End User Guide

Requesting a Student Extension
Introduction

Extensions for student accounts can be made either before or after their account has been disabled. Students can only be granted an extension for a total maximum period of 6 months from the date their account is due to be disabled/was disabled.

Once an extension request has been submitted, it will be passed to the first approver on the following list. If the student does not have a Personal Tutor, then the request will automatically be sent to the first departmental approver who is defined for the student:

a) Personal Tutor 1
b) Personal Tutor 2
c) Departmental Approver 1
d) Departmental Approver 2
e) Departmental Approver 3

If the request is neither Approved nor Rejected within 5 days it will automatically be forwarded to the next approver and so on until it is actioned. If an extension request has not been actioned after sitting with the final approver for 5 days it is forwarded to the SIS team to investigate and make a decision on whether to Approve or Reject the extension.

To complete an extension the following steps are required:

Step 1: Requesting Extension for a Student - Process for Requester (Student Support Staff)

A request for extension of a student’s account can only be made by Student Support Staff (i.e. Student Support Centres, the Graduate School or the Henley Business School support team).

Outlined below describes the actions required to request an account extension for a student:

1. Open your preferred browser and navigate to the link https://myid.reading.ac.uk, to log in to IIQ. You will reach the following screen. Use your university network username and password to log in.
2. You will reach the **Dashboard** page. Under UOR QUICKLINKS, click on **Request Student Extension** option as shown below (with blue rectangle):

![Request Student Extension](image)

3. The Select Student screen will be displayed.

![Select Student](image)
4. Start typing in the name of the student you want to request the extension for – the list displayed will narrow with each letter typed in until a unique name or set of identical names are displayed.

Select the required student from the list and check the student id displayed is as expected.

To confirm the selected record, press **OK**.

To select a different student, press **Cancel** and search again.
5. The name of the selected student, student number, **University Leave Date** and any Current Extension Date will be displayed.

★ **The University Leave Date for Students is calculated from the date a change in student status to ’LV’ or ‘WV’ is identified from RISIS + 33 days.** Account closure notification emails are sent out 30 days prior to the account being disabled.

6. Select a **New Extension Date** by either entering the date as `dd/mm/yyyy` or clicking on the Calendar icon. Only future dates can be selected or you will get an error message on Submitting for Approval.
7. Enter the reason for the extension in the Comment box.

Click on **Submit for approval** to proceed with the request or **Fill in later** to exit the screen.

8. After submitting the extension request form for approval, you will automatically be returned to the **Dashboard** page and the request appears in your Outbox.

**In the outbox panel under the ‘Owner’ column, the name of the current active Approver will be displayed.**

9. The Extension Request process is complete.
Step 2: Approving Extension Request - Process for Approver

Once an extension request is submitted, an email requesting Approval of the extension is sent to the designated Approver (see Introduction above). The Approver either Approves or Rejects the request.

After approval (or rejection) an email is sent advising of the outcome of the extension request. With the exception of requests for students based in Malaysia, these emails are sent to the Graduate School for Postgraduate students or else to a RISIS email address (the latter is due to the absence of an email address that can be accessed by all Support Centre staff).

A copy of the email confirming the approval/rejection of an extension request will also be sent to the student, but please note that a student will not see this email if their account is disabled at the time.

Where an extension request has ‘timed out’ (i.e. did not get approved or declined due to none of the approvers responding), a ticket is created and the request is handled in a more manual fashion.

The actions required by an Approver to approve/reject the extension request are described in the document “Approving a Student Extension Request”.