Troubleshooting in Student Portal

Contents

My Calendar

1. Loading time
KA-07128

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

2. Not displaying any classes
KA-07128

Students may need to open their My Study tile to successfully synchronise their class registrations 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 home screen, and click on my Calendar. Your timetabled classes should now display.

3. I just completed class registration and can't see my timetable in My Calendar
KA-07128

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. I withdrew from a topic, but the classes still show in My Calendar
KA-07129

If a student has registered in classes, then withdraws from the topic, the classes may display in My Calendar until the system refreshes overnight and the withdrawn classes are removed. Withdrawn topic information may continue to appear in calendar. Key date reminders such as census and tuition fee dates may persist beyond 24 hours. These are known issue and being investigated. If a student is unsure, they can confirm their enrolment via the Enrolment Statement in **My Study** – Self Service Reports.

5. Can I export or print the calendar?

It is not currently possible to export or print the calendar. 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My Study – Help: I can only see a withdrawn course and not my current course/s

There is a current known issue (Nov 25) occurring for some students who have a course status of withdrawn. If a student selects a withdrawn course from the My Study tile, they will not be presented with an Academic History screen to navigate to other courses, and if exiting and re-entering My Study using the standard My Study heading link, it will take them only to their withdrawn course. This has been reported to the vendor.

Solution: Help students to expand their My Study tile to see a list of courses from the homepage of Student System.
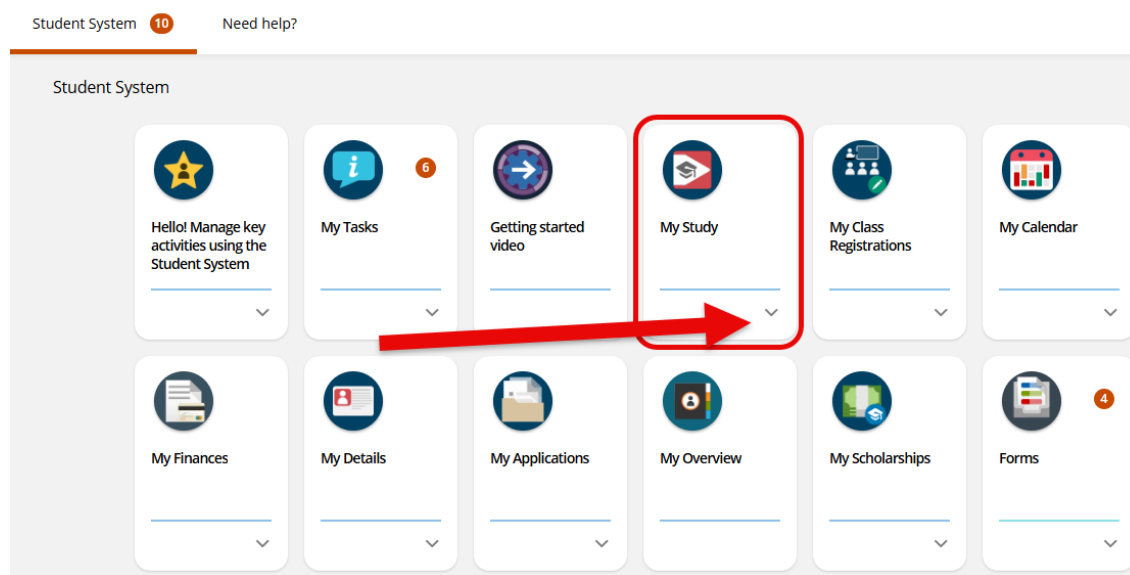
The My Study tile expanded will show a list of courses. Click on the Admitted course to re-enter My Study going directly to the Manage my Course screen for the selected course. This will refresh the course information displayed and get students out of the "I can only see my withdrawn course" loop.
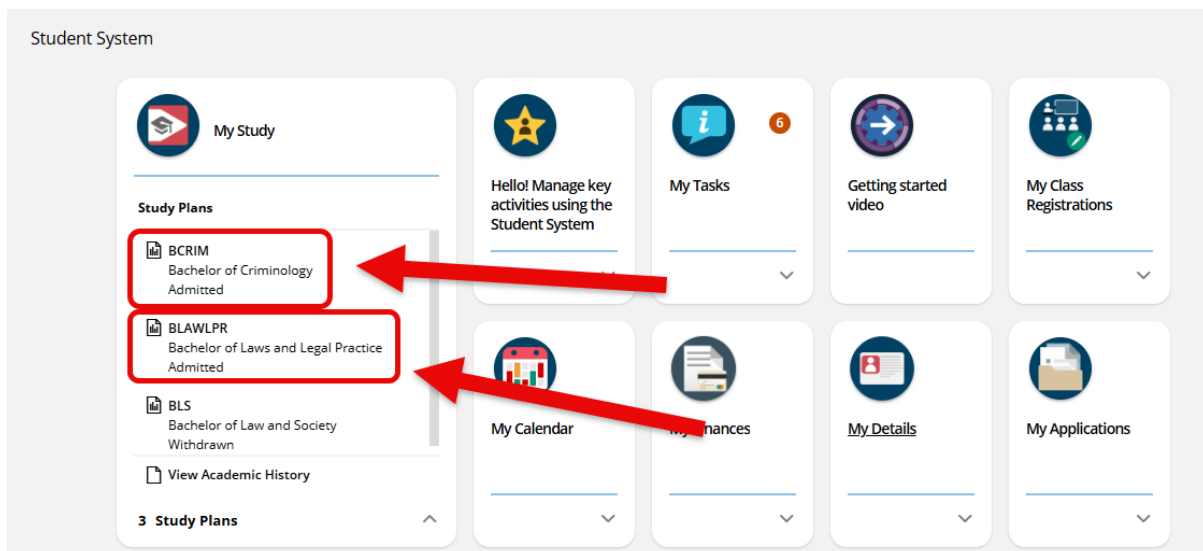
## **My Study** – Manage My Course

