Student Guide

Student Portal

CampusNexus® Student International

December 2021

Version 1.10

TABLE OF CONTENTS

Introduction

Welcome to Swinburne University of Technology's Student Portal!

Student Portal is your gateway to the University information, services and more. It provides you the convenience to access various information - academics (e.g. class timetable, exam timetable, results etc.), student accounts and financial aid. You are now able to receive personalized communication and use the self-service tools.

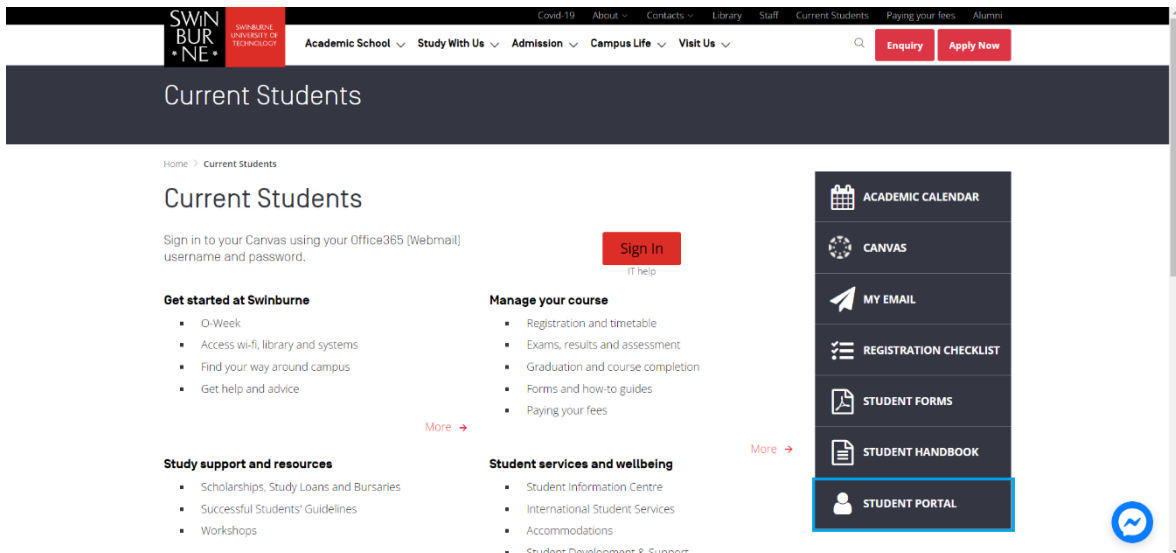Highlight of the portal is… you can now register your courses and classes online!

Logging in to Student Portal

To log in:

(1) On Swinburne website, click on CURRENT STUDENT on the top-right of the page.
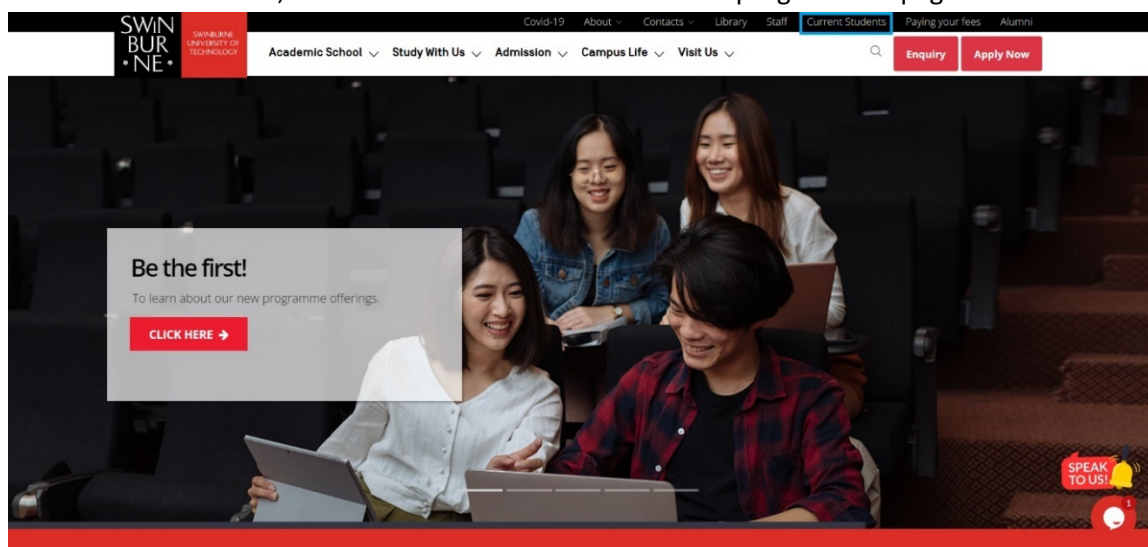
(2) On the right side menu of the page, click on '**STUDENT PORTAL**'.

(3) You will be directed to Office 365 login page.

Sign in using your Office 365 (Webmail) username and password.

Note: please sign in with the following credentials for first login.
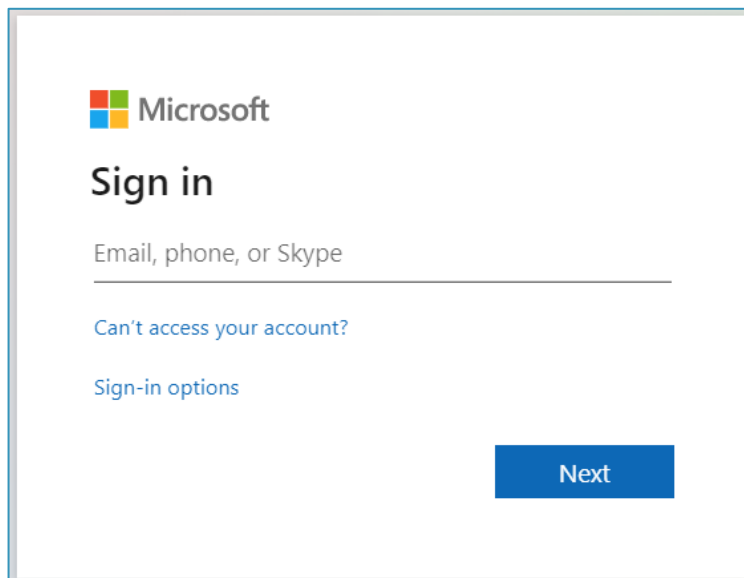
Username: **StudentID@students.swinburne.edu.my**

Example: 102111789@students.swinburne.edu.my

Password: **SUTS@yyyymmdd** *(where yyyymmdd is your date of birth)*

Example: SUTS@20010201

You are required to change the password at first login.

> **Important Note:**
> The date throughout the Portal will be in the format of month followed by day and year.

1.0 My Profile

My Message Center

This page displays all the relevant holds and/or alerts besides email notifications. It delivers important message(s) from staff to all/affected students.

Go to **My Profile → My Message Center**.

Alerts & Holds

Holds: Any holds appearing in this section will prevent you from course registration, viewing transcript etc.

Alerts: To view the alert details, click on [⌄] to expand the message. Clicking on **Acknowledge Alert** after reading will hide the alert message from the main screen.

