Enrol and Connect

A Guide for New Students
Singapore Institute of Management

NOVEMBER 2025

RMIT UNIVERSITY

Welcome to
RMIT University

It is my great pleasure to welcome you to RMIT University.

At RMIT we are prepared for today and ready for what comes next, because our University is built on a spirit of resilience and a proven ability to adapt with the times.

In a complex environment, we continue to learn and change while remaining united around our purpose of providing transformative experiences for our students, and shaping the world with research, innovation, teaching and industry engagement.

Strong partner connections forged over 134 years and deep collaboration with industry remain integral to RMIT's leadership in education, applied and innovative research, and to the development of our graduates into highly skilled global citizens.

We are committed to preparing all our students with the skills and experience they need to achieve their goals and contribute to a changing world.

This is the start of an exciting journey and you'll have the company of over 99,000 students in Australia, Asia, Europe and beyond. RMIT is a community, and I want you to feel part of it from the beginning.

I encourage you to make the most of what is on offer at RMIT and we will be here to support you as you make new friends, build your global networks, gain industry experience and develop your skills.

Best wishes.

Professor Alec Cameron
Vice-Chancellor and President
RMIT University

Students website

Find what you need online.

Students at partner institutes outside Australia home page

The RMIT students website provides information about access to RMIT systems, library resources, support services, and contacts to help you navigate your studies.

> Go to rmit.edu.au/students/my-course/partners-outside-australia.

Your important dates

Each year RMIT publishes a list of important dates for students studying at partner institutes outside Australia. Important dates include:

- enrolment session dates
- class start date
- last date to add your classes
- census date
- assessment period
- result release date.

The census dates are especially important as these are deadlines to take important actions, such as dropping classes, applying for leave of absence, or cancelling your program without a withdrawn grade WDR).

> Go to rmit.edu.au/students/my-course/important-dates.

Course guide

The course guide provides detailed information about the course, such as assessments, learning outcomes and credit points. There are two parts to your course guide.

- **Part 1: The Course Guide** gives you a high level outline about the topics covered in a course, including course description, credit points, an overview of assessment, resources and learning outcomes.
- **Part 2: The Class Guide** provides more detailed information such as the teacher, campus, hours, instruction mode (e.g. face-to-face, online or workplace), a weekly teaching schedule and detailed information about assessment tasks and resources. The Class Guide is specific to a teaching period and class number, so make sure you are looking at the correct semester and class number for which you are enrolled.

> Go to rmit.edu.au/students/my-course/program-course-information/course-guides.

How to access RMIT systems

Use your RMIT ID or email address, password and multi-factor authentication (MFA) to access RMIT systems.

Let's get you set up to access RMIT systems!

> Go to rmit.edu.au/students/support-services/it-support-systems/id-password#log-in-first-time and complete all steps under the heading Log in for the first time.

Expand all sections ⊙	
Step 1. Determine your RMIT ID or email and temporary password	⌄
Step 2. Change your password	⌄
Step 3. Set up your self-service details	⌄
Step 4. Register for multi-factor authentication	⌄

Don't know your RMIT ID?

Your RMIT ID is the letter 's' followed by your 7-digit student number (excluding any additional letters), for example: s1234567.

Your RMIT email address is your RMIT ID and '@student.rmit.edu.au', for example: s1234567@student.rmit.edu.au.

Your RMIT ID is in your RMIT Welcome email sent to your SIM and personal email accounts.

Need help?

If you need help setting up your RMIT login details, go to RMIT's IT Service Connect and click the Chat button at the bottom-right of the page. A staff member will be able to assist you. Operating hours are 8am–6pm (AEST) Monday–Friday and 8am–1pm (Melbourne time) