This guide contains the following Sections:

Section 1 – ISIS Basics

Objectives
At the completion of this section, you will be able to:
• Request an ISIS user id and password
• Change your user id and password
• Navigate within ISIS - menu structure
• Applicant overview – understanding your application progression

Section 2 – Exchange/ Study Abroad Application

Objectives
At the completion of this section, you will be able to:
• Enter an incoming exchange/study abroad application
• Accept the offer
• Defer the offer
• Decline the offer

Section 3 – Help using ISIS Student Portal

Objectives
At the completion of this section, you will be able to:
• How to get Help
• User Guide
• LTU ICT Services Desk
• Out of Hours support
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.
# Section 1  ISIS Basics

## Requesting an ISIS User id and Password

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
</table>
| 1.   | Follow the link to ISIS from the La Trobe University International web pages or open Internet Explorer and enter the following URL:  
| 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:  
![Email Example](image-url)
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.

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Click <strong>Edit Profile</strong> in the left-hand menu bar to change your name, password, email address and user preferences.</td>
</tr>
<tr>
<td>2.</td>
<td>The <strong>Edit Profile</strong> screen is displayed.</td>
</tr>
</tbody>
</table>
### Changing your Password, continued

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>3.</td>
<td><strong>Password (Optional):</strong> Enter the new password.</td>
</tr>
<tr>
<td>4.</td>
<td><strong>Confirm Password:</strong> Re-enter the new password.</td>
</tr>
<tr>
<td>5.</td>
<td>Click 🟢 <strong>SUBMIT</strong> to confirm the password change.</td>
</tr>
</tbody>
</table>
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.
Section 1

ISIS Basics

Applicants Overview

Using the Student Portal applicants can enter an application, 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.

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

Clicking the 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.


<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>The <strong>Browse Applications</strong> screen is displayed.</td>
</tr>
<tr>
<td>2.</td>
<td>Choose an existing application from the list displayed, or select the button to create a new application.</td>
</tr>
<tr>
<td>3.</td>
<td><strong>Program Type:</strong> Use the drop-down list and select <strong>Incoming Exchange or Study abroad</strong> as appropriate.</td>
</tr>
<tr>
<td>4.</td>
<td><strong>Country of Application:</strong> Select the country of your home institution.</td>
</tr>
</tbody>
</table>
| 5.   | **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’ |
| 6.   | The **Edit LTI Application** screen appears – scroll down to the **Current Studies** section. |
| 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**, **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 **CREATE STUDY PLAN**

12. The **Study Plan – Semester, Year** screen will appear

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 **SEARCH** 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 **SEARCH**

IV. Click **SELECT** 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

### 16. Attachments and Supporting Information

Upload all required supporting documents for your exchange application by clicking **ADD**.

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 **Lodge Application**. 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**.

<table>
<thead>
<tr>
<th>Application Status History</th>
</tr>
</thead>
<tbody>
<tr>
<td>Changed On</td>
</tr>
<tr>
<td>17-Oct-2020</td>
</tr>
<tr>
<td>17-Oct-2020</td>
</tr>
</tbody>
</table>

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

<table>
<thead>
<tr>
<th>STEP</th>
<th>ACTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Log into the Student Portal and click <strong>Applications</strong> on the Student Portal home page. The following screen will be displayed. Click <strong>EDIT</strong> for the application you wish to accept. The application details appear.</td>
</tr>
<tr>
<td>2.</td>
<td>Scroll down to the <strong>Accepting</strong> area and check the box.</td>
</tr>
<tr>
<td>3.</td>
<td>Print out the <strong>Offer Letter</strong> and the <strong>Pre-populated Acceptance form</strong>. Complete the details required on the Acceptance form and return it to La Trobe University.</td>
</tr>
</tbody>
</table>
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**.

<table>
<thead>
<tr>
<th>Date</th>
<th>Changed By</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>14 May 2007</td>
<td>CANVAS - IPD staff</td>
<td>Offer status</td>
<td>Student Acceptance</td>
</tr>
<tr>
<td>14 May 2007</td>
<td>CANVAS - IPD staff</td>
<td>Approved</td>
<td></td>
</tr>
<tr>
<td>14 May 2007</td>
<td>CANVAS - IPD staff</td>
<td>WP Admission Officer</td>
<td>Approved</td>
</tr>
<tr>
<td>14 May 2007</td>
<td>CANVAS - IPD staff</td>
<td>WP Admission Officer</td>
<td>Add Data Entry</td>
</tr>
<tr>
<td>14 May 2007</td>
<td>CANVAS - IPD staff</td>
<td>WP Admission Officer</td>
<td>Add Data Entry</td>
</tr>
</tbody>
</table>
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**
---|---
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:
   ![Application page](image)
   Click **EDIT** for the application you wish to defer. The details appear.
  2. | Click **Defer Offer** to indicate the application has been formally deferred.
  3. | The **Application Status History** has been updated to: **Offer Deferred**.

<table>
<thead>
<tr>
<th>Application Status History</th>
<th>From</th>
<th>To</th>
</tr>
</thead>
<tbody>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Offer Deferred</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Student Acceptance</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Offer Made</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Approved</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Offer Made</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Approved</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Waiting For App Fee Payment</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Waiting For App Fee Payment</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Data Entry</td>
</tr>
<tr>
<td>09-Mar-2007</td>
<td>Camra BICA - IPO Staff</td>
<td>Data Entry</td>
</tr>
</tbody>
</table>
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.

   ![Application Screen](image)

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

2. Click **Decline / Withdraw Offer** to indicate you have declined the Offer.

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

<table>
<thead>
<tr>
<th>Application Status History</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Changed On</strong></td>
</tr>
<tr>
<td>23 May 2007</td>
</tr>
<tr>
<td>23 May 2007</td>
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<tr>
<td>23 May 2007</td>
</tr>
<tr>
<td>23 May 2007</td>
</tr>
</tbody>
</table>
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.