

# EC claims – system generated student email

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](mailto: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)

# EC claims – system generated staff emails

There are 3 autogenerated emails sent to staff. These emails are sent from [autoreplystudentrecords@ucl.ac.uk](mailto:autoreplystudentrecords@ucl.ac.uk).

- Department panels (daily): **UCL – daily summary of EC claims received from students in your department**
- Faculty panels (daily): **UCL – daily summary of EC claims received from students in your faculty**
- Programme (Daily): **New EC decisions for <programme>**