



ISIS – Student Portal User Guide



This guide contains the following Sections:

Section 1 – ISIS Basics

Objectives	At the completion of this section, you will be able to: <ul style="list-style-type: none">• Request an ISIS user id and password• Change your user id and password• Navigate within ISIS - menu structure• Applicant overview – understanding your application progression
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Section 2 – Exchange/ Study Abroad Application

Objectives	At the completion of this section, you will be able to: <ul style="list-style-type: none">• Enter an incoming exchange/study abroad application• Accept the offer• Defer the offer• Decline the offer
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Section 3 – Help using ISIS Student Portal

Objectives	At the completion of this section, you will be able to: <ul style="list-style-type: none">• How to get Help• User Guide• LTU ICT Services Desk• Out of Hours support
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ISIS Overview

ISIS (International Student Information System) is a Web based Student Management System, developed specifically to cater for the needs of international students applying to study at La Trobe University.

User Id's and Password Information

Obtaining an ISIS User Id and Password

Before you begin to use the ISIS Student Portal for the first time, you must apply for and obtain an ISIS User Id and Password. This can be obtained from the ISIS Student Portal itself. Further details are included in the following pages.

Security

You can only view details of applications, airport pickup requests and accommodation requests that relate to you. You cannot see any other student's details.

For your protection, all communications with La Trobe University using ISIS are protected by Secure Sockets Layer security encryption.

Requesting an ISIS User id and Password

STEP	ACTION
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1. Follow the link to ISIS from the La Trobe University International web pages or open Internet Explorer and enter the following URL:
<https://isisprd.latrobe.edu.au/ISIS/Portal/Login.aspx?ReturnUrl=%2fisis%2fportal%2fDefault.aspx>

2. Create a **Desktop** shortcut or an Internet Explorer **Favourite**.

3. Click the **Click here to register** link on the Login screen.

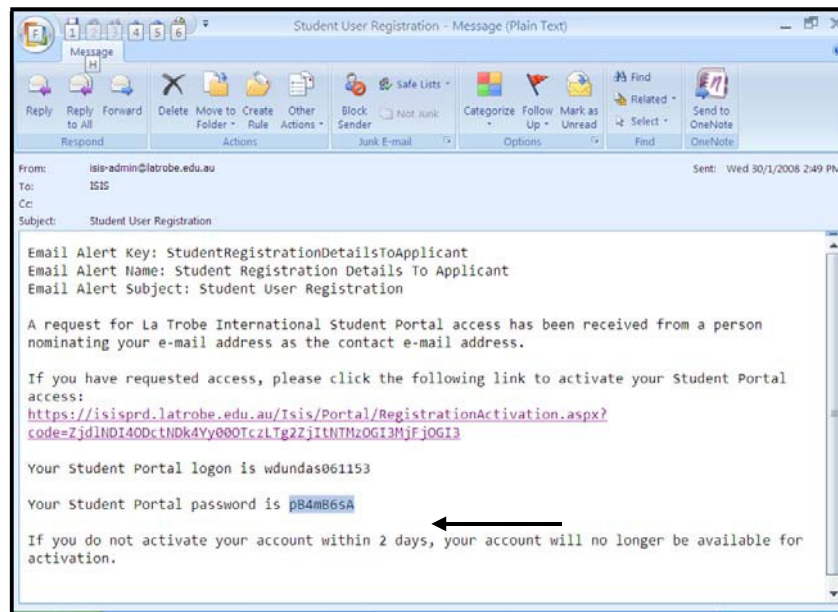
The **Register** screen is displayed.

- Enter the requested personal details.
- In the field marked **Type the code shown** enter the letters and numbers displayed in the cryptogram.
- Submit

Click SUBMIT

Your **User Name** and **password** will be emailed to your nominated email address:

For example:



Changing your Password

Your ISIS password protects confidential data against unauthorised access and must be changed every 90 days. This ensures that the sensitive data remains confidential and cannot be read or changed by anyone, unless they are authorised to do so.



The University Regulations on “Use of University Computer Facilities” expressly prohibits users from divulging usernames and passwords, or using any other person’s computer account.

STEP

ACTION

1. Click **Edit Profile** in the left-hand menu bar to change your name, password, email address and user preferences.
2. The **Edit Profile** screen is displayed.

