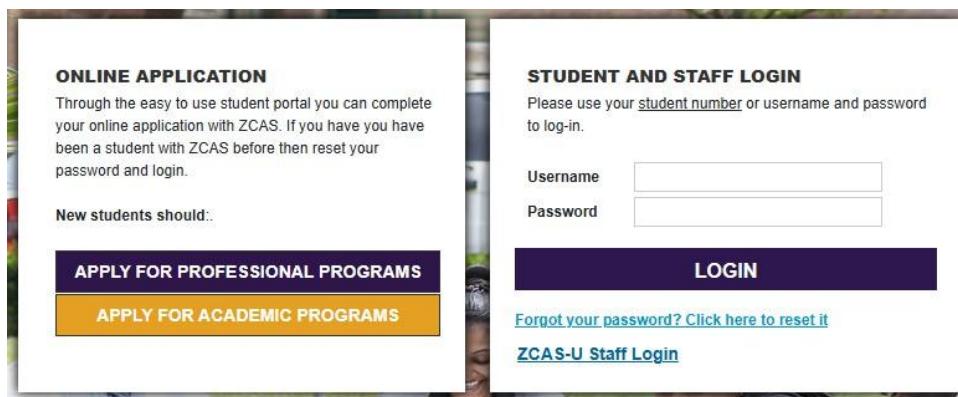


Figure 1. ZCAS Professional Login Screen

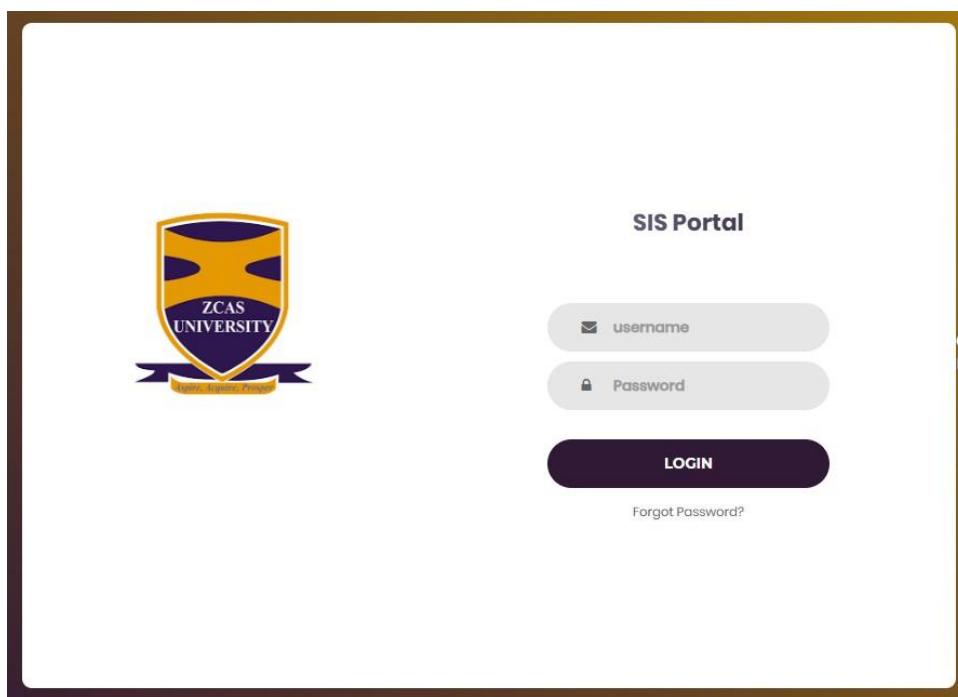


Figure 2. ZCAS University Login Screen

Login details

To access the accommodation booking module, students must first log in to the Student Information System.

- **Username:** Your student number
- **Password:** Your SIS account password

Forgot password

If you are unable to log in:

1. Click the “**Forgot Password**” link on the login page.
2. Follow the on-screen instructions to reset your password.
3. Ensure you can successfully log in **before** the accommodation booking period opens.

Important: Students are strongly advised to test their login credentials in advance.

Delays on booking day may result in missing out.

Accessing the Accommodation Booking Module

Desktop users

- After logging in, locate the Book Accommodation option in the menu on the left-hand side of the screen.
- Click the menu item to open the accommodation booking page.

Mobile users

- Tap the hamburger menu (☰) icon at the top-left corner of the screen.
- Select Book Accommodation from the menu.