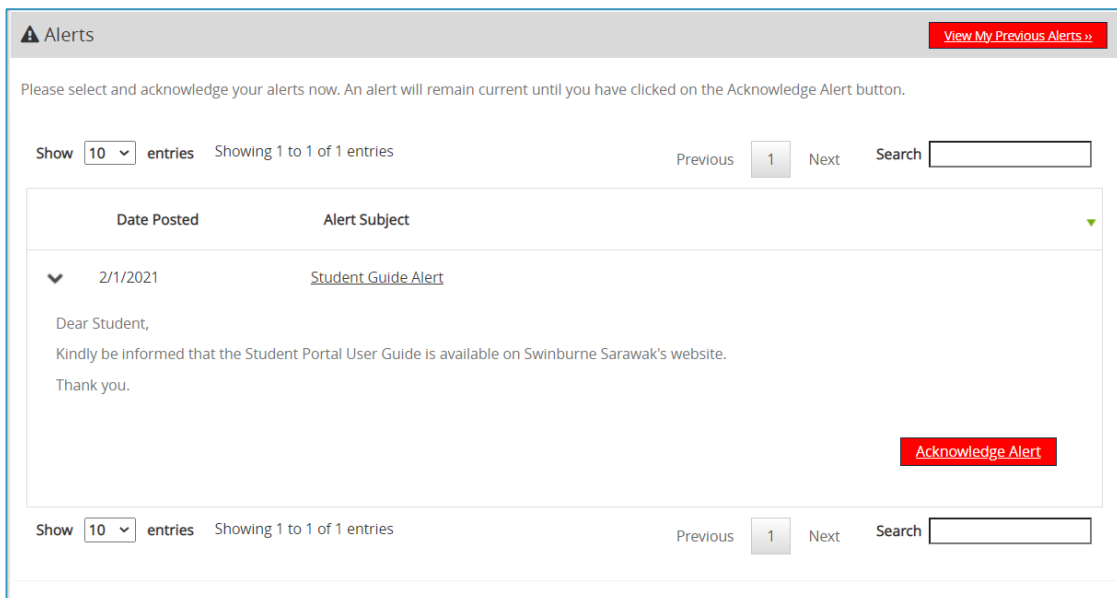To increase/decrease the number of alert messages in each page, you can change the number of entries per page in the drop-down list in between **Show** and **entries**. Minimum entries to display are defaulted at 10.

Clicking on **Previous** or **Next** allows you to navigate between pages if there are more than one (1) page.

To view the Alert which was previously acknowledged, click on **View My Previous Alerts**. On the **Previous Alerts** screen, you can check when the alert message was acknowledged.

To go back into the main **Alerts & Holds** screen, click on **Back to Alerts & Holds**.

Holds and **Alerts** are accessible from the student portal home screen.

Student Information

This page contains your personal details such as profile picture, assigned Student Number inclusive of program information and program status. As this page is a read-only page, you may need to approach the SIC staff if there is any misinformation.

Go to **My Profile → Student Information**.

Click on **Contact Details** and select **Address Type** to view and/or edit various address type.

To update Correspondence or Emergency details, select **Correspondence Address** or **Emergency Address** in the Address Type drop-down list, edit the affected information and click **Save** to update the information.

Click on **Clear** to cancel the update and return to the default Contact Details screen.

- o *Correspondence Address is editable. It refers to your contact information while studying in Swinburne Sarawak.*
- o *Emergency Address is editable and will be used by the staff during emergency.*
- o *Permanent Address is not editable by you. If you find your address type to be incorrect, you should approach the SIC staff for amendment to be made.*

2.0   My Academics

This menu allows you to view your degree program audit (academic progress) and your grades by term.

Degree Program Audit

You can use this option to review your program requirement and academic progress towards completing the program you are undertaking/have undertaken.

Go to **My Academics → Degree Progress Audit (DPA)**, on **View by Enrolment,** select the program for which you have enrolled and would like to see your progress.
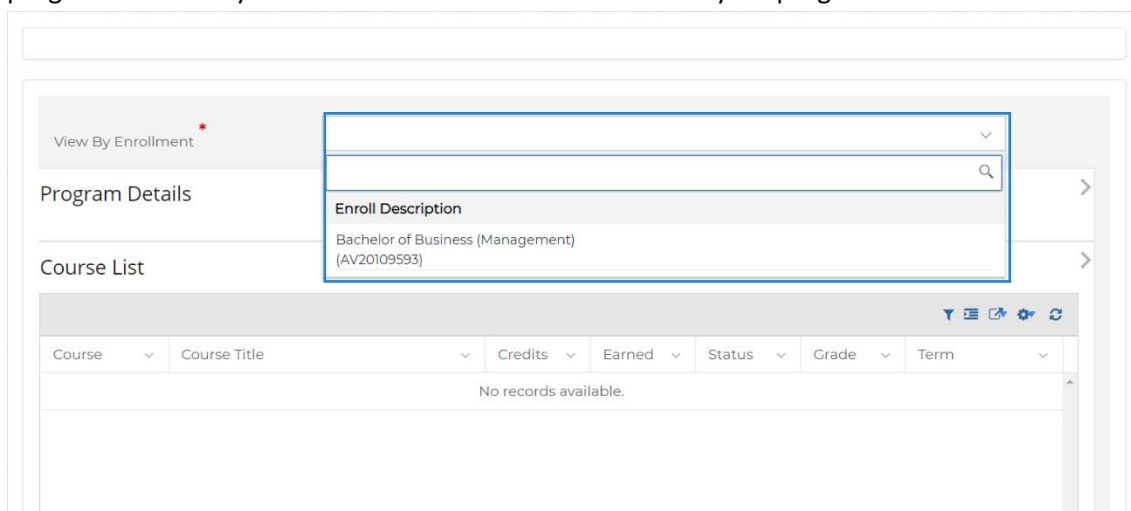
Your progress and program information (inclusive of your CGPA, number of credits completed, number of credits registered and grade level) is displayed under the **Program Details** section.
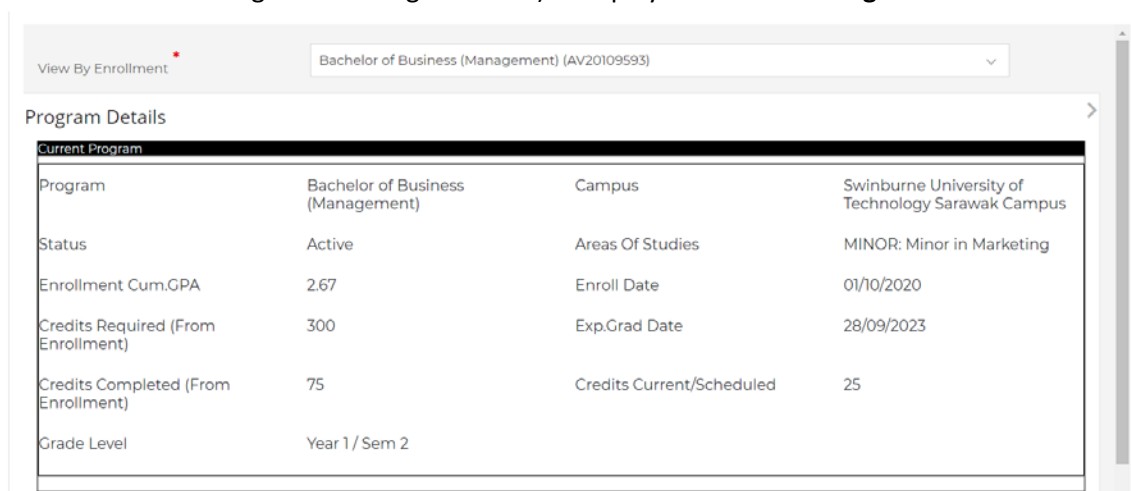
You are also able to see your Required courses under the **Course List** section. Elective courses will be in your Course List only after you registered to the course.

