Student guidance

Adding comments or documents to a Programme / Route Transfer requests on Portico

This guide covers:

- how to view / add a comment or upload a document to an in-progress request.

Visit the [Student Programme Transfer webpage](#) for guidance on:

- how to submit a Programme / Route Transfer request on Portico;
- how to check the status of an in-progress transfer request on Portico;
- how to add information requested by the Student Immigration Compliance team.

Further information and FAQs about Programme / Route Transfers are also available on the [Student Programme Transfer webpage](#).

Adding a comment to an in-progress Programme / Route Transfer request

If a staff member requires any information to support your request, they will add a comment to your request. You will receive an email to notify you that there is a new comment on your request and, when you view your request on Portico, the View Request button and Comments section of the **Request Details screen** will be highlighted red to show that action is required.

Follow the steps below to view a comment and add a comment to an in-progress request:

1. Log in to [Portico](#) and click on the **MyStudies** tab in the navigation bar.
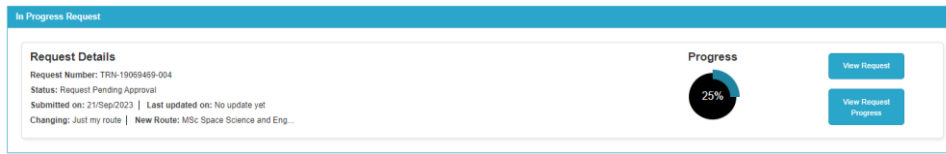

2. Click **Programme Transfer** within the Change of Circumstances section.
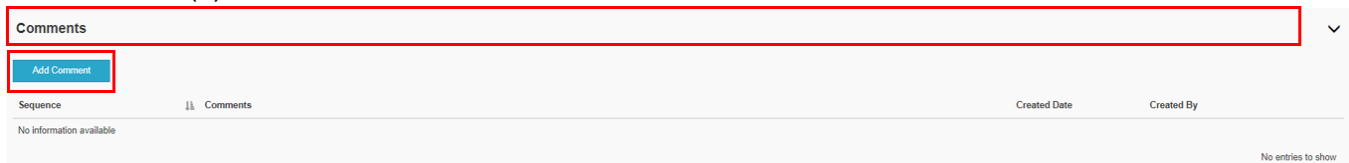
Your **Programme Transfer homepage** will launch and you will see your request in the **In Progress Request** section.

3. Click **View Request**.

4. If you have received a request to add information, the **Comments** section of the screen will be highlighted red and you can click on **Comments** to expand this section and view the comment(s) added.

5. To add a comment, click **Add Comment** and enter your comment in the comments field. You should then select the name(s) of the staff members from the list of recipients who you want to be notified that you have added this comment – if you are replying to a comment already added by a staff member, this would usually be the name of the person you are replying to. Note that all staff members on the list of recipients will be able to see the comment that you add, but only the staff members who you select will receive an email to notify them that you have added this comment.
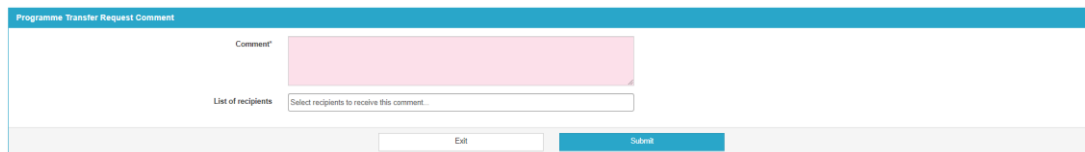
6. Click **Submit**. You will then receive a confirmation screen and you should click **Submit** if you are happy to proceed or **Back** if you wish to return to the previous screen to edit your comment.

7. Once you submit a comment, you will be returned to the **Request Details screen** and the comment that you added will show in the Comments section.

Adding a document to an in-progress Programme / Route Transfer request

Sometimes supporting documents or information are required to process your request. If this is the case, you will receive an email confirming what you need to upload. Follow the steps below to do this:

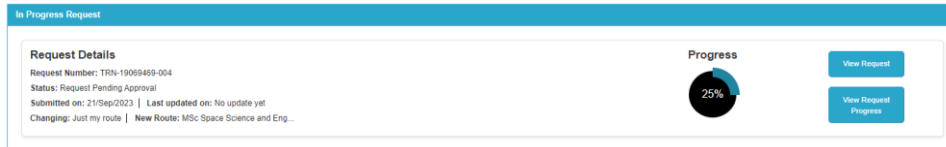1. Log in to Portico and click on the **MyStudies** tab in the navigation bar.