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

KA-07132

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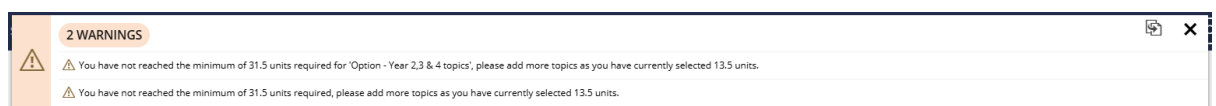
The warning message is a 'soft warning,' and students can click through it. Students only need to make the selections necessary to their upcoming enrolment and should be guided by their handbook course rule and study planner.

2. Why does my cross-institutional or remitted topic show as Failed in the Academic history and Course overview screens?

The new Academic history and course overview screens display topic and component statuses such as approved, planned, passed, failed, etc. These screens are currently (Nov 25) displaying off-plan topics with an NA grade within the overview and displaying the corresponding status of 'Failed/NA or Failed'.

Note: the new Coursework Summary artefact in the My Overview tile is where we

recommend students see their topic grades. The Coursework Summary shows these topics as having a Result of 'No Grade Applies (NA)' and a Status of 'Failed.' Encourage students to confirm their results using their Unofficial transcript or Academic record which continue to display as usual and do not include these off-plan topics.

When students enquire, first confirm they have passed the exchange/cross-institutional study and had their credit processed and is correctly recorded on their transcript. You can advise students based on the following, editing where necessary to their circumstance:

Thank you for reaching out regarding your exchange/cross-institutional results. We are investigating the statuses currently displaying for students, resulting in XOTH topic/s status/es to appear as Failed on the course overview screen. In the meantime, continue to use your unofficial transcript where the 'XOTH' topic accurately displays as 'NA' (No Grade Applies) and your credit from the cross-institutional study is recorded.

My Study – Plan and Enrol

1. Scheduling Non-Semester topics: NS dates on schedule pop-out different to the topic NS dates.

When scheduling Non-Semester topics, the scheduling pop-out window or Plan a Study Period wizard will display the 'Study Period Dates' per example NS1 2026 screenshots below. Note that these dates are different from the topic availability dates. One the following screen, once the topic is scheduled into the NS study period, students will see the topic dates in the availability description within the Study Combination field per screenshot below.

