



# Student Enquiry Centre

Your studies and extenuating circumstances



Welcome to the centre for enquiries about your studies and where you can submit extenuating circumstances claims.

From here, you can look up frequently asked questions on all aspects of your academic studies.

If you need help from one of our specialist teams, please submit an enquiry using the enquire and submit link above. Extenuating circumstances claims can also be submitted here.

You can track and view responses to your enquiries and claims, so check your cases regularly. We aim to respond within three working days, either resolving your enquiry or providing you with an update.



student enquiry centre



# Accessing the student enquiry centre



sean.kelly@nottingham.ac.uk

## Permissions requested

Microsoft CRM Portals

[App info](#)

**This application is not published by Microsoft.**

This app would like to:

- ✓ Sign you in and read your profile

Accepting these permissions means that you allow this app to use your data as specified in their Terms of Service and Privacy Statement. You can change these permissions at <https://myapps.microsoft.com>. [Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept

When you first log in, this permission box will appear. Please accept in order to access the student enquiry centre



# Check out our frequently asked questions

The screenshot shows the homepage of the University of Nottingham's Student Enquiry Centre. The header features the university's logo and names for the UK, China, and Malaysia campuses. A red circle highlights the 'FAQs' link in the top navigation bar. Another red circle highlights the search bar, which contains the placeholder text 'Search'. A third red circle highlights the magnifying glass icon next to the search bar. A large, semi-transparent overlay text box contains the text: 'Or click this link to see our FAQs by topic'. Below this, a smaller text box contains the placeholder text: 'Type keywords to see related FAQs'. The main content area includes a welcome message, information about looking up frequently asked questions, details on submitting extenuating circumstances claims, and a note about tracking responses. The background of the page is a photograph of a modern building with a curved, light-colored facade and large windows.

University of Nottingham  
UK | CHINA | MALAYSIA

FAQs | Enquire and Submit | Search | Sign in

Or click this link to see our FAQs by topic

Student Enquiry Centre  
Your studies and extenuating circumstances

Type keywords to see related FAQs

Search

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# Make an enquiry

**Student Enquiry Centre**  
Your studies and extenuating circumstances

Search

[Home](#) | [FAQs](#) | [Enquire and Submit](#) | [Sign in](#)

You will need to sign in with your university details to submit an enquiry. Enquiries are submitted at the “enquire and submit” button at the top of every page

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# Make an enquiry



Home > Enquire and submit

## Enquire and submit

Q What can we help you with?



Type a question here...



You can search FAQs here



Search



Create Enquiries

Enquiry Number

Enquiry Type

Reason for Claim

Origin

Status

Status Reason

There are no records to display.

Click “create enquiries”  
to write and submit  
your enquiry



Q What can we help you with?



Type a question here...



You can search FAQs here



Search



Create Enquiries

Enquiry Number

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Status Reason

There are no records to display.





Home > Enquire and submit > Ask a question

## Ask a question

Any personal and/or sensitive information provided in your enquiry will be used within the management of your query. Sharing of the

Samantha Potter

Check you are logged in under your account and not another student

Ask a question \*

Give your enquiry a title as you would with an email

I want to ask about \*



# Make an enquiry

I want to ask about \*

- Assessments, coursework, and exams
  - Coursework - deadline
  - Coursework - extension
  - Coursework - late submission
  - Exams - extra time
  - Exams – ROGO / online
  - Exams – timetable
  - Labs
  - Marks or classification
  - OSCE
  - Results
- Documents
  - Get advice about a document
  - Order a document
- Fees and charges
  - How much are my fees?
  - How to pay my fees
  - Request an invoice
  - Sponsorship

Select the topic for your enquiry.  
This will ensure your question goes  
to the correct team



# Make an enquiry

Tell us more

Use this text box to explain your enquiry and provide any additional details

Attach a file

No file chosen

For some enquiries you may need to show evidence, for example some visa and finance queries, and you can attach documents here

When you're finished, just hit "submit"



# Updates and responses

## Enquire and submit

What can we help you with?

Type a question here...



Click on the  
**enquiry number**  
to see more  
information

All E

UoN-  
00001296

Enquiry placement

Origin

Web

Status

Active

Status Reason

Received

UoN-  
00001203

Enquiry money

Web

Active

Received

UoN-  
00001198

Enquiry placement

Web

Active

Received

UoN-  
00001147

Enquiry money

Web

Resolved

Information Provided

Samantha Potter

10/08/2021  
11:08 AM

Search



Create Enquiries



Student

Student ID

Raised by

Created On ↓

Modified By

Modified On

Jessica Mcilwaine

21/09/2021  
12:04 PM

Jessica Mcilwaine

26/08/2021  
8:10 PM

Jessica Mcilwaine

24/08/2021  
9:35 AM

Samantha Potter

10/08/2021  
11:09 AM

Check the status and  
status reason of your  
enquiries to see how  
they are progressing



# Updates and responses

## Ask a question \*

fees

## I want to ask about \*

How much are my fees?

## Tell us More

—

## Timeline



2 months ago

Modified on 28/07/2021 9:21 AM

Responses to your enquiry will appear on the timeline at the bottom of your enquiry

Samantha Potter ➔ Samantha Potter

Hi. Please can you advise the specific details of your enquiry

You can send further messages or comments about any active enquiries

Add comment



# Resolved enquiries

## Enquire and submit

What can we help you with?



Type a question here...



All Enquiries▼

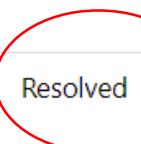
Search



Create Enquiries

Enquiry Number	Enquiry Type	Ask a question	Origin	Status	Status Reason	Student	Student ID	Raised by	Created On	Modified By	Modified On
UoN-00001296	Enquiry	placement	Web	Active	Received	Samantha			21/09/2021 12:04 PM	Jessica Mcilwaine	21/09/2021 12:04 PM
UoN-00001203	Enquiry	money	Web	Active					16/08/2021 3:10 PM	Jessica Mcilwaine	26/08/2021 8:10 PM
UoN-00001198	Enquiry	placement	Web	Active					14/08/2021 9:35 AM	Jessica Mcilwaine	24/08/2021 9:35 AM
UoN-00001147	Enquiry	money	Web	Resolved					10/08/2021 11:08 AM	Samantha Potter	10/08/2021 11:09 AM

Once a query is resolved,  
you cannot make further  
comments. If you have  
additional questions, please  
submit a new enquiry via  
“create enquiries” above





# Logging off

The page features a large banner at the top with the University of Nottingham logo and navigation links: Home, FAQs, Enquire and Submit, a search icon, and a user profile dropdown for "Samantha Potter". The profile dropdown menu includes "Profile" and "Sign out", with "Sign out" highlighted by a red oval. Below the banner, the text "Student Enquiry Centre" and "Your studies and extenuating circumstances" is displayed. A search bar is also present.

**Student Enquiry Centre**  
Your studies and extenuating circumstances

Search

Home | FAQs | Enquire and Submit | | **Samantha Potter** ▾

Profile

**Sign out**

Log out when you're done, especially if you are on a shared computer. Also ensure you close your browser to prevent the next user accessing your account



# Further questions

If you need further guidance, please see our detailed [How To guide](#) on the website

If you are unable to log in to the enquiry centre, please contact [Digital Support](#)

If you are having difficulties using the student enquiry centre, [please tell us about it on this Form](#). Please submit your enquiry through another route, such as the [enquiry form](#) or [Livechat](#)