

Troubleshooting in Student Portal

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My Calendar

1. Loading time

Calendar can take up to 5 minutes to sync with course/enrolment/registration data, particularly when opening for the first time.

2. Not displaying any classes

Due to the Student Portal upgrade, some students may need to open their My Study tile to successfully sync their enrolment to My Calendar. If your Calendar is not displaying, first go to the 'Student System' home screen, click on My Study, navigate back to the 'Student System' home screen, and click again my Calendar. Your timetabled classes should now display.

3. I just completed class registration and can't see my timetable in My Calendar:

My Calendar typically populates straight away however can take up to 5 minutes to populate following class registration. Your My Calendar will default to the current week: ensure you are navigating to the current semester and class dates if these are in the future.

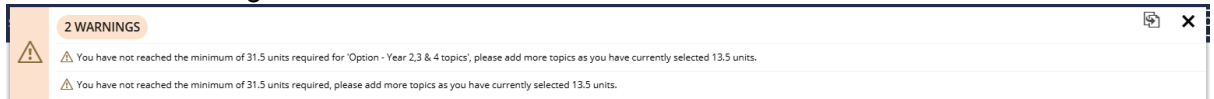
4. Can I export or print the calendar?

It is not possible to export or print the calendar currently. It is recommended that students access the calendar directly through the Student System on a week-by-week basis as classes may change. My Calendar has been configured to be easily accessible via mobile devices.

My Study – Manage My Course

1. Choosing topics: warning message to select more option/elective options.

A warning message will occur when a student does not select all required units/selections as per the course rule within an option or elective bucket selection. The system will assume students should make all selections at once even if the course rule is an eg Year 1/2/3 elective bucket.



The warning message is a 'soft warning' and students can click through it. Students only need to make the selections necessary to their upcoming enrolment and should be guided by their handbook course rule and study planner.

My Finances

1. Where do I find my receipts?

Depending on the method of payment students will be able to access their receipts in two different locations on the Student System.

Online payments through the Student System:

The receipt copies will be available in **My Finances** under **Payment Receipts**. The official receipt is emailed to the student on the date of payment.

Other payment methods - in person eftpos, BPAY and Convera:

The receipt will be available in **My Details** under **Communication**.

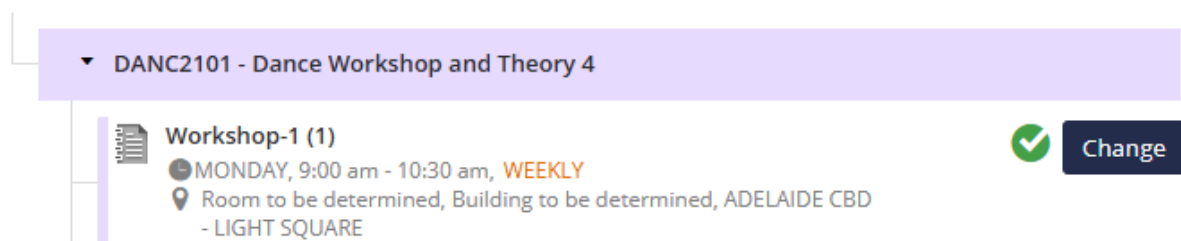
My Class Registration

1. Multiple overlapping study periods

The new Student Portal no longer has an “all” date/study period option in class registration. Instead, students with NS and Semester topics will need to choose between each study period (top middle drop-down) to see and complete class registration in each NS and Semester period. This means that students who are enrolled in semester and non-semester topics may receive clash notification warnings (red exclamation symbol) during class registration without being able to immediately see what two class activities are causing the clash.

To see the details of the clash the student will need to switch between study periods in the class registration screen or if already registered, go to My Calendar. If using the My Calendar option, the student will need to navigate to the relevant week to see where the clash is located.

2. ‘Room to be determined’ for online and/or offsite class?