Note: the topic information pop-out shows the topic Start and End date which can be different to the teaching dates due to assessment periods. Students can use the 'Handbook topic information' link to visit handbook, and the 'Teaching dates' link to see timetable information.

My Finances

1. Where do I find my receipts?
KA-04983

Depending on the method and date of payment students will be able to access/view their receipts in two separate locations on the Student System.

Online payments through the Student System from 20/10/25:
Official receipts are emailed to your flinders account as the payment is processed. Receipt information is also available in **My Finances** under **Payment Receipts.**

Other payment methods – in person eftpos, BPAY and Convera and historical payment receipts are accessible in **My Details** under Communication.
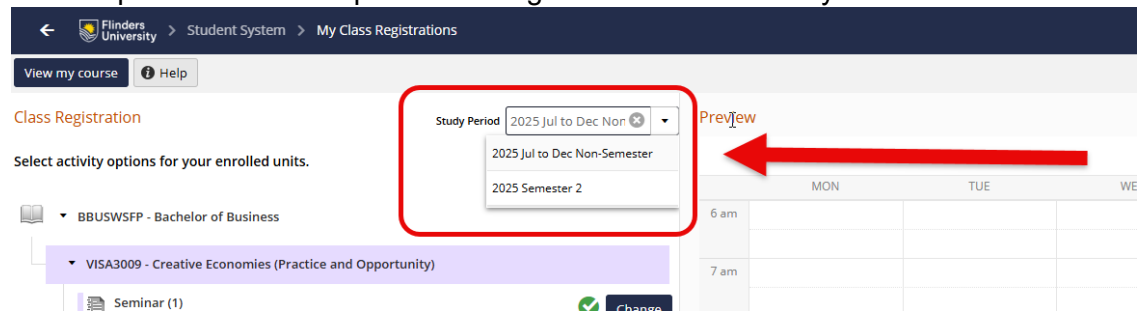
My Class Registration

1. I can only see some of my topics/classes in My Class Registrations
KA-05530

1. **You are enrolled in topics across more than one study period:**
   My Class Registrations shows you all class activity for a single study period. If you are enrolled in more than one study period eg Non-Semester July to December and Semester 2, you will need to use the Study Period drop-down box at the top to view and complete class registration in **each** Study Period:


2. **Your topic does not have timetabling:** You will only see class registration information for topics that have scheduled timetabling. Some topics, such as Flinders Online topics, have no scheduled timetabling and therefore will not appear in My Class Registrations.

