



# Digital Student Centre Guide

<https://studentcentre.gre.ac.uk/>

Accessing the Digital Student Centre .....	3
Students.....	3
Staff.....	4
AskUoG (Knowledge Base) .....	5
Knowledge Base Articles.....	6
Enquiries.....	7
Submit an Enquiry .....	7
Review Enquiries .....	10
Add a Portal Comment.....	10
Cancel an Enquiry .....	11
Reopen an Enquiry.....	12
More Information .....	14
My Support.....	16
My Appointments.....	16
Book an appointment .....	16
Cancel an appointment.....	17
My Documents .....	20
Types of letter .....	20
Request a letter .....	20
Events .....	22
Find and browse Events.....	22
Book an Event .....	24
Add an event to your Outlook calendar .....	27
Import to New Outlook (desktop) .....	27
Import to Classic Outlook (desktop) .....	28
Event Bookings .....	32
Find your Event Bookings.....	32
Cancel your Event Booking .....	33

Helpful information.....	35
Teams in Phase 2 .....	35
Student Finance .....	35
International Student Advice Service .....	41
Disabilities & Dyslexia .....	42
Mental Health .....	45
Accommodation.....	49
Formal Complaints .....	55
Academic Appeals.....	57
Attendance Appeals.....	63
Withdrawals and Interruptions.....	64
Extenuating Circumstances.....	68
Accommodation.....	73
FAQs.....	74

# Accessing the Digital Student Centre Students

Portal – top ribbon & under Help & Advice tab:

The screenshot shows the top navigation bar of the University of Greenwich student portal. The 'Digital Student Centre' link is highlighted with a red box. Below the navigation bar is the 'Help and advice' section, which includes a search bar and several service tiles. The 'Digital Student Centre' tile is also highlighted with a red box. Other visible tiles include 'Global Greenwich', 'Health and Safety Induction', 'Health and Safety Policy', 'Report an accident or incident', 'Free debt advice', 'Fees and finance', 'Student services', 'Wellbeing hub', 'advice service', and 'International Student Advice Service'.

QR code on back of Student ID card holder:



Left – Digital Student Centre, right – Wellbeing Support Hub

# Staff

Note that staff can access AskUoG but not any pages requiring a login. Attempts to follow a link to a form (e.g. submit an enquiry/self-referral) will display an error message.

Portal – Learning Support tab:

## Learning support

Search

**Student attendance** →

**Greenwich Employability Passport** →

**Online Resources for Career Planning** →

**Moderation system** →

**Learning Analytics** →

**Faculty exam timetables**

- [Business](#)
- [Education, Health & Human Sciences](#)
- [Engineering & Science](#)
- [Liberal Arts & Sciences](#)
- [Exam & Assessments FAQs](#)

**Timetables** →

**Teaching resources**

- [Academic regulations for students](#)
- [Term dates](#)

**Learning and Teaching** →

**Inclusive Curriculum Enhancement Tool (ICET)** →

**Teaching cancellation** →

**Extenuating circumstances** →

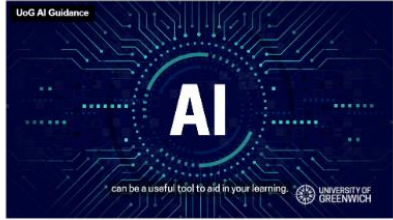
**Digital Student Centre**  
studentcentre.gre.ac.uk

**Library opening hours** →


**Search the library**

 Go

- [LibrarySearch and My Library Account](#)
- [Online databases and academic journals](#)
- [GALA](#)



UoG AI Guidance  
AI  
can be a useful tool to aid in your learning. UNIVERSITY OF GREENWICH



**Academic support**

# AskUoG (Knowledge Base)

The Knowledge Base comprises articles created by staff to answer frequently asked questions. AskUoG is the Digital Student Centre side, accessible to anyone regardless of student status.

Use the search bar on the Home page to find answers to questions:



UNIVERSITY OF GREENWICH

Home | AskUoG | Sign in | Search

## Digital Student Centre

Find the help you need, when you need it.

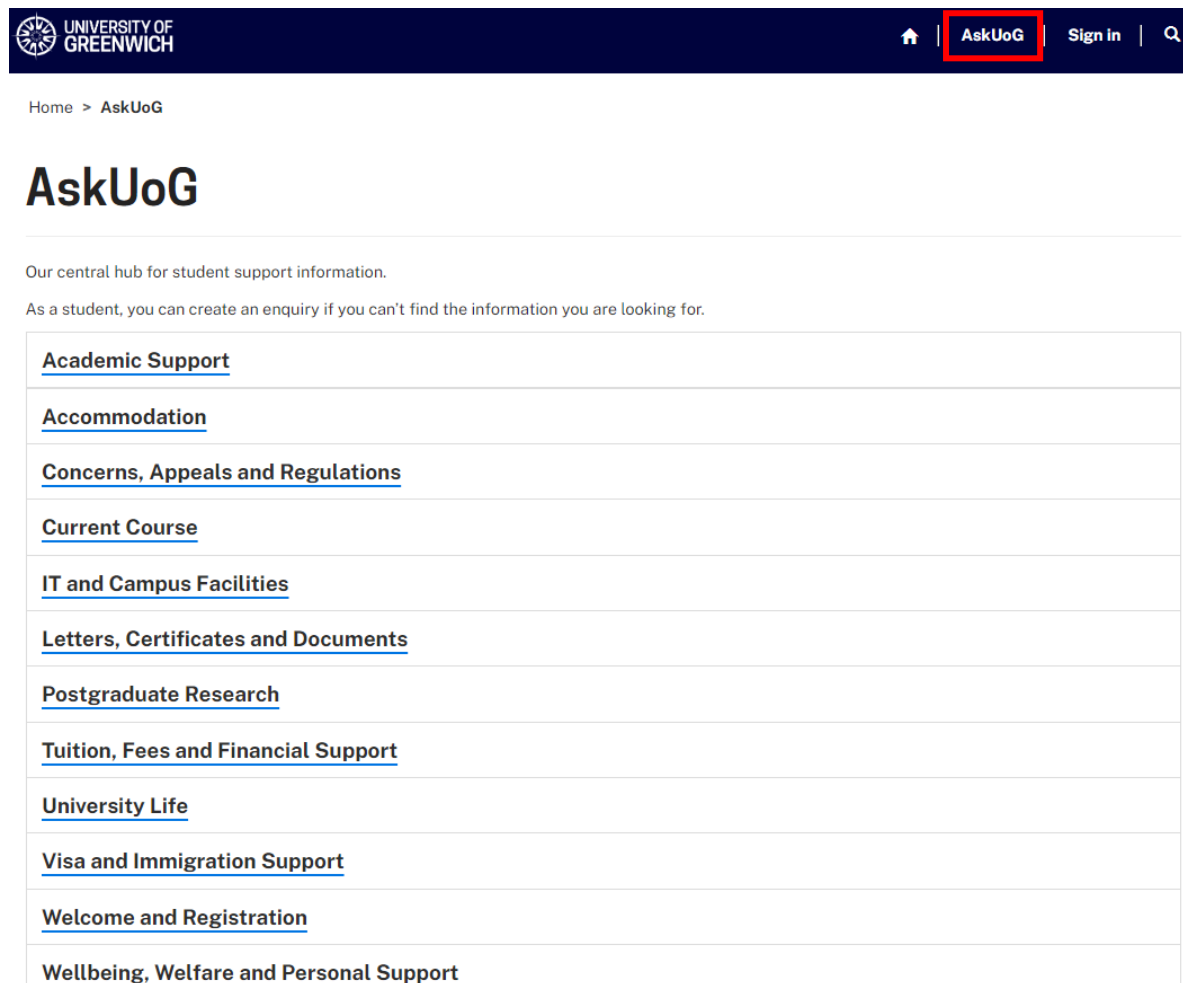
Search

## Most Popular

### [How do I get a letter to prove I'm a student?](#)

You can get a digital letter by logging into the Digital Student Centre and clicking on the 'My Documents' button.

Or click AskUoG to find articles by category:



UNIVERSITY OF GREENWICH

Home | AskUoG | Sign in | Search

Home > AskUoG

## AskUoG

Our central hub for student support information.  
As a student, you can create an enquiry if you can't find the information you are looking for.

- [Academic Support](#)
- [Accommodation](#)
- [Concerns, Appeals and Regulations](#)
- [Current Course](#)
- [IT and Campus Facilities](#)
- [Letters, Certificates and Documents](#)
- [Postgraduate Research](#)
- [Tuition, Fees and Financial Support](#)
- [University Life](#)
- [Visa and Immigration Support](#)
- [Welcome and Registration](#)
- [Wellbeing, Welfare and Personal Support](#)

# Knowledge Base Articles

Unique identifying number



Home > AskUoG > KA-10033

## What is SafeZone?

The last time the article was updated/reviewed

Last Updated: Mar 12, 2024



Personal safety on campus is very important. The SafeZone app is free to download, and use, and is designed to put you in touch with the on campus first aiders, security or emergency response teams more quickly, when needed. [Find out more about SafeZone here.](#)

Click to give a star rating from 1-5

If information is incorrect or outdated, get in touch with your team's Knowledge Base key contact to bring it to the article owner's attention.

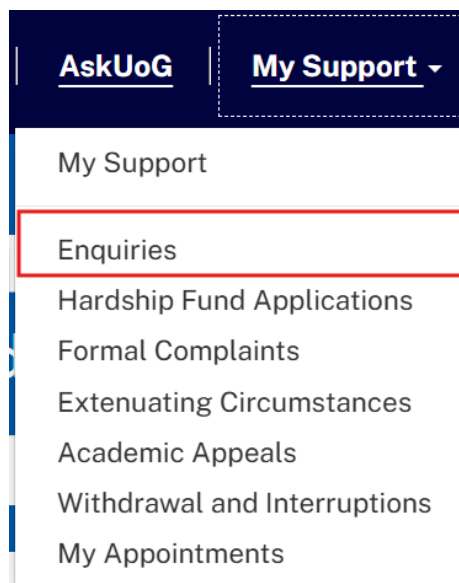
# Enquiries

Students are encouraged to submit an enquiry if their question isn't found in AskUoG. Enquiries are triaged by the Student Centre team, who will use the Knowledge Base (AskUoG and internal articles) to attempt to resolve the enquiry at first point of contact. If they cannot answer it, they will refer it to the relevant team or academic.

## *Submit an Enquiry*

You must be logged in to submit an enquiry.

1. Click **My Support**
2. Select **Enquiries**

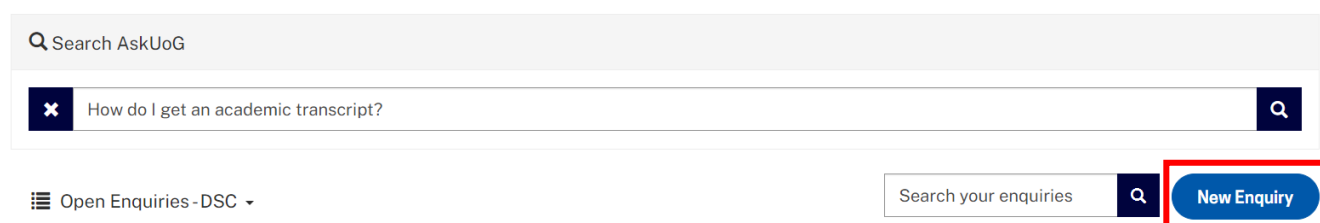


3. Click **New Enquiry** from overview page

Home > My Support

## My Support

Do you have a question? Search for your answer on AskUoG. Didn't find the help you need? Submit a New Enquiry.

A screenshot of the 'My Support' page. At the top, there is a search bar with the text 'Search AskUoG'. Below the search bar, there is a search input field containing the text 'How do I get an academic transcript?'. To the right of the search input field is a search icon. Below the search input field, there is a navigation menu with the text 'Open Enquiries - DSC'. To the right of the navigation menu is a search bar with the text 'Search your enquiries' and a search icon. To the right of the search bar is a blue button with the text 'New Enquiry'.

Open a New Enquiry form opens in a new page.

# Open a New Enquiry

Please give us as much detail as you can and select the topic that best matches your enquiry, to help us help you.

You should not include sensitive information in the description of your enquiry. If our team requires more information, they will get in touch with you directly.

**Subject \***

**Topic \***

**Description \***

- Add the title of your enquiry in the **Subject** field
- Select the relevant **Topic** from the drop-down menu

**Topic \***

Select

---

Select

Academic Support

**Accommodation**

Concerns, Appeals and Regulations

Current Course

IT and Campus Facilities

Letters, Certificates and Documents

Postgraduate Research

Tuition, Fees and Financial Support

University Life

Visa and Immigration Support

Welcome and Registration

Wellbeing, Welfare and Personal Support

- Add the details of your enquiry in the **Description** box
- If your enquiry relates to your course/module, select the most relevant from the magnifying glass menu

If this Enquiry is about a Course, click the magnifying glass to choose the relevant option. Otherwise, leave blank.

If this Enquiry is about a Module, click the magnifying glass to choose the relevant option. Otherwise, leave blank.

- Click **Submit**

When you submit this enquiry, the information you provide will be used by relevant University of Greenwich employees to provide a resolution, in accordance to the [Data Protection Legislation](#). The data retention and processing is subject to our [Student Privacy Notice](#), [Terms & Conditions](#), [Records Retention](#) and [Privacy policies](#). Your rights as Data Subject are reserved.



