



My details:

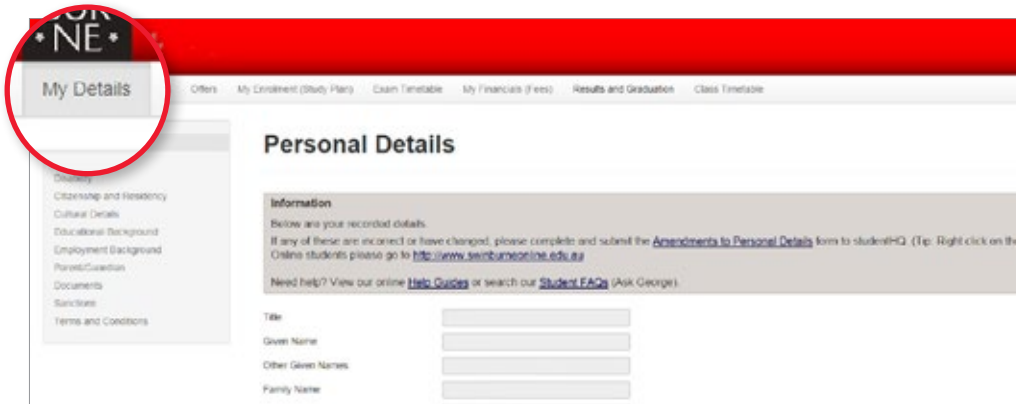
HOW TO MANAGE YOUR PERSONAL DETAILS ONLINE

STUDENT HELP GUIDE

01

Log in to view your details

Log in to [My Details](#) with your Student ID and password. All your details will be displayed under the **My Details** tab, and you can update these at any time.



02

Updating your details

Personal details:

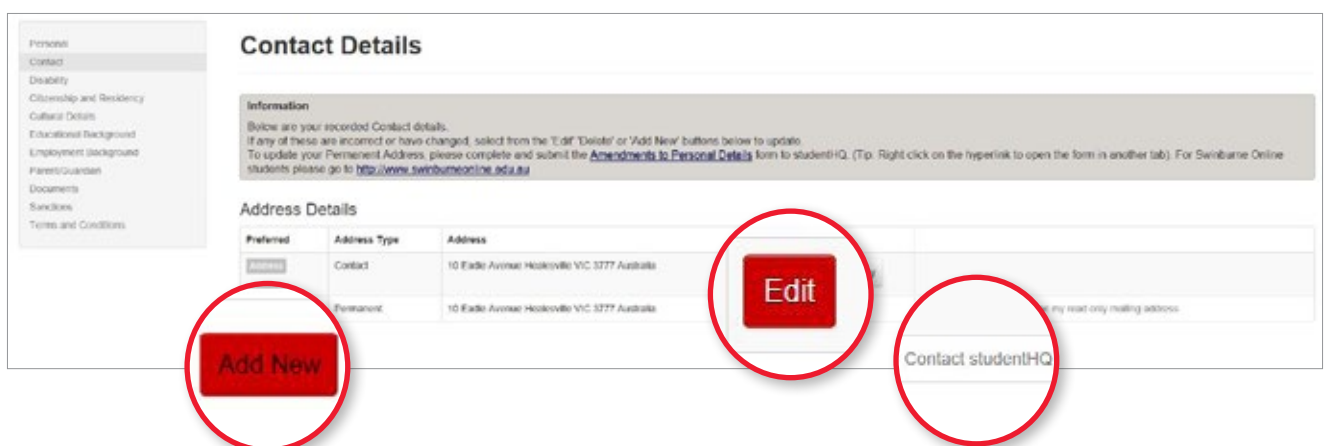
To update your personal details, you'll need to complete an [Update your Personal Details](#) online application form.

Contact details:

- To make changes to your contact details, click **Edit**, edit your details, then click **Save**.
- To update your permanent address, you'll need to contact us to make this update for you. Select 'Contact studentHQ to change my read-only mailing address.'
- To add a new contact detail, click **Add New**, enter the details, then click **Save**.

