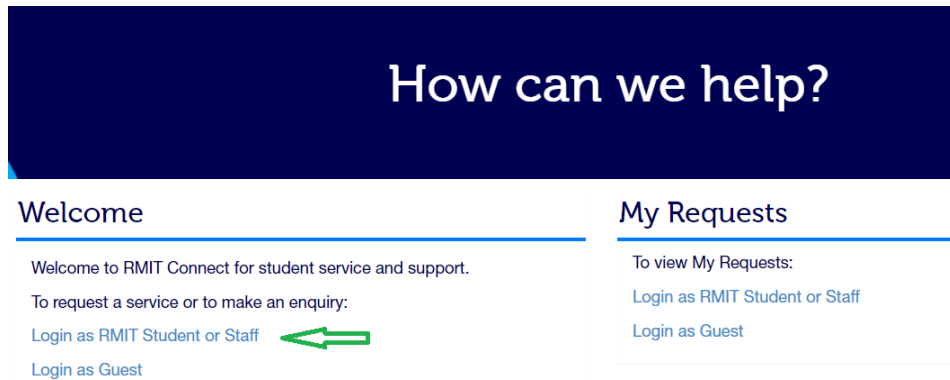


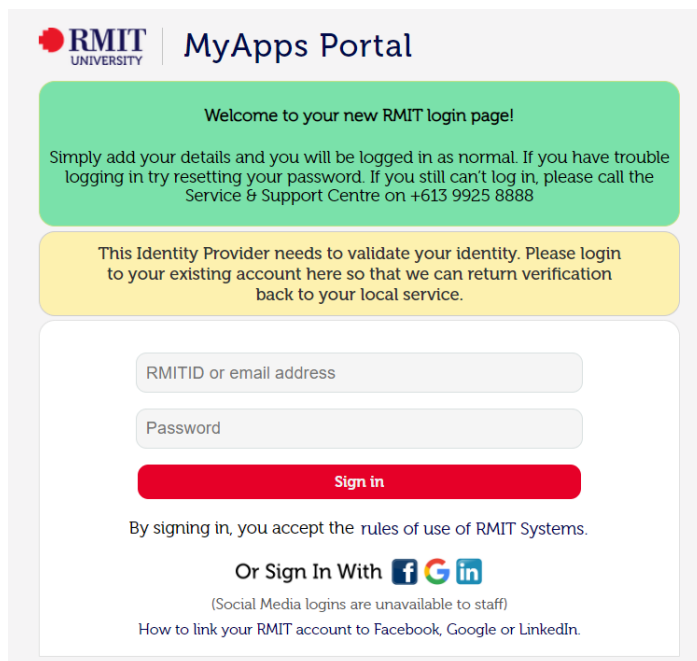
## How to make an enquiry via the Student Connect Online Portal

**Step 1:** Go to the [Student Connect Online Portal](#), and click “Login as RMIT Student or Staff”



The screenshot shows a dark blue header with the text "How can we help?". Below the header are two columns. The left column is titled "Welcome" and contains the text: "Welcome to RMIT Connect for student service and support. To request a service or to make an enquiry: Login as RMIT Student or Staff" (with a green arrow pointing to this link), and "Login as Guest". The right column is titled "My Requests" and contains the text: "To view My Requests: Login as RMIT Student or Staff" and "Login as Guest".

**Step 2:** Enter your Student number and Password in the login screen



The screenshot shows the "MyApps Portal" login page. It features the RMIT UNIVERSITY logo at the top left. A green box contains the text: "Welcome to your new RMIT login page! Simply add your details and you will be logged in as normal. If you have trouble logging in try resetting your password. If you still can't log in, please call the Service & Support Centre on +613 9925 8888". Below this is a yellow box with the text: "This Identity Provider needs to validate your identity. Please login to your existing account here so that we can return verification back to your local service." The main login area has two input fields: "RMITID or email address" and "Password". Below these is a red "Sign in" button. Underneath the button, it says "By signing in, you accept the rules of use of RMIT Systems." At the bottom, there are social media icons for Facebook, Google, and LinkedIn, with the text "Or Sign In With" and "(Social Media logins are unavailable to staff) How to link your RMIT account to Facebook, Google or LinkedIn."

**Step 3:** After login, you can Click on the related Service type and start making an enquiry.

## How can we help?

### Services

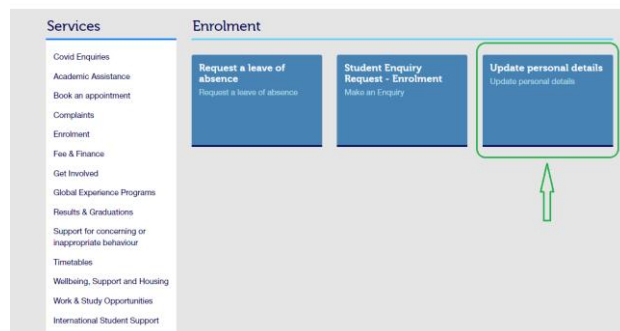
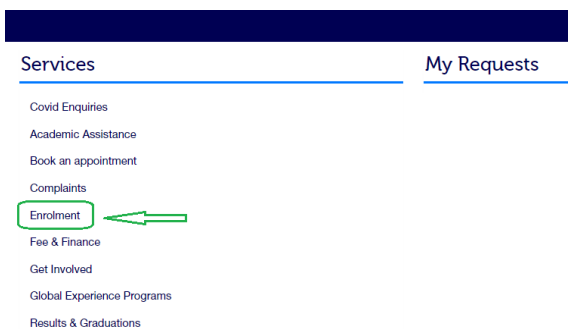
- Covid Enquiries
- Academic Assistance
- Book an appointment
- Complaints
- Enrolment
- Fee & Finance
- Get Involved
- Global Experience Programs
- Results & Graduations
- Support for concerning or inappropriate behaviour
- Timetables
- Wellbeing, Support and Housing
- Work & Study Opportunities
- International Student Support

### My Requests

### Handy Links

- [myTimetable](#)
- [Online Enrolment System](#)
- [RMIT Vietnam Library](#)

For example, if you wish to update your personal details, you can choose **“Enrolment”**– **“Update personal details”**.



Then select the information that you want to update and click **“Submit”**.

**Update personal details**

Select the information that you want to update.

- [Change name](#)
- [Change emergency contact](#)
- [Change term address](#)
- [Change home address](#)
- [Change contact details](#)

**Student declaration**

\* From what date should the above change(s) take effect?

\*I declare the information I have provided on this form is correct.

[Add attachment](#) [Submit](#)

Once submitting your enquiry, you can track its progress under **“My requests”** section.

## How can we help?

### Services

[My Requests](#)



- Covid Enquiries
- Academic Assistance
- Book an appointment
- Complaints
- Enrolment
- Fee & Finance

If you have questions, please contact [Student Connect](#) at **028 3776 1306** (Saigon South) or **024 3724 5930** (Hanoi) or visit Student Connect on campus.