# Review Enquiries

You can find all your enquiries in My Support. Any resolved, closed, or cancelled enquiries can be found under **All Enquiries - DSC** in the drop-down menu.

## My Support

Do you have a question? Search for your answer on AskUoG. Didn't find the help you need? Submit a New Enquiry.

The screenshot shows the 'My Support' interface. At the top, there is a search bar with the text 'Search AskUoG'. Below the search bar, there is a text input field containing the question 'How do I get an academic transcript?'. To the right of this field is a button labeled 'Search your enquiry'. Below the search bar, there is a dropdown menu for enquiry types. The dropdown menu is open, showing three options: 'Open Enquiries - DSC', 'Closed Enquiries - DSC', and 'All Enquiries - DSC'. The 'Open Enquiries - DSC' option is highlighted in blue. Below the dropdown menu, there is a table with the following columns: 'Origin', 'Status', and 'Current Team'. The table contains one row with the following data: 'Web', 'In Progress', and 'Student Centre'.

### Add a Portal Comment

Portal Comments are ways to add missing information to your enquiry, so you don't need to submit a new one.

Portal Comments will **not** get a direct reply, but they will be reviewed by staff. Please note that adding a comment will not mean your enquiry is resolved any faster.

1. Click **My Support**
2. Select **Enquiries**

The screenshot shows the 'My Support' dropdown menu. The menu is open, showing a list of options: 'My Support', 'Enquiries', 'Hardship Fund Applications', 'Formal Complaints', 'Extenuating Circumstances', 'Academic Appeals', 'Withdrawal and Interruptions', and 'My Appointments'. The 'Enquiries' option is highlighted with a red border.

3. Click the **Enquiry Number** to open it



Enquiry Number	Subject	Origin	Status	Current Team	Created On ↓
SLM-07446-V9G2X6	changing course	Web	In Progress	Student Centre	08 Jun 2024 10:20 PM

4. Scroll to the bottom of the page
5. Click **Add Comment**

Comments

[Add Comment](#)

There are no activities to display.

[Cancel Enquiry](#)

6. Add your comment in the pop-up window
7. Click **Submit**

### Add a Comment



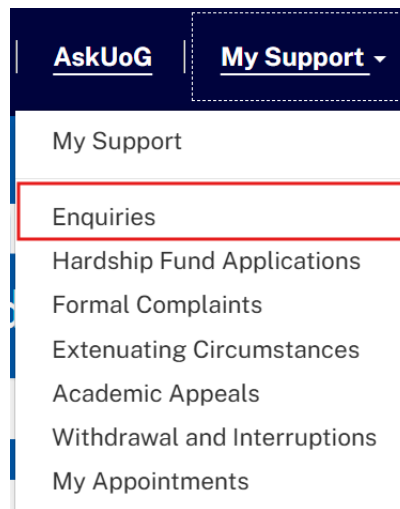
Comment

[Submit](#)[Cancel](#)

## Cancel an Enquiry

If you've found the answer to your enquiry and no longer need an answer from staff, you can cancel your open enquiry.

1. Click **My Support**
2. Select **Enquiries**



### 3. Click the **Enquiry Number** to open it

☰ Open Enquiries - DSC ▾  🔍 [New Enquiry](#)

Enquiry Number	Subject	Origin	Status	Current Team	Created On ↓
SLM-07446-V9G2X6	changing course	Web	In Progress	Student Centre	08 Jun 2024 10:20 PM

### 4. Scroll to the bottom of the page

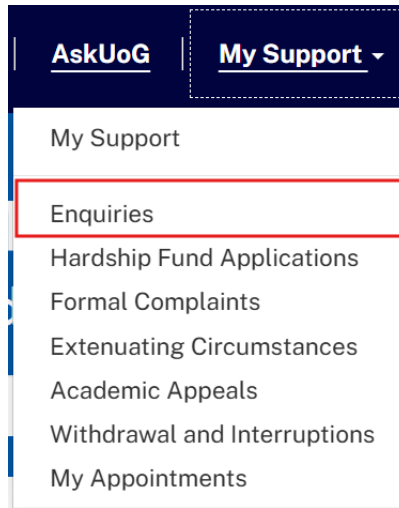
### 5. Click **Cancel Enquiry**



## Reopen an Enquiry

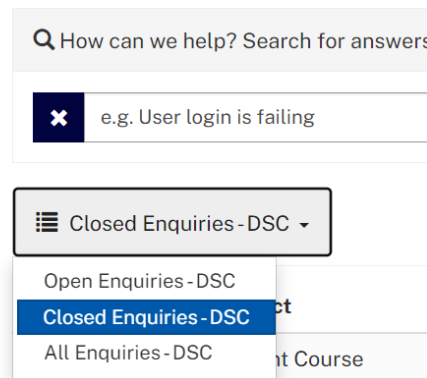
If you've cancelled an enquiry by mistake or feel your enquiry has not been resolved, you can reopen it for staff to review again.

1. Click **My Support**
2. Select **Enquiries**



3. Select **Closed Enquiries – DSC** from the drop-down menu

## My Support



4. Click the **Enquiry Number** of the enquiry you want to reopen

☰ Closed Enquiries - DSC ▾

Search your enquiries 🔍 [New Enquiry](#)

Enquiry Number	Subject	Origin	Status	Current Team	Created On ↓
<a href="#">SLM-04192-G2S8C7</a>	Current Course	Phone	Information Provided	Student Centre	28 Aug 2024 11:19 AM
<a href="#">SLM-04191-N7V0M8</a>	Letters, Certificates and Documents	In Person	Information Provided	Student Centre	28 Aug 2024 11:07 AM
<a href="#">SLM-04161-J1J0B1</a>	Wellbeing, Welfare and Personal Support	In Person	Information Provided	Student Retention	31 May 2024 10:46 AM
<a href="#">SLM-03966-</a>	Letters, Certificates and Documents	In Person	Merged	Student Finance	08 Aug 2023

5. Scroll to the bottom of the page

6. Click **Reopen Enquiry**

Is this Enquiry about a Module ?

—

Comments

Add Comment

There are no activities to display.

Reopen Enquiry

7. In the pop-up window, click **Reopen**

### Reopen Enquiry ×

---

Are you sure you want to reopen this enquiry ?

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**Yes** **No**

Your enquiry will be reopened and reviewed.

[Home](#) > [My Support](#) > [Enquiry Details](#)

# Enquiry Details

The enquiry has been reopened.

**Note:** This does not guarantee that you will get a different answer.

## More Information

The 'Create an Enquiry' button is at the bottom of every DSC page:

**Didn't find the information you need?**

[Explore more topics](#) [Create an enquiry](#)

When submitting an enquiry, students are given suggested articles based on key words in the Subject:

**Subject \***

Lost my ID card

Suggested topics

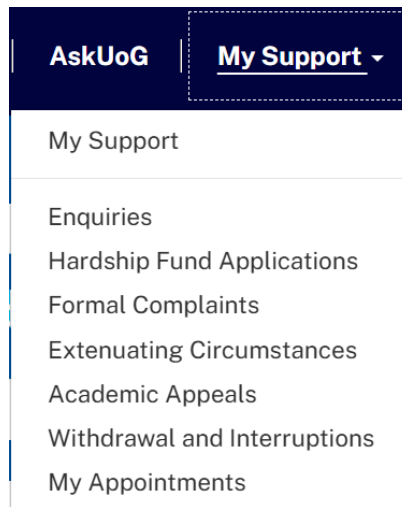
**I've lost my student ID card, how do I get a new one?**

... DSC130, Student ID Card, Greenwich Gateway Card, lost, replacement ...

Knowledge Base

# My Support

When logged in, students can click the My Support button and access a drop-down menu.



## My Appointments

Track and manage appointments with services using SLM.

### Book an appointment

If you have an open case with one of our student services, you may be invited to book an appointment to speak to a member of the team. You will receive an email with a link to book:

**Subject:** Book an appointment for your Student Wellbeing Service Counselling Case  
SLM:0010312751

Hi

An appointment is being offered to you with the Student Wellbeing Service Counselling Team. Please use our appointment system to arrange a session at a time and date that is convenient for you. To ensure our counsellors have enough time to prepare for your meeting, please ensure you book an appointment at least 24 hours in advance.

Please [book an appointment on the Digital Student Centre](#).

If you have any trouble booking this appointment, please reply to this email and we will be happy to help.

Kind regards,

Student Wellbeing Service Counselling  
University of Greenwich

1. Click the link in the email
2. Find an appointment that suits your availability (time, date, and format)

# Book Counselling Appointment

Our advisors may have been in contact with you recently to ask you to book an appointment. Please select a slot from the list below, paying attention if the appointment is available in person, by MS Teams or by phone. Also, please pay attention to where an appointment slot is offered if in person. If there is a slot showing more than one available format, you will be asked to choose the one best suited to you when you go to book it.

Start Time ↑	Appointment Type	Duration	Attendees	Available Formats (Appointment)	In Person Location	
25 Sep 2024 11:30 PM	Counselling Appointment	30	Nansi Eneva	Phone	Not Available	▼
01 Oct 2024 3:00 AM	Counselling Appointment	30	Ciprian Alupei	Teams; Phone	Not Available	▼
02 Oct 2024 2:30 AM	Counselling Appointment	60	Tala Abusamra	In Person	Greenwich Maritime Campus	▼

- Click the arrow on the right of the chosen appointment
- Select **Book**

02 Oct 2024 2:30 AM	Counselling Appointment	60	Tala Abusamra	In Person	Greenwich Maritime Campus	▼	Book
---------------------	-------------------------	----	---------------	-----------	---------------------------	---	------

- In the pop-up window, select the format you prefer

## Book

**Format \***

Select ▼

Select

In Person

02 Oct 2024 2:30 AM

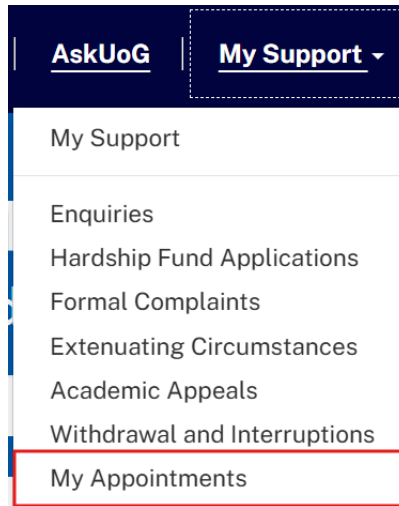
- (Optional) Add any notes for the member of staff to see. E.g. you'll be a few minutes late
- Click **Book**

You will receive an email confirming the date, time, and format of your appointment.

## Cancel an appointment

If you can't make a scheduled appointment and you have access to the DSC, you can cancel it.

- Click **My Support** in the top toolbar
- Select **My Appointments**



3. Click the arrow to the right of the appointment you want to cancel
4. Select **Cancel**

## My Appointments

Please find your appointments with services at the University of Greenwich. Here you can view your scheduled appointments for more detail, cancel upcoming appointments or view all your most recent appointments.

Please note, that not all appointments can be booked or viewed in the Digital Student Centre. Currently only your booked International Advice, Student Finance, Disability and Wellbeing Appointments are visible. More services will be coming online soon.

☰ Scheduled Appointments ▾

Date and Time ↑	Type	Duration	Location	
24 Sep 2024 12:30 PM	Counselling Appointment	30	Avery Hill Campus	⌵
01 Oct 2024 10:40 AM	Student Finance Appointment	20	Teams Call	Details <b>Cancel</b>

5. In the pop-up window, select a **Cancellation Reason** from the drop-down menu
6. Enter **Cancellation Notes**

### Appointment Booking

Cancellation Reason \*

Select ▾

Cancellation Notes \*

Confirm

7. Click **Confirm**

You will receive confirmation that your appointment has been cancelled by email. You may be able to rebook your appointment immediately.

8. Click the underlined text to return to the appointment booking page and follow step 2 onward to [book an appointment](#)

# Counselling Appointment

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Your **Counselling Appointment** has been cancelled successfully. Please click [Book Counselling Appointment](#) to book another appointment.

If you can't rebook your appointment, you'll see a page with the following text:

You are currently unable to book this type of appointment.

This could be because you already have an appointment coming up or need to complete the self-referral form so the service can prepare to provide you with effective advice and make sure they are the right service for you.

If you already have an appointment booked, you will need to cancel your [existing booking](#) before you will be able to book another slot.

Contact your case lead/a member of the team to request a new appointment or meeting.

# My Documents

All student letters and any letters sent by teams in SLM can be found stored under **My Documents**.

Home > My Documents

## My Documents

Here are copies of your official university documents. Click on the name of the document to view and download the file.

