

My details:

HOW TO MANAGE YOUR PERSONAL DETAILS ONLINE

STUDENT HELP GUIDE

Log in to <u>My Details</u> 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.

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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.

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Managing your disability details

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

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

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- 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.

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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.

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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.

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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.

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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**.

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• 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**.

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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.

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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).

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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.

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Sanctions		
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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.

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