2. How do I see a clash? What about multiple NS/semester study periods?
KA-05481

The Class Registration screen will show students if registered or available classes produce a timetable clash by a red timetable clash banner in the class registration list and a red exclamation symbol in the preview screen:
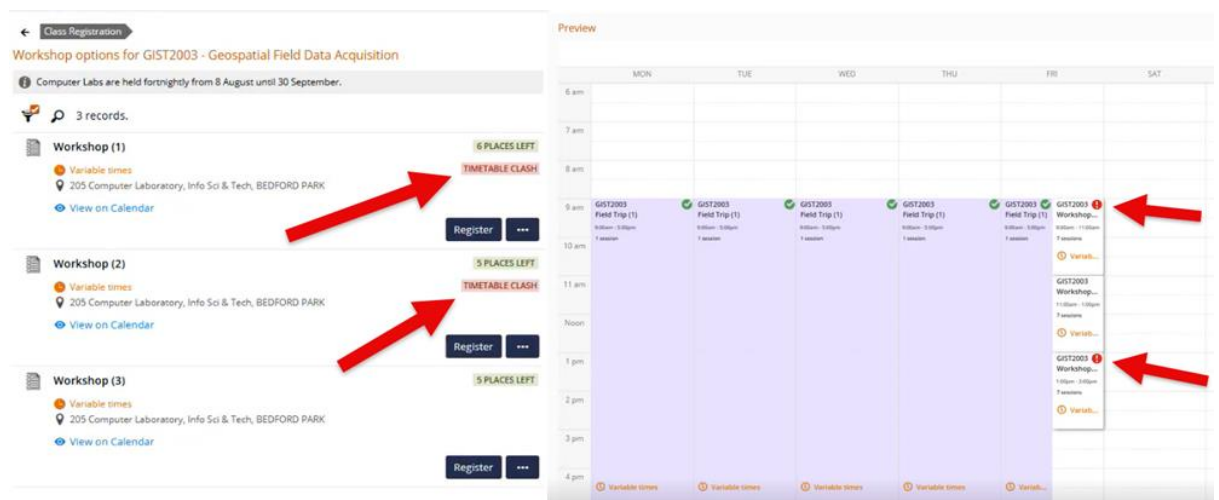
The Student Portal displays class registration *per study period* and does not have an "all" date/study period option nor a week-by-week class registration view. Instead, students with NS and Semester topics will need to choose between each study period (top middle drop-down) to view and complete class registration in each NS and Semester period:
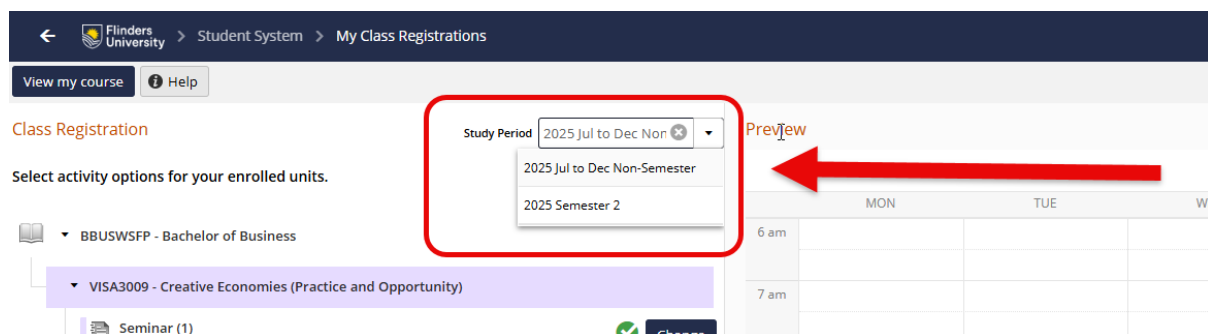
Students will still receive class notification warnings across study periods, though they may need to swap between study periods to understand the details of the clash or if already registered in the relevant activities, by going to My Calendar. If using the My Calendar option, the student will need to navigate to the relevant week to see where the clash is located.

Classes appearing side by side within a study period Preview screen *without a red clash symbol*, will have different class activity dates and do not clash. These classes could have different non-semester dates and/or be a combination of weekly, fortnightly, or variable cadence. To see individual class dates/times/locations during class registration, when making selections click the three-ellipsis menu and select View Teaching Pattern Details to see all classes.

Intensive Workshop (1) for SOAD9059 - Trauma and Resilience ✕
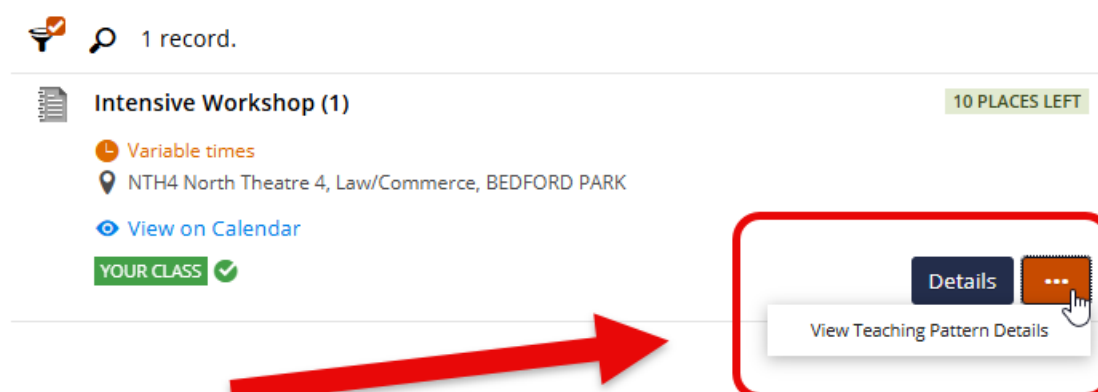
⚠ Weekly Teaching Patterns