Edit Profile - International - La Trobe University - Windows Internet Explorer

https://sisprd.latrobe.edu.au/isis/Portal/EditProfile.aspx?mi=9

La Trobe Home Skip to Content Contact La Trobe Sitemap

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LA TROBE UNIVERSITY International Student Portal

Edit Profile

Student Details

Title: Mr

First Name(s): Warwick Rex

Last Name: DUNDAS

Nickname (English Name):

Gender: Male

Date of Birth: 06 / Nov / 1953 (age: 54 years)

Birth Country: Australia

Citizenship Country: Australia

Applicant Phone: 0411114499

Applicant Fax:

Email: Please enter student's email address (not that of a La Trobe University representative)

Related Info

- International Home
- Courses
- Study Abroad
- Student Exchange
- How to Apply
- Pre-Departure & Arrival
- Accommodation
- Support Services
- Who to Contact
- Build a Brochure

Done Local intranet 100%

Changing your Password, continued

Applicant Fax:

Email:
Please enter student's email address
(not that of a La Trobe University representative)

Address for Notification of Application
Please enter student's address
(not that of a La Trobe University representative)

Address 1:

Address 2:

Address 3:

Postcode:

Country:

Visa Details
 Applicant is a permanent resident of Australia

Student Portal Account Details

Username:

Password:

Confirm Password:

SUBMIT CANCEL

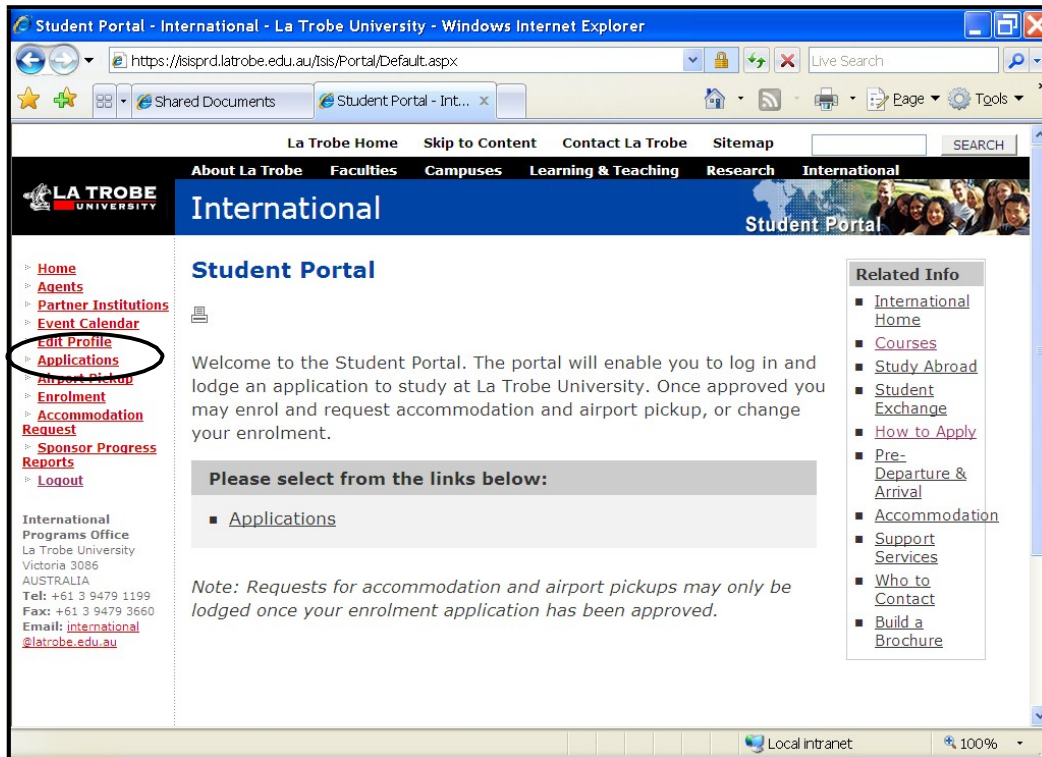
STEP

ACTION

- Password (Optional):** Enter the new password.
- Confirm Password:** Re-enter the new password.
- Click **SUBMIT** to confirm the password change.