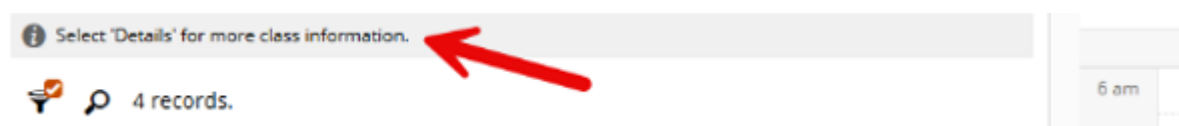


Online or “offsite” class activities will display the location as: ‘Room to be determined, building to be determined’. This will include timetabled online classes as well as classes held at eg Tafe SA, Adelaide Oval, or other partnership or rural/regional locations.

Note: timetabled classes that *are waiting for a room to be allocated* will also accurately display this message – use the topic availability location to help determine accuracy of msg and refer to relevant College EROs as necessary.

Offsite classes:

Offsite classes with “real” locations (eg Tafe SA) will have their location information included as a class activity comment. For these activities, students should select ‘Details’ during Class Registration to see the class activity comment and therefore class location. Students who need to register in classes of this category will be prompted to consult the class Details with an additional, dynamic info banner on the relevant class registration selection:




Workshop-1 (1)
14 PLACES LEFT


MONDAY, 9:00 am - 10:30 am


 Room to be determined, Building to be determined, ADELAIDE CBD - LIGHT SQUARE


[View on Calendar](#)

YOUR CLASS 

[Details](#)


Class Details

Workshop-1 (1)

For
DANC2101 - Dance Workshop and Theory 4

Teaching Pattern

Period	21-Jul-2025 ~ 21-Sep-2025
Time	Monday, 09:00:00 ~ 10:30:00 (Weekly)
Location	Room to be determined, Building to be determined, Adelaide CBD - Light Square
Comment	Held at AC Arts
Period	13-Oct-2025 ~ 14-Dec-2025
Time	Monday, 09:00:00 ~ 10:30:00 (Weekly)
Location	Room to be determined, Building to be determined, Adelaide CBD - Light Square
Comment	Held at AC Arts

Online classes:

Online classes *with timetabling* will show as 'Room to be determined' which might cause confusion for students. This is a current system limitation. To help mitigate confusion, these classes will all have a class activity comment explaining that their class is online and to disregard this message. For these activities, students can select 'Details' during Class Registration to see the class activity comment and therefore confirmation that their class is indeed online. Students who need to register in online classes of this category will be prompted to consult the class Details with an additional, dynamic info banner on the relevant class registration selection.

3. Where are my class comments or extra class reg info?

To see class comments a student will need to select Details on each class. These comments are used selectively to give students additional information about classes including:

- Timetabled classes held online
- Classes held offsite at a partner or rural/regional site
- Class times that are ring-fenced to a specific student cohort such as dance students or mechanical engineering students.

Activities with class comments will have a message on the class registration screen as below to prompt students to view the class details as part of their class

registration. To see the class comment select Details button or if not visible select the three-dot menu and choose the Details option from drop-down choices.

Flinders University > Student System > My Class Registrations

View my course Help

Class Registration

Workshop options for COMS1001 - Academic and Professional Communication

Select 'Details' for more class information.

4 records.

Workshop (1) 1 PLACE LEFT

MONDAY, 4:00 pm - 6:00 pm, WEEKLY

415 Collaborative Learning, Festival Tower, FLINDERS CITY CAMPUS

View on Calendar

Swap ...

Workshop (2) CLASS FULL

MONDAY, 2:00 pm - 4:00 pm, WEEKLY

416 Collaborative Learning, Festival Tower, FLINDERS CITY CAMPUS

View on Calendar

Details ...

Preview

	MON	TUE
6 am		
7 am		
8 am		
9 am		
10 am		
11 am		COMS1001 Workshop (3) 11:00am - 1:00pm 12 sessions

Flinders University > Student System > My Class Registrations

View my course Help

Class Registration

Workshop options for COMS1001 - Academic and Professional Communication

Select 'Details' for more class information.

