



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 – Incoming Exchange Application

Objectives	At the completion of this section, you will be able to: <ul style="list-style-type: none">• Enter an incoming exchange 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.

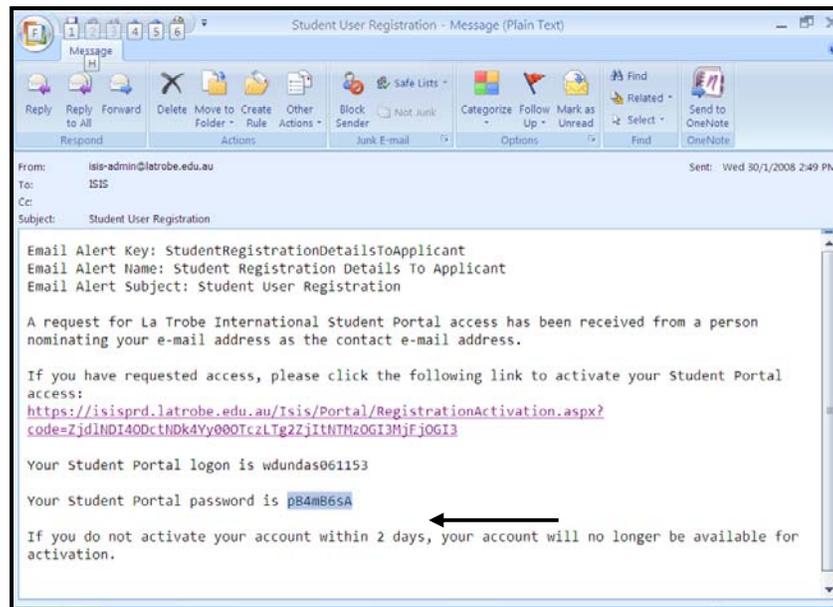
The **Register** screen is displayed.

- 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.

La Trobe Home Skip to Content Contact La Trobe Sitemap

About La Trobe Faculties Campuses Learning & Teaching Research International

LA TROBE UNIVERSITY International Student Portal

Home Agents Partner Institutions Event Calendar **Edit Profile** Application Airport Pickup Enrolment Accommodation Request Sponsor Progress Reports Logout

International Programs Office
La Trobe University
Victoria 3086
AUSTRALIA
Tel: +61 3 9479 1199
Fax: +61 3 9479 3660
Email: international@latrobe.edu.au

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

Changing your Password, continued

Applicant Fax:

Email: Please enter student's email address (not that of a La Trobe University representative)
isis@latrobe.edu.au

Address for Notification of Application

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

Address 1: 2/5 Casuarina Drive

Address 2:

Address 3: CHERRYBROOK NSW

Postcode: 2126

Country: Australia

Visa Details

Applicant is a permanent resident of Australia

Student Portal Account Details

Username: aprundas

Password:

Confirm Password:

SUBMIT CANCEL

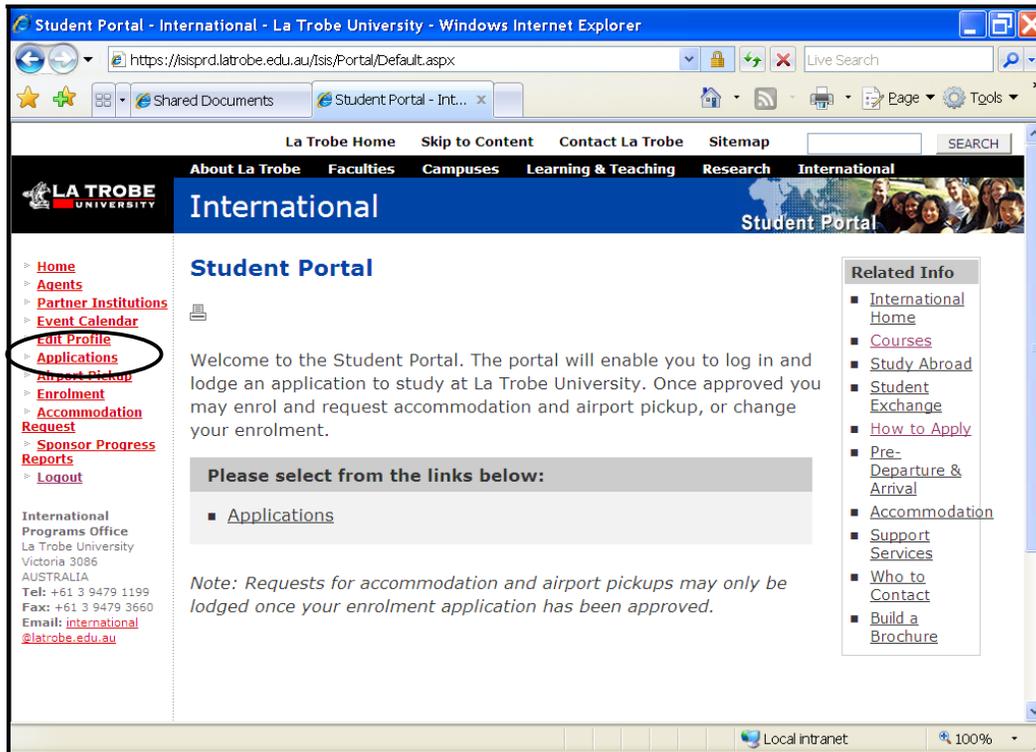
STEP

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 shows the ISIS Student Portal interface. The browser window title is "Student Portal - International - La Trobe University - Windows Internet Explorer". The 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 lists the following items:

- > Home
- > Agents
- > Partner Institutions
- > Event Calendar
- > Edit Profile
- > Airport Pickup
- > Enrolment
- > Accommodation Request
- > Sponsor Progress Reports
- > Logout

The "Applications" link is circled in red. The main content area displays the "Student Portal" heading and a welcome message: "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." Below this, a box prompts the user to "Please select from the links below:" with a link to "Applications". A note at the bottom states: "Note: Requests for accommodation and airport pickups may only be lodged once your enrolment application has been approved." A "Related Info" sidebar on the right lists various links such as "International Home", "Courses", "Study Abroad", "Student Exchange", "How to Apply", "Pre-Departure & Arrival", "Accommodation", "Support Services", "Who to Contact", and "Build a Brochure".

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. 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) 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

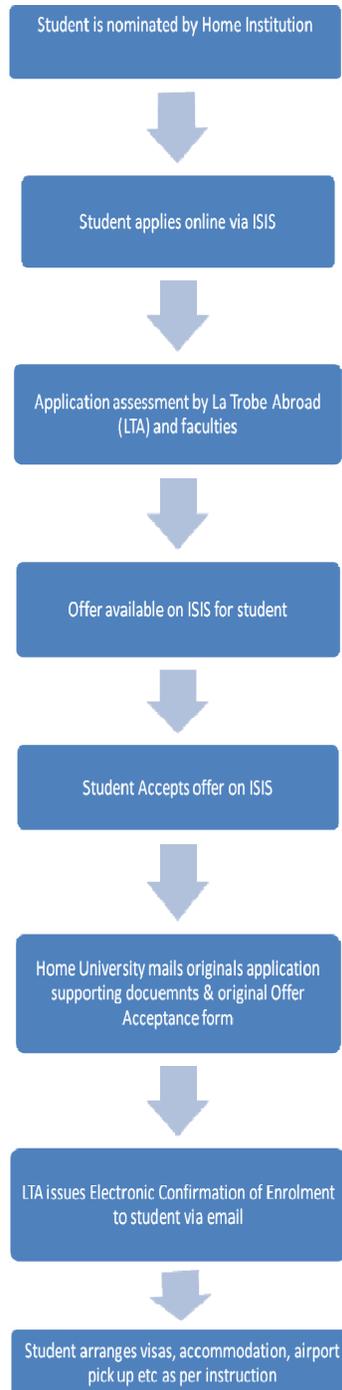
The example below, demonstrates the different status levels an application can go through.