Menu Structure

The left-hand menu is used to navigate within various sections of the ISIS Student Portal. For example, selecting **Applications** will take you to the Browse Applications page, where you can view your existing applications or begin to create a new application.



The screenshot displays the ISIS Student Portal interface within a Windows Internet Explorer browser window. The browser's address bar shows the URL <https://isisprd.latrobe.edu.au/isis/Portal/Default.aspx>. The page features a navigation menu at the top with links for [La Trobe Home](#), [Skip to Content](#), [Contact La Trobe](#), and [Sitemap](#). Below this is a secondary menu with [About La Trobe](#), [Faculties](#), [Campuses](#), [Learning & Teaching](#), [Research](#), and [International](#). The main header includes the La Trobe University logo and the text "International Student Portal".

The left-hand navigation menu is expanded, showing the following items:

- Home
- Agents
- Partner Institutions
- Event Calendar
- Applications** (highlighted with a red circle)
- Airport Pickup
- Enrolment
- Accommodation Request
- Sponsor Progress Reports
- Logout

The main content area is titled "Student Portal" and contains the following text:

Welcome to the Student Portal. The portal will enable you to log in and lodge an application to study at La Trobe University. Once approved you may enrol and request accommodation and airport pickup, or change your enrolment.

Please select from the links below:

- Applications

A note at the bottom of the main content area reads: *Note: Requests for accommodation and airport pickups may only be lodged once your enrolment application has been approved.*

On the right side, there is a "Related Info" section with a list of links:

- International Home
- Courses
- Study Abroad
- Student Exchange
- How to Apply
- Pre-Departure & Arrival
- Accommodation
- Support Services
- Who to Contact
- Build a Brochure

The footer of the page includes the text "Local intranet" and a zoom level of "100%".

Applicants Overview

Using the Student Portal applicants can enter an applications, view the status of their application and edit certain details.



Courses are only associated with one program type. Eg. You cannot choose a Postgraduate Research course when filling in an Undergraduate application.

Applicants' Status Histories

The screen/form displayed on ISIS is determined by the program type (ie. Incoming Exchange OR Study abroad) originally entered by the applicant.

Data entry can be done by any ISIS user, with the required permissions, to partially complete an application. It can then be saved and retrieved for future data entry, when more information is available.

When the data entry is complete, ISIS automatically changes the status to **With Admission Officer**, depending on the application status.

Application Status History			
Changed On	Changed By	From	To
04-May-2007	Carmen SICA - IPO Staff		Data Entry

The example below, demonstrates the different status levels an application can go through.

Applicant ^	Req.	Agent	Prog.	Pkg./ Prov.	Fac.	Course Date	Status	Offer Made	
DUNDAS, Warwick Rex	AUSNZ		UG			27-Feb-2006	With Admission Officer		EDIT
FRANKS, Rusty	N-AMER	Excelsior Education Services (USA)	UG			27-Feb-2006	Offer Accepted	18-Sep-2006	EDIT
KAHLER, David	N-EUR		UG			27-Feb-2006	Student Acceptance	01-May-2007	EDIT
KAHLER, David	N-EUR		PGRES				Pre-App Data Entry		EDIT DELETE
MCGAW, Steve	N-EUR		UG		L&M	27-Feb-2006	With Faculty Advisor		EDIT
MERRYMAN, Jordan	N-AMER	Friendly Agent (USA)	UG			24-Jul-2006	Offer Accepted	18-Sep-2006	EDIT
STITT, Carol	SE-ASIA		PGCW				Data Entry		EDIT DELETE

Clicking the **EDIT** icon beside a specific application displays the full application, allowing further processing to occur.