4 records.

Workshop (1)

MONDAY, 4:00 pm - 6:00 pm, WEEKLY

415 Collaborative Learning, Festival Tower, FLINDERS CITY CAMPUS

View on Calendar

Workshop (2)

MONDAY, 2:00 pm - 4:00 pm, WEEKLY

416 Collaborative Learning, Festival Tower, FLINDERS CITY CAMPUS

View on Calendar

Workshop (3)

TUESDAY, 11:00 am - 1:00 pm, WEEKLY

416 Collaborative Learning, Festival Tower, FLINDERS CITY CAMPUS

View on Calendar

Workshop (4)

THURSDAY, 8:00 am - 10:00 am, WEEKLY

Room to be determined, Building to be determined, FLINDERS CITY CAMPUS

View on Calendar

YOUR CLASS

Swap ...

8 PLACES LEFT

Register ...

Class Details

Workshop (1)

For COMS1001 - Academic and Professional Communication

Teaching Pattern

Period: 28-Jul-2025 - 21-Sep-2025
Time: Monday, 16:00:00 - 18:00:00 (Weekly)
Location: 415 Collaborative Learning, Festival Tower, Flinders City Campus
Comment: For Fashion and Costume students ONLY

Period: 13-Oct-2025 - 02-Nov-2025
Time: Monday, 16:00:00 - 18:00:00 (Weekly)
Location: 415 Collaborative Learning, Festival Tower, Flinders City Campus
Comment: For Fashion and Costume students ONLY

Staff

There are no staff allocated yet.

OK Cancel

My Tasks

1. I completed a form in My Tasks and it took me back to the start: help?

When completing forms in the My Tasks wizard (such as Enrolment Declaration form and Finance forms), the wizard will take students back to Step 1 regardless of which

Step the student was on for the form. Do not worry – the forms and tasks were saved. The previously completed tasks will not reappear as they are complete. The student will need to click 'Next' through the tasks again to get back to the next task following the form in their sequence.

The student can use the filters here to show 'satisfied' tasks if needed:

Enrolment Declaration

As part of your enrolment, please agree to the enrolment declaration. You can find out more about the conditions in the [Enrolment Policy](#). [Show less](#)

Filters Clear all 1 record.

Filters	Clear	Task Details	Status
^ SATISFIED Yes No	Clear	Please agree to the Enrolment Declaration Submitted 1 week ago	MANDATORY
^ REQUIRED ACTION ☐ Provide 1			

Completed

My Applications

1. My course application is not allowing me to add my documentation

Student can occasionally receive an error when trying to attach a document to a new course application (I/O error or permission error).

To solve this issue, remove the documents from the section and try again. If the error continues to cause issues return to the previous page, navigate through again and file attachment should be successful. Contact the Admissions team if issues persist.

← Student System > My Applications > Make An Application 1 message Enterprise Search

Application ID 134204 More Previous Next

Review each step before you submit your application.

Step 1
Course

Step 2
Scholarship

Step 3
Applicant Details

Step 4
Requirements

Step 5
Review and Submit

Requirements

The application saves as you go. Log back in anytime to complete and submit.

Select 'Respond' to answer each requirement marked as 'Mandatory'.

Once all requirements are marked as 'Response Received' or 'Optional' you can proceed to the next step. Requirements marked as 'Optional' may help us assess your application faster if you provide a response. [Show less](#)

12 records.

Only one course per application OPTIONAL

Please do not select another course to add to your application, as we will only assess your first preference. Any subsequently selected courses will be withdrawn from your application.

PHD Respond

Academic Details MANDATORY

List university and higher education courses attempted or completed that are relevant to this application, including any relevant courses you are currently studying. Please complete all details.

1 question must be answered

Navigation

1. How do I get out of accessibility mode?

If you've clicked on the accessibility mode icon by accident and want to return to the standard mode (normal view), from the header:

1. Click **More**.
2. Navigate to **Settings**.
3. Select **Change to standard mode**.