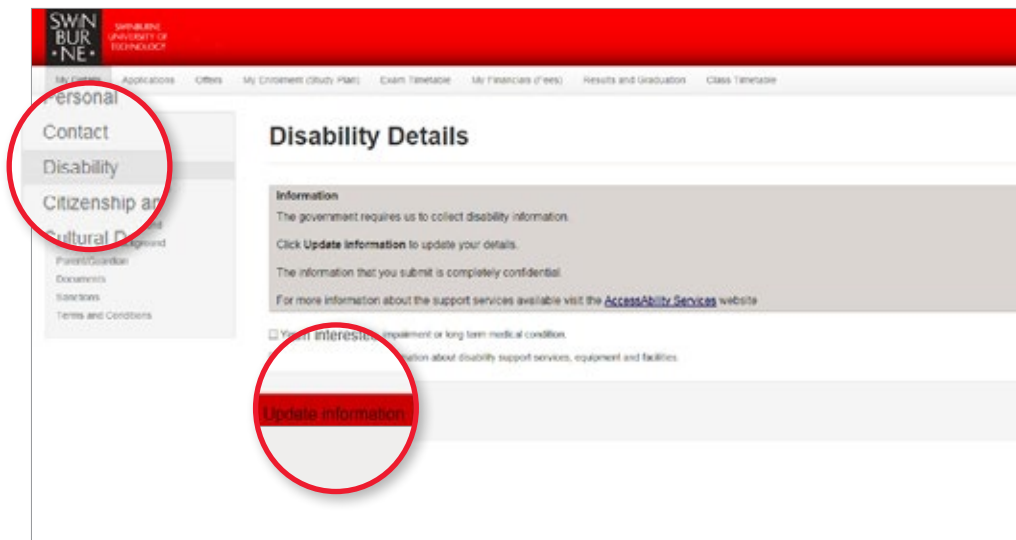
NOTE:

Some contact details are mandatory and won't have an option to delete.

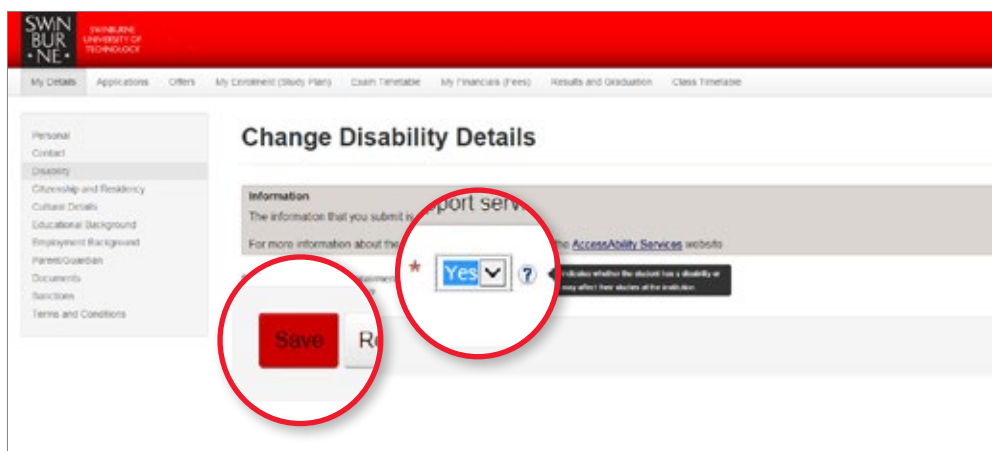


Managing your disability details

- Click **Disability** in the left-hand navigation to view and edit your disability details.
- Select **Update information**.



- To declare a disability, impairment, or long term medical condition, select **Yes** from the drop-down menu, then click **Save**.



- From there, you will be able to select the disability that applies to you. You can declare more than one if needed.
- You can also select if you'd like to receive information about support services, equipment and facilities. If you select **Yes**, you will be contacted by our Disability Support team.

View your citizenship and residency details

- Click on **Citizenship and Residency** in the left-hand navigation.

