

Descriptive Transcript



Title: Viewing Your Financial Information and Paying Your Student Fees

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Audio/video for this transcript available from: <https://commons.swinburne.edu.au>

[Background music: White title screen with text “Viewing Your Financial Information and Pay Your Student Fees”]

VOICEOVER: In this video, we'll show you how to view your financial information related to your studies at Swinburne.

[Screen-capture view of My Swinburne Homepage]

[My Finances tile is highlighted on the right] On your Swinburne homepage, navigate to the My Finances tile **[the amount Awaiting Payment is highlighted]** You'll see the total of your outstanding fees at the bottom of the tile.

To begin, click on the My Finances tile from your homepage and this will take you to your finance summary page.

[My Finances summary page is displayed] The summary is an overview containing information about your outstanding balance, **[section titled ‘Total Outstanding’ is highlighted, then each listed item is highlighted]** overdue, upcoming, deferrable and deferred fees, unallocated credits along with any government assistance requests you have made.

You can also pay your fees, **[Pay my fees item in the Useful links section is highlighted]** request statement of account **[menu item is highlighted]** and apply for government assistance **[menu item is highlighted]** in the useful links section. **[Useful Links section is highlighted]**

[White screen with text “If you're eligible for government assistance, and wish to defer your fee, you must complete relevant government assistance forms.”]

If you're eligible for government assistance, and wish to defer your fee, you must complete relevant government assistance forms. See one of our tutorials, Submitting Government Assistance Forms, for more information.

[My Finances page is displayed. Transactions section is highlighted in the left menu and clicked]

Go to the Transactions tab on the left to see a list of all your financial transactions. **[A list of transactions is displayed in a table. All the example transactions are labelled to the right with a red 'UNPAID' tag]** By default, it will only show you records that are outstanding, but you can use the filter **[filter icon picturing a funnel and a red tick is highlighted and clicked]** to display all open and closed records **[filters menu opens to show the search options available]** or specific transactions you'd like to view.

[Filtered list displays open transactions] By clicking the view button **[view button on the right is highlighted and clicked]**, you can see more details about the transaction. **[Selected transaction is highlighted in pink. A panel opens on the right with transaction details].**

You can pay your student fees by paying specific amounts or units. **[X in top right corner is clicked to close right panel]**

To pay a specific amount, go to Make a Payment on the top right corner. **[Red 'Make a Payment' button in top right corner is highlighted and clicked. Pop-up window opens with heading 'Pay Now' and a box labelled 'Amount']** Here you can enter the amount you wish to pay. **[10.00 is entered into the 'Amount' box]** Then click OK. **[Grey OK button at the bottom of pop-up window is clicked. Cancel is also available]**

[Swinburne payment page displays. Page contains amount and space for credit card details to be entered. At the bottom are grey buttons labelled Continue and Cancel] This will take you to the secure payment platform which will allow you to enter your credit card details.

Once you have entered your payment details, click continue. **[Continue button is highlighted and clicked]**

[Payment confirmation page displays. At the top is a green tick within a green circle accompanied by the text 'Payment Successful'. A payment summary is listed.]

You will see the payment confirmation page to let you know that the payment is successful, and the payment details will be sent to your email. Click OK and you will be taken back to the My Finances page. **[Red OK button in top left corner is highlighted and clicked]**

[My Finances page displays. Payment Receipts section in left menu is highlighted]

You can also view the receipt of the payment by clicking on the Payment Receipts tab.

To pay for a specific unit or a bundle of units, click the arrow next to the Make a Payment button, **[red icon containing arrow in the top right of the screen is highlighted and clicked. A menu opens out containing the option 'Make a Unit Payment']** then select Make a Unit Payment.

[My Payments page displays. Left panel displays a list of units. Right panel displays associated invoices] You can use the filter functions to help you find out the payments that are due this week. **[filter icon, shaped like a funnel, at the top left of the screen is clicked. Left menu opens out to reveal time-based filters such as Today, Tomorrow etc.]**

Tick the units you wish to pay, **[Tick boxes to the left of each unit name are ticked]** then go to the Pay now button on the top. **[Red 'Pay now' button on top left is highlighted and clicked. Swinburne payment screen displays]** Follow the same steps shown earlier to complete the payments.

[My Finances page displays, payment receipts tab is selected from the left side menu]

And now you can now see the unit payments are also listed in the receipt. **[Red View button to the right of a transaction is clicked. Right panel opens out to show a paid invoice. In the top right of the invoice, green text says COMPLETE]**

[My Finances page displays. 'Preferences' section in left menu is highlighted. Right panel shows heading 'Preferred Payment Details' and options to update these details. A red Save button is available at the top right of the screen]

Lastly, the Preferences section is where you can enter or update your Australian Bank details if you are requesting a refund or receiving other payments from the university.

That's all you need to know about viewing your finances and paying your student fees.

[White screen with text 'Contact StudentHQ on 1300 794 628 (Option 1) for assistance']

If you have any questions, don't hesitate to contact Student HQ for help.

[Background music: White screen. Swinburne logo swipes up]

[END OF TRANSCRIPT]