- ▾ Week 9
  Monday
    - 22-Sep-2025 | 09:00:00 - 17:00:00
    - NTH4 North Theatre 4, Law/Commerce, Bedford Park
  Tuesday
    - 23-Sep-2025 | 09:00:00 - 17:00:00
    - NTH4 North Theatre 4, Law/Commerce, Bedford Park
  Wednesday
    - 24-Sep-2025 | 09:00:00 - 17:00:00
    - NTH4 North Theatre 4, Law/Commerce, Bedford Park
  Thursday
    - 25-Sep-2025 | 09:00:00 - 17:00:00
    - NTH4 North Theatre 4, Law/Commerce, Bedford Park
  Friday
    - 26-Sep-2025 | 09:00:00 - 17:00:00
    - NTH4 North Theatre 4, Law/Commerce, Bedford Park

[OK] [Cancel]

3. 'Room to be determined' for online and/or offsite class?
KA-07133

DANC2101 - Dance Workshop and Theory 4

Workshop-1 (1)
MONDAY, 9:00 am - 10:30 am, WEEKLY
Room to be determined, Building to be determined, ADELAIDE CBD
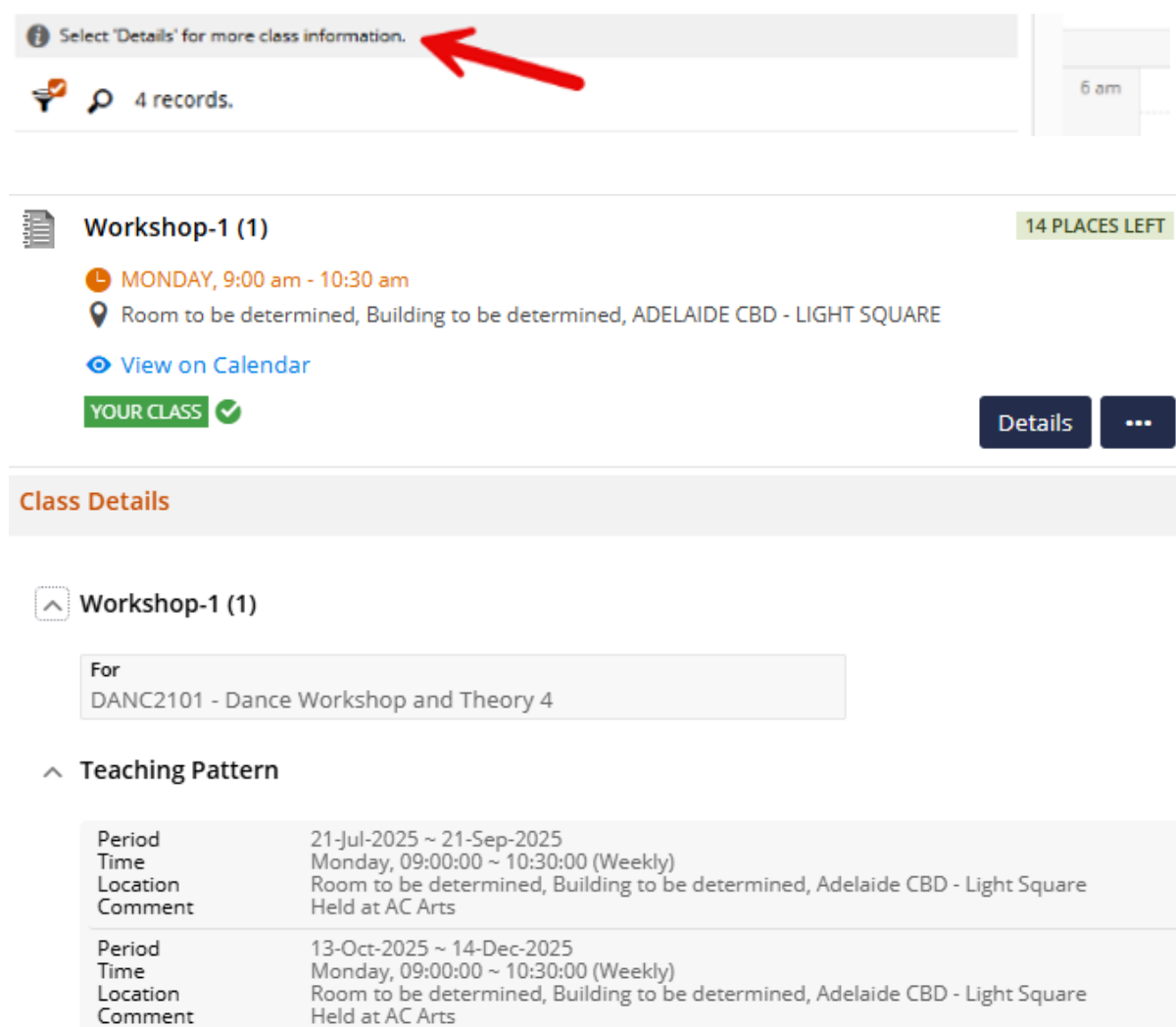- LIGHT SQUARE

