

Video transcript:

How to activate your account and accept your offer

[Main section (from 00:00) – Activate your account]

- To activate your account, click 'Activate account' under the 'Set up your account' tab.
- You can use your VTAC, UAC or Apply Direct Applicant ID (including any letters) or your La Trobe Student ID as listed on your offer letter.
- All other details need to exactly match your application, including your name.
- If you used a middle name for your application, include this now too.
- The form is case-sensitive, so use capital letters where you did on your application and make sure you use the same personal email address you used in your application.
- When you're done, tick the box to acknowledge you have read the Use of Computer Facilities Statute and click 'Verify identity'.
- If you're having trouble verifying your identity, double check that everything you are putting in is exactly the same as on your application, as the system will be matching what you enter on this page to those details.
- Once you have verified your identity, create a password for your account.
- Make sure this is something you can remember and be sure to sign up for the password reset tool in case you forget it in the future.
- You'll use your La Trobe Student ID number, username and password to access our student systems, so make sure you have them handy.

[Main section (from 01:11) – Accept your offer]

- To accept your offer, log in to StudentOnLine using your La Trobe student ID number and the password you created. If you need to, you can find the special StudentOnLine link by returning to our web page with the steps and click the link in the 'Accept your offer' tab.
- Once you're in StudentOnLine, click the 'Offers' tab and select the 'View' button from the left-hand column to view your offer.
- If you want to study this year, then select 'Accept'
- You can also choose to decline the offer or defer it, if your course is eligible for deferral.
- A standard full-time study load is 60 credit points over a semester.

- If part-time study is offered for your course, you can manage your study load through how many subjects you enrol into, so go ahead and accept your offer now even if it says full time.

How to confirm your personal details

[Main section (from 0:00) – [Confirm your personal details](#)]

- Return to the same webpage and click tab number '3' to see detailed information about choosing a payment option.
- Then, return to StudentOnLine and click on 'Enrolment' at the top.
- If you have more than one course listed, click on the course that says 'Admitted' to go to its Study Plan.

[Section (from 0:17) – [Read and agree to Terms & Conditions](#)]

- First, you'll need to read and agree to La Trobe's Terms and Conditions, as well as the Charter of Student Rights and Responsibilities.
- It's tempting to skip over these, but they're worth reading because you'll be held to these conditions during your time at La Trobe.
- When you're ready, tick the box at the bottom and click save

[Section (from 0:34) – [Citizenship and Residency details](#)]

- Next, check your Citizenship and Residency details.
- If these details are correct, click confirm.
- If something is wrong, request a modification by clicking this button and then ASK a Question on our website.
- Make sure you include your student number, student email address and any relevant documents.

[Section (from 0:52) – [Confirm or update cultural details](#)]

- Next, confirm or update your cultural details.
- You can update these if you need to, or if all is correct, just click confirm.

[Section (from 1:01) – [Confirm or update disability details](#)]

- You'll also need to confirm or update your disability details.
- If you want to, you can tell us if you have a disability or long-term medical condition.
- We have a lot of support to offer our students, including adaptive technology and adjustments to allow greater flexibility around completing assignments.
- If you've updated your details, click 'Save', then 'Close', then 'Return to Study Plan'.
- You can also get in contact with our wellbeing team for more information on how we can help.

[Section (from 1:35) – [Parent or Guardian Educational details](#)]

- Next, confirm or update your Parent or Guardian educational details.
- The government asks us to collect this information for statistical purposes.
- You can click confirm or to update them, answer the questions according to your situation.
- Then save your changes, return to the overview, and then return to your Study Plan.

[Section (from 1:58) – [Check Semester/Term address](#)]

- You might want to check your semester or term address and update it if you need to by clicking on 'Contact' in StudentOnLine.
- Your semester or term address is where you live during your studies.
- It may be the same as your home address, or it may be different.
- If your semester or term address is the same as an address that is already listed, click 'Edit' next to your existing address.
- Then go to the section below your address and tick the 'Copy to Semester/Term address' box, then click 'Save' and then close to go back to the address list.
- If your semester or term address is different to your listed addresses, click 'Add new'.
- If you enter a new address, it will be validated by the system to make sure it matches Australia Post records.
- If you live in student accommodation or in a new building, the system might not be able to validate your address.
- If this happens, you can let the system correct your address, or you can tick the box to use the address you've entered – but please carefully check the details are correct.
- Make sure you check your other personal details as well, like your phone number,

personal email address, emergency contacts and next of kin, and update these if you need to.

