# FAQ Osiris Case - Students

Where can I submit a request?
This can be done through Osiris Student: https://tue.osiris-student.nl/#/login

Then click on "cases" on the home page, or click on  in the menu on the left.

How can i submit a request?
When you are in the case screen, you can click on the plus sign at the bottom. Then a window opens where you can choose from the different request types. Choose the desired request type and then the request form will open.

My request is not available in the request form, what should I do?
Are you sure it is a request for the Examination Committee? Then first check carefully whether you have chosen the right request type; perhaps your subject is listed under one of the other request types. If it is not, you can choose 'other' in the request form.

What is the minimum information I need to enter on the request form?
All fields marked with an * must be completed as a minimum in order to submit a request. Please remember to include documents/evidence, if applicable, in the request.

What document types can I submit?
It is possible to attach PDF and Excel files to the request.

Where can I find (read) messages in Osiris Student?
When a message has not yet been read, it appears as a notification on the Osiris Student home page. Once the message has been read, it disappears from the homepage and can be found under

'messages'. To do this, go to the menu on the left and click on .

Where can I find my requests in Osiris Student?

In Osiris Student, click on "cases" on the home page, or click on  in the menu on the left. This will take you to the overview of your open requests. You can also choose completed cases to find requests for which a decision has already been made.

Where can I see the progress of my request?

In Osiris Student, click on "cases" on the home page, or click on  in the menu on the left. This will take you to the overview of open requests. Click on the request for which you want to see the progress. On the right side of the screen, you can then view the progress via milestones in the overview.

Where can I see the documents already attached to my request?

In Osiris Student, click on "cases" on the home page, or click on  in the menu on the left. This will take you to the overview of open requests.  Click on the request for which you want to view the documents. On the right side in the screen, you will see the overview. Click here on Documents & forms and then you can access all the forms associated with the request.

How can I withdraw my request?

As long as the intake had not yet taken place, your request can still be withdrawn through the system. To do this, in Osiris Student, go to "cases" on the home page, or click on  in the menu on the left. This will take you to the overview of open requests. Click on the request you want to withdraw. On the right you will see the details of the request. In the upper right corner is a red button that allows you to withdraw the request.

If this red button is no longer there, you can still withdraw the request by sending an email to the secretary of your examination board.

Where can I see if additional information is needed to process the request?

When additional information is needed, you will receive an email in your mailbox and a message in Osiris Student. This contains an explanation of what needs to be completed. You will also see an open task for the request on the home page in Osiris Student. Clicking this will take you to the request and you can add the addition and resubmit the request.

Where can I see the deadline for submitting the requested additional information?

The deadline is included in the message you receive via email and through Osiris Student. It is also included in the task on the home page in Osiris Student. You have 10 working days to submit the requested information. Should you not manage to submit the requested information within this period, please contact the secretary of the examination board.

_Please note_ that if we do not hear from you and the requested information is not submitted within the 10 working days, the request will be rejected, and the file will be closed.

I completed the request form, but the notification remains open, how is this possible?

Once you have completed the request form and pressed save, it is then necessary to click "submit. Once you have done this, the notification disappears and the request goes back to the handler.

When can I expect a decision?

You can expect a response within 28 days of submitting the request at the latest. When additional information is requested, it is possible that a decision will/cannot be made until later due to the date and corresponding deadline of the Examination Committee session.

Where can I find the decision?

In Osiris Student, click on "cases" on the home page, or click on  in the menu on the left. This will take you to the overview of open requests. Now click on 'completed cases'. Here you will find all requests that have been completed. Click on the request for which you want to see the decision. On the right side of the screen, you will see the overview. Click here on Documents & forms and find the decision form.

Who can I contact with questions?

If you have other questions, please contact your departments CSA.