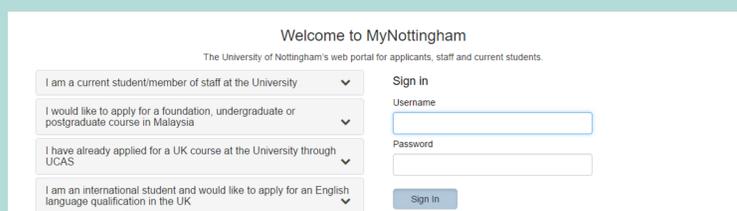




# Extenuating Circumstances (EC) Claim Process

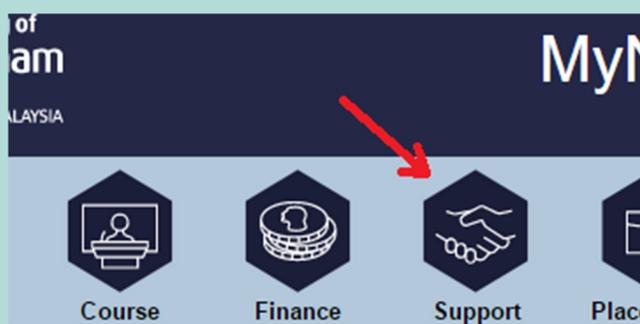
Students have several options to submit an EC: via MyNottingham, self-service PCs at faculty, or dial-in in extreme situations. Follow these steps if you choose to use MyNottingham.

1



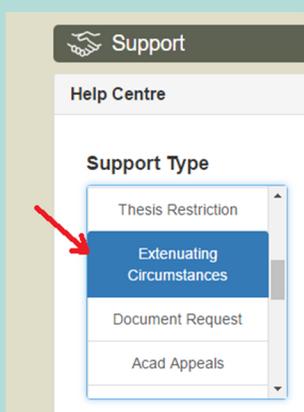
Login to MyNottingham (<https://mynottingham.nottingham.edu.my>) by using your student username (e.g. kzzxxx) and password.

2



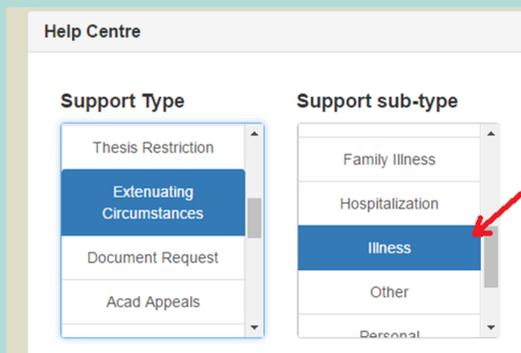
Click the 'Support' icon to access related services available to you.

3



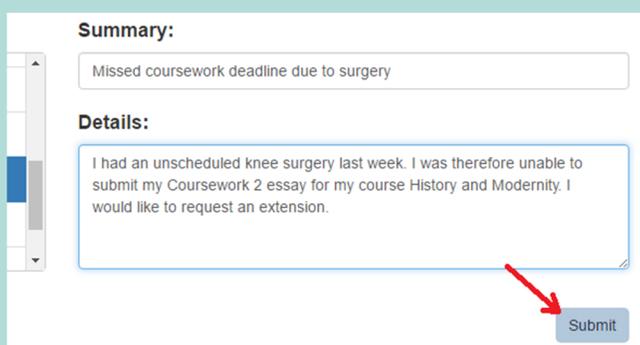
At the Helpdesk, scroll through 'Support Type' and select 'Extenuating Circumstances'.

4



In this example, we are selecting 'Illness' as the sub-type. Please select a sub-type that is relevant to you.

5

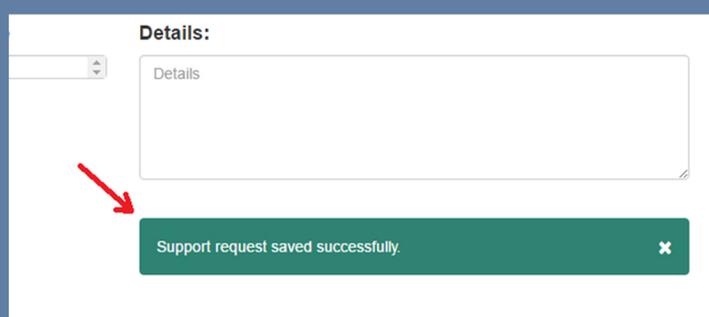


Fill in the 'Summary' and 'Details' fields then proceed to click Submit.

## Additional information

### Request saved confirmation

You will then see a notification stating "Support request saved successfully". This means your EC support request has been successfully submitted. A member of staff will contact you shortly by email.



### View status of EC claim

To see the status of your EC claim, scroll to the 'Current Support Requests' window. The status is listed right next to the EC support request.