Interpreting the **Status**:

Future   *Course is made available for registration / re-registration (if you failed the required course)*

Scheduled   *Course you are currently registered to and you have not attended any classes yet (attendance not posted)*

Current   *Course you are currently registered to and you have attended one or more classes (attendance posted)*

Complete   *Course you have exempted, transferred and graded (irrespective of whether you passed or failed)*

Grades

A copy of your registered courses' results is obtainable through this option based on the Program and Term that you select. As selection is by Program and Term, you will be able to see your results of all your registered courses of the selected term.

(1) Go to **My Academics → Grades** to view your enrolment term result. Select **Enrolled Program** and **Term Results** from the drop-down menu.
(2) Click on **View** and your results will be generated.
(3) You can opt to view only or email a copy of your results to your student Email.
    To send a copy of the result to your student Email, click on the **Email a copy to me** button and an email will be sent to your mailbox in approximately 15 minutes.

(4) After receiving the result in your email, open the PDF attachment and enter the password with your birthdate in YYYYMMDD format to view the result,
    e.g. birthdate is 01 January 2001, password will be 20010101.

(5)   Sample of your Result Statement is as below:

SWINBURNE UNIVERSITY OF TECHNOLOGY SARAWAK CAMPUS

(owned by Swinburne Sarawak sdn.Bhd)
Jalan Simpang Tiga 93350 Kuching, Sarawak, Malaysia.
Tel: +60 82 415 353 Fax: +60 82 426 353, +60 82 423 594
Website: www.swinburne.edu.my

Bachelor of Business (Accounting and Finance)

Name:	Testapplication TEST 9092	Student Number:	102761189
Address:	345, 5th Main Test	IC/Passport No:	Passpo88234
	Jup Street1	Term:	2020_MAR_S1
	45345345 Kuching	Semester:	1
	Vastra Gotaland Madagascar	Date:	24 Jan 2021

Sl no	Course Code	Course Description	Marks	Grade	Grade Point	Credits Attempted	Credits Earned
1	ACC10007	Financial Information for Decision Making	77.00	D	3.67	12.50	12.50
2	ACC10008	Financial Information Systems	89.00	HD	4.00	12.50	12.50

SAP Status: **Good Standing**

Grade Point Average (GPA): **3.84**
Cumulative Grade Point Average (CGPA): **3.84**

This is autogenerated report and no signature is required

SAP Status Indicator

SAP Status = Student Academic Progress Status, whether or not you are in Good Standing, At Risk or Unsatisfactory based on your results, as per stipulated in the University assessment policy.
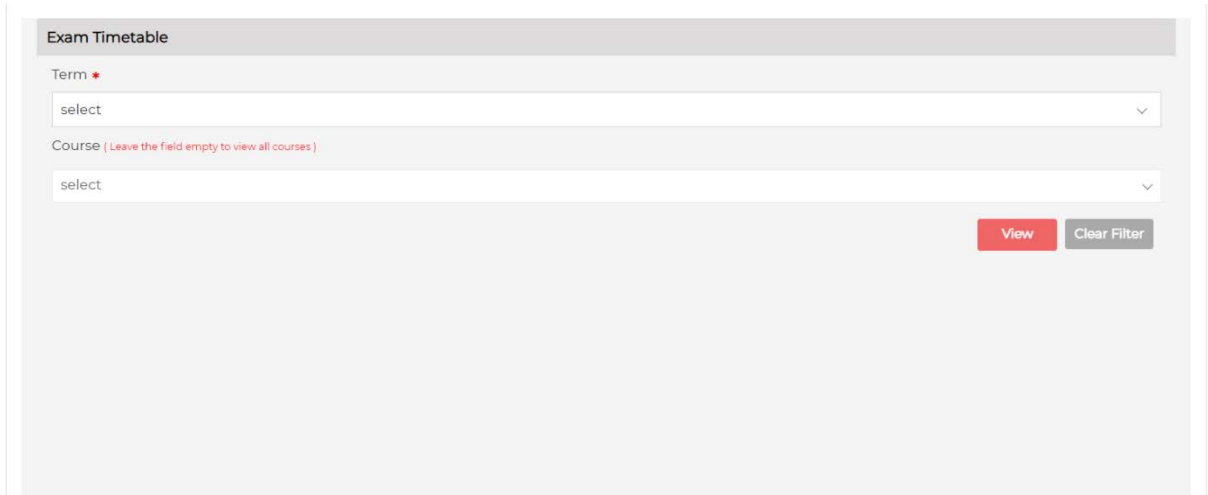
Exam Timetable

You may view the timetable of your registered courses only with this option.
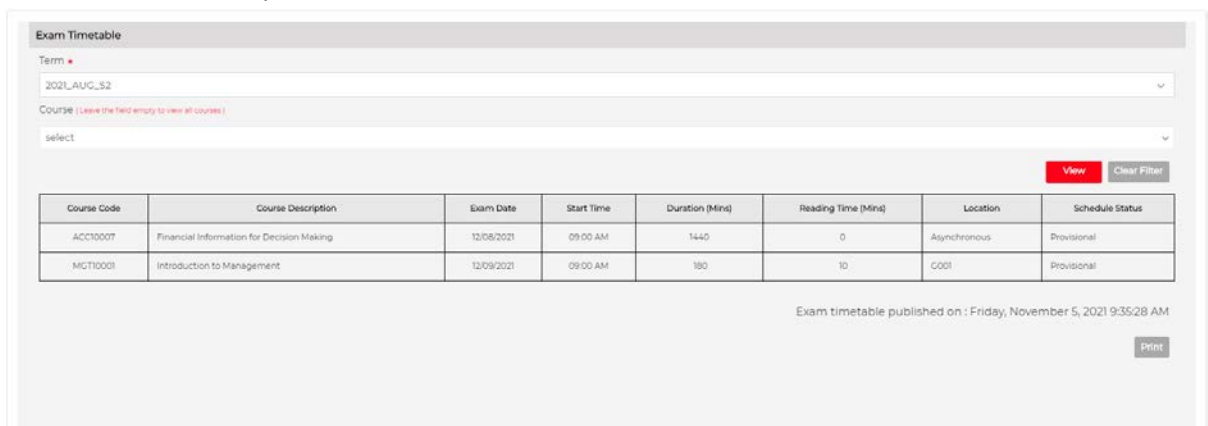
Go to **My Academic → Exam Timetable**

Select from the **Term** drop-down you would like to see and get your exam timetable.

The **Course** drop-down will show a list of registered course(s) based on the selected **Term**, you may leave the **Course** field empty to view exam timetable of all the registered course(s), or select course(s) individually.

Click on the **View** button, the exam timetable will be displayed if it is available. You may print the exam timetable by click on the **Print** button.

Unofficial Transcript

A transcript is considered unofficial if it is not printed on the University special, watermarked paper and it is without authorized signature. It can only be used for your reference.

(1) Go to **My Academics → Unofficial Transcript**.
(2) Select **Program Version** of which you would like to view the transcript.
(3) Click on the **View** button and the transcript will be displayed.
(4) The unofficial transcript will be displayed based on your program version selection when it is available.

(5) You can opt to view only or email a copy of the unofficial transcript to your student Email. To send a copy of the unofficial transcript to your student Email, click on the **Email a copy to me** button and an email will be sent to your mailbox in approximately 15 minutes.
(6) After receiving the result in your email, open the PDF attachment and enter the password with your birthdate in YYYYMMDD format to view the unofficial transcript,
e.g. birthdate is 01 February 2001, password will be 20010201.

3.0   My Class

With the **My Class** option available, you are able to register to courses and classes. For all the classes you have registered, you are then able to get your timetable and see your attendance progress.

