La Trobe Abroad FAQs- SOMSAS

Query	Response
What is SOMSAS?	SOMSAS (Student Outbound Mobility Subject Approval System) is an online system that allows you to apply for subjects to be pre-approved before commencing your overseas semester exchange or overseas short program, so that you gain credits back into your degree after completing the overseas program. This electronic form automatically allocates your application to the appropriate College for review and approval, so you do not need to consult individual departments to seek subject approvals. If you need any guidance with using this system, please contact La Trobe Abroad via email at studyabroad@latrobe.edu.au or visit them in the Global Lounge. For assistance with resolving issues experienced in using the system, please contact somsas@latrobe.edu.au.
Accessing SOMSAS	
How do I access SOMSAS?	It is highly recommended that you pre-plan your subjects before commencing your SOMSAS application. This short instructional video will help you understand your study plan and how to decide on what subjects in your degree to seek approval for. Your SOMSAS application will vary depending on the type of overseas program you are applying for. For the semester exchange program (6-12 months at an exchange partner destination), you can find information about pre-planning your subjects and the SOMSAS application process on the semester exchange webpage. You can also watch this video on How To: Complete SOMSAS for a semester exchange. To access SOMSAS, click here. For overseas short programs (shorter than 6 months), you can access the link to SOMSAS as well as further information about pre-planning your subjects and the SOMSAS application process on the overseas short programs apply webpage. (See under Step 1 – Online Credit Approval - SOMSAS). If you need any guidance with using this system, please contact La Trobe Abroad via email at studyabroad@latrobe.edu.au or them in the Global Lounge. For any assistance with resolving issues experienced in using the system, please contact somsas@latrobe.edu.au.

What devices can I use to log into SOMSAS?	You can access and log into SOMSAS on any computer, mac or tablet. SOMSAS has NOT been designed to work on mobile devices. It is recommended to use Google Chrome or Mozilla Firefox. If you experience any problems with logging in, please contact somsas@latrobe.edu.au.
I can't log into SOMSAS. Help!	If you are using a non-LTU computer, you will be prompted to login. You need to type "students\" before your ID number and then normal password. If you do not do this, the system will give you an "authentication required" message unless you are working on an LTU computer. If you continue to face problems with logging in, please contact somsas@latrobe.edu.au.
When I first log into SOMSAS it asks for my Student ID and password, but it doesn't work. Why?	You may need to log on through the La Trobe network, or if at home use LTU\ (student number) as your ID. If you continue to face problems with logging in, please contact somsas@latrobe.edu.au.
I have logged in to SOMSAS, but I don't have options showing in the dropdown boxes. What do I do?	Trying logging with another browser – Chrome or Firefox are the preferred browsers for the SOMSAS platform. If you continue to face problems with logging in, please contact somsas@latrobe.edu.au.
Completing SOMSAS Application	
How do I apply on SOMSAS?	How you complete your application will depend on the type of overseas program you are applying for. It is highly recommended that you pre-plan your subjects before commencing your SOMSAS application. This short instructional video will help you understand your study plan and how to decide on what subjects in your degree to seek approval for. For the semester exchange program (6-12 months at an exchange partner destination), you will need to follow the steps outlined in the exchange quick reference guide and manual as linked below: SOMSAS Quick Reference Guide: Semester Exchange [PDF 684 KB] SOMSAS Student User Manual: Semester Exchange [PDF 969 KB] You can also watch this video on How To: Complete SOMSAS for a semester exchange. Further information about pre-planning your subjects and the SOMSAS application process can be found in the semester exchange webpage (See under 'Step 3 – Understand your study plan').

	If you are applying for an overseas short program (shorter than 6 months), watch the How To video or follow the steps outlined in the short program Student User Manual as linked below : • How To: Complete SOMSAS for an Overseas Short Program • SOMSAS Student User Manual: Overseas Short Term Programs [PDF 923 KB]. Further information about pre-planning your subjects and the SOMSAS application process can be found in the overseas short programs Apply webpage. (See under Step 1 – Online Credit Approval - SOMSAS). If you need any guidance with using this system, please contact La Trobe Abroad via email at studyabroad@latrobe.edu.au or visit them in the Global Lounge. For any assistance with resolving issues experienced in using the system, please contact somsas@latrobe.edu.au.
I have submitted my SOMSAS application- what happens next/how long will approval take?	Once you have submitted your SOMSAS application, your subjects will be reviewed by the College Client Services and Academics where necessary. Once all your subjects have been assessed, the overall application will be finalised by the College Client Services and you will receive an email with the outcome. Please allow up to 4 weeks for your SOMSAS application to be assessed. This may take longer if there is further information required from you or if you have applied for a Semester Exchange Program. If you need any assistance with sourcing information, please contact La Trobe Abroad via email at studyabroad@latrobe.edu.au or visit them in the Global Lounge. If you need to follow-up for the status of your SOMSAS application, please submit an online Ask a Question form so it can be checked with the relevant College.

SOMSAS Application Issues

I am completing a SOMSAS application for a Semester Exchange, but the Host Institution I want is not appearing in the list. What do I do?	Check the La Trobe Abroad exchange partner website to see if the Host institution is listed. If it is listed, please contact La Trobe Abroad advising the name of the Host Institution. They can then check why the institution is not appearing in SOMSAS and advise you of the next steps. Please note that you cannot submit an Exchange application for a University that is not a La Trobe Exchange partner or ISEP member institution. For any assistance with resolving issues experienced in using the system, please contact somsas@latrobe.edu.au.