**Section 2- Incoming Exchange/ Study
Abroad Application**

Application Life Cycle

(1)

Student is nominated by home institution

(2)

Student applies online via ISIS

(3)

Application assessment by Latrobe
Abroad (LTA) & colleges

(4)

Offer made available on ISIS for student

(5)

Student accepts offer on ISIS

(6)

Home University e-mails originals application
supporting documents, related payments &
original Offer Acceptance form

(7)

LTA issues Electronic Confirmation of
Enrolment to student via email

(8)

Student arranges visas, accommodation, airport
pick up etc. as per instructions

**Refer to the following pages for instructions on 'How To
Apply'**

Section 2 Incoming Exchange/Study Abroad Application



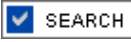


Entering an Application



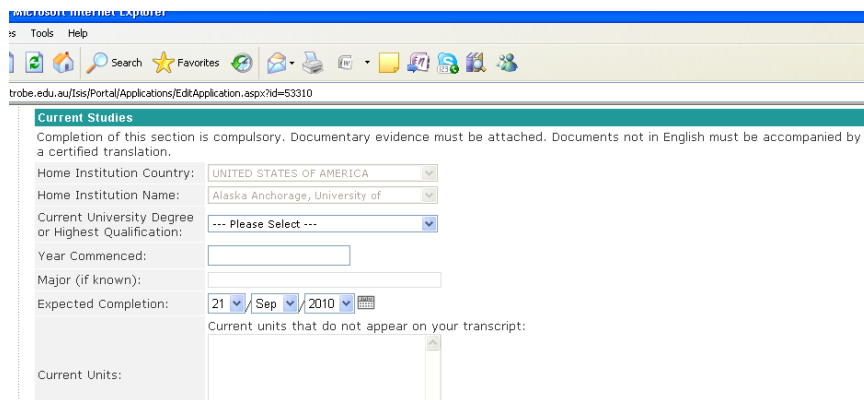
Once you have logged into the Student Portal, you can then create, search/view and edit the application details by clicking **Applications**.

<https://isisprd.latrobe.edu.au/ISIS/Portal/Login.aspx?ReturnUrl=%2fisis%2fportal%2fDefault.aspx>

STEP	ACTION
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- The **Browse Applications** screen is displayed.
- Choose an existing application from the list displayed, or select the  button to create a new application.
- Program Type:** Use the drop-down list and select **Incoming Exchange or Study abroad** as appropriate
- Country of Application:** Select the country of your home institution.
- OffShore Institution:**
 - Select the  button.
 - Select the country of your home institution, click .
 - Select your home institution from the list provided by clicking .
 - Click . Details of your home institution will appear

***Sponsorship – if requested** tick 'No Sponsor'
- The **Edit LTI Application** screen appears – scroll down to the **Current Studies** section



- Current Studies:**
 - For **Current University Degree or Highest Qualification:** Select **Other Award** and type in your current degree – ie. *Undergraduate or postgraduate*
 - Enter the **Year Commenced, Your home degree Major, Expected Completion; Current units** (Enter current units only if they are NOT listed on your academic transcript)

Section 2 Incoming Exchange/Study Abroad Application

8. **Exchange Type:** Tick the checkbox if applicable.
9. **English Proficiency:** Check the appropriate box.
10. **Visa:** Select the diplomatic post where you will apply for your student visa.
If you are applying online select the post which you will apply through.
11. **Exchange/ Study Abroad Program:**
 - Select the **Study Duration, Commencing Study Period, Commencing year**. Always select the **semester based** period.
 - Click
12. *The Study Plan – Semester, Year screen will appear*

obe.edu.au/Its/Portal/Applications/EditApplication.aspx?id=53310

Commencing Year:

* Term-based selections are for students taking the Postgraduate Business Incoming Exchange Program.

Study Plan - Semester 1, 2011

List, in order of preference, the units you would like to study at La Trobe.
Choose units from one campus only.
List more units than you require per semester or term (at least 60 credit points, 45 for research candidates).
Mark any units your home institution requires you to take at La Trobe University.
Students may nominate units for assessment outside the faculty of their chosen course preference.

