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.
Accessing the student enquiry centre

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

When logged in, make sure it’s your name at the top.

Click “create enquiries” to write and submit your enquiry.
Make an enquiry

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 information is limited to those who need to handle your request, and is governed by University of Nottingham’s data protection policy.

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

Give your enquiry a title as you would with an email.
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

Choose files
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.

Submit  Cancel

When you’re finished, just hit “submit”
You can see all your current and previous enquiries on the “enquire and submit” page.

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

Click on the enquiry number to see more information.
Updates and responses

Ask a question *
fees

I want to ask about *
How much are my fees?

Tell us More

You can send further messages or comments about any active enquiries

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

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.