Course Registration

Course Registration

To register your courses, go to **My Class → Course Registration**. Select the **Term** you wish to register. You cannot proceed to Registration until you select a valid **Enrollment** and **Term**.

Note:

When there are multiple Enrollment, please register Principal Program course(s) first, then followed by Supplementary English(SE)/Mata Pelajaran Umum(MPU) course.
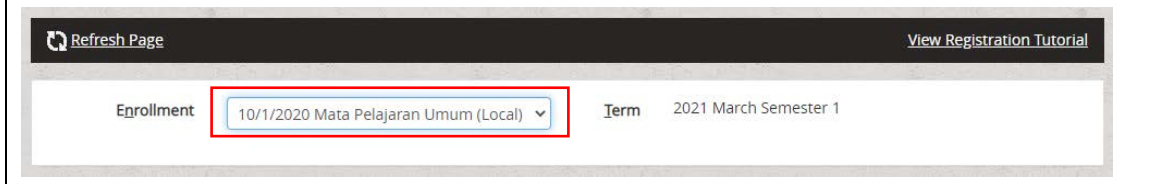

The **Registration Status** will show you the information on your selected term such as term period, registration period and last day to add/drop. Next, click on the **Register** button.

Click on the Display drop-down menu. There are two options: Required and Elective. The default selection is Required which will show the core units offered under your program in your selected term.
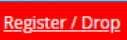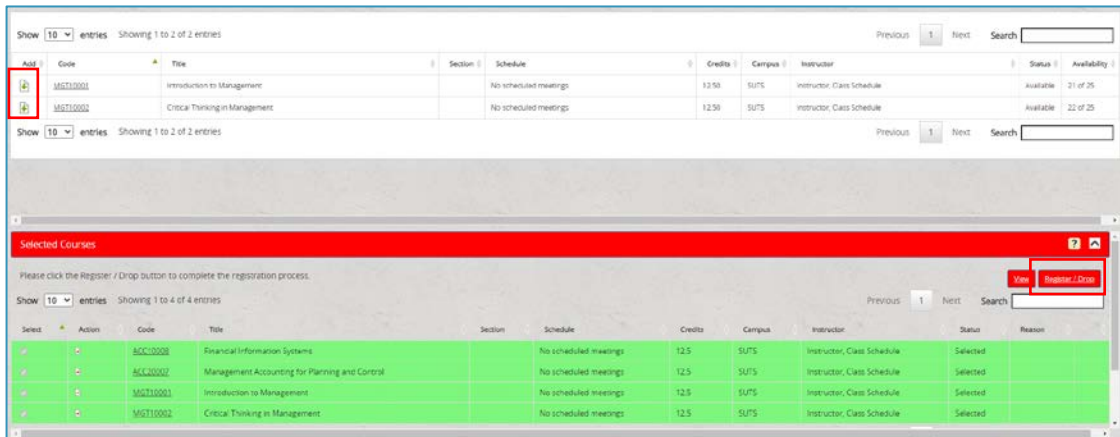
If you would like to register for elective units, select 'Elective' and click on Search. A list of elective units offered in your selected term will be displayed.

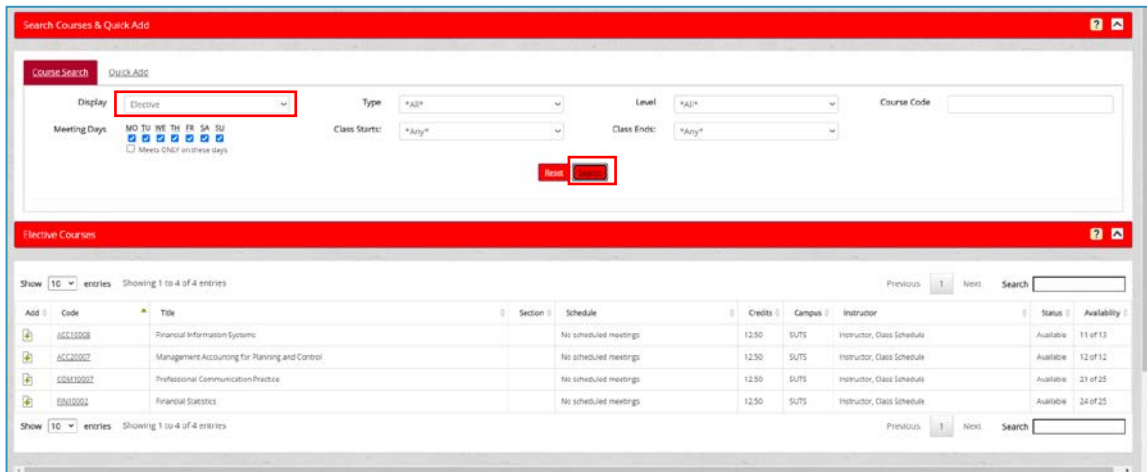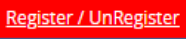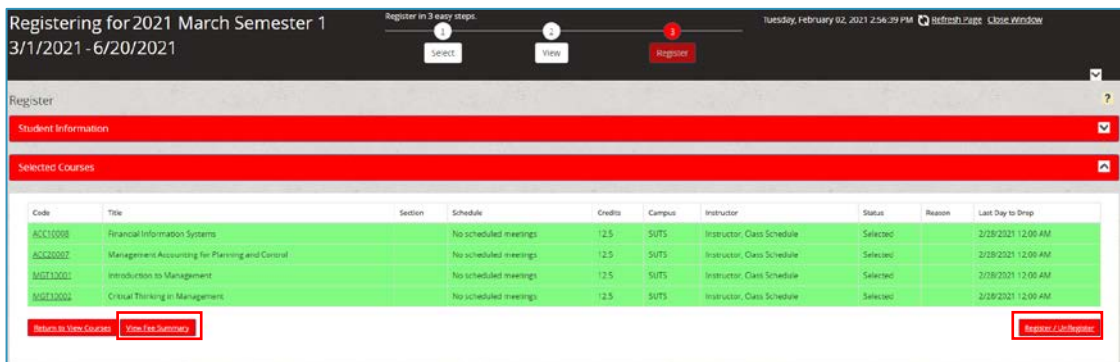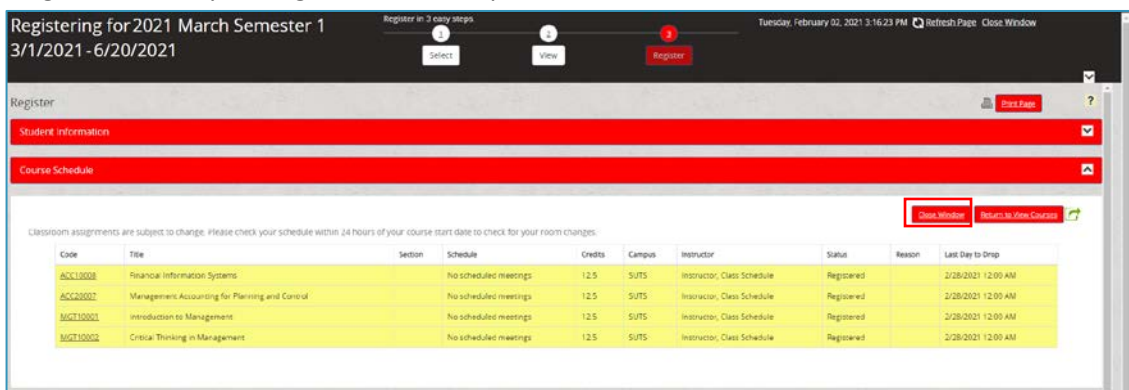Click on the **Add** button to choose the course you wish to register. Your selected courses will be shown in the **Selection Courses** section as below. After that, click on the **Register/Drop** button to register.