Name	Type	Created On ↓
<a href="#">Funding Proposal Student Letter - FPSL000001025</a>	Funding Proposal Student Letter	29 Jul 2024 12:16 PM
<a href="#">Funding Proposal Student Letter FDA - FPSL000001022</a>	Funding Proposal Student Letter FDA	17 Jul 2024 2:38 PM
<a href="#">Funding Proposal Student Letter - FPSL000001021</a>	Funding Proposal Student Letter	17 Jul 2024 2:38 PM
<a href="#">Mental Health Support Summary Letter - MHSSL000001003</a>	Mental Health Support Summary Letter	08 Jul 2024 10:12 AM
<a href="#">Counselling Support Summary Letter - CSSL000001006</a>	Counselling Support Summary Letter	04 Jul 2024 2:31 PM
<a href="#">Psychological Wellbeing Support Summary Letter - PWSSL000001002</a>	Psychological Wellbeing Support Summary Letter	08 Jul 2024 10:14 AM
<a href="#">Mental Health Support Summary Letter - MHSSL000001004</a>	Mental Health Support Summary Letter	08 Jul 2024 10:13 AM
<a href="#">Student Finance Advice Summary Letter - SFSL000001001</a>	Student Finance Advice Summary Letter	25 Apr 2024 1:53 PM
<a href="#">International Advice Detail Letter - IADL000001030</a>	International Advice Detail Letter	12 Apr 2024 9:06 AM

## Types of letter

**Bank letters** are used to open a new bank account or prove your student status for an existing account. You must enter the name of the bank when requesting the letter.

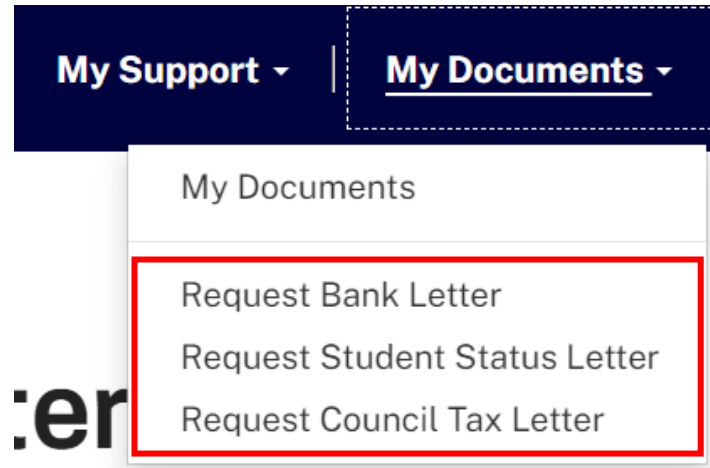
**Student status letters** are used to prove your student status generally. They can be used to prove your term-time address (e.g. to register with a General Practitioner), that you are in education, when your course starts and ends, etc.

**Council tax letters** are used to prove your exemption from paying council tax, dependant on eligibility criteria.

All letters are subject to eligibility criteria. Further information can be found on the [Student Letters webpage](#).

## Request a letter

1. Click **My Documents** in the top toolbar
2. Select the type of letter you want to request in the drop-down menu



3. Check your details are correct

Note: If your address is incorrect, you need to update it in [Student Records](#). Wait 2 hours for the information to sync and request a new letter.

4. (Bank Letters only) Enter the **Bank Name** and **Branch Name/Bank Address** if needed

## Bank Details

Bank Name \*

Branch Name

Bank Address

5. Click **Submit** at the bottom of the page

Your letter will be processed in the next 10 minutes and sent to your university email address. It can also be found under **My Documents**.

# Events

## [DSC Link](#)

Some SAS events/workshops can be booked via the DSC. Students can browse, book, and manage their bookings.

Note that:

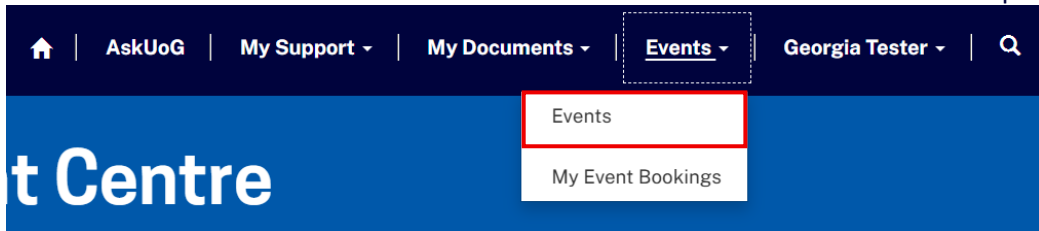
- Students must be able to log in to the DSC to access Events
- Events are only available to main campus (Avery Hill, Greenwich, and Medway), UGIC, and UK partner/network students
- Not all SAS events will be on the DSC; students are still encouraged to check the [University of Greenwich Student Events webpage](#) for all events
- Some events on SLM will not be visible on the DSC due to its visibility settings; the team responsible for the event will invite attendees directly

## ***Find and browse Events***

1. Log in to the Digital Student Centre with your Portal details
2. Click **Events** in the top navigation bar

The screenshot shows the top navigation bar of the University of Greenwich Digital Student Centre. The 'Events' link is highlighted with a red box. Below the navigation bar is a search bar and a 'Most Popular' section with three links: 'When can I start working full-time hours?', 'When will I receive my certificate and transcript?', and 'How is my final degree grade calculated?'.

3. Select **Events**



4. On the Events landing page, find available events in the list

Home > Events

# Events

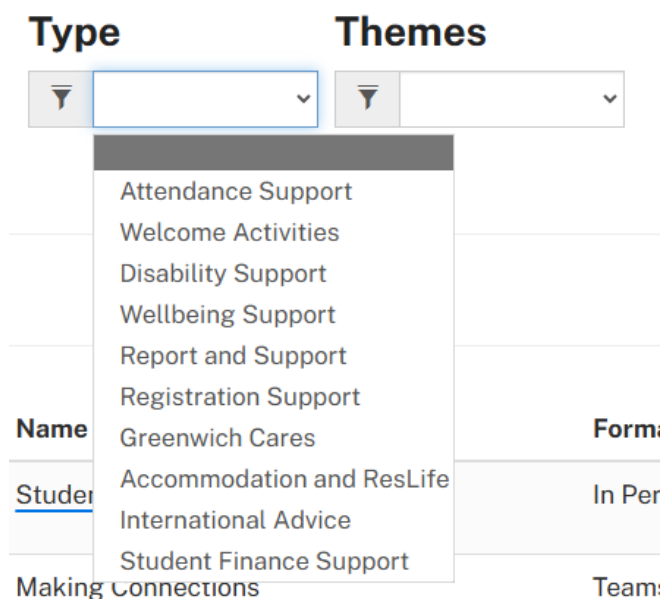
Browse our upcoming events below. If you find an event you're interested in, click its name to see full details and book your place. You can select a 'Type' to filter by the team delivering the event or a 'Theme' to filter by the topics covered in the event, then click Apply.

**Type**  **Themes** 
Apply

Q

Name	Format	Start Time ↑	Duration (Minutes)	Status Reason
<a href="#">Student Finance England Support</a>	In Person	05 Apr 2026 9:30 AM	120	Available <span style="float: right;">▼</span>
<a href="#">Making Connections</a>	Teams	15 Apr 2026 1:00 PM	120	Available <span style="float: right;">▼</span>

- a. Search by **Type** (the team running the event) or **Theme** (the event topic)
  - i. Select a **Type** or **Theme** from the drop-down list



- ii. Click **Apply**

# Events

Browse our upcoming events below. If you find an event you're interested in, click its name to see full details and book your place. You can select a 'Type' to filter by the team delivering the event or a 'Theme' to filter by the topics covered in the event, then click Apply.

**Type**

▼
Welcome Acti
▼

**Themes**

▼

▼

Apply

b. Search by event name

- i. Use the **search bar** to find events with a specific name (**add an asterisk (\*) before your search text to find event names containing your text anywhere**)

# Events

Browse our upcoming events below. If you find an event you're interested in, click its name to see full details and book your place. You can select a 'Type' to filter by the team delivering the event or a 'Theme' to filter by the topics covered in the event, then click Apply.

**Type**

▼

▼

**Themes**

▼

▼

Apply

\*finance

Q

- ii. Click the **magnifying glass** to search

\*finance

Q

## ***Book an Event***

1. Find an event you'd like to attend on the [Digital Student Centre](#)
2. Click the Event **Name** to open its page

Home > Events

# Events

Browse our upcoming events below. If you find an event you're interested in, click its name to see full details and book your place. You can select a 'Type' to filter by the team delivering the event or a 'Theme' to filter by the topics covered in the event, then click Apply.

**Type**

▼

**Themes**

▼

Apply

Q

Name	Format	Start Time ↑	Duration (Minutes)	Status Reason
<a href="#">Student Wellbeing Steering Group</a>	In Person and Teams	20 Mar 2026 8:00 AM	60	Available <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">▼</span>
<a href="#">Student Finance England Support</a>	In Person	05 Apr 2026 9:30 AM	120	Available <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">▼</span>
<a href="#">Making Connections</a>	Teams	15 Apr 2026 1:00 PM	120	Available <span style="float: right; border: 1px solid #ccc; border-radius: 50%; padding: 2px 5px;">▼</span>

3. Review the details on the page
4. Click the **Book** button on the right

Home > Events > Event

# Event

Book

**Event Name \***  
Student Wellbeing Steering Group



**Type \***  
Wellbeing Support

**Start Time \***  
20 Mar 2026 8:00 AM

**Available Bookings**  
19

**End Time \***  
20 Mar 2026 9:00 AM

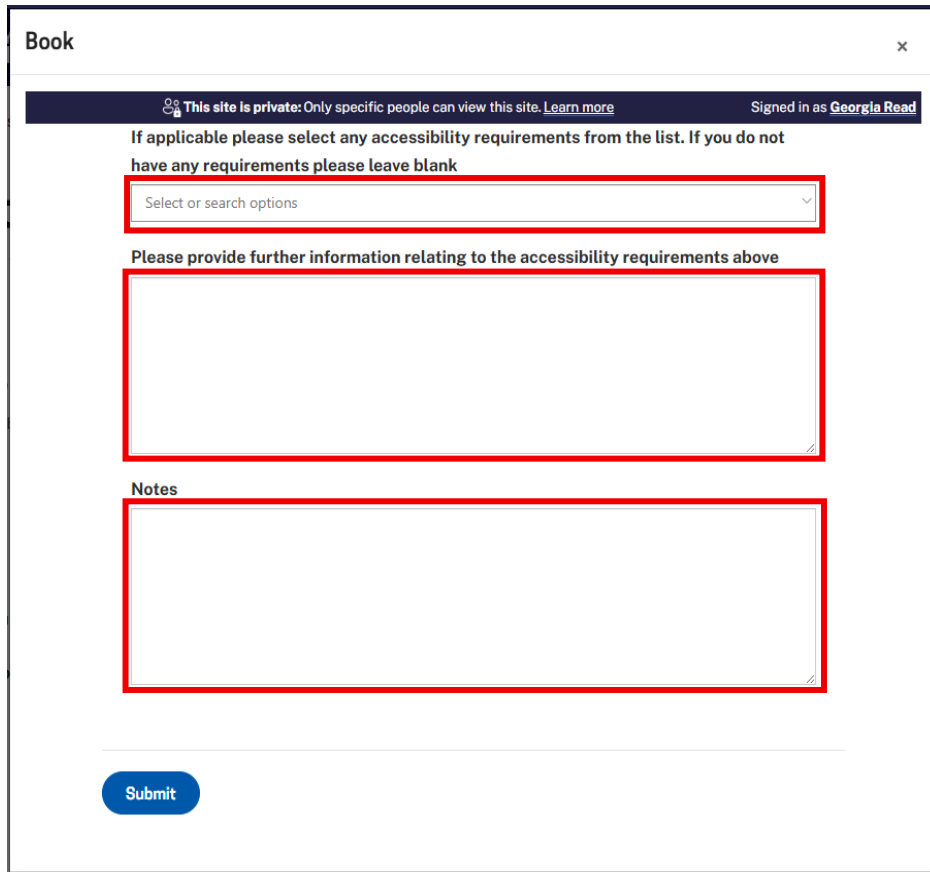
**Status**  
Available

**Duration**  
1 hour

**Facilitator**  
—


**Format \***  
In Person and Teams

5. (Optional) In the pop-up window, provide any accessibility requirements or notes. If you do not have any requirements or notes, skip this step




The screenshot shows a pop-up window titled "Book" with a close button (x) in the top right corner. At the top, there is a dark blue bar with the text "This site is private: Only specific people can view this site. [Learn more](#)" and "Signed in as Georgia Read". Below this bar, the text reads: "If applicable please select any accessibility requirements from the list. If you do not have any requirements please leave blank". This is followed by a red-bordered dropdown menu with the placeholder text "Select or search options". Below the dropdown is another red-bordered text area with the prompt "Please provide further information relating to the accessibility requirements above". Underneath that is a red-bordered text area labeled "Notes". At the bottom left of the form is a blue "Submit" button.

- a. Select **accessibility requirement(s)** from the drop-down menu
  - b. Provide any additional details about the requirement(s)
  - c. Provide any relevant **notes**
6. Click **Submit**

 This site is private: Only specific people can view this site. [Learn more](#) Signed in as **Georgla Read**

If applicable please select any accessibility requirements from the list. If you do not have any requirements please leave blank

Select or search options 

Please provide further information relating to the accessibility requirements above

Notes

**Submit**

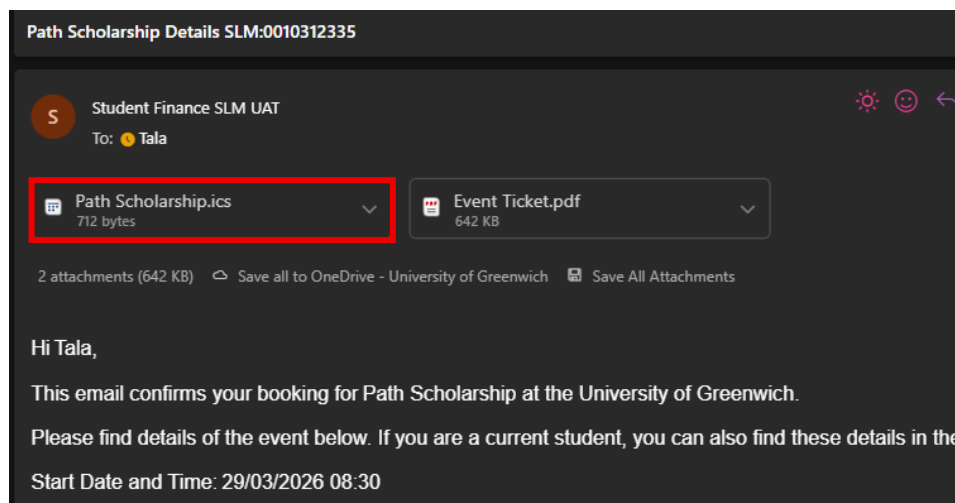
You will receive an email confirming your event booking, with a ticket and calendar file attached.

