

EC claim email notifications to students (Portico generated replies)

Students will receive at least 2 and up to 5 emails system generated emails in the course of submitting an EC claim on Portico. These emails are sent from autoreplystudentrecords@ucl.ac.uk.

These are:

- [UCL – Your EC claim has been received - <claim ref>](#) (received when student has submitted EC claim on Portico – either a self-certification or a claim **with** evidence)
- [UCL – Your EC claim has been received, please upload supporting evidence within 4 weeks - <claim ref>](#) (received when student has submitted a non self-certified EC claim on Portico but has not yet uploaded evidence)
- [UCL – Your Extenuating Circumstance claim <claim ref> is awaiting evidence to be uploaded](#) (received when a student has 7 days remaining to submit evidence on an existing claim)
- [UCL – Further information or evidence required for your EC claim - <claim ref>](#) (only received when the panel reviewing the claim wish to request further information or evidence or require an amendment to the claim)
- [UCL - Decision on your EC claim is ready to view on Portico - <claim ref>](#) (received when an EC claim decision has been recorded on Portico)

The content of these emails is below and screenshots are also provided.

1. Notification to student when claim has been received (self cert or **with** evidence)

Subject: UCL – Your EC claim has been received - <claim ref>

From: autoreplystudentrecords@ucl.ac.uk

Dear <student>,

Thank you for submitting your claim for Extenuating Circumstances (ECs). The details of your claim are saved on Portico and will be considered by your Department. We will email you once there has been a decision on your claim or if we require any additional information to process your claim.

You should receive a response as soon as possible and no more than ten working days after submitting your application (unless you are submitting your evidence later). There may be good reasons why a decision cannot be made within this timeframe – for example if your case needs to be escalated to your Faculty EC Panel. If this is the case, the panel will let you know, within ten working days of receiving your application, that more time is needed to process your claim.

If you have any questions, please contact your Department.

Visit our [Student Support and Wellbeing webpages](#) for information about our range of support services

[Go to Portico](#)

Kind regards,

Academic Services

This is an automated email from Portico.

Please do not reply to this address.

2. Notification to student when a non self-certified claim has been received but evidence has not been uploaded

Subject: UCL – Your EC claim has been received, please upload supporting evidence within 4 weeks - <claim ref>

From: autoreplystudentrecords@ucl.ac.uk

Dear <student>,

Thank you for submitting your claim for Extenuating Circumstances (ECs). You must log into Portico and upload your supporting evidence within 4 weeks of this submission in order for a decision to be made on your claim.

If you have any questions, please contact your Department.

Visit our [Student Support and Wellbeing webpages](#) for information about our range of support services

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Kind regards,

Academic Services

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Please do not reply to this address.

3. Notification to student that they have 7 days remaining to submit evidence

Subject: UCL – Your Extenuating Circumstance claim <claim ref> is awaiting evidence to be uploaded

Dear <student>,

Your Extenuating Circumstance Claim EC-ABCDE01-001 is awaiting evidence to be uploaded.

You must now upload evidence to your claim within the next 7 days for your claim to be reviewed by your department. For guidance, view the [how to upload evidence later](#) section of our user guide.

Please log in to Portico and navigate to your Claims Awaiting Further Evidence to upload evidence to your claim.

If you have any questions, please contact your Department.

Visit our [Student Support and Wellbeing webpages](#) for information about our range of support services

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4. Notification to student if further evidence / information is required

Subject: UCL – Further information or evidence required for your EC claim - <claim ref>

From: autoreplystudentrecords@ucl.ac.uk

Dear <student>,

Your Department has requested you provide further information or evidence to support your recent Extenuating Circumstances (EC) claim.

You have been sent the following message detailing what is required:

This text will be the comment to student added by panel member when requesting amendment / evidence

Please log in to Portico to submit the information needed in order for your claim to be processed. For guidance, view the [how to upload evidence later](#) section of our user guide.

If you have any questions, please contact your Department.

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Kind regards,

Academic Services

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5. Notification to student that decision has been made

Subject: UCL – Decision on your EC claim is ready to view on Portico - <claim ref>

From: autoreplystudentrecords@ucl.ac.uk

Dear <student>,

Your Department's Extenuating Circumstances (EC) Panel has reached a decision on one or more of the affected assessments in your EC claim. Please go to the Completed Claims section of the

Extenuating Circumstances homepage on Portico to view the outcome of your claim and any notes from your department about the approved mitigation and / or due dates.

If you have any questions, please contact your Department.

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Kind regards,

Academic Services

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