

## Who can request a student extension and what is the process?

Extensions for student accounts can be made either before or after their account has been disabled. They should be requested via the Student Support Centre, Graduate School or Henley Business School Support Team. If the student's account is still live then they can also use the "Ask a Question" link via RISIS. Students can only be granted an extension for a total maximum period of 6 months from the date of their initial extension request, or the date they are due to complete their course, whichever is later.

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.

## Step1: Requesting the Extension

1) Open <https://myid.reading.ac.uk> to Login to the IIQ User Account Management (UAM) system.

2) From your Homepage click on  then select  **UoR Quicklinks** followed by 

- a) A list of '**Available identities**' will be displayed.
  - The list may run over several pages. Use the arrows and navigation options at the bottom of the screen to move between pages or increase the number of items displayed on the screen.
  - Use the search box to search for a student by student number, name or username
  - The order of the list can be sorted by clicking on any of the column headings. The initial click will order from the lowest to highest value and each subsequent click will reverse the order.
- b) Click on the user ID in the Name column to select the account for which you want to request the extension.

- 3) The name of the selected student, Student Number and University Leave Date\* will be displayed on the extension request form. If present the Current Extension Date will be displayed, where no date exists there will be message to confirm this.

**\*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 to students 30 days prior to the account being disabled.**

**Extension Request Form**

**Account to be extended**

Name  
George Newstudent

Student Number  
9550003

University Leave Date  
08/06/2019

Current Extension Date  
No current extension date

Latest Extension End Date  
16/12/2019

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**New Extension Date \***

dd/mm/yyyy 

**Supporting comments \***

- a) All items marked with an \* (red asterisk) are Mandatory and must be completed

- b) Select a New Extension Date by clicking on the Calendar icon  .  
Only future dates up to the 'Latest Extension End Date' displayed on the form (a maximum of 6 months for a first extension) can be selected or you will get an error message on Submitting for Approval.

**Note:** If the selected date displays in an American format e.g. 03/29/2021 instead of 29/03/2021 you will need to update your PC and/or browser setting(s) to English (UK) before proceeding with the extension request.

For assistance, please log a call in TOPdesk (<https://uor.topdesk.net/tas/public/login/form>).

- c) Enter the reason for the extension in the Supporting Comments section.  
This information will be passed to the approvers to assist in their decision whether or not to approve the request.
- d) Click on Submit to proceed to approval with the request, or Cancel to exit the screen.

- 4) After submitting the extension request form for approval, you will automatically be returned to your Homepage.
- 5) Once an extension request is submitted, an email requesting Approval of the extension is sent to the designated Approver. If necessary, it is passed down the approval chain until a response is made, please note that once the request has been passed on from an Approver it is removed from their Latest Forms window and will appear in the new Approvers Latest Forms window (see Introduction above). The Approver can add comments to the form and then either Approve or Reject the request.
  - a) After approval (or rejection) an email is sent to the group email of the team who made the request (i.e. Student Support Centre, Graduate School or the Henley Business School Support Team) advising them of the outcome of the extension request. Any comments added to the form by the approver will be included in the email.

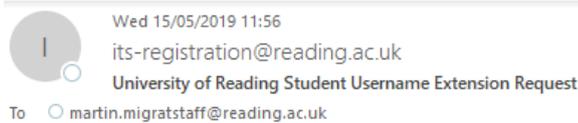
The student will also be copied in on this email, but will only receive it if their account is Live. If the student's account is Disabled then they will need to contact the appropriate support team to determine the outcome of the request.
  - b) The group emails used by the IIQ User Account Management (UAM) system are:
    - i. Student Support Centres and Henley Business School Support Team  
[risis\\_automated@reading.ac.uk](mailto:risis_automated@reading.ac.uk)
    - ii. Graduate School  
[gradschool@reading.ac.uk](mailto:gradschool@reading.ac.uk)
    - iii. Student Support – Malaysia  
[studenthelp@reading.edu.my](mailto:studenthelp@reading.edu.my)
  - c) If the student account is in a Disabled state when the extension request is approved then it will be reactivated by IIQ during its next processing cycle. The student will need to reset their password via the RISIS Portal – by logging in with their registered personal email and RISIS password.

## Step 2: Approving an Extension Request

Once an extension request is submitted (see Step 1 above), an email requesting Approval of the extension is sent to the designated Approver\*. The Approver either Approves or Rejects the request.

\*See introduction for details of Student Approvers

- 1) The Approver will receive an email notification requesting Approval of the extension with a link to the IIQ User Account Management system. Click on the link to Login to MyID or enter the link in your browser.



We have received a request from Emily Newstaff to have George Newstudent's (95550003, xe550003) user account extended until 15/10/2019.

Reason for extension: Account required for summer work.

Please use the following link to confirm or reject the extension:

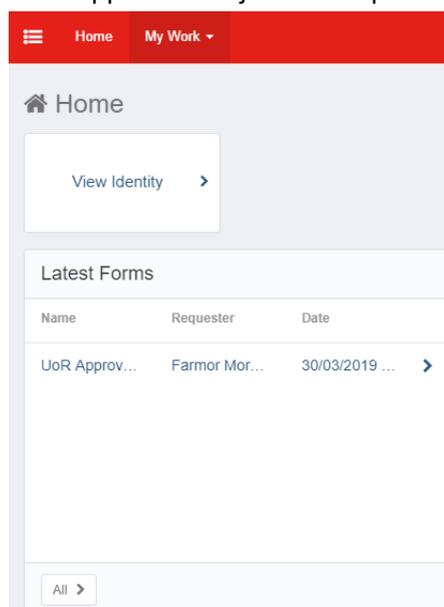
Confirm-Extension-link: <https://myid.reading.ac.uk>

Do not reply to this email. If you need further assistance please contact [its-registration@reading.ac.uk](mailto:its-registration@reading.ac.uk)

Thank you for your co-operation.

User Registration  
Information Technology  
University of Reading  
[www.reading.ac.uk/its](http://www.reading.ac.uk/its)  
+44 (0) 118 378 6262

- 2) On Login you can approve or reject the request from the Latest Forms window on your Homepage



- 3) Click on the request to open it.
  - a. If required, you can change the requested extension date. Only future dates up to the 'Latest Extension End Date' displayed on the form (a maximum of 6 months for a first extension) can be selected (see Step 1 above).
  - b. Add any comments you may have for the Requestor.
  
- 4) Either Approve or Reject the request  
by clicking on the  or  button.
  
- 5) The request will now have disappeared from your Latest Forms window.
  
- 6) The requestor will receive an email to their group email confirming whether their request has been Approved or Rejected, and including any comments made on the approval form.
  - a. The group emails used by the IIQ User Account Management (UAM) system are:
    - i. Student Support Centres and Henley Business School Support Team  
[risis\\_automated@reading.ac.uk](mailto:risis_automated@reading.ac.uk)
    - ii. Graduate School  
[gradschool@reading.ac.uk](mailto:gradschool@reading.ac.uk)
    - iii. Student Support – Malaysia  
[studenthelp@reading.edu.my](mailto:studenthelp@reading.edu.my)
  - b. If the student's account is Live then they too will be sent this email
  - c. An approved request email will have the subject line 'Completion (Approved) of student extension request'
  - d. A rejected request email will have the subject line 'Completion (Rejected) of student extension request'
  
- 7) If the request is Approved:-
  - a) The account will be updated with the new extension date in the next IIQ processing run, which will normally be within 24 hours.
  - b) If the account had previously been disabled, it will be reactivated by IIQ and the student will need to reset their password via the RISIS Portal.