## ***Add an event to your Outlook calendar***

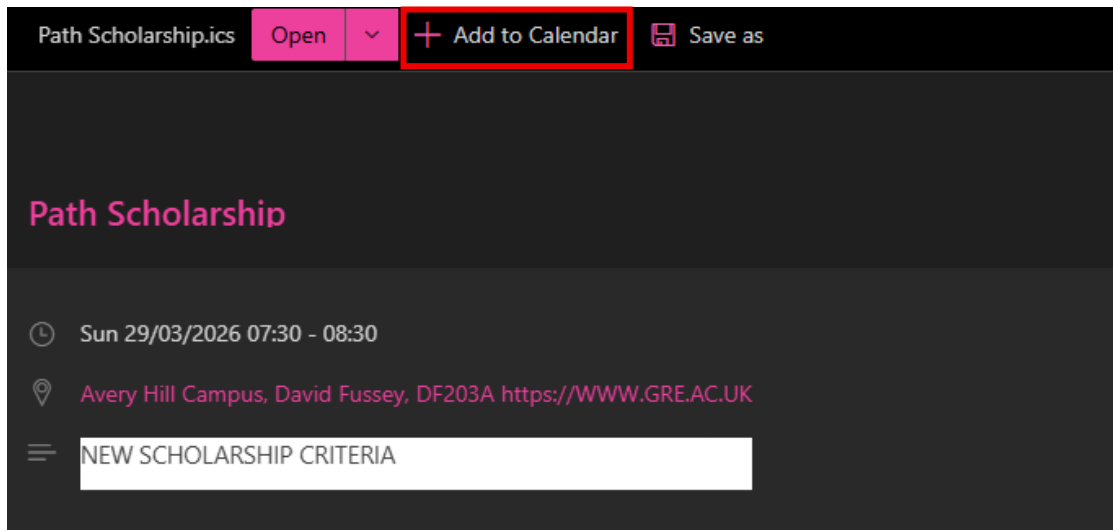
Once you've booked an event through the Digital Student Centre, you'll receive an email with a ticket and calendar file attached.

### Import to New Outlook (desktop)

1. Open your confirmation email
2. Click the attached calendar file (ending with ".ics")



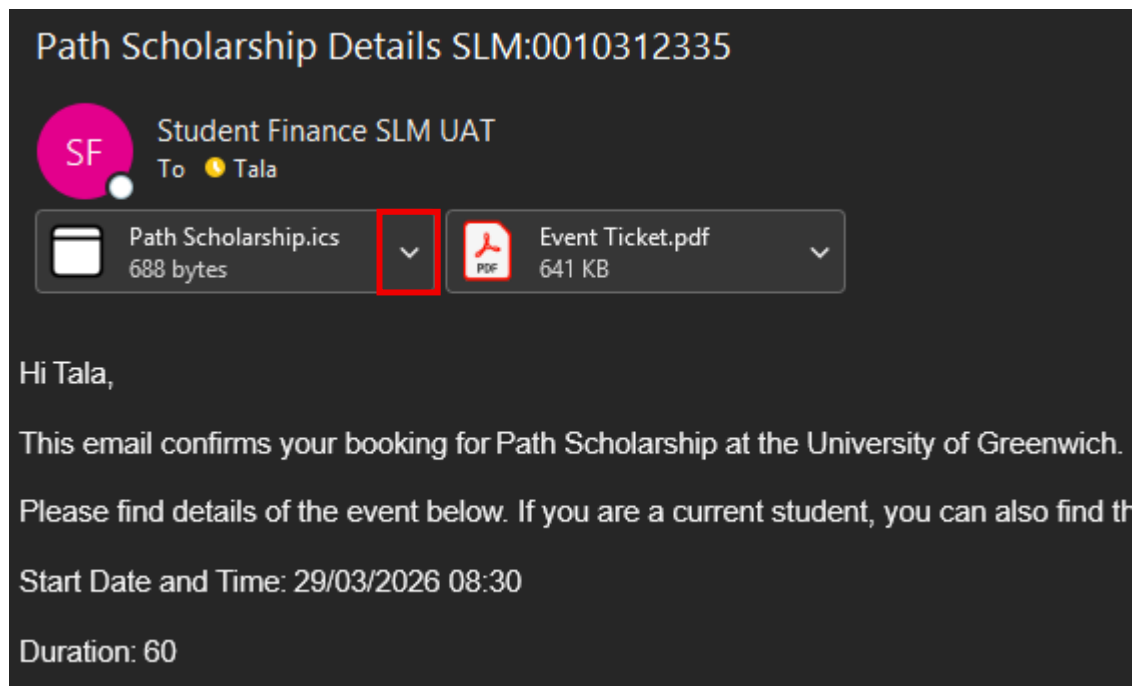
3. In the file preview, click **Add to Calendar**



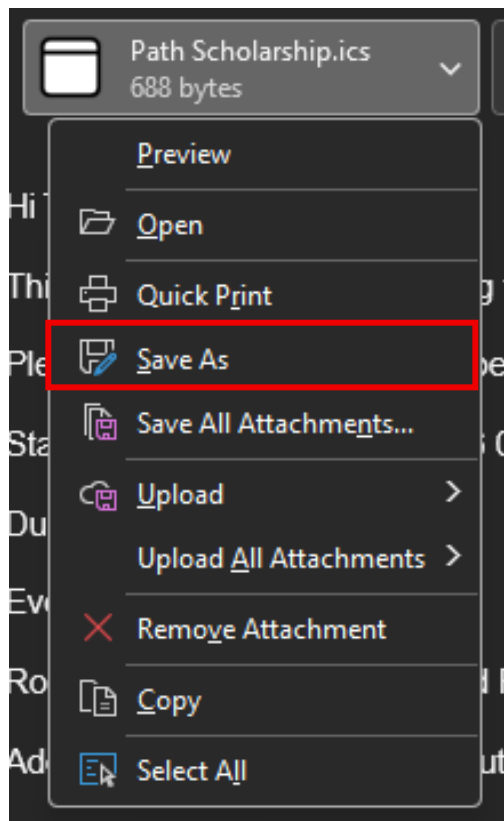
The event will appear in your Outlook calendar.

### Import to Classic Outlook (desktop)

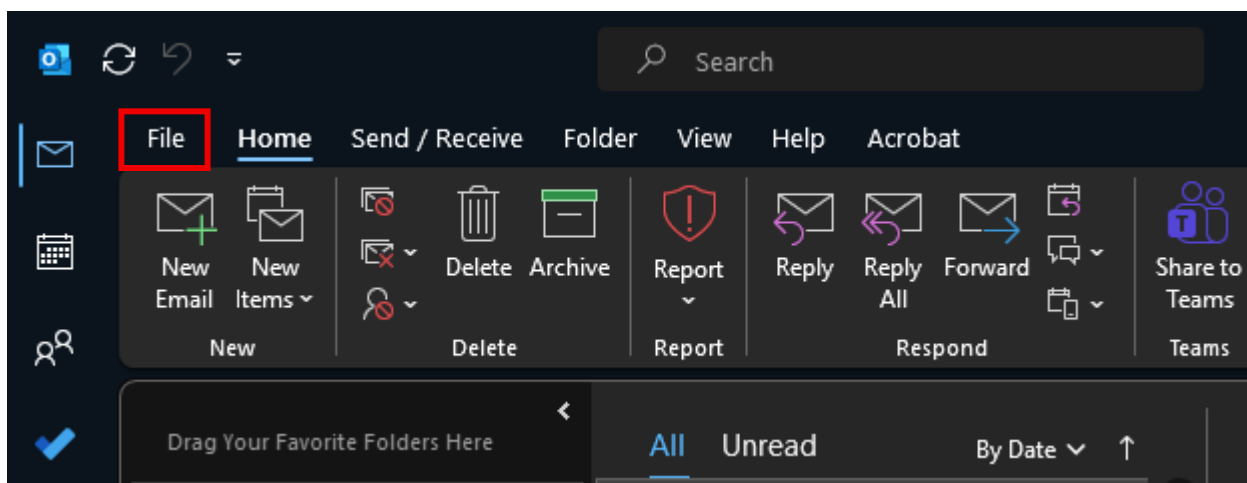
1. Open your confirmation email
2. Click the arrow beside the attached calendar file (ending with “.ics”)



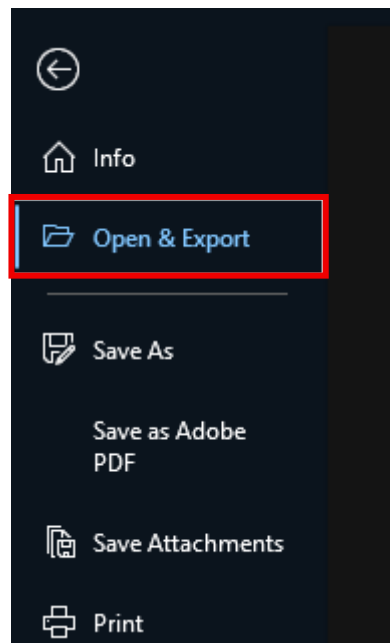
3. Select **Save As** from the drop-down menu



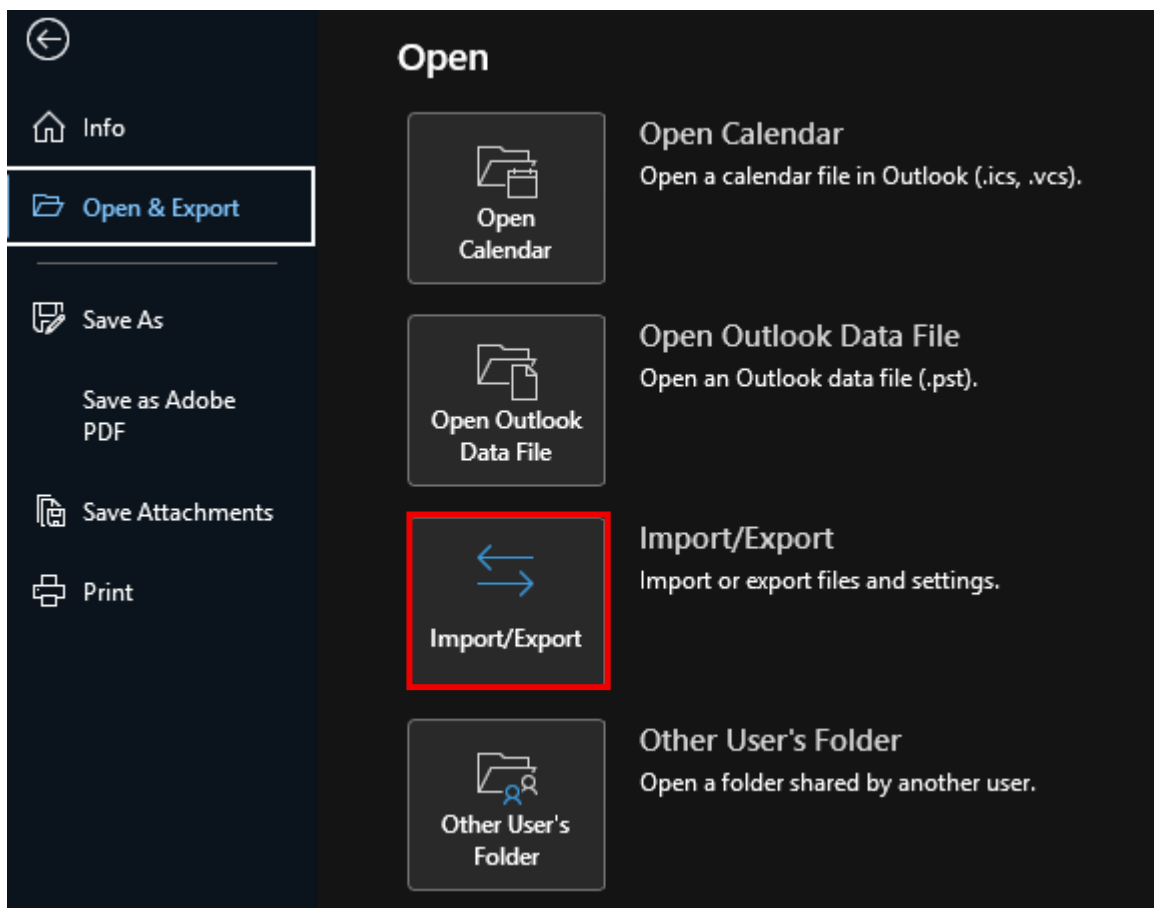
4. Save the file to your device
5. Select the **File** tab in Outlook