[✓] [Change]

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

9

'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:

Online classes:
Online classes *with timetabling* will show as 'Room to be determined' which might cause confusion for students. 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.

4. 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.
- Instructions for students on class activities.

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.

My Tasks

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

KA-07134

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:

2. Error msg Citizenship Details task: Highest Level of Participation Year must be on or after the Student's Date of Birth.

A small proportion of students are receiving an error message when attempting the citizenship task: '1 ERROR Highest Level of Participation Year must be on or after the Student's Date of Birth.' See screenshot below.

To remove this error, escalate to the Admissions team who will need to remove the '0' from the Year data field in CiA – Student Profile – Educational Background tab:

Staff: Make the 'Year' data field blank per screenshot and Save. Let the student know they will now be able to complete the citizenship task.

3. It won't let me enter my address or find my address in the 'Find Address' box: help?

When students enter or edit an Australian address in My Tasks or later in My Details, they need to use the 'Find Address' address finder box. Begin typing the address and the address finder will show search results and students should select their address. This will then pre-fill the Address Line 1, City/Town, State, and Postcode fields.

The address finder should "find" all legitimate Australian street addresses and if you are unable to find an address with a student, validate the address via Google Maps and then submit a IT help and support ServiceOne request form to record the error (or during hyper care, follow your team's escalation process). If you need to edit or amend the pre-filled address, you can do so once the address finder has populated the fields. You can eg add unit/room numbers or business names: "Switch Accommodation, Room 5".

4. It says I have a mandatory HECS-Help task, but I already submitted my HECS-Help form?

KA-07126

Students admitted to multiple courses in Commonwealth-supported will have a mandatory Finance forms task in the My Tasks tile for each degree with an outstanding eCAF form. For example, a second-year BLLAW student may have already submitted their eCAF for the Bachelor's degree, however because they also accepted the GDPLPRFP but have not completed an eCAF for that degree, they will receive a mandatory task to fill out a HECS-Help form and a recommended SA-HELP form. It is not clear in the My Tasks wizard which course the outstanding HECS-Help form task applies to. This may cause some confusion as students may have "already submitted their eCAF." Staff can reassure students by confirming they have submitted an eCAF for their "current" degree by checking the Government Assistance Form (enquiry) window in Ci/Student Management.

