

Swinburne Commons

Transcript

Title: Provide missing information

Author: Student Administration and Library Services

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Audio/video available from: <http://commons.swinburne.edu.au>



[MUSIC PLAYING]

PRESENTER: In the 'My Enrolments' tab, there will be a blue box displaying a list of missing information that is required before you can start enrolling in units.

Click on the first, 'Provide' hyperlink, to start updating information. Click 'Update information'. Use the drop down menus to select the appropriate responses in each field. Click 'Save'. A green box will appear to confirm that your updates were successfully saved. Click 'Return to Study Plan' to complete the same steps for other missing information. Click on the next hyperlink in the blue box. Click 'Update information'. Add the missing details. Click 'Save the changes'. A green box will appear to confirm that your details were successfully saved.

Click 'Return to the Overview page'. Click 'Return to Study Plan'. Click on the last hyperlink. This final hyperlink is the request for HECS-HELP. Please note, if you do not have a tax file number for a tax file number - then you will not be able to complete these forms. Until you complete these forms, you will not be able to start enrolling in units. If you need further assistance, contact a student HQ at a campus near you.

Start with 'Request Commonwealth Support and HECS-HELP'. Click 'Complete Form'. Be sure to read the blue warning box and then commence filling out the form. Section 8A of this form is where you either enter your tax file number or upload your certificate of application for a tax file number. Once the form is completed, click 'Submit'. If the form is incomplete, a red error message will appear at the top of the form. You need to read the information in this box to see which fields you missed or which boxes you forgot to check. Then go and complete these fields and submit again. When the form is completed correctly, a green box will display that the form has been successfully submitted.

To fill out the next form, click 'Return to Choose a Form'. Select any new form you wish to complete by clicking the 'Complete Form' button. To see the forms you have already completed, go to the 'Help Forms' section. Click the 'View' button. Any forms you have completed will be listed here. The Status column will indicate if the form has been processed. To see what you submitted, you can click on the 'View' button and review the form.

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