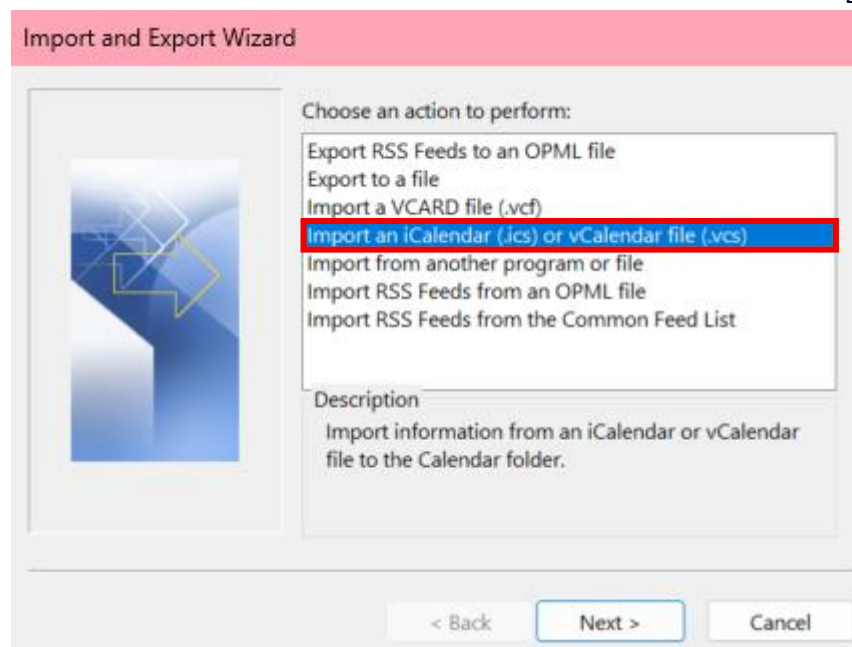
6. Select **Open & Export** from the left panel



7. Click **Import/Export**

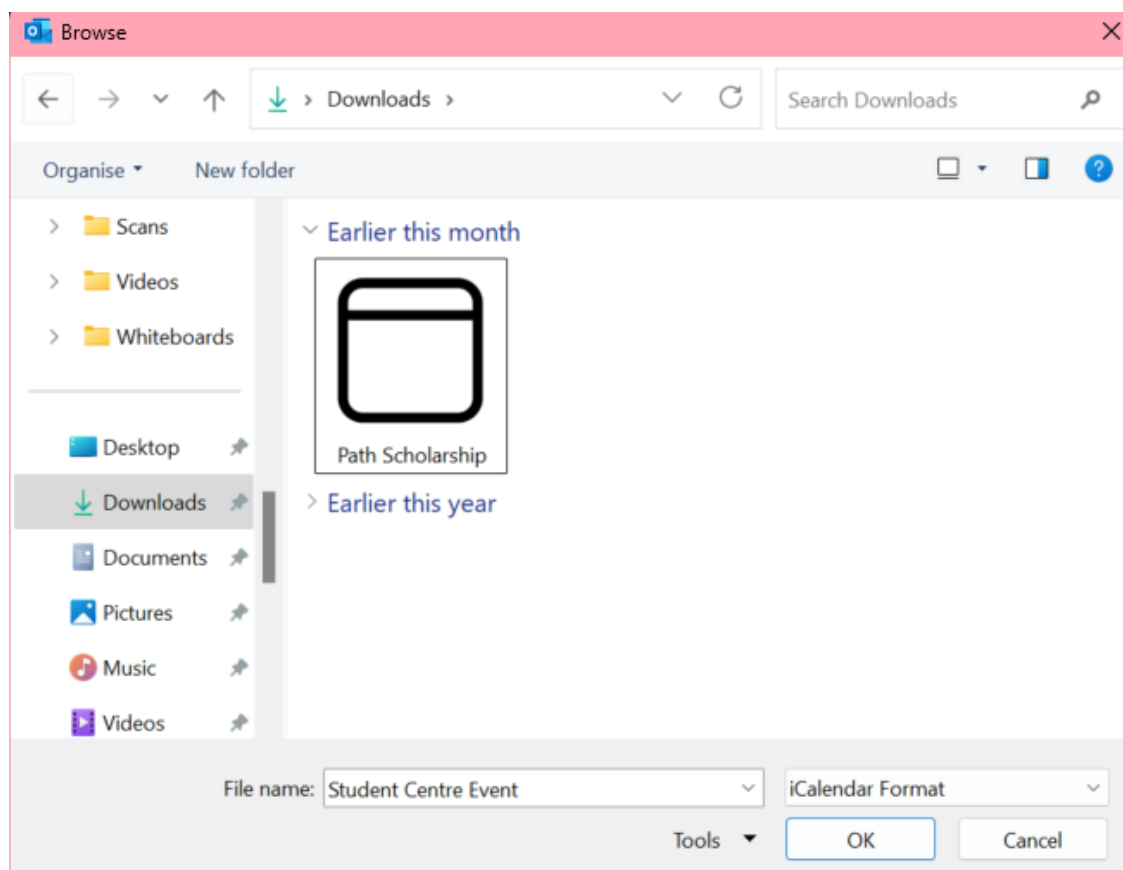


8. In the pop-up window, select **Import an iCalendar (.ics) or vCalendar file (.vcs)**



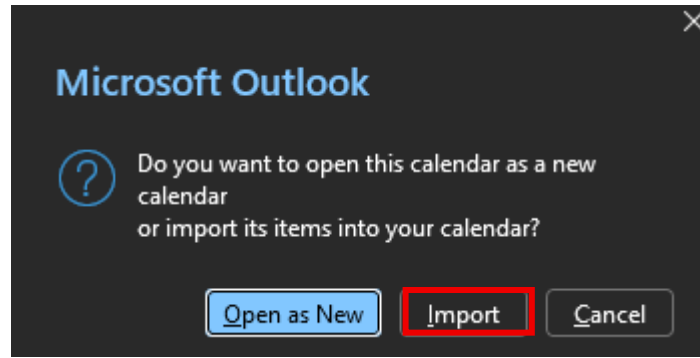
9. Click **Next**

10. Find the calendar file in your File Explorer



11. Click **OK**

12. In the pop-up window, select **Import**



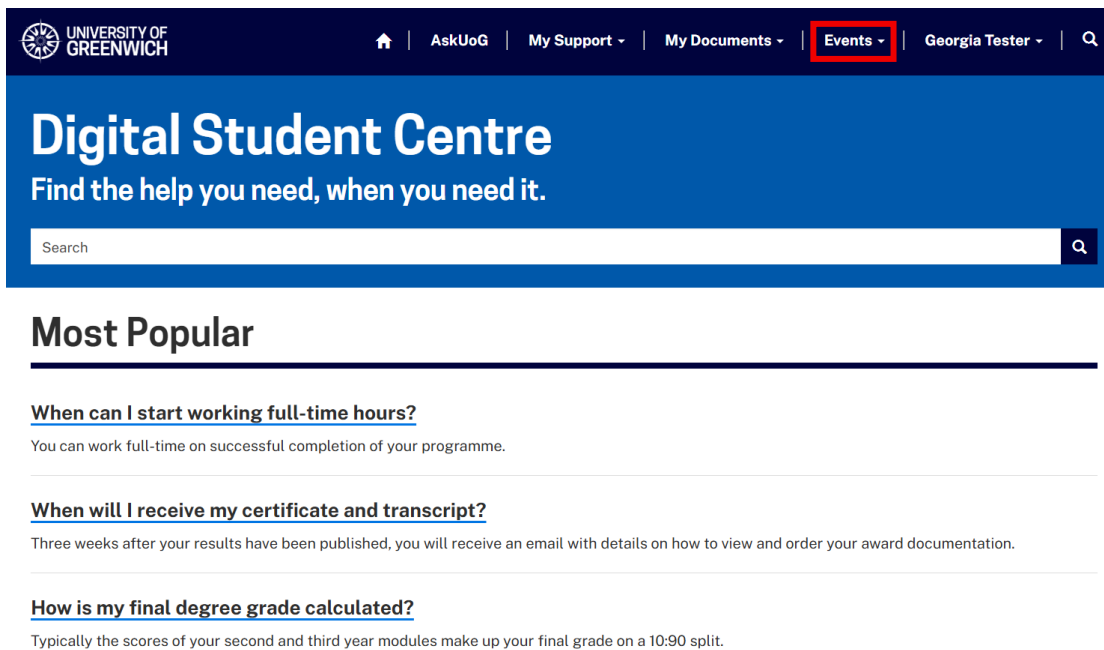
The event will appear in your Outlook calendar.

## ***Event Bookings***

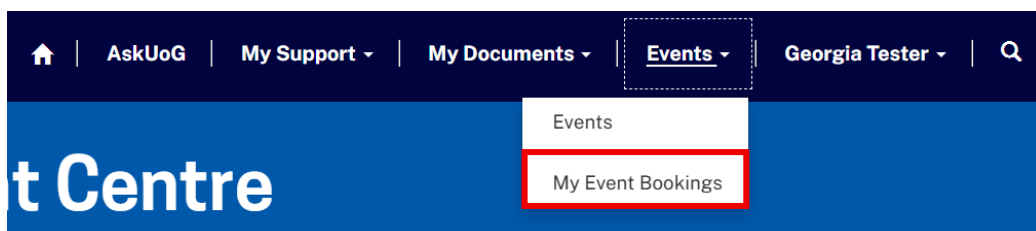
Track and manage your booked events with Event Bookings.

### Find your Event Bookings

1. Log in to the Digital Student Centre with your Portal details
2. Click **Events** in the top navigation bar



3. Select **My Event Bookings** from the drop-down menu



Find details of the events you've booked, cancelled, and attended/not attended in the My Event Bookings landing page.

Home > Events > Event Bookings

# Event Bookings

Find details for your upcoming booked events or cancel your attendance below.

☰ Upcoming ▾

Number	Event	Start Time ↑	End Time	Status	
<a href="#">SLM-EVB-00001038</a>	Building Positive Campus Culture	31 Mar 2026 12:00 PM	31 Mar 2026 2:30 PM	Attended	⌵
<a href="#">SLM-EVB-00001033</a>	Building Positive Campus Culture	31 Mar 2026 12:00 PM	31 Mar 2026 2:30 PM	Cancelled	⌵
<a href="#">SLM-EVB-00001040</a>	Student Finance England Support	05 Apr 2026 9:30 AM	05 Apr 2026 11:30 AM	Booked	⌵
<a href="#">SLM-EVB-00001042</a>	Ranger Stu - Meet the Animals - Greenwich Residents Only	15 Apr 2026 12:00 PM	15 Apr 2026 2:00 PM	Booked	⌵
<a href="#">SLM-EVB-00001041</a>	Making Connections	15 Apr 2026 1:00 PM	15 Apr 2026 3:00 PM	Booked	⌵

## Cancel your Event Booking

If you can't make a scheduled event, you can cancel your booking.

1. Log in to the Digital Student Centre with your Portal details
2. Click **Events** in the top navigation bar



## Most Popular

### When can I start working full-time hours?

You can work full-time on successful completion of your programme.

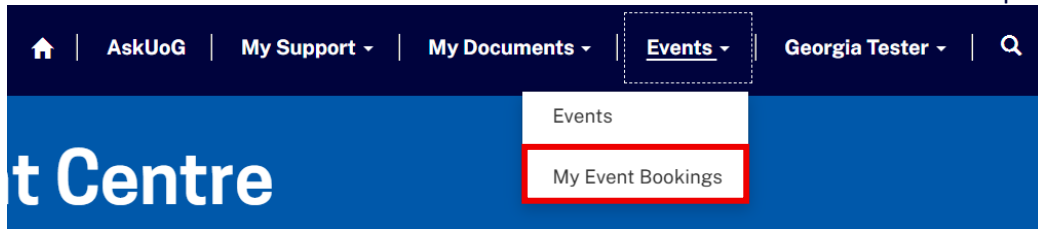
### When will I receive my certificate and transcript?

Three weeks after your results have been published, you will receive an email with details on how to view and order your award documentation.

### How is my final degree grade calculated?

Typically the scores of your second and third year modules make up your final grade on a 10:90 split.

3. Select **My Event Bookings** from the drop-down menu



4. Click the arrow to the right of the event you want to cancel

Home > Events > Event Bookings

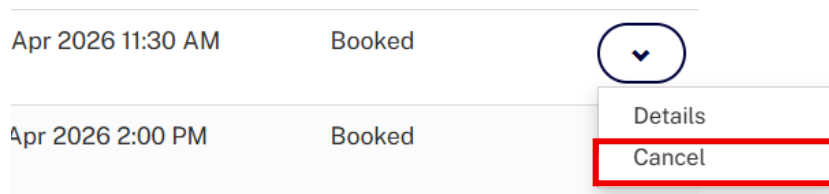
## Event Bookings

Find details for your upcoming booked events or cancel your attendance below.