2. Click **Programme Transfer** within the Change of Circumstances section.

Your **Programme Transfer homepage** will launch and you will see your request in the **In Progress Request** section.
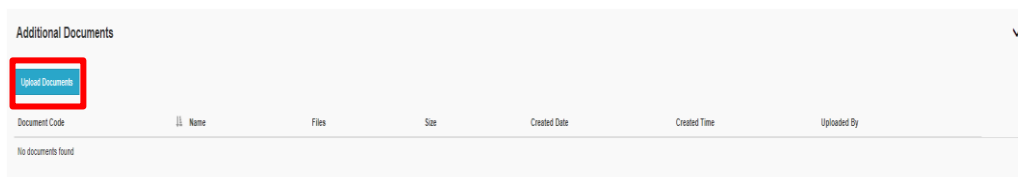
3. Click **View Request**.

4. If you have received a request to add information, the **Comments** section of the screen will be highlighted red and you can click on **Comments** to expand this section and view the comment(s) added.

5. To add a document, click on the **Additional Documents** bar to expand the **Additional Documents** section.
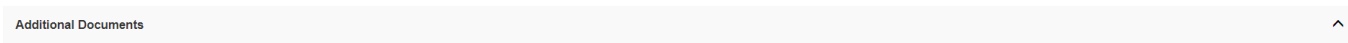
6. Click **Upload Documents.**

7. The **Programme Transfer Request Documents** screen will load. Click **Browse My Computer,** select the file that you wish to upload from your folders and click **Open.**

8. The **Programme Transfer Request Documents** screen will reload and once uploaded, you will see your file in the documents section with file status "Successfully Uploaded". You can add multiple documents as required.
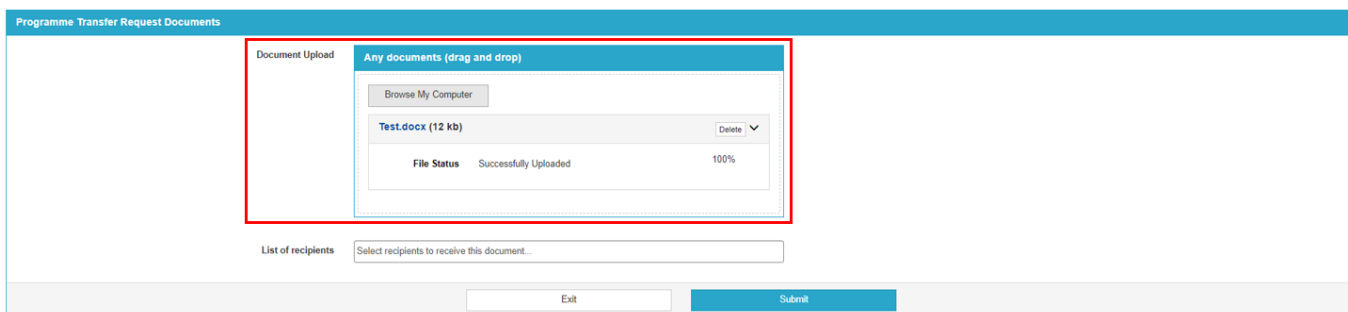
8. Once you have added all documents, click on the **List of recipients** field and select name(s) of the staff members from the list of recipients who you want to be notified that you have added this document –this would usually be the name of the person who asked you to add the document(s). Note that all staff members on the list of recipients will be able to see the document that you add, but only the staff members who you select will receive an email to notify them that you have added this document.

9. Click **Submit**. You will then receive a confirmation screen and you should click **Submit** if you are happy to proceed or **Back** if you wish to return to the previous screen to change your document(s).

10. Once you submit the document, you will be returned to the **Request Details** screen: the document(s) will now be listed in the **Additional Documents** section and the selected recipients will receive an email notification to inform them that you have uploaded the document(s).