NOTE:

You are unable to change these details yourself. If any details are incorrect or need updating, please contact studentHQ.

The screenshot shows the 'Citizenship and Residency Details' page. The left-hand navigation menu has 'Citizenship and Residency' highlighted with a red circle. The main content area shows a table of details with 'No details recorded' for most fields.

| Field | Value |
|--|---------------------|
| Citizenship | No details recorded |
| Permanent Resident of Australia | No details recorded |
| Date Residency Granted | No details recorded |
| Residency requirements for citizenship met over a year ago | No details recorded |
| Last date Citizenship and Residency data was confirmed | No details recorded |
| Residing in Australia during the study period | No details recorded |
| Residing outside of Australia due to a course requirement | No details recorded |
| Country of Citizenship | |
| Country of Dual Citizenship | |
| Country of Birth | |

Manage your cultural details

- Click on **Cultural Details** in the left-hand navigation. If these details are incorrect, click the **Update Information** button to make changes.

The screenshot shows the 'Cultural Details' page. The left-hand navigation menu has 'Cultural Details' highlighted with a red circle. The main content area shows a form with an 'Update information' button highlighted with a red circle.

Information: The government requires us to collect cultural information. Click **Update Information** to update your cultural details.

Main Language:

Country of Torres Strait:

Country of Birth:

Update information

Manage your educational background

- Click on **Educational Background** in the left-hand navigation to view the information recorded about your education background.
- To update any information on this page, click **Edit** or **Update** where required. After making changes, click **Save**.
- To add additional information about your educational background, click **Add New**, enter the details and click **Save**.

The screenshot shows the 'Educational Background Details' page on the Swinburne University of Technology portal. The page is divided into several sections:

- Information:** A message stating 'The government requires us to collect educational background information.'
- Australian Secondary schooling completed:** A form with fields for 'Highest School Level Completed' (set to 'NA'), 'Are you currently attending school?', 'Year of completion', 'Student ID', 'School', and 'State'. All these fields are currently set to 'No details recorded'.
- Study Reason:** A field for 'Study Reason'.
- Highest Level of Education: Participation:** A table with columns for 'Highest Level of Participation' and 'Qualification Title'. An 'Edit' button is visible next to the first row.
- Highest Level of Education: Completion:** A table with columns for 'Highest Level of Completion' and 'Qualification Title'. An 'Add New' button is visible next to the first row.

Three red circles are overlaid on the page, highlighting the 'Update information' button (under the Study Reason field), the 'Edit' button (under the Participation table), and the 'Add New' button (under the Completion table).

NOTE:

Australian Secondary schooling completed

You are unable to change these details yourself. If any details are incorrect or need updating, please contact studentHQ.

Highest Level of Education: Participation

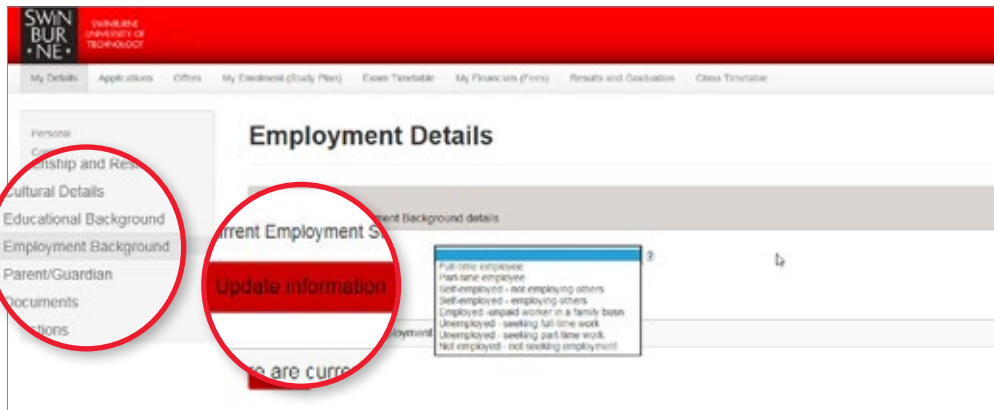
The highest level of qualification you have participated in, whether you completed the course or not.