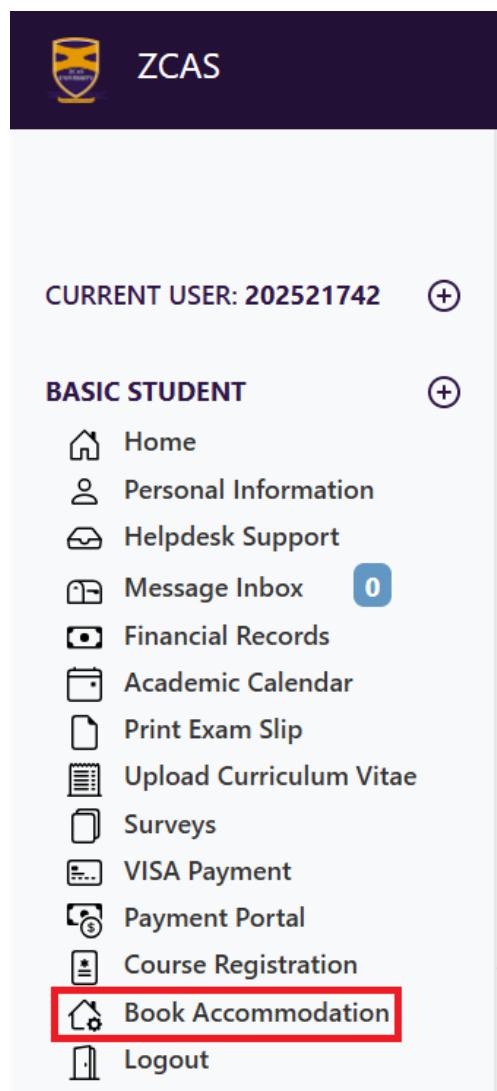


Figure 3. Accommodation Menu Item on ZCAS Professional SIS



Home

Policies

Personal Information

Helpdesk Support

Helpdesk Inbox

0 0

Payments

Credit Form Application

Print Exam Docket

Payment Options

Course registration

Book Accommodation

Change Password

Logout

Figure 4. Accommodation Menu Item on ZCAS University SIS

Important Eligibility Requirements

Accommodation booking is only available to students who meet specific academic and registration conditions. These requirements ensure that limited accommodation spaces are allocated fairly and in line with institutional policy.

Students must meet **all** the following conditions:

Course registration

- Course registration must be **submitted and approved**.
- Submitting registration alone is not sufficient — approval is required.
- Students who are not registered will not be allowed to proceed and will see an Access Denied message.

Minimum course load

- **ZCAS University students:** Must be registered for a **minimum of four (4) courses**.
- **ZCAS Professional students:** Must be registered for a **minimum of two (2) courses**.

These minimums confirm that a student is actively engaged in full-time study.

Model and level of study

- Accommodation is available only to full-time students.
- All registered courses must be under the Full-Time method of study.
- Accommodation is available only to undergraduate students.

Note: *Students registered under part-time, distance, or other study modes are not eligible for accommodation booking.*

Updating Your Profile Information (Very Important)

Before booking accommodation, students must confirm that their profile information is **complete and accurate**. The accommodation system relies directly on this information when determining eligibility and available options.

Required profile details

Students should review and update the following information in their student information system profile:

- **Gender**
- **Contact details** (email address and phone number)
- Any other personal information shown on the profile page

Keeping contact details up to date ensures that students receive important notifications, including booking confirmations and system alerts.

Gender-specific accommodation

Some hostels and rooms are **gender-specific**. The system automatically filters hostels and rooms based on the gender recorded in your profile.

You can edit your personal information by clicking the “Personal Information” menu item and proceeding the click the “Edit User Information” link.