☰ Upcoming ▾

Number	Event	Start Time ↑	End Time	Status	
<a href="#">SLM-EVB-00001040</a>	Student Finance England Support	05 Apr 2026 9:30 AM	05 Apr 2026 11:30 AM	Booked	⌵
<a href="#">SLM-EVB-00001042</a>	Ranger Stu - Meet the Animals - Greenwich Residents Only	15 Apr 2026 12:00 PM	15 Apr 2026 2:00 PM	Booked	⌵
<a href="#">SLM-EVB-00001041</a>	Making Connections	15 Apr 2026 1:00 PM	15 Apr 2026 3:00 PM	Booked	⌵

5. Select **Cancel** from the menu



6. In the pop-up window, select a **Cancellation Reason** from the drop-down menu

### Appointment Booking

Cancellation Reason \*

Select ▾

Cancellation Notes \*

Confirm

7. Add **Cancellation Notes**

## 8. Click **Confirm**

You will receive confirmation that your event booking has been cancelled via email. If you'd like to attend again, you can rebook through the Digital Student Centre if there are available spaces.

# **Helpful information**

## ***Teams in Phase 2***

Services listed below are available for students to contact through SLM. Links to self-referral pages can be sent directly to students.

Student Finance

**Self-referrals:** <https://studentcentre.gre.ac.uk/support/create-sfselfreferral>

For any financial query. Student Finance England support, requests for tuition fee instalment plans, or financial advice.

# Student Finance Self Referral

The information provided in this form will go directly to the **Student Finance Advice Services**. Your information is treated as sensitive and private in accordance with our [confidentiality](#) and [data protection policies](#).

## Details

**Full Name \***

Tala Abusamra

**Please select from the following choices which best describes your situation \***

Select or search options

**Please provide full details regarding your choice above including your circumstances, and what advice/support you need in the box below \***

**How are you funding your course or living costs? \***

Select

**Have you applied for any of the Hardship Funds, Bursaries or Scholarships available from the University? \***

Select

**Do you have an urgent deadline in relation to your current situation? If yes please enter below**

DD MMM YYYY

**Would you be interested in attending a budgeting workshop? \***

Select

**Are you considering interrupting or withdrawing? \***

Select

**How would you like us to contact you if we need more information in making sure you're getting the best support, advice, or guidance from Student Finance Advice Services? \***

Select or search options

## Supporting Documents

Please upload any documents which will help us to understand your situation more clearly.

No file chosen

**Refund requests:** <https://studentcentre.gre.ac.uk/support/refund-requests/>

Home > My Support > Refund Requests > **Submit**

# Submit

If determined that you are eligible for a refund, you can request the money to be credited to your University of Greenwich Accommodation account. If your refund and accommodation account transfer are approved, where the refund amount is greater than the Accommodation balance, the remaining amount will be paid in the same manner as a standard refund.

The University of Greenwich must abide by UK anti-money laundering regime and internal Tuition Fee Policies when processing a refund. All approved refunds will be returned to source from which the original payment was made.

Please note that this means where payments have originated from outside of the UK, refunds will be returned to the overseas bank account, or if the payment was made by a third party, monies will be refunded to that account holder.

If an exception is outlined and money cannot be returned to the original account, the university will request additional information and evidence.

## Overview

**Full Name \***

Tala Abusamra

**If you believe you have a legitimate reason for an exception to be made as to why a refund cannot be returned to the original source, please describe this in detail below**

**Would you like to transfer any refund to your Accommodation account?**

Select ▼

**Submit**

**Only for tuition fee refund requests.** International deposits and accommodation refunds are still dealt with by their respective teams.

**Hardship Fund Application:** Check [Greenwich Hardship Fund](#) for open period

This application branches depending on the student's situation and encompasses the Greenwich, International, and Summer Hardship Funds.

Students can start an application and return to it if they need to collect more evidence. Students may be automatically deemed not eligible depending on their situation.

## First page

[Home](#) > [My Support](#) > [Hardship Fund Application](#)

# Hardship Fund Application

The University provides a hardship fund for students who encounter sudden financial difficulties. It is not a main source of financial support and is not designed to meet the cost of tuition fees. Applicants must be up to date with tuition fees and have no holds on their student record.

International students in their first year of study at the university are not permitted to apply until term two.

Please answer the questions below to check if you might be eligible to apply for the [Greenwich Hardship Fund](#) or the [International Hardship Fund](#). More scholarship, bursary, and student loan information can be found on the [funding your studies webpage](#).

If you are eligible, you will be guided through the hardship application and will be asked to upload digital copies of [supporting documents and evidence](#) to confirm your circumstances, all of which will be stored securely.

You will need to supply supporting documentation to verify your circumstances - including bank statements for all your bank accounts (not just the one you use the most), including any saving or investment accounts for the last three months; evidence on your partner or spouse's income; any student funding entitlement letters; evidence of government benefits or tax credits; tenancy agreements or mortgage statements, and other documents showing relevant income or expenditure.

If you do not upload the correct documents when asked, your application could be rejected or delayed.

You can pause at any point during the application to get more information or copies of [supporting documents and evidence](#) you need to upload. Your application will be saved up to the last section you completed, with the draft application available to view and update in your [hardship fund application forms](#).

The information and documents provided in this application will go to the Student Finance team. Your information is treated as sensitive and private in accordance with our [Student Finance and Financial Support privacy notice](#), [confidentiality](#) and [data protection](#) policies.

## Eligibility

Are you an International Student ? \*

Select 

Next

International students will need to complete the sections below:

<b>First Application?</b>	Accommodation	Income - Undergraduate Funding	Income - Other Funding	Income - Earnings	Income - Benefits
Income - Other	Expenditure - Rent	Expenditure - Mortgage	Expenditure - Board	Expenditure - Council Tax	
Expenditure - Travel and Course	Expenditure - Own Vehicle	Expenditure - Unforeseen	Expenditure - Medical	Supporting Statement	
Declarations					

Only one hardship application can be accepted per academic year. If you have already started or submitted an application this year, please check your active [hardship fund application forms](#) to continue working on the one you have already started or check for updates and progress on any you have submitted.

If you have incurred a change in financial circumstances since your initial application, you will be expected to upload supporting documents to show how your circumstances have changed.

## First Application?

Is this your first application to the Fund in your current academic year? \*

Next

Home students must answer more questions on the Eligibility page regarding student loans and their level of study:

## Eligibility

Are you an International Student? \*

Are you a home student eligible for full Student Support from Student Finance England or equivalent? \*

Are you an Undergraduate or Postgraduate student? \*

Have you received the first payment of your maintenance/postgraduate loan into your bank account? \*

Then will need to complete the following sections:

<b>First Application?</b>	Accommodation	Childcare Grant	Disability Information	DSA	Income - Undergraduate Funding
Income - Postgraduate Funding	Income - Other Funding	Income - Earnings	Income - Benefits	Income - Other	Expenditure - Rent
Expenditure - Mortgage	Expenditure - Board	Expenditure - Council Tax	Expenditure - Travel and Course	Expenditure - Own Vehicle	
Expenditure - Debt	Expenditure - Unforeseen	Expenditure - Childcare	Expenditure - Medical	Expenditure - Maintenance	
Commuter Bursary	Digital Access Bursary	Energy Bill Support	Supporting Statement	Declarations	

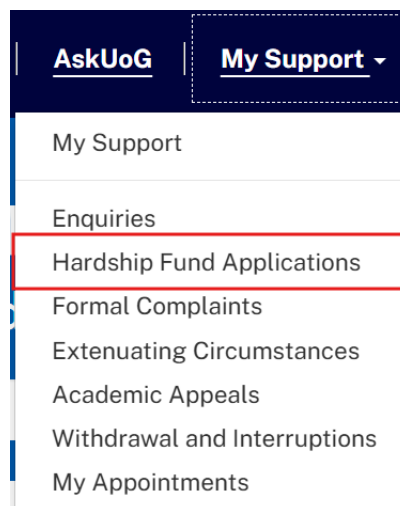
Only one hardship application can be accepted per academic year. If you have already started or submitted an application this year, please check your active [hardship fund application forms](#) to continue working on the one you have already started or check for updates and progress on any you have submitted.

If you have incurred a change in financial circumstances since your initial application, you will be expected to upload supporting documents to show how your circumstances have changed.

## First Application?

Is this your first application to the Fund in your current academic year? \*

Once an application is started, students can find their active (submitted/draft/with the team) and inactive (closed/rejected/completed) Hardship Fund Applications under **My Support**.



## International Student Advice Service

<https://studentcentre.gre.ac.uk/support/create-iaselfreferral>

Advice and guidance for students on sensitive immigration-related matters.

## Disabilities & Dyslexia

<https://studentcentre.gre.ac.uk/support/create-dselfreferral/>

# International Advice Self Referral

The information provided in this form will go directly to the **International Student Advice Service**. Your information is treated as sensitive and private in accordance with our [confidentiality](#) and [data protection policies](#).

## Details

**Full Name \***

Tala Abusamra

**Please select from the following choices which best describes your situation**

**Please provide full details regarding your choice above including your circumstances, immigration status and what advice you need in the box below. \***

**Are you currently in the UK? \***

No  Yes

**Current Location \***

**Do you have an urgent deadline in relation to your current situation? If yes please enter below**

**How would you like us to contact you if we need more information in making sure you're getting the best support, advice or guidance from the International Advice Service?**

## Supporting Documents

Please upload any documents which will help us to understand your immigration situation more clearly. Any letters or emails from UKVI should be attached. For legal reasons, we recommend that you do not upload any documents relating to your employment (for example payslips or contracts) at this point.

No file chosen

Support for disabled students, including reasonable exam adjustments and DSA.

# Disability Self Referral

The information provided in this form will go directly to the **Student Wellbeing Service**. Your information is treated as sensitive and private in accordance with our [confidentiality](#) and [data protection policies](#).

By submitting this referral form, we will assume that you have given us consent to arrange your basic support package.

**Full Name \***

Tala Abusamra

**Select all that apply to you. What support are you seeking? \***

Select or search options

**Select all that apply to you. Are you seeking support because you have.. \***

Select or search options

**Is your support need professionally diagnosed? \***

Select

**Please tell us more about your situation \***

**Does your course include exams? \***

Select

**Are you considering interrupting or withdrawing? \***

Select

**Do you feel confident that you are able to access or engage with all aspects of your course? \***

Select

**Do you feel supported at the University of Greenwich? \***

Select

**How would you like us to contact you if we need more information in making sure you're getting the best support? \***

Select or search options

## Supporting Documents

Please upload any documents which show evidence of your disability. For example, this could be a GP medical letter, an education health care plan (EHCP), Form 8, letter from your school, full diagnostic assessment, specialist medical consultant letter.

No file chosen

## Mental Health

<https://studentcentre.gre.ac.uk/support/create-mhselfreferral>

Support with mental health, psychological wellbeing, or counselling.

# Mental Health Self Referral

The information provided in this form will go directly to the [Student Wellbeing Service](#).

The information will be used to help work out the type of support you need (e.g., Counselling, Mental Health, or Psychological Wellbeing). Your information is treated as sensitive and private in accordance with our [confidentiality](#) and [data protection policies](#).

If you require urgent/emergency support you should contact your doctor (GP), or the nearest hospital. Click for [other sources of support](#).

Students who seek support from the Student Wellbeing Service for their mental health should be registered with an NHS GP practice. [Click to find a GP practice and information on how to register](#).

By submitting this referral form, we will assume that you have given us consent to arrange your basic support package.

## GP Details

Name of your GP practice/medical centre

Address of your GP practice/medical centre

Contact number of your GP practice/medical centre

## Current Support

Have you had support from the Student Wellbeing Service previously? \*

Are you receiving professional support outside of university? (E.g., doctor, counsellor, support worker) \*

Please list any professional diagnosis/es you have been given and what medication you are taking

What do you see as your current concern or problem? \*

Do you have an urgent deadline in relation to your current situation? If yes, please enter below

What help are you hoping to get from Student Wellbeing Services? \*

## Statements

Please select answers to the statements below that you feel are closest to how you have been feeling in the past 2 weeks

I am thinking about ending my life \*

I have self-harmed \*

I am struggling to attend lectures/placements \*

I am struggling to meet my assignment deadlines \*

Select

I am worried about my exams \*

Select

I am not sure I can complete my course because of my mental health \*

Select

I am struggling financially \*

Select

I am struggling with making friends/keeping relationships \*

Select

I am unable to control my eating/spending/gambling/internet use \*

Select

I have been unable to control my intake of drugs and alcohol \*

Select

I have felt depressed \*

Select

I have been in severe panic \*

Select

I have felt stressed and anxious \*

Select

I am worried about my state of mind \*

Select

## Type of Support Required

The Student Wellbeing Service offers several types of help. Please outline below if you are interested in accessing the following types of support:

**Counselling – a safe, confidential space where you can talk about a range of difficulties that are having an emotional impact on you, through short term counselling**

No  Yes

**Mental Health and Wellbeing – full mental health assessment, action planning and referral to specialist mental health services, with a registered mental health professional**

No  Yes

**Psychological Wellbeing – a wellbeing advisor who can link you with a specific support for a range of 'everyday' challenges**

No  Yes

**I am not sure which one would best fit my needs, but I would like to speak to someone**

No  Yes

## Contact

How would you like to be contacted? \*

Select or search options

We will contact you using the details you have previously provided to the university. If you would like us to contact you on a different phone number please add here

Provide a telephone number

If you would like to provide any information regarding a mental health diagnosis you have previously received, please upload here.

Choose Files No file chosen

Submit



## Accommodation

<https://studentcentre.gre.ac.uk/support/create-acselfreferral/>

Support with fees, emergency housing, concern for residents, and 1-2-1 appointments.

# Accommodation Self Referral

The information provided in this form will be reviewed directly by the Accommodation team.

