Welcome to your new Student Portal!
This guide will show you how to move around in your new portal, as well as let you know what menu items are available to you.

Contents
- How to access your Student Portal ................................................................. 2
- Accessing the menu items ............................................................................. 4
- Summary of menu items in your Student Portal ........................................... 5
- Student Profile .............................................................................................. 6
- Subject Selection ............................................................................................ 7
  - View Registration Information ................................................................. 8
- View Holds ..................................................................................................... 10
  - What is a Hold? ........................................................................................... 10
- View Grades .................................................................................................. 11
- Academic Transcript ..................................................................................... 12
- Account Summary by Term ......................................................................... 14
  - Account Detail for Term ........................................................................... 15
- Addresses and Phones .................................................................................. 17
- E-mail Addresses .......................................................................................... 21
- Emergency Contacts ...................................................................................... 22
  - Update your emergency contacts ............................................................. 22
  - Add an additional emergency contact ...................................................... 24
- Need More Help? ........................................................................................... 27
How to access your Student Portal

Step 1: Go to your Student Hub

Step 2: Click on the Student Portal button (was the MySSNT button).
Step 3: Log in with your Office 365 student email account

Step 4: Your Student Portal will appear! Navigate the menu items by selecting the “waffle” (four squares) in the top left corner.
Accessing the menu items

You can view your menu items by clicking on the waffle (four squares) in the top left hand corner of your student portal.

The arrows next to the menu item will also show you that there are sub-menus. You can click on these arrows to expand the menu item.

For example, in the ‘Student Records’ menu, there are more menu items, called View Holds, View Grades and Academic Transcript.

You can move around the menu items by clicking on the waffle at any time, or by using the Back button on your browser.
### Summary of menu items in your Student Portal

<table>
<thead>
<tr>
<th>Main Menu</th>
<th>Submenu</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Profile</td>
<td>-</td>
<td>View a summary of your key details, including the classes you are registered in, as well as your personal information.</td>
</tr>
<tr>
<td>Subject Selection</td>
<td>-</td>
<td>Click this link to Register for Classes. View your Registration information (your class timetable) and print your schedule.</td>
</tr>
<tr>
<td>Student Records</td>
<td>View Holds</td>
<td>View and manage your account Holds.</td>
</tr>
<tr>
<td></td>
<td>View Grades</td>
<td>Access your overall grades for your subjects.</td>
</tr>
<tr>
<td></td>
<td>Academic Transcript</td>
<td>Access your unofficial transcript.</td>
</tr>
<tr>
<td>Student Finance</td>
<td>Account Summary by Term</td>
<td>View your summarized student finances – summarized by term and by type of charge or payment.</td>
</tr>
<tr>
<td></td>
<td>Account Detail for Term</td>
<td>View your detailed student finances – charges and payments itemized and organized by term.</td>
</tr>
<tr>
<td></td>
<td>View Holds</td>
<td>View and manage your account Holds.</td>
</tr>
<tr>
<td>Personal Information</td>
<td>Addresses and Phones</td>
<td>View and Update your Address and Phone details.</td>
</tr>
<tr>
<td></td>
<td>E-mail Addresses</td>
<td>View your e-mail address.</td>
</tr>
<tr>
<td></td>
<td>Emergency Contacts</td>
<td>View and Update your Emergency Contacts.</td>
</tr>
</tbody>
</table>

More details about each menu item are below.
In the ‘Student Profile’ view, you will be able to see your personal information, as well as any subjects that you have enrolled into for the term (same as trimester or study period).

Be sure to select that the term that you wish to view in the top left hand drop down menu – by default, the most current term will display.
Subject Selection

Subject Selection is where you will ‘Register for Classes’ at enrolment time.

Please see the ‘How To’ guide on Registering for Classes for more information.
View Registration Information

Once you have successfully registered for classes, you can view and print your schedule.

Step 1: Click on the Registration link to access the ‘View Registration Information’ menu item.

You can find the Registration link in the Student Profile or from Subject Selection.

