**I am missing a visa/ID document/photo which is preventing me from completing Enrolment. What should I do?**

If you now have copies of these item(s), please go to your [Portico Homepage](#) and under the section 'Further documentation to complete enrolment' upload the relevant document.

This can be done via the relevant buttons:

- upload visa document
- upload ID
- upload photo replacement button

The email you received will confirm which upload you will be required to provide.

Please note, that once you've completed the upload you will **not** receive a notification to say the upload has been completed. Due to the high volume of students registering at UCL, It may take several days for the enrolment team to assess your documents and complete your enrolment. All documents must be uploaded for you to be enrolled.

## My Portico