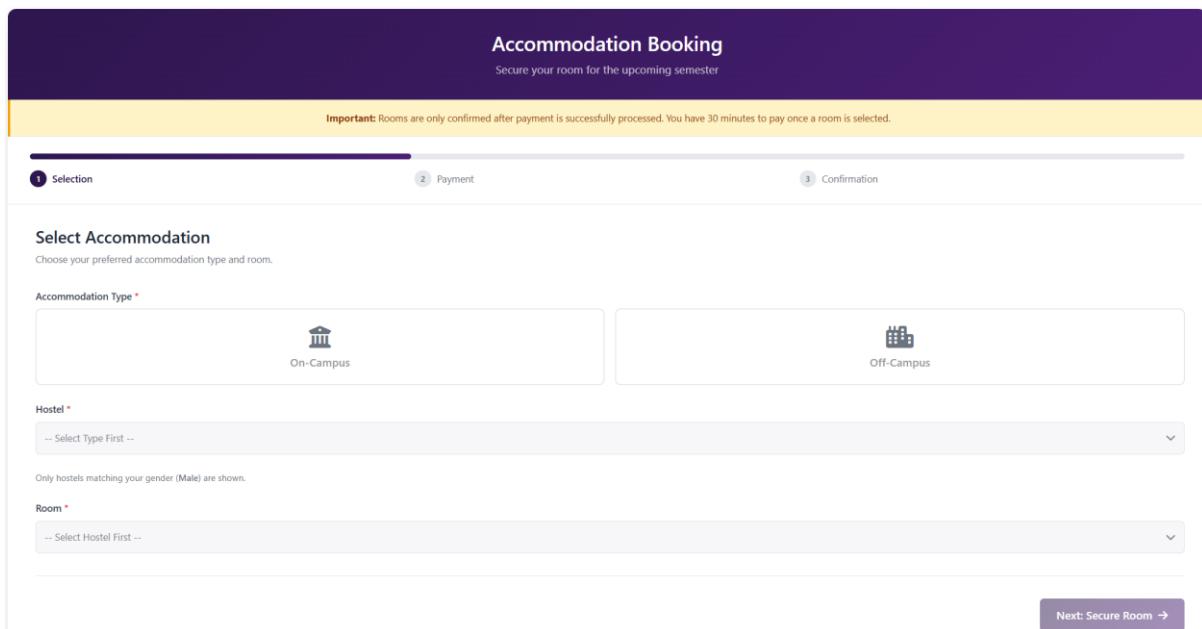
***Important:** Providing incorrect or misleading gender information may result in a confirmed booking being **withdrawn**, with a refund issued according to institutional procedures.*

Booking Accommodation (Step-by-Step)

Important Notice on Payments:

*Students should **not make any payments before selecting a room through the Book Accommodation module.** Making payments in advance does not provide any advantage, does **not** reserve a room, and does **not** guarantee accommodation. Payments should only be made **after** a room has been selected and secured through the system.*

Step 1: Select accommodation



The screenshot shows the 'Accommodation Booking' interface. At the top, a purple header bar reads 'Accommodation Booking' and 'Secure your room for the upcoming semester'. Below this is a yellow bar with the text 'Important: Rooms are only confirmed after payment is successfully processed. You have 30 minutes to pay once a room is selected.' A progress bar at the top indicates three steps: '1 Selection' (highlighted in blue), '2 Payment', and '3 Confirmation'. The main content area is titled 'Select Accommodation' with the sub-instruction 'Choose your preferred accommodation type and room.' It features two large buttons for 'Accommodation Type': 'On-Campus' (with a building icon) and 'Off-Campus' (with an apartment icon). Below these are dropdown menus for 'Hostel' and 'Room', both with the placeholder text '... Select Type First ...'. At the bottom right is a purple button labeled 'Next: Secure Room →'.

Figure 5. Room Selection Screen

1. Choose an Accommodation Type:

- On-Campus
- Off-Campus

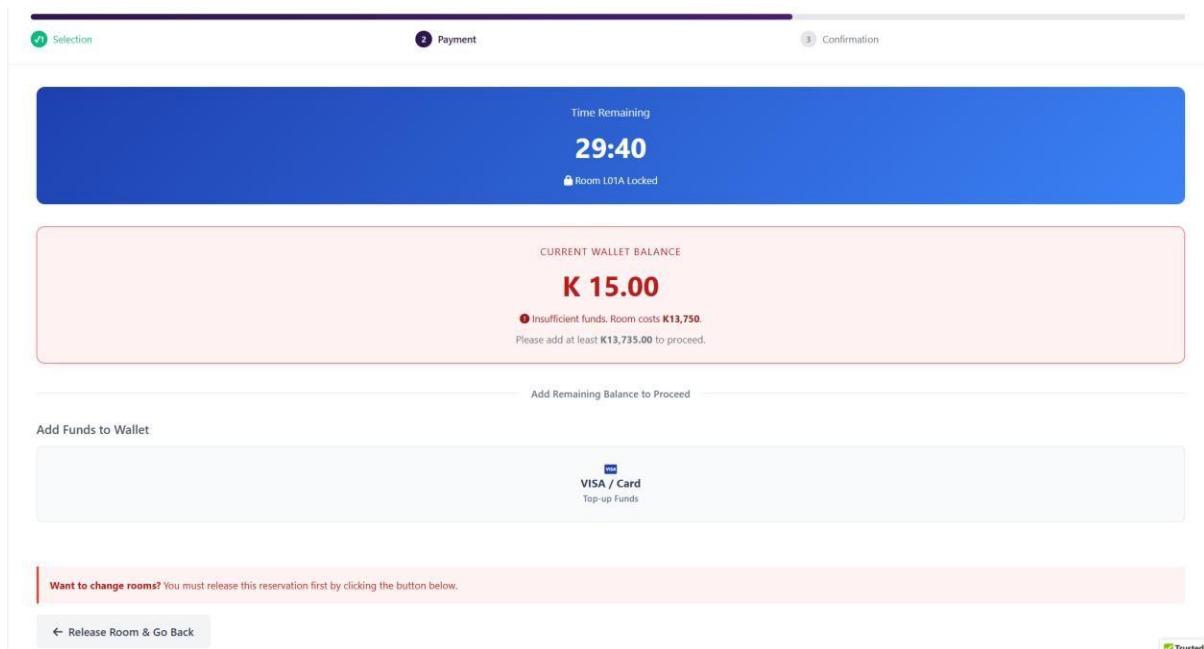
2. Select a Hostel from the list provided.