I am completing a SOMSAS application for a Short Term Program, but the Host Institution I want is not appearing in the list. What do I do?	For a Short Term Program application you can select 'Other' from the Host Institution list. A text box will then appear for you to enter the name of the institution/ program provider and select the country from the dropdown list. For any assistance with resolving issues experienced in using the system, please contact somsas@latrobe.edu.au.
I have been selected for a La Trobe organised study tour for one of my subjects. What do I select as a "Host Institution' on my SOMSAS application?	You will need to select 'La Trobe University led study tour' from the drop down menu.
I'm having difficulty adding in my host institution details on my SOMSAS application. No option besides "none" appears next to "select host institution" and, therefore, I cannot fill in the rest of the boxes.	Trying logging with another browser – Chrome and Firefox are the preferred browsers for the SOMSAS platform. If you continue to experience issues with this, please contact somsas@latrobe.edu.au.
The University/Program I'm applying for doesn't have a subject code(s) and I can't submit any subjects for approval on SOMSAS without subject codes. How can we work around this?	If a Partner university (or Short Term program) does not have subject codes available, add the Subject name in the box instead and in the 'Host Subject Information' box write that the institution did not publish subject codes.
The University/Program I'm applying for doesn't have a subject name – only a code. What do I put in for my SOMSAS application?	In this case, you will need to add the subject code into both 'Subject name' and 'Subject code' fields.
I am only going to receive partial credit for my overseas program as it is a College led tour as part of a La Trobe subject. What do I put as Credit points on my SOMSAS application?	If you are only receiving partial credit for an Overseas Short Program, please put '7.5' as the credit points (even if the credit received may be less than half a subject).
I am receiving credit towards part of my degree, such as placement hours but not to an LTU subject. What do I put as credit points on my SOMSAS application?	For both host and LTU credit points, put in '7.5'. In the Host Subject Information, make sure to include the part of your degree you are getting credit for and the amount, such as '10 placement days'.
I do not want to or can't get credit for my Short Term Program. What do I put in for Credit points on my SOMSAS application?	If you are not applying to get credit for your overseas Short Term Program, contact La Trobe Abroad via email at studyabroad@latrobe.edu.au or visit them in the Global Lounge to discuss further.

I have problems with completing my SOMSAS application.	Please view our How To videos to help you navigate the system and lodge your application: • How To: Complete SOMSAS for semester exchange • How To: Complete SOMSAS for an overseas short program If you need further guidance with using this system or how to go about completing your application, please contact La Trobe Abroad via email at studyabroad@latrobe.edu.au or visit them in the Global Lounge. For any assistance with resolving issues experienced in using the system, please contact somsas@latrobe.edu.au.

Changes on SOMSAS Application

My SOMSAS application status shows 'Compulsory Subjects Requested'. What does this mean?	If your application status is 'Compulsory Subjects Requested' you are required to add more information or make other changes to your application as required. Click on 'Edit application details' to see exactly what has been requested. Once you have finished editing click 'Submit' to return to the College.
I submitted my application on SOMSAS, but now need to add/change information/add another host institution but can't make any changes.	Email somsas@latrobe.edu.au and ask for the application status to be changed to 'Compulsory subjects required'. Once the status is changed you will be able to make changes to your application.
One of my subjects that needed approval on SOMSAS was declined. The academic now realises that it can be approved. How can I send the subject back for approval?	Please forward confirmation of the new subject approval to the SOMSAS email somsas@latrobe.edu.au and staff should be able to change the subject to 'approved'.
I can see that my subject has been approved in SOMSAS, but the Academic not returned the full application to me (it is still in 'More Information Required' status). What do I do?	Please send an email to somsas@latrobe.edu.au and staff will follow up with the relevant Academic/College.
I was asked to add more information about my Host University's subjects, (status of the SOMSAS application is 'Under assessment' but individual subject status is 'More information required'). However, the Host University does not provide any more information. What do I do?	Please check with La Trobe Abroad via email at studyabroad@latrobe.edu.au or visit them in the Global Lounge and we will advise how to proceed.

I was asked to add more information about my Host University's subjects, (status of the SOMSAS application is 'Compulsory Subjects Required') but now that I have added the information I can't 'Submit' as SOMSAS says the application deadline has passed.	Please send an email to somsas@latrobe.edu.au with the application ID and they will submit the updated application for you. Do NOT submit the application for a wrong Semester.
My SOMSAS application has been declined, but now I want to resubmit with new information.	Once an application is declined the only option is to submit a new application. Make sure you write the reason for the new submission on the new application. If you need any guidance with creating your new application, please contact La Trobe Abroad via email at studyabroad@latrobe.edu.au or visit them in the Global Lounge.
I withdrew my SOMSAS application by mistake. What do I do?	Email somsas@latrobe.edu.au to reinstate your application – or alternatively you can start a new application.
One of my subjects that needed approval on SOMSAS was declined. The academic now realises that it can be approved. How can I send the subject back to them for approval?	Your declined subjects will need to be reinstated first and you will not have access to send your subject back for reconsideration. To resolve this, please email to somsas@latrobe.edu.au with your application ID and evidence that your subjects have been declined by mistake (i.e. email from your academic). Once reinstated, your academic will then have access to your subject again for approval.