Campus:

Pref.	Unit Code	Unit Name	Faculty	Campus	Credit Points	Semester	Reqd. By Home Institution	Status
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Select the **Campus** you wish to study at while on exchange – **Bendigo or Melbourne (Bundoora)**. *All other campuses listed are NOT available for Exchange students*

- I. Select to bring up the **Subject search function**
- II. Select the college and click to bring up a list of all available subjects from the particular faculty
 - a. **OR**
- III. Enter the La Trobe subject code *if known* in the **Search** field and click
- IV. Click to select subject
 - Repeat steps I – IV to select other subjects
 - Check the box **Reqd. By Home Institution** if this is a compulsory subject & must be completed while studying at La Trobe.
13. **Research Incoming Exchange only:** Complete only if you are coming on exchange to undertake **Research** as part of your postgraduate degree.
14. **How Did You Hear About Us?** Check the appropriate box
15. **Declaration and Agreement** Check the 'I agree' box if you understand & accept the listed declaration and agreement

Section 2

Incoming Exchange/Study Abroad Application

Declaration and Agreement
<ul style="list-style-type: none">• I certify that the information supplied• I acknowledge that La Trobe reserves• I have read the information in the bro• I understand that the tuition fee does• I understand that the University, as an Indigenous Affairs (DIMIA).
<input checked="" type="checkbox"/> I agree

16. **Attachments and Supporting Information** Upload all required supporting documents for your exchange application by clicking .

Supporting documents are:

- 1 x Academic Reference
- Personal statement – 1 page about why you wish to study on Exchange at La Trobe University
- Office academic transcript from your home University
- Evidence of English proficiency

*Please clearly NAME the documents in the **comment** field when uploading the document.*

Please submit the original or original certified copies of all these documents to your Home institution exchange coordinator – to send to us via e-mail

17. **Messages:** Enter message details if required.

Send email notification to: Check the box if you wish an email to be sent to the admission officer displaying the message details.

18. When all details have been entered, click . The system will display error messages if you have left out any mandatory data.

Go back to these fields, enter the details and click **Lodge Application** again when completed.

19. The **Application Status History** has been updated from Data Entry to: **With Admission Officer**.

Application Status History			
Changed On	Changed By	From	To
17-Oct-2008	Applicant	Data Entry	With Admission Officer
17-Oct-2008	Applicant		Data Entry

Assessment of your application can take 4-6 weeks as all applications sent to the relevant colleges for subject approvals. Once an offer has been made, you will receive an automated email informing you to login to retrieve & accept your offer.

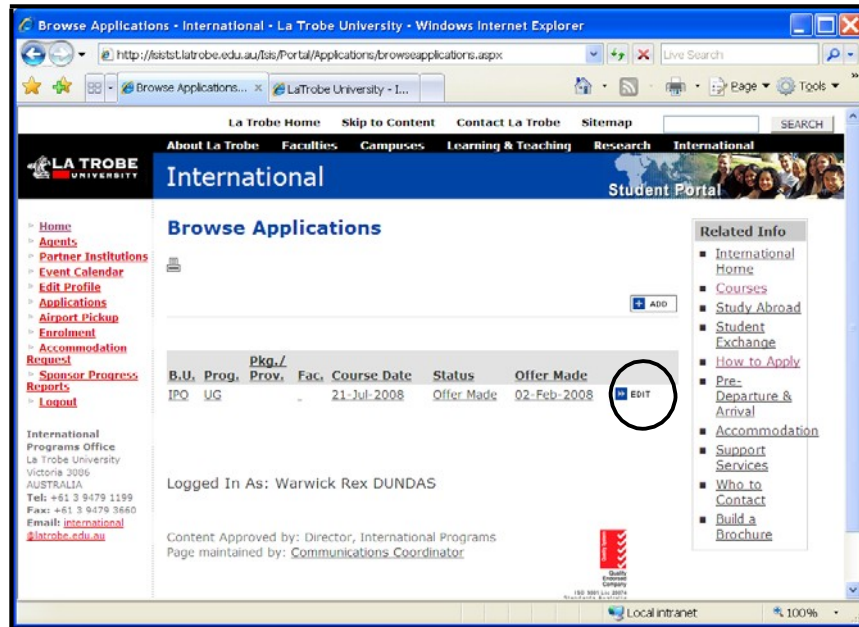
Section 2 Incoming Exchange/Study Abroad Application

Student Accepts Offer

STEP	ACTION
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1. Log into the Student Portal and click **Applications** on the Student Portal home page.

The following screen will be displayed.



Click for the application you wish to accept. The application details appear.

2. Scroll down to the **Accepting** area and check the box.

Note that a completed and signed offer acceptance form must be received by La Trobe University before any enrolment can be finalised.