How to submit your eCAF form

[Section (from 0:00) – Confirm payment option]

- In StudentOnline, under the 'Enrolment' tab, click on the remaining question or click on 'eCAF'.
- For a Commonwealth Supported Place (CSP) in an undergraduate course, click on the HECS-HELP form option.
- You will then see the HECS-HELP form.
- This form is long, so take your time going carefully through each section:
 - Read the instructions at the top of the form, these will help you complete it.
 - Most details are pre-filled but you'll need to enter your date of birth and your gender.
 - Select your citizenship or visa status and answer any questions listed in your category.
 - There are five categories on the form:
 1. Australian Citizen
 2. Holder of a permanent humanitarian visa
 3. New Zealand Citizen on a Special Category Visa and meeting the criteria listed
 4. New Zealand Citizen who does not meet the criteria listed
 5. And holder of a permanent non-humanitarian visa.
 - If you're eligible for a HECS-HELP loan and want to defer your payments, you'll need to provide your Tax File Number [TFN] or upload the receipt of your Tax File Number application with the Australian Tax Office [ATO].
 - If you're uploading a receipt, make sure you choose and also upload your file.
 - If you're not eligible for HECS-HELP or want to pay your contribution upfront without the option of deferring it, you can tick the box for this.
 - If you're applying for a HECS-HELP loan, complete the two tick boxes in section E in the declaration.
 - If you're not applying for a loan, skip these two boxes.
 - And finally, all students need to complete the three tick boxes at the end of the declaration or your form won't be accepted.

- You can read more information at the bottom of the form and when you're ready, click 'Submit'.
- If your form is accepted, you will see this screen.
- If you forgot to do something, the form will tell you what went wrong at the top.
- And you will need to try again until you successfully submit the form.
- You can see any submitted forms in the submitted forms list and you can add a new form here if you need to.
- If you're eligible for HELP loans, you may also want to defer your Student Services and Amenities Fee (SSAF) by completing the SA-HELP loan in the same way.
- You can read more about the Student Services and Amenities Fee by searching our FAQs.

How to enrol in your subjects

[Main Section (from 0.00) – Enrol in subjects]

- To enrol in your subjects, you will need to click on your course Study Plan in StudentOnline.
- You'll then be able to see your course structure and subjects.
- To secure your place in your course, you need to enrol into at least one credit-bearing subject.

[Section (from 0:14) - Choose major/minor]

- Some courses have space for a major or minor.
- At the top of your Study Plan, click 'Expand All' to see all your subject lines.
- Find the line for your chosen major or minor and click the 'Choose' button on the right-hand side.
- When you've found your chosen major or minor select 'Add to Study Plan' and then press 'Save changes to Study Plan'.
- The subjects in your major or minor will now appear on your Study Plan ready for you to enrol into.

[Section (from 0:43) - Choose electives]

- Elective subjects give you variety across different study areas without specialising.
- Find the relevant elective line for the year level you want and then click the 'Choose' button on the right-hand side.

- Type in the subject code for the elective subject you've chosen.
- Click 'Search', and then 'Add to Study Planner' when you've found the correct subject.
- Then click 'Save changes on Study Planner' to make sure it's saved.
- Note that the choose button will say 'Change' if you've already selected a subject.
- You can click on this if you want to change that subject again.

[Section (from 1:15) – Enrol into your subjects for the year]

- Now your Study Plan is set up with your subjects, you need to enrol into them, but only for the current year, not your entire course.
- If a subject is running in more than one teaching period, select the one you want to study it in.
- Tick the box to the right of the screen for each subject you will be completing this year.
- When you've ticked boxes for all the subjects you need to enrol in, click the blue 'Enrol' button at the bottom of the screen.
- Then review the selected subjects in your 'Potential Enrolment List' and select the 'Confirm enrolment' button.
- Or, if you need to change something before you enrol, click 'Go back' and try again.
- After you've confirmed your enrolment, check your enrolled subjects by clicking on the 'Current enrolment' tab to make sure you're fully enrolled.
- If you made a mistake and need to withdraw from a subject, click 'Withdraw' and then select the subject you want to withdraw from.
- Click 'Withdraw' again and then 'Confirm'.

[Main section (from 2:10) – Compulsory Modules AIM and WOM]

- All students also need to enrol into the Academic Integrity and Wominjeka modules.
- These are compulsory online modules for all students, but they are ungraded – just pass or fail.
- They don't have credit points and they don't cost anything.
- Once you've enrolled, they will show up as online subjects in your LMS, or Learning Management System, and only take an hour to complete.
- You should enrol into these now and complete them in your first semester.

[Main section (from 2:36) – Troubleshooting]

- Sometimes, a subject won't let you tick the box on the right-hand side to enrol.
- There could be a few reasons for this.

- Make sure the options in the three drop boxes above your Study Plan are set to: All years, All study periods and All locations, and then click 'Search'.
- Then check your subject again.
- If this doesn't fix the problem, there could be some other issues, like if you haven't completed a pre-requisite subject.
- Please see our FAQs on the website for more enrolment help.
- You can navigate there from the student home page and then search for 'enrolment' in the search bar.

[Main section (from 3:12) – Completed enrolment]

- Now you've completed your enrolment for the current year and your place in the course is confirmed.
- You can still make changes to your enrolment until just after teaching starts – but if you leave it that late you'll miss the start of your new classes and have to catch up on the work.
- If you need more help with your enrolment, just get in touch with our friendly ASK La Trobe team.