It will bring you to the following page which shows you the summary of your selected courses. You may click on **View Fee Summary** button to check on the fees charged. Lastly, click on the **Register/UnRegister** button to confirm your course registration.

You are now confirmed registered to all your selected courses. Only when the **Status** is 'Registered' that your registration is complete.

Click **Close Window** to exit the page or you may scroll down to view the Attendance and Withdrawal Policy in the **Registration Information** section.

Drop Course

To drop a course, you will need to go back into **My Class > Course Registration** and click on the

Register button.
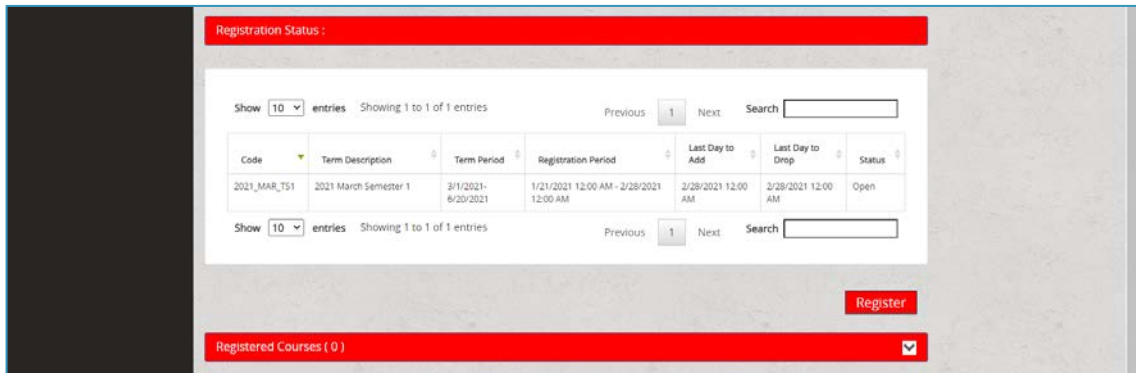
Scroll down to **Selected Courses** to find the list of your registered courses. Click on the [icon] in the action column next to the course you wish to remove/drop.

Note:

Do not drop AIM – Academic Integrity Training Module course (if any, e.g. AIMFECS, AIMFBDA, AIMSFS) from the course list. AIM course is a compulsory non-credit online module for new student that is registered for you by our staff.

The following popup will appear where you have to select the reason for unregistering the course. Click **OK** after ticking the option relevant to you.
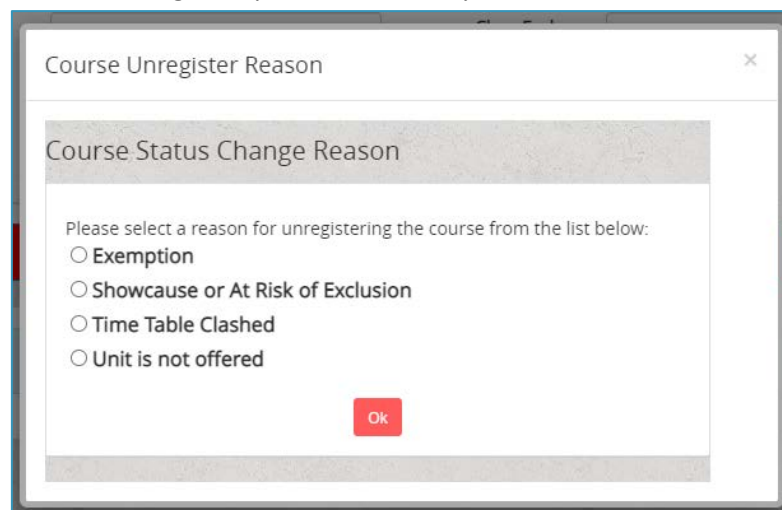
The course **Status** is now changed from 'Registered' to 'Pending Drop'. Click on the Register/Drop [Register / Drop] button to proceed.

A summary of your dropped course(s) will be shown. Lastly, click on the **Register/UnRegister** [Register / UnRegister] button to confirm your course un-registration/drop.

Your dropping of course ACC10008 is now confirmed. The dropped course(s) will not be shown anymore. Click **Close Window** to exit the page.

Class Registration
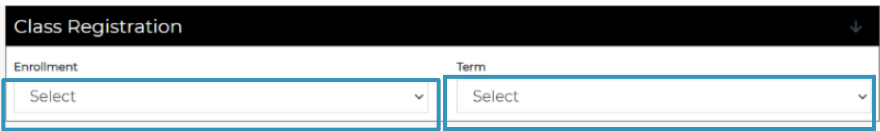
This is where you register yourself to classes of your preference.

Note:

Class Registration *is not applicable for students who are in Foundation/MA(TESOL)/ MBA(I) programs. You may skip this part and proceed to view your timetable under "**My timetable**". Please refer to the Important Dates (Start Date for Class Registration) of the term on the Student Portal.*

Go to **My Class → Class Registration**. In the Class Registration screen, select **Enrollment** and **Term** from the drop-down menu.

Note: Courses with timetable activity will be displayed when the University makes them available on Student Portal. Please refer to the Important Dates (Start Date for Class Registration) of the term on the Student Portal.

Click **Register** button. The class registration screen will be displayed.

The courses which you have registered in **Course Registration** module will be shown here. Click on "**Show More / Show Less**" to view or hide the course's subcomponent and groups. You can mouse over to the Flag icon (Registered Group) under "Show Less" to see the instructor's name and seats availability. E.g. ENG10001 – Engineering, Design and Innovation
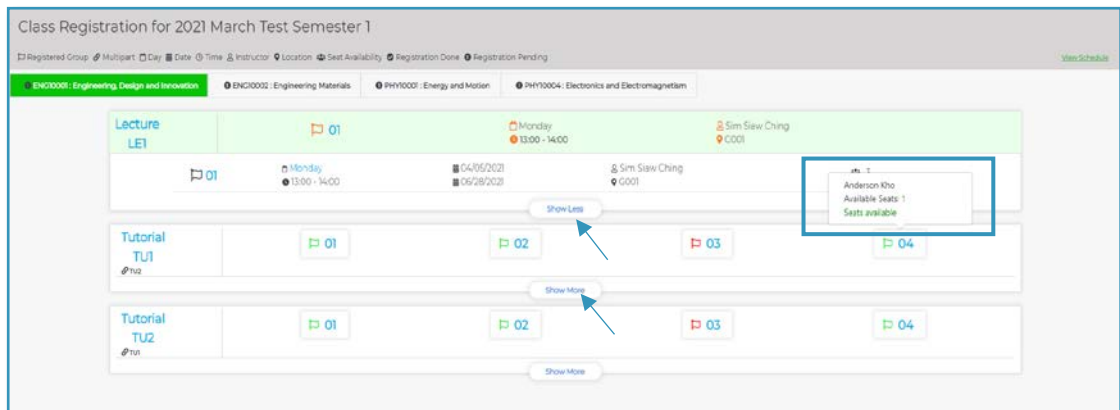
LE1 - Lecture is a single group activity, thus you will be registered to the class automatically if there is no timetable clash.
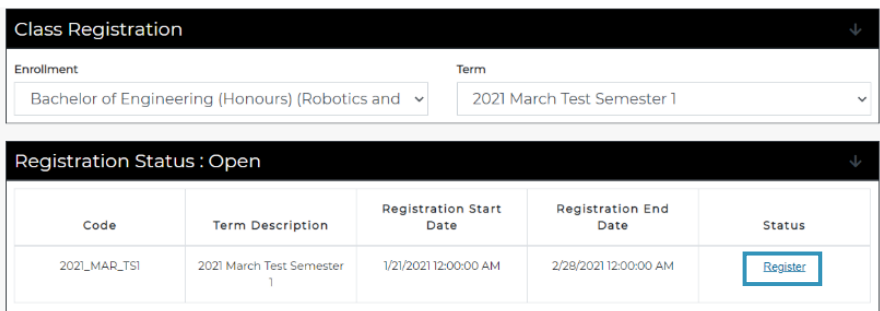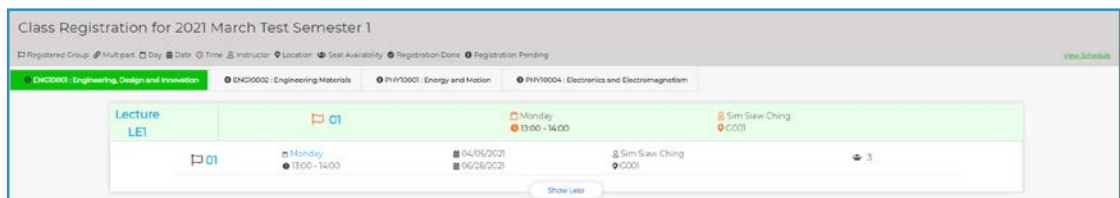