Step 2: Click on View Registration Information
Step 3: Review your schedule. You can also print your timetable by clicking on the **Printer** button.
View Holds

If you have a ‘Hold’ on your account, it will display when you click the **View Holds** menu item.

What is a Hold?

A ‘Hold’ might be placed on a student’s account at some time in their student life. This ‘Hold’ will stop them from accessing some of their student information such as grades, or may stop them from performing activities such as ‘Registering for Classes’ or using Blackboard.

There are different reasons why a Hold may be placed on a student account. This could include:

- If the student needs to provide documentation as a part of Admissions activity.
- If the student has more than $500 fees outstanding.
- If there are academic issues outstanding.

What to do next?

If you notice that there is a Hold on your account, click on **View Holds** to see why there is a ‘Hold’ on your account.

If you know how, resolve the issue and then the ‘Hold’ will be removed from your account.

If you need help, please contact Student Services on campus or on the phone.
View Grades

If your subject has been graded, you can view your ‘Final Grades’ by clicking on the View Grades sub-menu item.

Click on the Components button to see the final score.
Academic Transcript

You can see your unofficial transcript from your Student Portal. If you would like an official transcript, please contact your Student Services team on campus or on the phone.

Step 1. Click on the Academic Transcripts sub-menu item

Step 2. Select the ‘Transcript Level’ and ‘Transcript Type’ from the drop down menus, then click on Submit
Step 3: You can now review your unofficial transcript.
In the ‘Account Summary by Term’ view, you can see your student finances summarized by type of charge or payment. For example, the tuition for all of enrolled subjects are summarized into one line item by ‘Term’.

To see your itemized charges and payments, go to Account Detail for Term menu item.
Account Detail for Term

To see your detailed student finances by term, follow the below steps.

Step 1: Click on the Account Detail for Term menu item

Step 2: Select the Term you are interested in reviewing, and click on Submit.
Step 3: You can now review your charges and payments item by item.

To review your student finances from another Term, click on the Select Another Term link at the bottom of the screen.

For help with understanding your student finances, or to pay your fees, please speak with Student Services, on campus or on the phone.
Addresses and Phones

Updating your Addresses or Phone Numbers

Step 1: Click on the Update Addresses and Phones link at the bottom of the screen.
Step 2: To update an existing address (or phone number), click on link next to the information you want to change.

Step 3: Update the required details and click Submit.

To delete the record entirely, click on the **Delete** against the address or phone number, and click on **Submit**.
Step 3: Add your new address details, or your new phone number in the next screen. Then click on **Submit**

To add a new address or phone number

Step 1: Click on the **Update Addresses and Phones** link at the bottom of the screen.

Step 2: Select the address type from the ‘Type of Address’ to Insert menu, and click on **Submit**.

Note: You will still need to complete this step if you are adding a phone number.
E-mail Addresses

You can view your email addresses in this screen.

Your student email address will be listed as ‘Preferred’.

[Image of email addresses screen]

Your current email address is listed below.

To update your email address, please contact Student Services.

E-mail Addresses

Institutional
Sam.Train08@laureate.edu.au Preferred

Personal
Sam.Train08@gmail.com
Emergency Contacts

Update your emergency contacts

Step 1: Click on Update Emergency Contacts at the bottom of this screen.
Step 2: Update an existing contact by clicking on the person’s name.

Step 3: Make the required changes and then click on Submit Changes.

If the person is not your emergency contact anymore, click on Remove Contact, then click on Submit Changes.
Add an additional emergency contact

Step 1: Click on Update Emergency Contacts at the bottom of this screen.

Step 2: Add an additional emergency contact by clicking on New Contact.
Step 3: Make the required changes and then click on Submit Changes.
Note: You can order the priority of your emergency contacts by changing the number in the ‘Order’ field.
Student Portal: Info Sheet

Need More Help?

Refer to the Student Hub (https://studenthub.torrens.edu.au/fitzroy/student-portal) or contact your Student Services team.