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 Application

Incoming Exchange Application Life Cycle



Refer to the following pages for instructions on ‘How To Apply’

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
1.	The Browse Applications screen is displayed.
2.	Choose an existing application from the list displayed, or select the  button to create a new application.
3.	Program Type: Use the drop-down list and select Incoming Exchange
4.	Country of Application: Select the country of your home institution.
5.	OffShore Institution: <ul style="list-style-type: none"> 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 <p>*Sponsorship – if requested tick 'No Sponsor'</p>
6.	The Edit LTI Application screen appears – scroll down to the Current Studies section

Current Studies

Completion of this section is compulsory. Documentary evidence must be attached. Documents not in English must be accompanied by a certified translation.

Home Institution Country: UNITED STATES OF AMERICA

Home Institution Name: Alaska Anchorage, University of

Current University Degree or Highest Qualification: --- Please Select ---

Year Commenced:

Major (if known):

Expected Completion: 21/Sep/2010

Current units that do not appear on your transcript:

Current Units:

7. **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, Major, Expected Completion; Current units** (Enter current units only if they are NOT listed on your

academic transcript)

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 Program:**
 - Select the **Study Duration, Commencing Study Period, Commencing year**. *Please note that **Term-based** selection is for postgraduate studies at the Graduate School of Management only*
 - Click
12. **The Study Plan – Semester, Year screen will appear**

obe.edu.au/Isis/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 **faculty** 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 on Exchange to 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

Declaration and Agreement	
<ul style="list-style-type: none"> • I certify that the information supplied • I acknowledge that La Trobe reserve • I have read the information in the bro • I understand that the tuition fee does • I understand that the University, as a 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
- 1x Non Academic Reference (Family members & Friends will NOT be accepted)
- 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 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

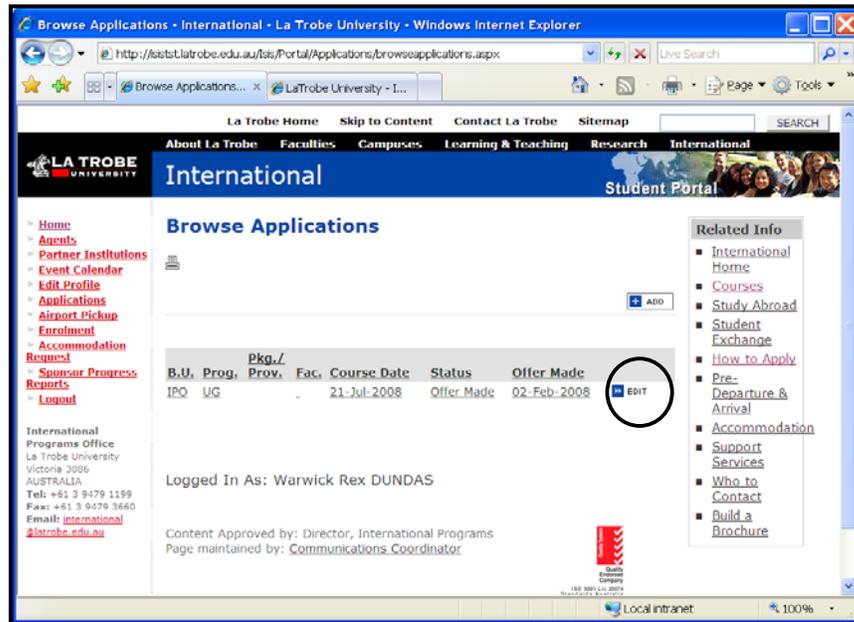
Assessment of your application can take 4-6 weeks as all applications sent to the relevant faculties for subject approvals. Once an offer has been made, you will receive an automated email informing you to login to retrieve & accept your offer.

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  EDIT 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 data-bbox="597 1499 678 1520">Comment</th> <th data-bbox="683 1499 732 1520">File</th> </tr> </thead> <tbody> <tr> <td data-bbox="597 1526 678 1547">Offer Letter</td> <td data-bbox="683 1526 834 1547">OfferLetter.pdf (32 kB)</td> </tr> </tbody> </table> <p>Pre-Populated Acceptance Form:  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.