Highest Level of Education: Completion

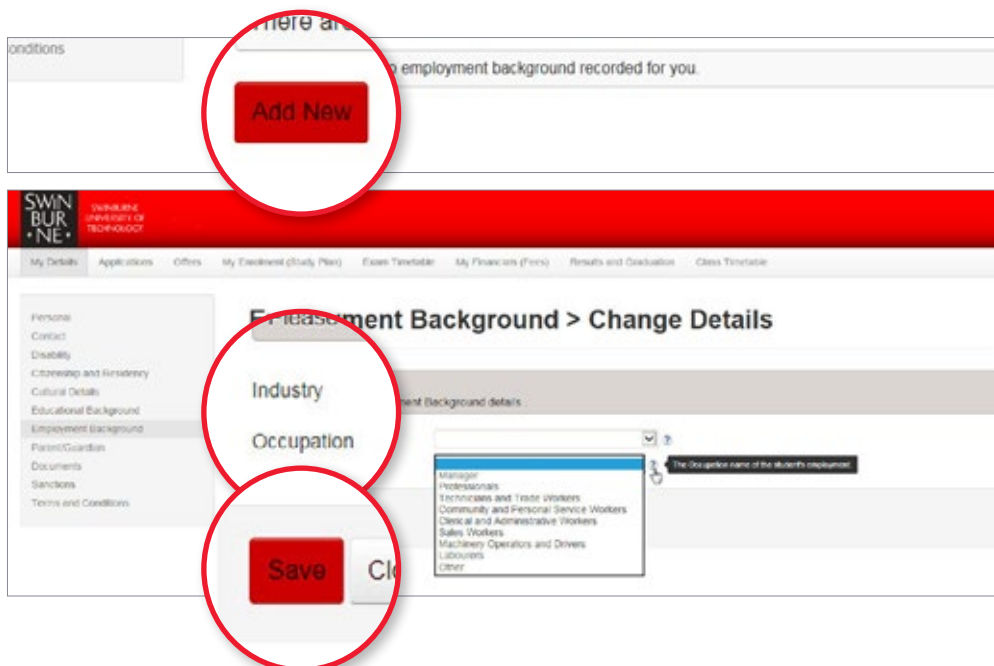
The highest level of educational qualification you have completed.

Manage your employment background

- Click on **Employment Background** in the left-hand navigation to view the information recorded about your employment details.
- To update your Current Employment Status, click **Update Information** to add details or **Edit** where required. After making changes select **Save**.



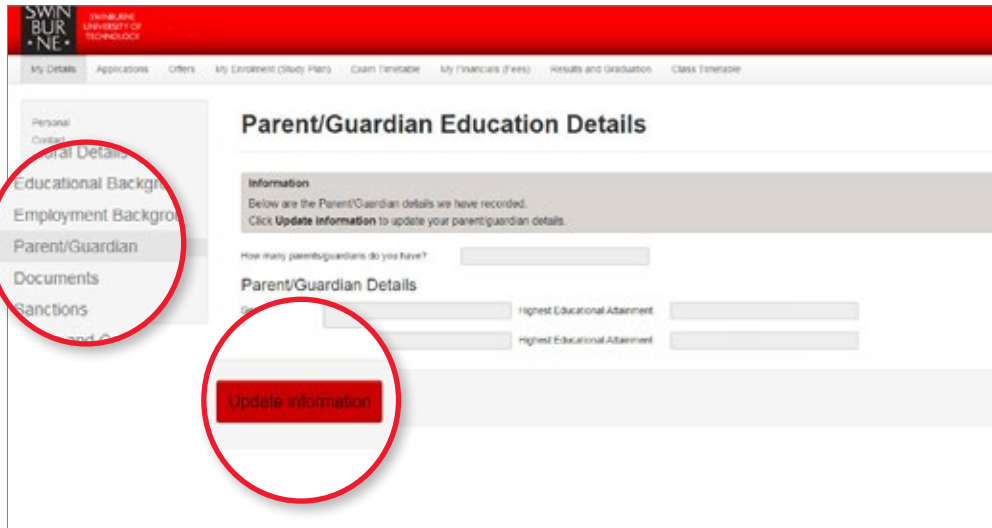
- To add additional information about your employment background, click **Add New**, select both your Industry and Occupation Type from the drop down list and click **Save**.