Accepting	ID	Offer				
<input checked="" type="checkbox"/>	218	<p>Offer ID: #218 Offer Status: Offer made Course: LHB - Bachelor of Business with Honours Commencing: 25-Feb-2008 at Bundoora (Melbourne)</p> <p>Offer Letter for Undergraduate Program</p> <table border="1"><thead><tr><th>Comment</th><th>File</th></tr></thead><tbody><tr><td>Offer Letter</td><td>OfferLetter.pdf (32 kB)</td></tr></tbody></table> <p>Pre-Populated Acceptance Form: <input type="button" value="VIEW PDF"/></p>	Comment	File	Offer Letter	OfferLetter.pdf (32 kB)
Comment	File					
Offer Letter	OfferLetter.pdf (32 kB)					

3. Print out the **Offer Letter** and the **Pre-populated Acceptance form**. Complete the details required on the Acceptance form and return it to La Trobe University.

Section 2 Incoming Exchange/Study Abroad Application

Student Accepts Offer, continued

STEP

ACTION

- Click Student Accepts Offer. This indicates the applicant formally intends to accept the Offer.
Forward the Offer Acceptance forms to La Trobe University via mail, fax or email.
- The **Application Status History** has been updated to: **Student Acceptance**.

Application Status History			
Changed On	Changed By	From	To
09-May-2007	Carmen SICA - IPO Staff	Offer Made	Student Acceptance
09-May-2007	Carmen SICA - IPO Staff	Approved	Offer Made
08-May-2007	Carmen SICA - IPO Staff	With Admission Officer	Approved
07-May-2007	Carmen SICA - IPO Staff	Waiting For App Fee Payment	With Admission Officer
07-May-2007	Carmen SICA - IPO Staff	Data Entry	Waiting For App Fee Payment
07-May-2007	Carmen SICA - IPO Staff		Data Entry

Section 2 Incoming Exchange/Study Abroad Application

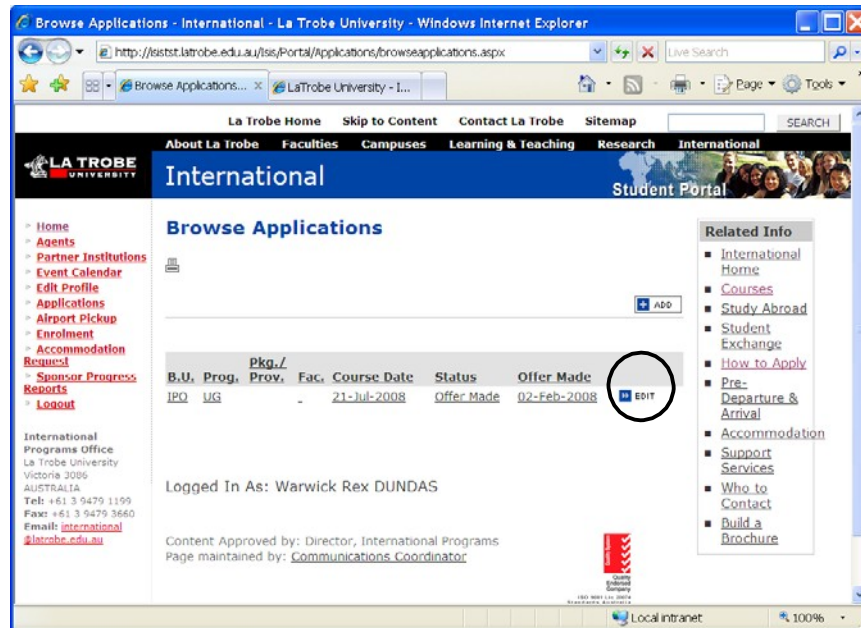
Deferring your Offer


If you wish to defer your offer, La Trobe Abroad must be notified by your home institution prior to you completing the below

STEP	ACTION
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1. If the application to be processed is not already displayed on your screen, click **Applications** on the Student Portal home page.

The following screen will be displayed:



Click  **EDIT** for the application you wish to defer. The details appear.