Colour Indication:

Register	Course subcomponent activity group which can be registered. Click to register your preferred group.
Unregister	Course subcomponent activity group which you have already registered. Click to release the selection or click another subcomponent group to register directly.
Full	Course subcomponent activity group with no seat available.
Clash	Course subcomponent activity group due to timetable conflict. Click on the button to view the clash details.

Continue with the next activity of the same course, if there is, for this case, TU1 - Tutorial. From here, we can see that there are four groups - two groups are available, one group clash with other courses and another one group fully occupied. Select your preferred group by clicking on the Register button.
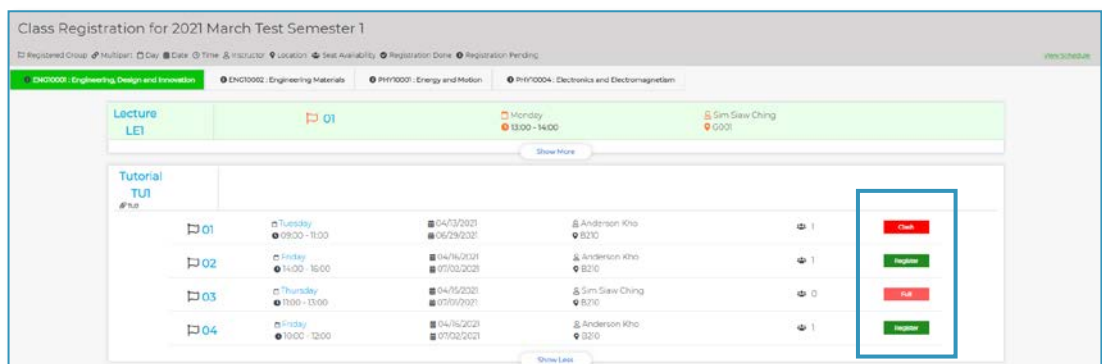
A ✅ (Tick) will appear in-line with course when all subcomponents of a course is registered successfully. Meanwhile, an ❗(Exclamation mark) refer to the incomplete registration subcomponent activity group.

Note: Please ensure all the courses registered successfully.
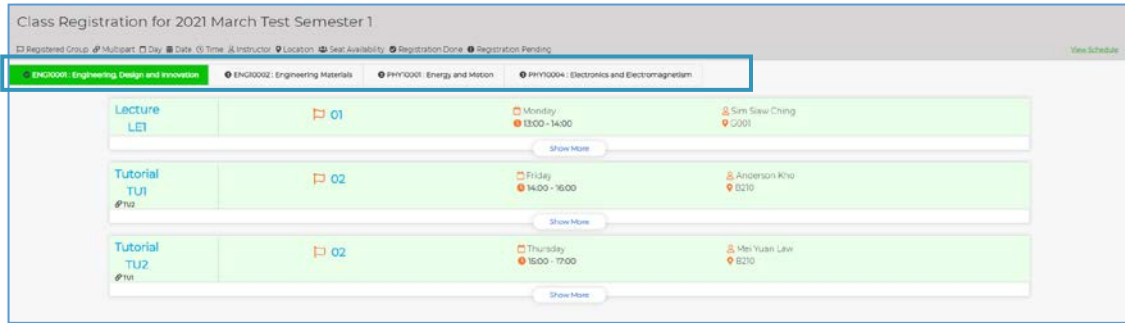
Multi-part Activity

Some courses have multi-part activities as shown below. When you select multipart activities, you are selecting a group of classes that you must attend. The classes within these groups cannot be mixed.

E.g. When you select TU1 02 for ENG10001, the system will assign you to TU2 02 automatically.
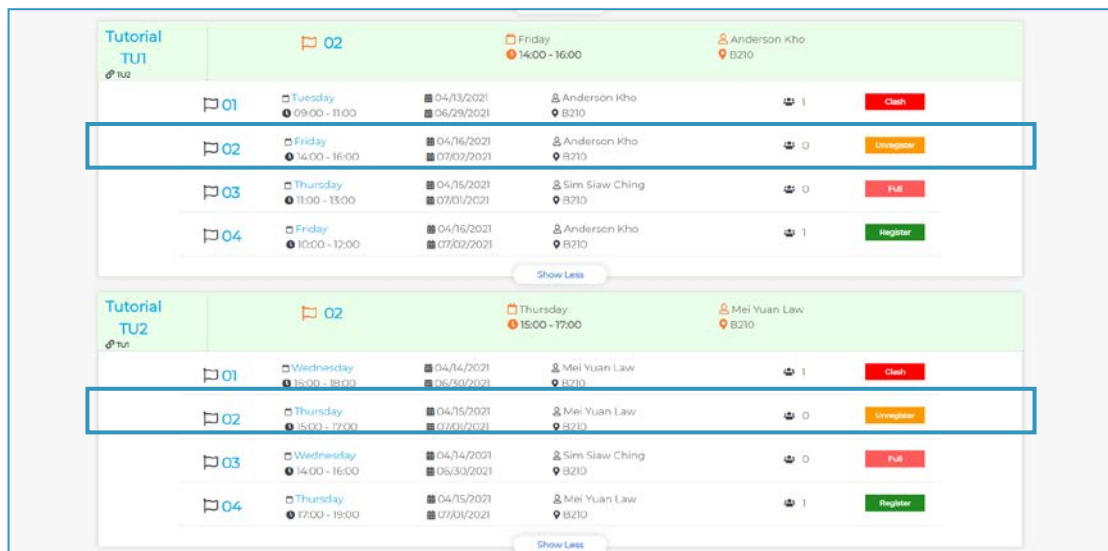
Class conflicts – Timetable clashes

The activity showed in red colour means that there is a conflict with your current timetable. You will not be able to select the class due to timetable clash. Click on the activity in red colour and the system will show the class it has conflict with.

You may check whether or not you can change the group for ENG10001-TU1 to resolve the timetable conflict.

Click on **View Schedule** to see your timetable.

