**FAQs – March 2024**

**When can I access my results and how long will they be available for?**

The results portal will be open from 10am GMT on Thursday, 14 March 2024.

Results are available in the [results portal on the Student Intranet](https://student.liverpool.ac.uk/examresults/select). It is easy to access and will remain available for you to check until Friday, 25 March 2024. It will then be unavailable for essential maintenance until Tuesday, 9 April 2024, when marks will be viewable again, from 10am. There may be brief periods of downtime to enable us to update results. The duration of these periods of downtime will be indicated on the portal.

**Will any of my marks change?**

The marks that are available within your results portal have been marked and moderated. However, in line with our normal processes, all marks should be considered provisional until the final Board of Examiners has taken place in June 2024.

**How do I access support if I need it?**

If you need support, there are a number of teams at the University who can help:

* **Student Support Services:** Our Student Services team can help you with a range of non-academic issues including: counselling, mental health, money and advice. Student Services are based in the Alsop Building on University Square and you can book an appointment with the team via the [online booking system](https://studentserviceshub.liverpool.ac.uk/).
* **Health Assured advice:** Health Assured offer students a free, confidential advice line, with help available to talk through any problem, 24 hours a day, 365 days a year. You can call the 24/7 helpline for free on 0800 028 3766.
* **Academic support:** The [KnowHow](https://libguides.liverpool.ac.uk/KnowHow) team provide online academic support to help you to succeed in your studies.
* **Schools and departments:** You may find it helpful to talk to your [school or your department](https://student.liverpool.ac.uk/academic-life/school-office-contacts/).
* **The Guild:** The [Guild offer free and confidential advice](https://www.liverpoolguild.org/advice) and are independent from the University.
* **Self-help hub:** Our [self-help hub](https://www.liverpool.ac.uk/studentsupport/mental-wellbeing/selfhelp/) has resources for a number of different topics including anxiety, depression, stress, imposter syndrome and sleep. The range of resources are designed to give you some ideas on what you can do to stop problems from escalating.

**How do I contact my school office?**

Can’t find the information you need on the [Results webpages](https://www.liverpool.ac.uk/student-administration/examinations-assessments-and-results/ug-and-pgt/results/)? Your [school or department](https://student.liverpool.ac.uk/academic-life/school-office-contacts/) may be able to help.