Student Accepts Offer, continued

STEP	ACTION
4.	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.
5.	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

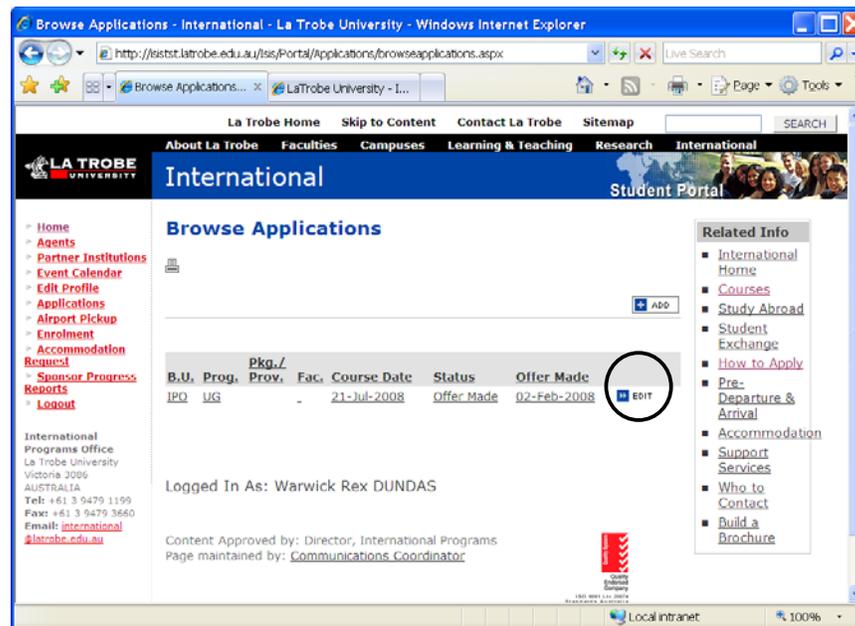
Deferring your Offer

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

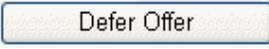
STEP	ACTION
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1. If the application to be processed is not already displayed on your screen, click **Applications** on the Student Portal home page.

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

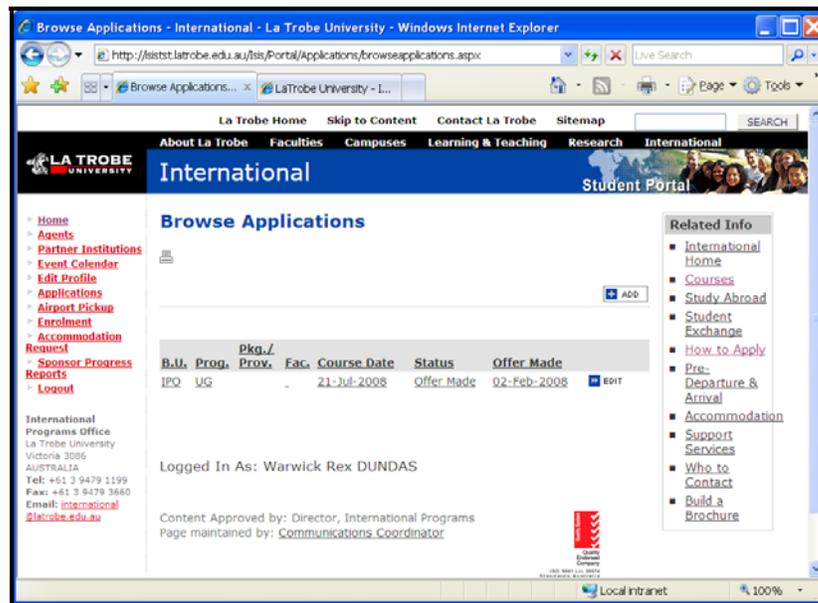
Decline Offer

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
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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 decline.

2. Click  to indicate you have declined the Offer.

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

Application Status History	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.