2. Click  to indicate the application has been formally deferred.

3. The **Application Status History** has been updated to: **Offer Deferred**.

Application Status History	Changed On	Changed By	From	To
	09-May-2007	Carmen SICA - IPO Staff	Student Acceptance	Offer Deferred
	09-May-2007	Carmen SICA - IPO Staff	Offer Made	Student Acceptance
	09-May-2007	Carmen SICA - IPO Staff	Approved	Offer Made
	09-May-2007	Carmen SICA - IPO Staff	With Admission Officer	Approved
	08-May-2007	Carmen SICA - IPO Staff	Waiting For App Fee Payment	With Admission Officer
	08-May-2007	Carmen SICA - IPO Staff	Data Entry	Waiting For App Fee Payment
	08-May-2007	Carmen SICA - IPO Staff		Data Entry

Section 2 Incoming Exchange/Study Abroad Application

Decline Offer

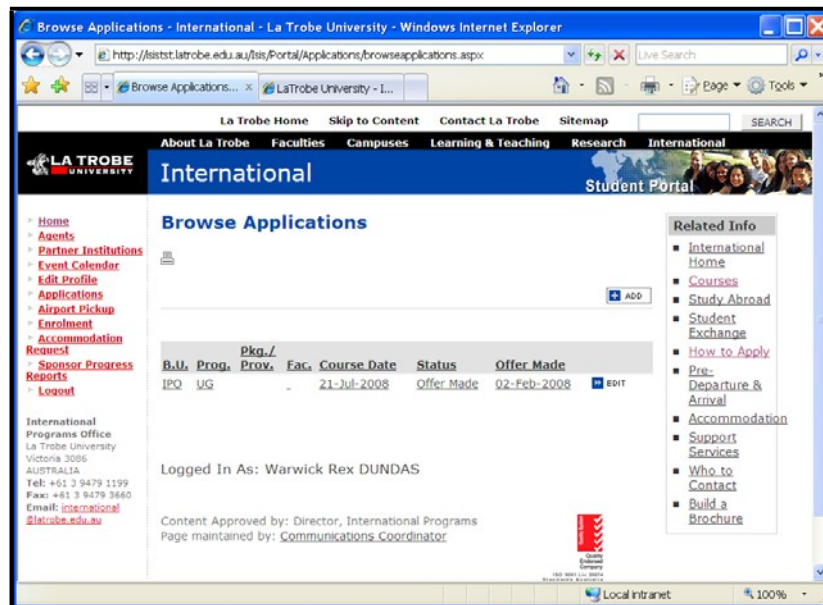
Indicates that you have withdrawn from the Exchange Program. La Trobe Abroad must be notified by your home institution prior to completing the below.

STEP


ACTION

1. If the application to be processed is not already displayed on your screen, click **Applications** on the Student Portal home page.

The following screen will be displayed.



Click  **EDIT** for the application you wish to decline.

2. Click  to indicate you have declined the Offer.

3. The **Application Status History** has now been updated to: **Offer Declined/Withdrawn**.

Changed On	Changed By	From	To
23-May-2007	Carmen SICA - IPO Staff	Provisional Acceptance	Offer Declined / Withdrawn
23-May-2007	Carmen SICA - IPO Staff	Student Acceptance	Provisional Acceptance
23-May-2007	Carmen SICA - IPO Staff	Offer Made	Student Acceptance
23-May-2007	Carmen SICA - IPO Staff	Approved	Offer Made

Section 3 – Help in using the ISIS Student Portal

How to get help

There are three ways of getting help to use the ISIS Student Portal:

1. This user guide
2. The La Trobe University ICT Service Desk
3. The ISIS email and out of hours support service.

User Guide

Please consult the **Comprehensive ISIS user guide** for further information on how to use the ISIS Student Portal. This guide is available from La Trobe Abroad or the Student Exchange coordinator at your home University.

The La Trobe University ICT Service Desk

The La Trobe University ICT Service Desk is a telephone and email service available to assist users with any ISIS related issue. It can be accessed as follows:

By telephone during the hours of 8:00 A.M and 6 P.M. AEST (Australian Eastern Standard/Summer Time) Monday to Friday excluding Victorian public holidays. The telephone number is +61 3 9479 1500.

By email 24 hours per day. The email address is ICT.servicedesk@latrobe.edu.au.

ISIS email and out of hours support service

General enquiries can be made 24 hours per day by emailing isis@latrobe.edu.au

Your question will receive a written reply as soon as possible.