Your information is treated as sensitive and private in accordance with our [confidentiality](#) and [data protection policies](#). In certain circumstances, it may be necessary to share this information with other University teams to facilitate appropriate support.

Please note that the Accommodation team cannot provide crisis or emergency services. If you need urgent help now, please see the Emergency Contacts section on our [Student Wellbeing Hub](#).

### Available support

[Spectrum Life](#) – our 24/7/365 student wellbeing helpline is a free and confidential, in the moment, support service that is designed to support you as a university student.

### Other available support

- [Report + Support](#): You can report any form of harassment – including bullying, discrimination, hate incident, or sexual misconduct – or ask to speak to a trained advisor.
- [Wellbeing Hub](#): Our Student Wellbeing Service offers a range of support services, including mental health and disability and dyslexia support.
- Your Resident Assistants (RAs): RAs can help you with issues you may face if the Accommodation Service is not open. You can find more information, including their contact details, in your Accommodation handbook or displayed in your kitchen/communal areas of the hall.

You may also find the answers to your questions in the [Accommodation category of AskUoG](#).

Please select from the following choices which best describes your issue/support need \*

Select

Select

Finance – Unable to pay my hall fees

Finance – Unable to stick to my payment plan

Emergency Housing Request – I am due to move out of university halls but do not have anywhere to go

Emergency Housing Request – I am not in halls, I have been made homeless / am about to be made homeless and have nowhere to go

Welfare – I am concerned about the wellbeing of a resident in halls

Welfare – I would like support due to issues with my flat/hall mates

St

Please select from the following choices which best describes your issue/support need \*

Finance - Unable to pay my hall fees

Please provide details of your situation and why you are unable to make your payment \*

Are you currently speaking to Student Finance about this situation? \*

Yes

Do you have a payment plan? Information about payment plans is available in AskUoG \*

Yes

Would you like to request a change to the date and/or amount of your payment plan? \*

Yes

Which changes would you like to request? Please provide details on the dates and/or amounts \*

How would you prefer to be contacted? \*

Select

## Supporting Documents

Please upload any supporting documents here. If uploading multiple files, hold the Ctrl button to select several files.

No file chosen

Would you like to request a change to the date and/or amount of your payment plan? \*

No

How do you propose to pay your hall fees? \*

Please select from the following choices which best describes your issue/support need \*

Emergency Housing Request - I am due to move out of university halls but do not have anywhere to go

Please provide details of your situation \*

Would you like to extend your current licence agreement? \*

Yes

How long would you like to extend your licence agreement? \*

DD MMM YYYY

Are you up to date with your hall fee payments? \*

Select

Is a member of staff aware? \*

Yes

Please provide their name if known \*

How would you prefer to be contacted? \*

Select

## Supporting Documents

Please upload any supporting documents here. If uploading multiple files, hold the Ctrl button to select several files.

[Choose Files](#) No file chosen

Submit

Please select from the following choices which best describes your issue/support need \*

Emergency Housing Request – I am not in halls, I have been made homeless / am about to be made homeless and have nowhere to go

What is the date you will need housing from? \*

DD MMM YYYY

Is a member of staff aware? \*

Yes

Please provide their name if known \*

How would you prefer to be contacted? \*

Select

## Supporting Documents

Please upload any supporting documents here. If uploading multiple files, hold the Ctrl button to select several files.

Choose Files No file chosen

Submit

Please select from the following choices which best describes your issue/support need \*

Welfare - I am concerned about the wellbeing of a resident in halls ▼

Please provide the resident's details - Student ID, Full Name, Room Details (if known), Their relationship to you \*

Please provide more information about the situation causing concern (including dates/times/locations/your involvement/any other people involved) \*

Do you give consent for us to tell the student that you have contacted us with this concern? We will share your name only \*

Select ▼

Is a member of staff aware? \*

Yes ▼

Please provide their name if known \*

How would you prefer to be contacted? \*

Select ▼

## Supporting Documents

Please upload any supporting documents here. If uploading multiple files, hold the Ctrl button to select several files.

No file chosen

Please select from the following choices which best describes your issue/support need \*

Welfare - I would like support due to issues with my flat/hall mates

Please provide details of your situation (including dates/times/locations/your involvement/any other people involved) \*

Please provide the other resident(s) details E.g., Student ID, Full Name, Room Details (if known) \*

Is this an ongoing issue? \*

Select

What support would you like from the Accommodation team? \*

Select

Is a member of staff aware? \*

Yes

Please provide their name if known \*

How would you prefer to be contacted? \*

Select

## Supporting Documents

Please upload any supporting documents here. If uploading multiple files, hold the Ctrl button to select several files.

No file chosen

What support would you like from the Accommodation team? \*

I would like to request a relocation

Have you filled out a room transfer request on your Accommodation portal? \*

Select

## Formal Complaints

<https://studentcentre.gre.ac.uk/support/fc-landing/>

Student guidance, including step-by-step written and video guidance, can be found in [Student Complaints Procedure](#).

Links to video guidance for students on submitting [Stage 1](#) and [Stage 2 \(Review Request\)](#) forms can be sent directly to students.

# Formal Complaint

March 2026

The information provided in this form will go directly to the Academic Registry team. Your information is treated as sensitive and private in accordance with our [confidentiality](#) and [data protection policies](#).

Details

Evidence

**Full Name \***

Matilda Hughes

**Is this a group complaint? \***

Select

**Please summarise the key points of your complaint in no more than 500 words. Your complaint must be summarised here even if you are uploading supporting documents \***

**Please select the applicable category/categories from the list below \***

Select or search options

**What is your desired outcome? \***

**Who did you approach to resolve your complaint informally? Please give details of dates, names, and the outcome of any discussions \***

**What actions were taken to resolve the complaint informally? \***

**Who else did you discuss your complaint with? Please give details of dates, names, and the outcome of any discussions \***

**Why are you dissatisfied with the outcome of the informal resolution? \***

Next

## Academic Appeals

<https://studentcentre.gre.ac.uk/support/acap-landing/>

Student guidance can be found in [Academic Appeals](#).

Note that postgraduate research students **cannot** submit through DSC and appeal using [Academic Appeals \(Research Awards\) guidance](#).

DSC form questions vary based on student's appeal type (EC/AOP/PAB) and if they are submitting a late appeal.

Links to video guidance on [how to submit and update an appeal](#) and [how to upload additional evidence](#) can be sent directly to students.

EC:

# Academic Appeal

These questions determine your eligibility to submit an Academic Appeal. You must answer the questions truthfully, falsified information or evidence may trigger the [Student Disciplinary Procedure](#).

## Eligibility

Based on your answers will determine if you are eligible to submit an Academic Appeal

**Which type of decision do you want to appeal? \***

Extenuating Circumstances Decision



**Have you submitted an Extenuating Circumstances (EC) Claim? \***

Yes



**Are you submitting a late appeal? (More than 14 days after the date you received your outcome) \***

Yes



**Do you have evidence to support your late appeal? \***

Select



Next

AOP:

**Which type of decision do you want to appeal? \***

Assessment Offences Panel Outcome



**Have you attended an Assessment Offences Panel (AOP)? \***

Yes



PAB:

Which type of decision do you want to appeal? \*

Progression and Award Board (PAB) Decision

Have your final PAB results been published on your Student Portal? \*

Select

If student answers **No** to the second question (have you submitted a claim/have you attended an AOP panel/have your results been published), they are not eligible, their appeal will not be considered, and they will be directed to the Academic Appeals webpage for guidance through the *Not Eligible* page.

If student is submitting a late appeal, they will be asked to provide their reasoning in the Grounds for Appeal tab:

Grounds For Appeal

Appeal Items

Appeal Detail

Desired Outcome

Evidence

An Academic Appeal can only be submitted on certain grounds, and selecting the right grounds for your appeal is crucial for its proper review and investigation.

All available grounds for appeal can be found in the [Academic Appeals Policy & Procedure](#).

**You are submitting a late appeal (more than 14 calendar days after the decision was reached). Please explain why your appeal is being submitted late \***

**Select the ground(s) you are appealing on \***

Select or search options

Next

The grounds for appeal they select must be relevant to their appeal type (EC/AOP/PAB).

Appeal Items depend on the appeal type.

EC:

Grounds For Appeal ✓

Appeal Items

Appeal Detail

Desired Outcome

Evidence

Provide details about the decision you are appealing, making sure all information is accurate.

## Appeal Items

EC Claim Number (e.g. SLM-ECC-00001234 or 202400150858) \*

Date of outcome \*



Previous

Next

AOP:

Grounds For Appeal ✓

Appeal Items

Appeal Detail

Desired Outcome

Evidence

Provide details about the decision you are appealing, making sure all information is accurate.

## Appeal Items

Date of outcome \*



Decision being appealed (e.g. Grade reduced for the component of assessment by 10 percentage point) \*

Assessment(s) appeal relates to (e.g. ECON1143 Dissertation) \*

Previous

Next

PAB:

Grounds For Appeal ✓

Appeal Items

Appeal Detail

Desired Outcome

Evidence

Provide details about the decision you are appealing, making sure all information is accurate.

## Appeal Items

Date of outcome \*

[Previous](#)[Next](#)

### Appeal Detail

Grounds For Appeal ✓

Appeal Items ✓

Appeal Detail

Desired Outcome

Evidence

Use this section to provide information about your Academic Appeal. Where appropriate, include date(s) of examinations or assessments affected.

If you have discussed your appeal with a member of staff or the Greenwich Students' Union, please provide their name(s) and the advice they gave you.

Please note that this information and any supporting evidence you submit may be sent to your Faculty as part of the initial consideration of your appeal.

## Appeal Detail

Please explain your appeal case as clearly and concisely as possible \*

[Previous](#)[Next](#)

### Desired Outcome

Grounds For Appeal ✓

Appeal Items ✓

Appeal Detail ✓

Desired Outcome

Evidence

Use this section to describe the resolution you are seeking from your appeal.

Please be aware that an Academic Appeal cannot increase an awarded grade (other than removing a late submission penalty), nor can it lower a prescribed pass mark.

Your appeal outcome must also be considered in the context of any regulations that apply to your programme of study and/or visa and immigration rules, if applicable.

Please be aware that it may not be possible to achieve the outcome you are seeking if it is not permitted under the University's regulations, or if it is beyond our power to deliver.

## Desired Outcome

Describe your desired outcome \*

[Previous](#)[Next](#)

### Evidence

Students can submit appeals without evidence if they cannot provide it at the point of submission. They must outline the evidence they intend to provide and when they can provide it in the Appeal Detail section.

Multiple files can be selected at once by holding the Ctrl button on a keyboard while selecting files in File Explorer or long pressing files on a mobile device.

Grounds For Appeal ✓

Appeal Items ✓

Appeal Detail ✓

Desired Outcome ✓

Evidence

Upload relevant evidence to support your Academic Appeal.

Your appeal must be submitted no later than 14 days after you have received your outcome. Appeals submitted later than the deadline may be considered out of time and unsuitable for the appeals process.

If you choose to submit evidence later below, you will have 14 calendar days to provide your documents. Failure to provide evidence by this deadline will result in your appeal being considered as it was submitted.

If you are unable to provide evidence by the deadline, please respond to the acknowledgement email you receive after submitting your appeal to request an extension.

## Evidence

- Submit evidence later -** By clicking this option, you are notifying the Academic Appeals team that you will provide evidence later. You are required to provide evidence to support your appeal. Failure to provide evidence may result in your appeal considered only on information provided in previous sections.
  
- I declare that I have read and understood the policy relating to my Academic Appeal. I declare that the information given in the Academic Appeal form is a true statement of facts, and I am willing to answer further questions relating to my appeal if required. I also acknowledge that, in accordance with i) the University's Student Privacy Notice, ii) GDPR and iii) the Data Protection Act 2018, this form will be held on file by the Directorate of Student & Academic Services. \***

Please attach any supporting documents here. \*

No file chosen

[Previous](#)

[Submit](#)

## Attendance Appeals

The Attendance Appeals team process appeals on SLM, but as withdrawn students cannot access the DSC, appeals are submitted by email using the [Attendance Appeals form](#).

## Withdrawals and Interruptions

<https://studentcentre.gre.ac.uk/support/acap-landing/>

Student guide can be found in [Interruption, Withdrawal & Transfer Policy](#).

Guidance can be found on [Withdrawal and Interruption webpages](#).

DSC questions depend on student requesting withdrawal or interruption.

Request Type:

# Withdrawal and Interruption

Request Type	Reasons
--------------	---------

Use this section to let us know if you wish to withdraw, transfer (move to another higher education institution) or interrupt your studies (take a break for a year).

Before proceeding, make sure:

- Your [personal email address is up to date](#) on your Student Portal
- If you are withdrawing, you've saved any files stored on your Greenwich account, as you will lose access to all University systems
- You understand the [impact of withdrawing or interrupting if you have a Student Visa](#)

The information you provide will be used by relevant University of Greenwich staff to provide support in accordance with data protection legislation. Data retention and processing are subject to our [Student Privacy Notice](#), [Terms & Conditions](#), [information retention](#), and [privacy policies](#). Your rights as Data Subject are reserved.

