

Student guidance

How to add information requested by the Student Immigration Compliance team to Programme / Route Transfer requests on Portico

This guide covers:

- how to add information requested by the Student Immigration Compliance team.

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

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

How to upload information requested by the Student Immigration Compliance team

If the Student Immigration Compliance team require additional information to support your request, you will receive an email with details of their request. Follow these steps to view and respond to the 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.



3. Your **Programme Transfer homepage** will launch and you will see your request in the **In Progress Request** section. The status will show as "Pending Approval, Additional Information requested" and the View Request button will be red.

Click **View Request**.

In Progress Request

Request Details
Request Number: TRN-19069469-004
Status: **Pending Approval, Additional information requested** (click 'View Request' for details)
Submitted on: 21/Sep/2023 | Last updated on: 21/Sep/2023
Changing: Just my route | New Route: MSc Space Science and Eng...

Progress
75%

View Request
View Request Progress

- You can view the request from the Student Immigration Compliance team by clicking on the Comments bar to expand the comments section (note, this will be the same as the comment that you received via email).
- To action the request, click **Actions** to expand this section and then click **Send additional information to the Visa Compliance team**.

Actions

Withdraw Request

Send additional information to the Visa Compliance team

- The **Submit Additional Information** screen will launch where you can add text in the **Additional Information** field and upload document(s) in the **Any additional documents** section.
- 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 comment / document(s).
- 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 Student Immigration Compliance team will receive an email notification to inform them that you have uploaded the document(s).