e:Vision Stage 1 Appeals...for Students

Appeals

Occasionally students may experience circumstances outside their control, which impacts on their academic assessment, award or progression.

If this happens, students can submit an appeal where no resolution or remedy was possible at an earlier stage.

How to access e:Vision

1. Open up a web browser and log into the student portal.  
   [http://portal.city.ac.uk/](http://portal.city.ac.uk/)
2. Click on Update my Details(e:Vision)
3. Log in using your City username and password.

Submitting an Appeal

**Step 1 – e:Vision ‘Home Page’**

On the Home page you will see – ‘Appeals’. To submit an Appeal, click on ‘My Appeals’
Step 2 – ‘My Appeals’

It is from the ‘My Appeals’ screen that you will be able to:

- Submit new appeals
- Amend any incomplete appeals
- Review submitted appeals
- Access all closed appeals.

You will also be able to access guidance on how to complete your appeal submission.

*Deleted appeals will be permanently deleted if they are not restored within 90 days.
Step 3 – Guidance Pages

Upon starting a new appeal, you will be presented with a series of guidance pages through which you will need to navigate. You should read all guidance carefully before starting your appeal.

Step 4 – ‘My Details’ (the screenshots below have been redacted of all personal details)

Here you will see your personal details, including your Candidate Number. You may amend your details, using the relevant ‘Edit’ buttons.

You may add another email address to which you would like any correspondence regarding your Appeal sent, in addition to your university email address.

You may also add your own reference, so that you can easily identify the appeal in future.
Step 5 – ‘Grounds for My Appeal’

You will need to select the date of your results notification (following an Assessment Board), as well as the grounds upon which you are submitting an appeal. You may select ‘Procedural Irregularity,’ ‘Undisclosed Extenuating Circumstances’ or both.

Step 6a – ‘Procedural Irregularity’

If you choose to appeal on the grounds of Procedural Irregularity, you will be directed to the following page from where you must select whether the procedural irregularities relate to individual assessments or to all assessments.

Once you have selected one of the above options, click 'Next' to proceed.

Please note: If you select ‘Individual Assessments,’ you will next need to select the modules which have been affected by the procedural irregularity on the ‘Affected Modules’ page (see the 1st screenshot on page 6).
You will then be asked to enter details relating to the procedural irregularity. The pink text boxes are mandatory fields and thus you will have to complete these parts before you can proceed.
Step 6b – ‘Extenuating Circumstances’

If you choose to appeal on the grounds of Undisclosed Extenuating Circumstances, you will be first directed to the ‘Affected Modules’ page. It is from here that you must select the modules and assessments that have been affected by your extenuating circumstances using the dropdown menus. You may add up to sixteen affected modules for each appeal submission.

‘Affected Modules’ page

Please note: you will also be taken to this page if you have indicated that you are appealing on grounds of procedural irregularity relating to specific modules, as explained on page 4.

Once you have added all of your affected assessments, click ‘Next’ to proceed.

You will then be asked to enter details relating to your Undisclosed Extenuating Circumstances. The pink text boxes are mandatory fields and thus you will have to complete these parts before you can proceed.
Step 7a – Supporting Evidence

You will be presented with some guidance around submitting your supporting evidence, which you should read carefully before clicking 'Next.'
Step 7b – ‘Uploading Supporting Evidence’

It is from this page that you must upload a copy of your results notification (following an Assessment Board), transcript and any supporting evidence. If you do not have any supporting evidence at the time, you can still proceed with your submission. However, if this is the case, you are required to indicate that you have outstanding evidence before you can proceed.

Once you are ready to proceed, click ‘Next.’

If you indicated that you had evidence to follow, you will be taken to the following page, upon which you can add details of this outstanding evidence as well as an expected submission date.

Once you have listed all outstanding evidence, click ‘Next’ to proceed.

Please note: Any outstanding evidence must be either emailed to your Course Officer or submitted to your course office, in person. Once submitted, you will not be able to edit your appeal submission or upload any supporting documentation via e:Vision.
Step 8 – ‘Declaration’

You will be required to read two declaration statements and tick the accompanying boxes to confirm that you have read both carefully.

Once confirmed, click ‘Next’ to proceed.

Step 9 – ‘Advice and Guidance’

You may leave any feedback and indicate which sources of support you consulted (if any) on this page. Then, click on ‘Review Appeal Pre-Submission’ to view a final summary of your appeal, prior to submission.
Step 10 – ‘Summary of Appeal’

As the final step before submission, you will be presented with a summary page of your Appeal over which you should check carefully. If any of the detail needs to be amended at this stage, click ‘Back’ and navigate to the relevant page.

Step 11 – ‘Submit Appeal’

**IMPORTANT**: You must click ‘Submit Appeal form’ in order for your appeal to be considered.

Once submitted, your appeal will appear under the ‘Open’ tab on the ‘My Appeals’ page.