Manage your parent/guardian education details

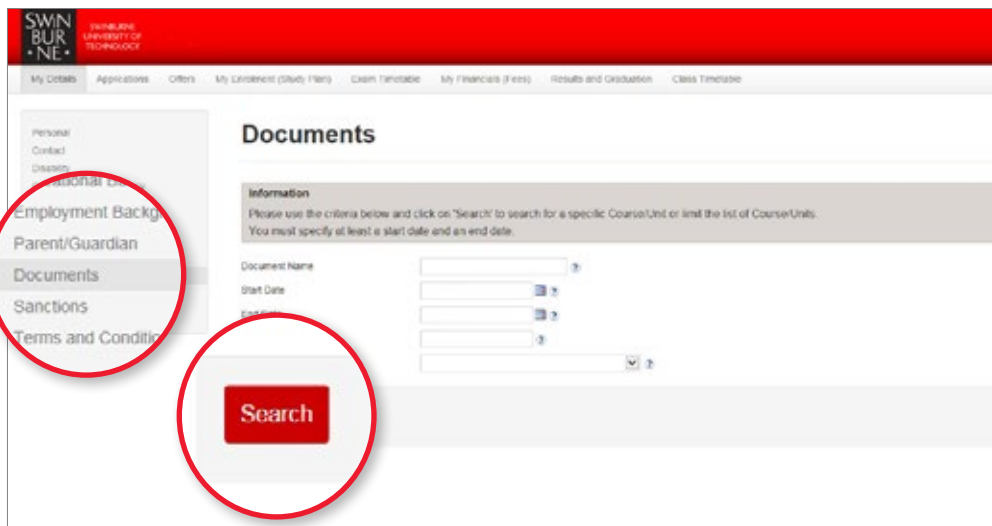
An overview of your Parent/Guardian(s) education details are recorded for Government reporting.

- Select **Parent/Guardian** in the left-hand navigation.
- Click **Update Information** to make changes to the recorded information.



View official documents which have been issued to you

- Select **Documents** in the left-hand navigation.
- Use the search fields to find documents that have been automatically generated by us and issued to you (e.g. Statement of Account).



View any sanctions that have been assigned to your record

Select **Sanctions** in the left-hand navigation.

NOTE:

For assistance or further information about your sanctions, please contact studentHQ.

The screenshot shows the Swinburne University of Technology student portal. The left-hand navigation menu is circled in red, with 'Sanctions' highlighted. The main content area shows 'Sanction Details' with an 'Information' section stating 'Below is a list of sanctions that have been assigned to your record' and 'There are currently no sanctions for you to view'.

View the terms and conditions you have agreed to


- Select **Terms and Conditions** in the left-hand navigation.
- Any terms and conditions you have agreed to will be listed. Click **View** to open.

The screenshot shows the Swinburne University of Technology student portal. The left-hand navigation menu is circled in red, with 'Terms and Conditions' highlighted. A red 'View' button is also circled in red. The main content area shows a table with columns: Permission Type, Description, Version, Agreed Date, and Application Contents.

| Permission Type | Description | Version | Agreed Date | Application Contents |
|---|------------------------|----------------|-------------|--|
| Conditions of Application and Applicant Declaration Check | Application to 1071000 | Version 2017.2 | 04-Jun-2018 | Course Scholarship Advanced Standing |
| Resolution Information Technology (IT) Terms and Conditions Check | Parent Study Package | Version 2015.1 | 02-Jun-2018 | Course |

Need more help?

Contact studentHQ

 1300 794 628

 [Email us](#)