## General

**Do you want to Interrupt, Withdraw, or Transfer to another institution? \***

Withdraw ▼

**Have you considered the possibility of changing your course? \***

Select ▼

**Have you considered taking an interruption of study to take a break and return at a later date? \***

Select ▼

**Please tell us the main reason(s) for your decision \***

Select or search options ▼

**Are you in receipt of US Federal Aid or Sallie Mae? \***

Select ▼

**Next**

If student selects Withdraw or Withdraw – Transfer, 'Have you considered the possibility of changing your course?' and 'Have you considered taking an interruption of study to take a break and return at a later date?' questions appear.

## Reasons - Interrupting:

Request Type ✓

Reasons

Tell us more about your experience and share the reason(s) for your decision.

This information will be reviewed by the Student Retention team, who may contact you to discuss your request and signpost you to appropriate services or additional support.

Please be aware that this form cannot be used to officially raise an incident of harassment, bullying, or any other issue you experienced at the University. To disclose an incident, please contact [Report + Support](#) for confidential advice and support.

Data retention and processing are subject to our [Student Privacy Notice](#), [Terms & Conditions](#), [information retention](#), and [privacy policies](#).

# Reasons

## Interrupting

When you return to university, is there any support that would help you to continue your studies (select all that apply) \*

Select or search options

- I declare that the information given in the form is correct. I also acknowledge that, in accordance with i) the University's Student Privacy Notice, ii) GDPR and iii) the Data Protection Act 2018, this form will be held on file by the Directorate of Student & Academic Services \*
- I confirm my personal email address is correct on my Student Record \*
- I understand that by submitting an interruption form, I will not be able to return until the following academic year \*

Previous

Submit

## Reasons – Withdrawing/Withdraw - Transfer:

Reasons sections appear based on student's answer to 'Please tell us the reason(s) for your decision' on previous page. General section will always be visible.

# Withdrawal and Interruption

Request Type ✓

Reasons

Tell us more about your experience and share the reason(s) for your decision.

This information will be reviewed by the Student Retention team, who may contact you to discuss your request and signpost you to appropriate services or additional support.

Please be aware that this form cannot be used to officially raise an incident of harassment, bullying, or any other issue you experienced at the University. To disclose an incident, please contact [Report + Support](#) for confidential advice and support.

Data retention and processing are subject to our [Student Privacy Notice](#), [Terms & Conditions](#), [information retention](#), and [privacy policies](#).

## Reasons

### General

Is there anything we could have done differently that would have helped you to continue your studies? \*

Select

Is there anything else you would like to tell us about why you are leaving the University?

### Academic Reasons

Please tell us more about your academic reasons for leaving the University (select all that apply) \*

Select or search options

### Financial Reasons

Please tell us more about your financial reasons for leaving the University (select all that apply) \*

Select or search options

Please indicate the main source of funding for your course (please select one) \*

Select

### Health Reasons

Please tell us more about your health reasons for leaving the University (select all that apply) \*

Select or search options

### Employment Reasons

Please tell us more about your employment reasons for leaving the University (select all that apply) \*

Select or search options

Did you work while you were studying with us? \*

Select

## Caring Commitment Reasons

Please tell us more about your childcare/caring commitment reasons for leaving the University (select all that apply) \*

## Moving Away

Where are you moving? \*

Please tell us more about your reasons for moving away/leaving the UK (select all that apply)

## Not Interested In Course

Please tell us more about why you are no longer interested in your course (select all that apply)

## Belonging

Please tell us more about why you feel you don't belong at the University (select all that apply). Please note this cannot be used to officially raise an incident; please contact Report + Support using the link at the top of this page to disclose a sensitive issue. \*

Please let us know which activities you participated in while at the University (select all that apply)

## Transfer

Please tell us more about your reason(s) for transferring to another university (select all that apply) \*

## Other Reasons

Please tell us more about any other reason(s) for leaving the University \*

I declare that the information given in the form is correct. I also acknowledge that, in accordance with i) the University's Student Privacy Notice, ii) GDPR and iii) the Data Protection Act 2018, this form will be held on file by the Directorate of Student & Academic Services \*

I confirm my personal email address is correct on my Student Record \*

[Previous](#)[Submit](#)

## Extenuating Circumstances

<https://studentcentre.gre.ac.uk/support/ec-landing/>

Guidance can be found on the [Extenuating Circumstances webpage](#). Links to the [student guide](#) and video on [how to submit and update an appeal can be sent directly to students](#).

Logic built into the DSC:

- Students cannot use a Greenwich Inclusion Plan (GIP) to evidence an impaired performance claim
- Students can only submit 3 self-certification claims per academic year
  - If the claim is rejected, that self-certification allowance is returned
- Self-certifications cannot be used for extensions on a resit
- Students cannot apply for extensions on exams

## About Your Claim

Home &gt; My Support &gt; Extenuating Circumstances Claim

# Extenuating Circumstances Claim

About Your Claim

Route to Evidence Claim

Assessments

Evidence

Please use this form to describe your situation and the impact it is having on your assessment or performance.

Remember that the University is assessing whether the situation:

- Is evidenced
- Was unexpected and unavoidable
- Had a negative impact upon your performance that could not be controlled

Further support on how to complete the form can be found [here](#).

We will respect the confidential nature of the information that you provide in support of a claim for ECs in compliance with relevant **data protection legislation**. Confidential information will be shared as necessary with University staff involved in considering the claim. We may also share your details with relevant University support services, such as Counselling or Disability Support, where the nature or number of your claim(s) suggests that additional support may benefit your wellbeing.

**Full Name \***

Georgia Tester

**Start date of circumstance \***

DD MMM YYYY

**Is this an ongoing issue?** No  Yes**End date of circumstance \***

DD MMM YYYY

**Please select the categories that apply to your claim \***

Select or search options

**Please describe the situation and how it has affected your performance \*****If you have discussed your circumstances with members of staff, please enter their name(s)**

## Route to Evidence Claim

Student must confirm the way they intend to evidence their claim. If the student has an appropriate GIP attached to their record, they can choose to use it. If the student does not have a GIP, or it is not appropriate, this field will not appear.

If the student has used all 3 self-certifications for the year, the 'Use Self Certification' field will be locked as No.

The final field, 'Submit Evidence', is always locked and will automatically adjust itself depending on the previous fields.

# Extenuating Circumstances Claim

About Your Claim ✓

Route to Evidence Claim

Assessments

Evidence

Use this section to confirm how you intend to evidence your claim.

Be aware that if you do not have your evidence now, you can provide it up to 14 calendar days after your claim has been submitted.

Self-certification can be used on three occasions in an academic year (additional claims will need to be independently evidenced). Each use of self-certification may cover multiple assessments within a 7-calendar day period. More information about self-certification can be found [here](#).

If you have a Greenwich Inclusion Plan (GIP) that confirms and supports a fluctuating mental health condition, long-term medical condition, and/or a Specific Learning Difficulty (SpLD) and permits extra time in exams, it can be used as evidence to support your claim. More information about the use of Greenwich Inclusion Plan as part of your EC can be found [here](#).

For more information on acceptable forms of evidence, please visit the [Extenuating Circumstances webpage](#).

## Self Certification

Use Inclusion Plan (Please note Inclusion plan cannot be used for Impaired Performance) \*

No

Use Self Certification (please note Self Certification can only be used for a 7 day calendar period)

No

Submit Evidence (If you choose to submit evidence you will be asked to upload this on the final page of this form)

Yes

## Assessments

Students must select the affected modules by clicking the Add Assessment button. The list is integrated from Banner and will display all assessments attached to their record.

# Extenuating Circumstances Claim

[About Your Claim](#) ✓
 [Route to Evidence Claim](#) ✓
 [Assessments](#)
[Evidence](#)

Click the Add Assessment button below to select the assessment(s) impacted by your circumstances and select the outcome you are seeking.

If you are submitting a claim for multiple assessments, please add them individually.

There are three different types of EC claim. Each has a different purpose, and it's important you choose the right one for your situation - read the information on [our website](#) and decide which outcome best suits your circumstances.

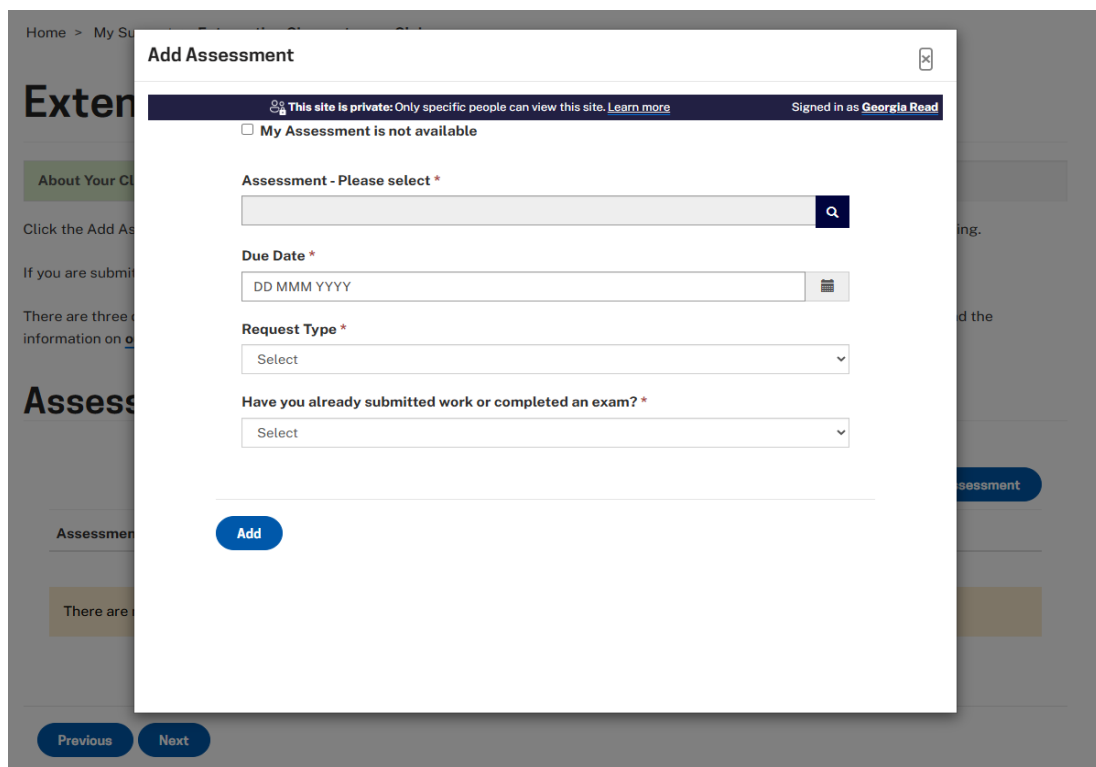
## Assessments

[Add Assessment](#)

Assessment	Notes	Request Type	Due Date	Status
------------	-------	--------------	----------	--------

There are no records to display.

Add Assessment pop-up:



Students can select as many modules as they feel have been affected by their circumstance, but they must be added individually using the Add Assessment button.

## Evidence

If the student is using a self-certification or must upload evidence, they cannot proceed until they have uploaded a file on this page using the Choose Files button.

If the student does not have the evidence to hand, they can select 'Submit Evidence Later'. The student will receive an email prompting them to return to the EC landing page on the DSC to upload their evidence once it is available.

Multiple files can be selected at once by holding the Ctrl button on a keyboard while selecting files in File Explorer or long pressing files on a mobile device.

[Home](#) > [My Support](#) > [Extenuating Circumstances Claim](#)

# Extenuating Circumstances Claim

[About Your Claim](#) ✓ [Route to Evidence Claim](#) ✓ [Assessments](#) ✓ **Evidence**

Use this space to upload relevant supporting documents for your claim. See [our website](#) for acceptable forms of evidence.

Your EC claim must be submitted **no later than 7 calendar days** after the assessment deadline or exam date. Claims should not be submitted so far in advance that the impact of the extenuating circumstances cannot be assessed.

If your evidence is not available upon submitting the claim, you will have 14 calendar days to provide it. If there is any reason you cannot meet this deadline, you must notify us by replying to the EC submission acknowledgement email.

## Evidence

### Submit Evidence Required

Yes

**Submit Evidence Later (Please note if you do not submit the required evidence within 14 days of submitting your claim then your claim may be automatically rejected)**

No  Yes

I declare that the information that I have given on this form is correct and complete and that I have included the correct Assessments to the best of my knowledge \*

I declare that I have read and understood policy relating to my claim \*

Please upload any evidence to support your claim here. When uploading multiple documents, hold the Ctrl button to select several files. \*

No file chosen

[Previous](#)

[Submit](#)

## Accommodation

# FAQs

## How do students log in to the Digital Student Centre?

Students log in with the same details as their Portal by clicking the **Sign In** button in the top-right corner of the website.

## When can students access the DSC?

Generally, if a main campus student can log in to the Portal, they can log into the DSC.

Blocking holds (incomplete registration, overdue fees, overdue medical/police checks, etc.) on their student record will not stop them from logging enquiries but will prevent them from requesting student letters.

Graduated students retain access [until their student account expires 90 days after they receive their results.](#)

## How do students receive correspondence from areas in Phase 2?

Students do not have a DSC overview of their self-referrals/cases like they would in enquiries. They will receive updates by email.

Processes such as hardship funds, refund requests, and formal complaints can be monitored using the drop-down menu under My Support.

## What happens if a student is withdrawn?

Withdrawn students cannot log in to the DSC. SLM will replace the student's University email address with their personal email if they are withdrawn. This means any enquiry resolutions and correspondence from self-referrals, or cases they logged/had logged on their behalf will be sent to the student's personal email address on Banner.