You have the option to view your timetable in week or in list view. To see your timetable in week view, simply click on the week button.
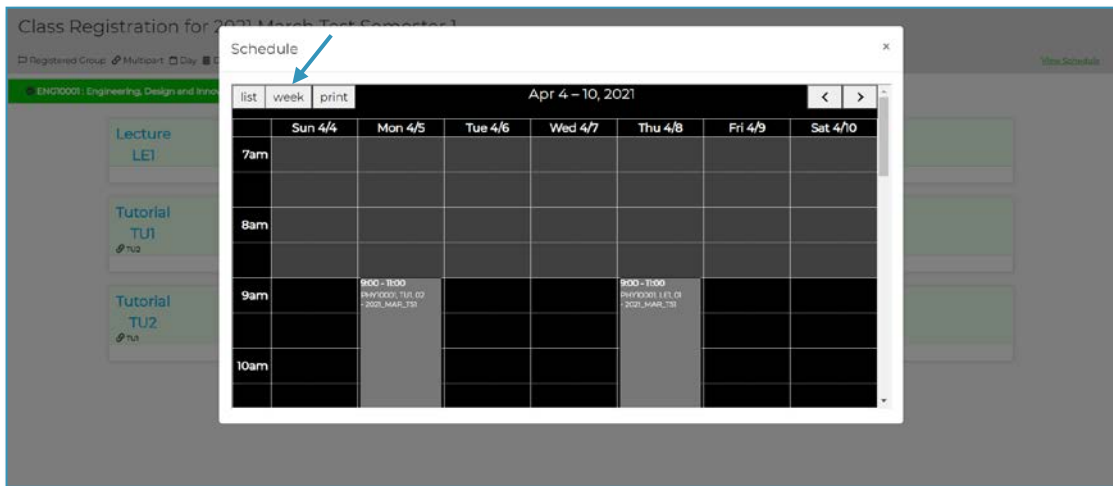
Or to see it in list view, click on the list button. You may also print your timetable by clicking on the print button.

Other Course Timetable Search

This is where you are able to view the other course timetable in a term and identify any clash before adding the course in registration.

(1) Go to **My Class → Other Course Timetable Search**
(2) Select a value from the drop-down **Term**.
(3) Select a course or multiple courses from the drop-down **Course.**
(4) Click on **View Timetable** button.

(5) The timetable of the selected course(s) in the term will be displayed.
(6) You may print your timetable by clicking on the Printer button.

My Timetable

This is where you are able to see your scheduled timetable of your registered courses in a term. If you are enrolled and are active in multiple terms, you will have to repeat the below steps.

(1) Go to **My Class → My Timetable**
(2) Select a value from the drop-down **Term**.

(3) Click **View Timetable** and scheduled timetable will be displayed.

(4) The timetable shows the courses you have registered and their corresponding time of classes, activities type (LE/TU/LA), the group, venue and the teaching staff. You may hover your mouse over the timetable to get a clearer view of the details.

(5) Ticking **All Week** will enable you to see your timetable throughout the term.
This is recommended for use before class commencement. The view will include the timetable that you have attended if you switch between groups after class commencement.

(6) You may print your timetable by clicking on the Printer button.

Unticking **All Week** will enable you to see your timetable by in a list view or weekly.

The list view

To print this view, click on **print** button.

The week view

Click on the arrow button ☐ ☐ to navigate the week.

To print this view, click on print .

Attendance Report Summary

This is a summarized report of your attendance of your registered courses according to the selected term.

(1) Go to **My Class → Attendance Report Summary**
(2) Select a value from the **Term** drop-down.
(3) Click **View** and the attendance summary of term with attendance posted will be generated.

(4) The summary shows the dates and percentage of your attendance and absenteeism for all registered courses with attendance marked in the selected term.
(5) You may opt to just view or print them for your own record/reference.

Course Code	Course Description	Subcomponent Name	Present Dates	Absent Dates	Present %	Absent %
ENG10001	Engineering, Design and Innovation	LE1 - 01	12/21, 12/22, 12/23		100.00	0.00
ENG10001	Engineering, Design and Innovation	TU1 - 01		12/22, 12/23	0.00	100.00
ENG10001	Engineering, Design and Innovation	TU2 - 01	12/21	12/23	50.00	50.00
MGT10001	Introduction to Management	LE1 - 01	12/21, 12/22, 12/23		100.00	0.00
MGT10001	Introduction to Management	TU1 - 01	12/22	12/21, 12/23	33.33	66.67

4.0   My Finances

This option lets you view how your financial transactions being managed during your course of studies in the University.

Student Ledger

You can view your individual financial transactions, documents and account balance for the selected program and term through this option.

(1) Go to **My Finances → Student Ledger**
(2) Select the **Program Version** from the drop-down. You have the option to view transactions throughout your years in Swinburne by choosing 'All', or one particular program's transaction.
(3) Select the **Term** from the drop-down. Again, you have the option to view all terms' transactions or one particular term's transactions.
(4) Click **Apply** to view the transaction details.

For each of the transaction made, you are issued with finance document (invoice, credit note, debit note, receipt, etc.). You can view these documents online by clicking on the Ref No. A popup-up screen will appear upon clicking on it.
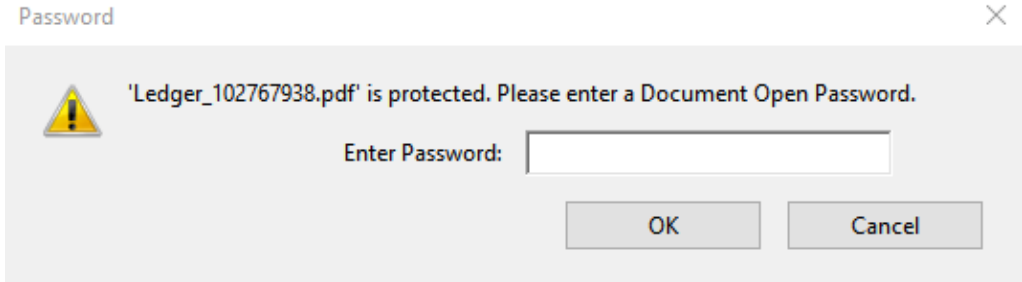

You can opt to view or e-mail a copy of the document to yourself at your student E-mail. To send a copy of the document to your Student E-mail, click on the **Email a copy to me** button and the document will be sent to your mailbox in approximately fifteen (15) minutes.

Sample invoice:

After receiving the document in your e-mail, open the PDF attachment and key in the password with your birthdate in YYYYMMDD format to view,
e.g. birth date is 01 December 2001, password will be 20011201.

Password   ✕

⚠   'Ledger_102767938.pdf' is protected. Please enter a Document Open Password.

Enter Password: [   ]

[OK]   [Cancel]

How to Pay Online via Student Portal

(1) Go to **My Finances → Student Ledger**

(2) In the Student Ledger, click **Pay Now** button.

(3) Select the **Program Version** and **Term**. Please also select **Yes** if you are paying by **Installment**. Lastly, enter the amount for payment and click **Pay** button.

SCAM ALERT: Please be reminded that the University will never ask for your login credentials (neither email ID nor password) or demanding for outstanding debts through personal telephone calls. In the event you received or previously received such calls, please report to servicedesk@swinburne.edu.my with the scammer details such as name, department, telephone number, bank accounts and etc.

The University does not appoint/assign/authorise any third party as our fee collection agent. We will not be liable for any payment made to any third party account(s) except to the University bank account. Please refer to How Do I Pay My Fees for the University official payment platforms.

Finally, do stay vigilant against scammer and do not reveal your personal data or share it in social media.

(4) You will be directed to the **Secure payment** page.

(5) Fill-in the required card information correctly, tick on the **Confirm Payment** checkbox and click **Pay Now** button.

(6) You will be directed to **preview and verification** page. Please enter the Authorisation Code provided by your bank and tick on the **T&C** checkbox after you have read the Terms & Conditions. Then click **Submit** button.