Students can confirm this themselves by responding to the task and viewing the eCAF form. The form will populate with a list of eligible Commonwealth-supported courses they are admitted to:

If they were to select BLLAW/FP but they have already submitted a form, it will give them a warning pop-up message:

Important note: In this scenario, the task is mandatory *to complete enrolment in the Graduate Diploma* and will not prevent enrolment in the "current" Bachelor of Laws. Students who do not complete this task will not be adversely impacted unless and until they try want to commence the Graduate Diploma.

Solution: Explain to students that they have this task because they have accepted an offer to a commonwealth-supported place and need to complete this task to enrol in that degree. Students can complete the eCAF at any time, noting they will not incur any deferred fees or "HECS debt" unless and until they enrol into topics for that degree.

Students can view form information for a particular course by going to My Study, Government Assistance and view 'responded" forms.

5. I completed all my tasks but still have a number notification on the My Tasks tile.

Some students have remaining task notifications display on the My Tasks tile despite having no outstanding tasks. This is a known issue being investigated and, in some instances, will resolve overnight. Reassure students that any outstanding mandatory or recommended tasks will display in My Tasks. If instead it says 'There are currently no outstanding tasks, please check again in the future' then they are receiving the notification number in error and have no further actions to take.

Complete My Tasks

Finish all mandatory tasks, then click 'Next' to continue. To view completed tasks, use the filter icon and select 'Clear all'.

Messages ✓ | Messages

ⓘ There are currently no outstanding tasks, please check again in the future.

My Applications

1. My course application is not allowing me to add my documentation
KA-07135

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.
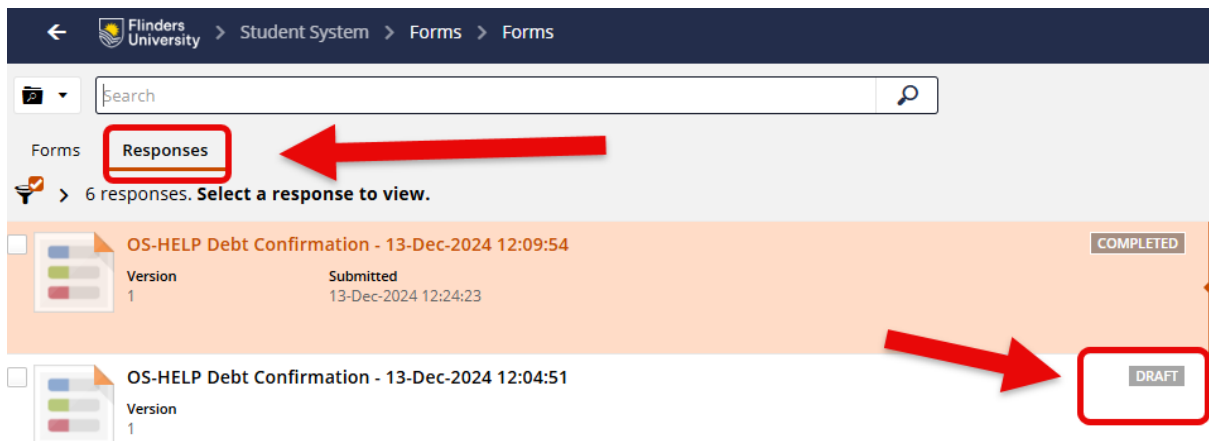

