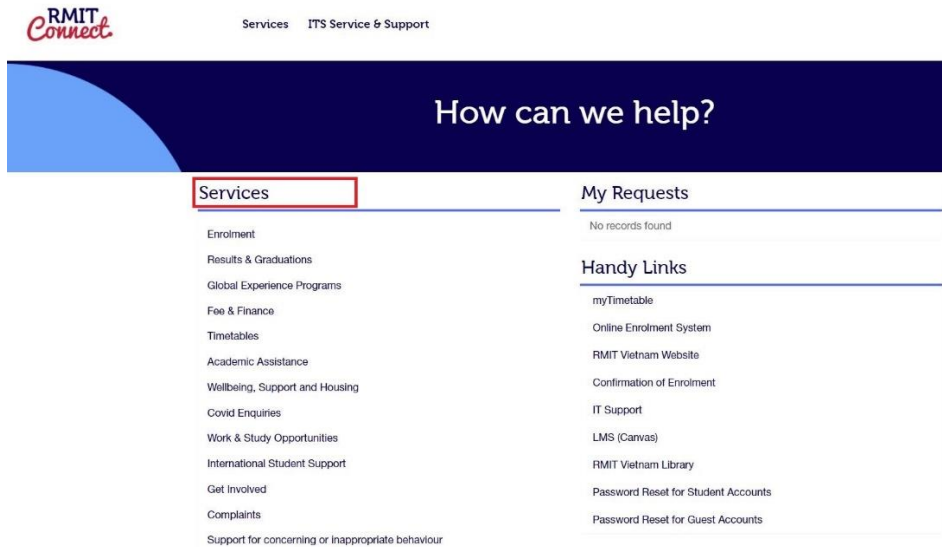


This guide covers how a student can book an appointment on the Student Connect Portal

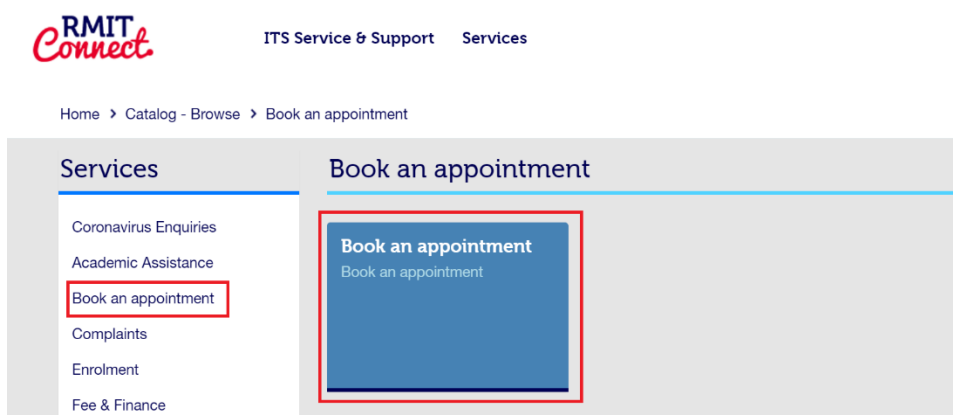
Step 1:

Log in to https://rmit.service-now.com/connect_vn with your student account and choose the Services icon



Step 2:

Under **Services**, click on Book an appointment to open the booking form



Step 3: Search for appointment slot using search fields. Detailed explanation of each field is listed at the end of this guideline

Step 4: View available appointments presented – change search if none are available on requested date range

Step 5: Select appointment

Step 6: Click **Submit**

Note: Once you have done all the steps above, you will receive a confirmation email. If you wish to change a booking, you need to go back to the booking in **My Requests** and cancel the original and make a new booking.

List of available appointments

| ④ | Date | Mode of Appointment | Location | Staff | Room | ⑤ |
|-----------------------|----------------------------------------------------------|---------------------|----------|--------|------|---|
| <input type="radio"/> | Thursday 23rd September 2021 at 3:00 PM to 3:45 PM (ICT) | Phone | | Dinh L | | |
| <input type="radio"/> | Friday 24th September 2021 at 8:30 AM to 9:15 AM (ICT) | Phone | | Anh N | | |
| <input type="radio"/> | Friday 24th September 2021 at 9:15 AM to 10:00 AM (ICT) | Phone | | Anh N | | |
| <input type="radio"/> | Friday 24th September 2021 at 10:00 AM to 10:45 AM (ICT) | Phone | | Dinh L | | |
| <input type="radio"/> | Friday 24th September 2021 at 1:30 PM to 2:15 PM (ICT) | Phone | | Anh N | | |
| <input type="radio"/> | Friday 24th September 2021 at 2:00 PM to 2:45 PM (ICT) | Phone | | Anh N | | |
| <input type="radio"/> | Friday 24th September 2021 at 2:45 PM to 3:30 PM (ICT) | Phone | | Anh N | | |

Please provide any additional details, such as your preferred contact details etc

RMIT values the privacy of every individual. To learn more please visit the [RMIT Privacy Statement](#)

⑥



Submit

Book an appointment

Please select the date range

*From 21-09-2021 *To 24-09-2021

Please select the details of appointment

*Service Course & Program advice

Appointment Mode Phone

*Appointment Type RMIT Connect Appointment

Fields explanation

- Appointment Mode: you can choose either 'Face-to-face', 'Phone', or 'Video Conference'. Note face-to-face appointments are generally not available during campus closure
- Appointment Type: please choose 'RMIT Connect Appointment'
- Service:
 - 'Course and Program Advice' - advice for your enrolment variation, program exchange and study plans...
 - 'Academic Success Advising' - support for At Risk students
 - 'Counselling' - confidential service to support any concerns you may have that affect your emotional and psychological wellbeing
 - 'Equitable Learning VN' - academic related assistance for students with disabilities, long-term illnesses, mental health conditions and for those students who are also primary carers
 - 'Safer Community' - confidential and safe space to discuss your safety concerns, such as bullying or any type of harassment
 - 'Student Academic Success' - support for all writing, assignment, English, Maths, statistics, grammar and study skill needs
 - Academic & Wellbeing (AWA) - Contact us if you are finding it hard to engage or connect with people, your course, or just don't know what assistance or support would help you to ensure a positive student experience