(7) Payment is completed upon successful payment. Official Receipt will be automatically generated by the system.
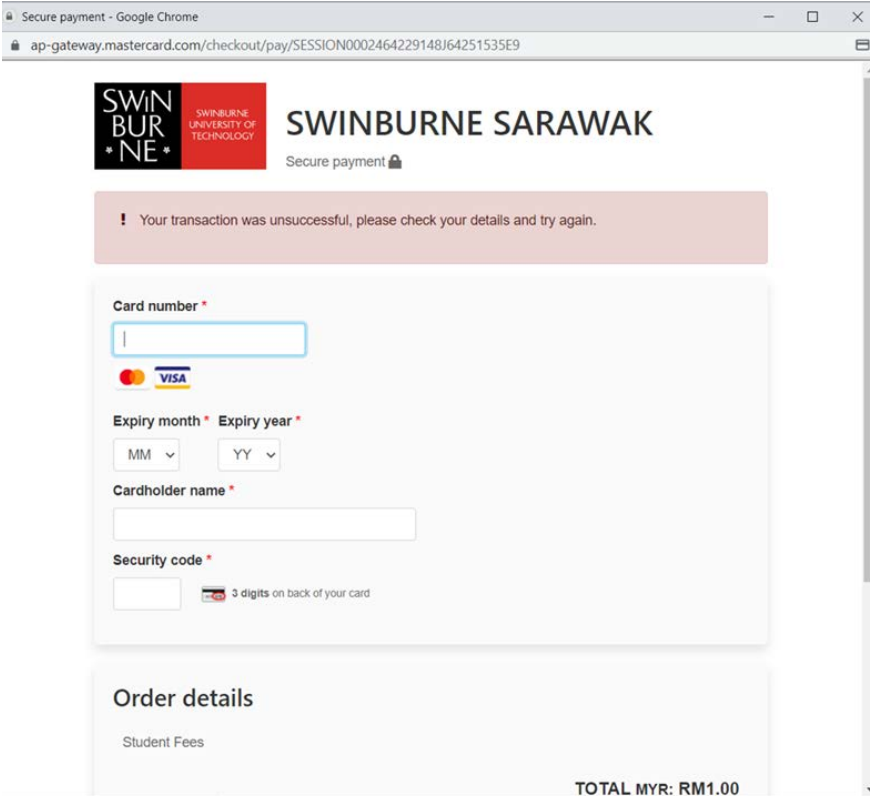
(8) View and print the Official Receipt from the **Student Ledger**.

ALERT! In the event that credit card information and credentials e.g. credit card expiry date, Security Code or Authorisation Code is incorrectly entered in the first attempt, you will be redirected to the **Secure payment** page again.

Instead of re-entering the correct credit card information, please **close** this **Secure payment** page and start again a new process from the **Student Ledger** and click **Pay Now**, i.e. as per **How to Pay Online via Student Portal**'s **STEP 2** as subsequent submission of payment using the SAME **Secure payment** page will still be NOT successful.

Scenario on how to handle unsuccessful transactions:

(1) Go to **My Finances → Student Ledger**

(2) In the Student Ledger, click **Pay Now** button

(3) Select the **Program Version** and **Term**. Please also select **Yes** if you are paying by **Installment**. Lastly, enter the amount for payment and click **Pay** button.

(4) Fill-in the required credit card information in the **Secure payment** page but accidentally key-in the **incorrect** Security Code and click **Pay Now** button.

(5) You will be directed to **preview and verification** page. You provide the Authorisation Code given by your bank, tick on the **T&C** checkbox and then click **Submit**.

(6) Result: You will receive notification that *"Your transaction was unsuccessful, please check your details and try again"*. Besides, Official Receipt will also NOT be generated.

(7) Instead of re-entering the same credit card information with the **correct** Security Code this round, please **close** this **Secure payment** page and start again a new process from **How to Pay Online via Student Portal**'s **STEP 2**.

Student Statement

Similarly, you can also view your financial transactions and account balance for your selected range of dates through this option.

(1) Go to **My Finances → Student Statement**
(2) Select the **From Date** and **To Date** from the date-picker drop-down.
(3) Click **View** to display your statement.

(4) You can opt to view or e-mail a copy of the statement to yourself at your student E-mail. To send a copy of the statement to your Student E-mail, click on the **Email a copy to me** button and the statement will be sent to your mailbox in approximately fifteen (15) minutes.

(5) After receiving the statement in your e-mail, open the PDF attachment and key in the password with your birthdate in YYYYMMDD format to view,
e.g. birth date is 01 December 2001, password will be 20011201.

Installment

You can view all the payment schedules for all the programs you have enrolled.

(1) Go to **My Finances → Installment**
(2) Pick from the drop-down **Program Version** you would like to see your payment schedule.
(3) Pick from the **Installment Type** drop-down the type of instalment you are approved of.
(4) Click on **View** to see your instalment details.

Student Installment Plan	
Program Version*	Select
Installment Type*	Select

[View] [Clear Filter]

(5) You can opt to view only or email a copy of your instalment details to your student Email. To send a copy of the instalment details to your student Email, click on the **Email a copy to me** button and an email will be sent to your mailbox in approximately 15 minutes.
(6) After receiving the instalment details in your email, open the PDF attachment and enter the password with your birthdate in YYYYMMDD format to view the instalment details, *e.g. birthdate is 01 February 2001, password will be 20010201.*

Student Installment Plan

Program Version*	Swinburne Foundation Studies (Business) (CT20089486)
Installment Type*	Special Arrangement JUN2020

[View] [Clear Filter]

Installment Name : Special Arrangement JUN2020		Installment Approval Status : Approved			Installment Type : Annual
Scheduled Date	Rate	Amount (MYR)	Amount Paid (MYR)	Balance (MYR)	Status
06/10/2020	25.00 %	1,312.50	1,312.50	0.00	Paid
07/10/2020	25.00 %	1,312.50	0.00	1312.50	Scheduled
08/10/2020	25.00 %	1,312.50	0.00	1312.50	Scheduled
09/10/2020	25.00 %	1,312.50	0.00	1312.50	Scheduled
	Total :	5250.00	1312.50	3937.50	

[Email a copy to me]

1. Cheque to be made payable to 'Swinburne Sarawak Sdn Bhd'.
2. A copy of the bank in or transaction slip is to be presented to the Finance Cashier Counter or email to fintu@swinburne.edu.my for issuance of the Official Receipt.
3. Payment to be made by the indicated due date. Late payment penalty will be imposed and/or liable to autodrop if payment is made after the due date.
4. Please take note that access to result is subjected to full settlement of fees. However, you will not be blocked from the final exam and enrolment to the next intake if the plan is being followed through.

Glossary

Activity Group	Types of activity available for one particular course: LE – Lecture LA – Lab TU – Tutorial
Auto Register	Registration of class(es) when there is only one possible choice/activity for you to attend
Course	Unit of Study for your enrolled course of study e.g. FCT10010 Information Technology ACC10007 Financial Information for Decision Making
Enrolment	The action of being registered to *Program* of study of your choice as offered by the University
Multi-part	Grouping of particular same stream coded classes that forces student to select not an individual but a group of activity
Program	Course of study of your choice as offered by the University e.g. BA-BUSACC7 Bachelor of Business (Accounting) DP-MGMT Diploma of Business Management
Registration	The action of being registered to *Course(s)* of the Program of your choice as offered by the University
Term	The intake semester you are registered to in the format of *<year>_<month of commencement>_<semester/term>* e.g. 2021_MAR_S1 (2021 March Semester 1) 2021_JUN_WT_F (2021 June Winter Term (Foundation)