- Only hostels matching your gender are displayed.
- Fully booked hostels are marked as FULL and cannot be selected.

3. Select an available Room.

4. Click Next: Secure Room.

Step 2: Room reservation and payment window



The screenshot shows a payment interface with the following elements:

- Header:** Three tabs: 1 Selection, 2 Payment (selected), and 3 Confirmation.
- Time Remaining:** 29:40
- Room Status:** Room I01A Locked
- CURRENT WALLET BALANCE:** K 15.00
- Insufficient funds message:** Insufficient funds. Room costs K13,750. Please add at least K13,735.00 to proceed.
- Buttons:** Add Remaining Balance to Proceed, Add Funds to Wallet (with VISA/Card Top-up Funds option), and Release Room & Go Back.
- Trusted logo:** Trusted

Figure 6. Room reservation timer and payment window

- Once a room is selected, it is temporarily reserved for you.
- You have 30 minutes to complete payment.
- A countdown timer is displayed on the screen.

Important: If payment is not completed within 30 minutes, the reservation will automatically expire, and the room will be released to other students.

Step 3: Payment

Payments are processed through the **student wallet**. Only **VISA / Card payments** are supported for wallet top-ups.

If you have sufficient funds:

- Click **Pay from Wallet** to complete the booking.

If you have insufficient funds:

- Top up your wallet using **VISA / Card payment**.

- VISA payments are processed as **instant credits** to your student customer account.
- After completing the payment:
 - Click the Verify button to refresh your wallet balance, or
 - Refresh the page to view the updated balance.

Once sufficient funds are available, proceed to pay from your wallet and complete the booking.

Note: *Students who were previously accommodated may have outstanding charges or surcharges on their customer accounts. These charges reduce the available wallet balance and must be cleared before payment can be completed.*

Step 4: Booking confirmation

- Your booking status changes to **Approved**.
- A confirmation message is displayed.
- A confirmation email is sent to your registered email address.
- Your accommodation is officially secured.

Changing Your Mind or Releasing a Room

- If you wish to change rooms while in the payment stage, you must first **release your current reservation**.
- Click **Release Room & Go Back** and confirm the action.
- The room will be immediately returned to the general pool and made available to other students.

First-Come, First-Served Policy

Accommodation booking operates strictly on a first-come, first-served basis.

- Availability depends on how quickly you complete your booking.
- Late access or delays may result in limited or no room options.

Common Mistakes to Avoid

To improve your chances of a successful booking, avoid the following common mistakes:

- Making payments before securing a room through the system
- Attempting to book accommodation before course registration is approved
- Failing to update profile information, especially gender and contact details
- Waiting until booking day to test login credentials
- Selecting a room but not completing payment within the 30-minute window
- Assuming a room is secured before payment is completed before securing a room
- Booking before course registration approval
- Not updating profile information
- Waiting until booking day to test login
- Missing the 30-minute payment window
- Assuming a room is secured before payment

Technical Support

For system-related issues, contact:

icthelpdesk@zcas.edu.zm

Final Notes

- Do not make advance accommodation payments
- Clear any outstanding surcharges on your student account
- Ensure your profile and registration are approved early
- Log in early — rooms are limited