Forms

1. Why do I have draft forms and how do I remove them?
KA-07136

Draft forms may be saved when a form such as HECS-HELP has been started previously but not submitted. You can remove draft forms by following these steps:
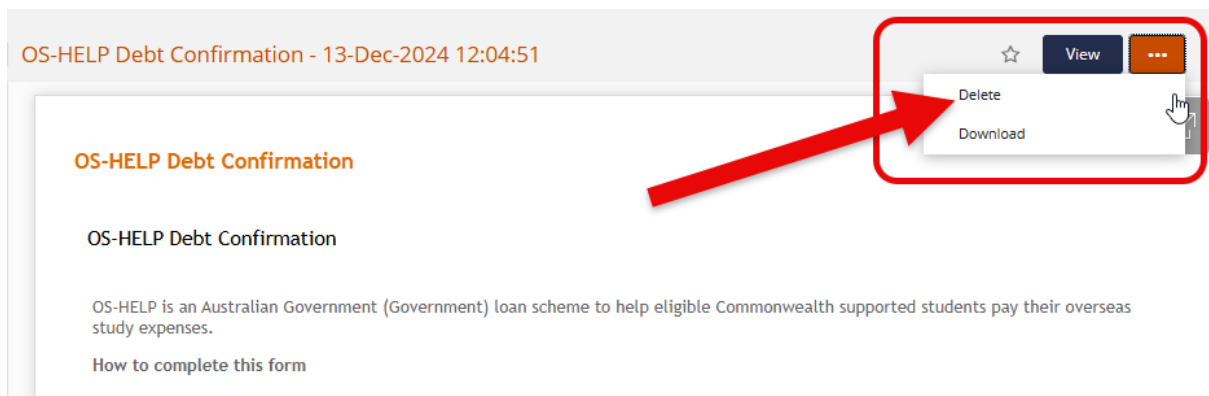
1. Go to **Forms**.

2. Navigate to **Responses** at the top.

3. Select the DRAFT you wish to remove.

4. Click the **three-ellipsis menu** at the top-right of the screen and select **Delete**.

2. How to enter missing Cultural Details information, eg Year of Entry.

KA-07109

Eligible students will be able to submit a Cultural Details Form (from December) to enter missing information such as their Year of Entry, Country of Birth and Main Language Spoken at Home information. This form provides the information required for NESB card eligibility consideration and government reporting obligations. Note, students submit this form once only.

1. Go to **Forms**.

2. Locate **Cultural Details Form** and click **Fill out** button.
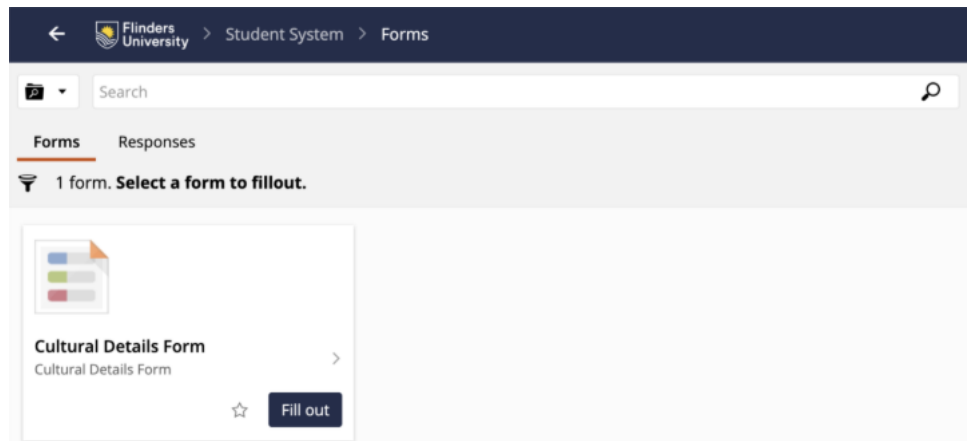
3. The form will open. Students can update missing data, read and agree to the declaration. Click submit.

4. An acknowledgement screen will display on successful submission and data will integrate to Ci/CiA.

Staff access

1. Name change in CiA not working, or name changed but not in User Profile section of Student System?

All name changes must now be completed in the Personal Details section of CiA by an authorised staff member. Name changes completed in Ci or "TechOne' will not properly integrate into all facets of the Student System, and the previous name will still show in the student's User Profile section of the Student System.

If you need to make a name change in CiA because a previous name change has not fully integrated (ie the student reports seeing the previous name in a section of Student System), you may need to manually force the change to flow through by taking the following steps:

1. Login to CiA and navigate to Student Personal Details as per business process.

2. Add a full stop to a name field, eg First Name.

3. Click **Save**.

4. Remove the full stop [.]. Click **Save**.

Navigation

1. How do I get out of accessibility mode?
KA-07108

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

5. Click **More**.

6. Navigate to **Settings**.

7. Select **Change to standard mode.**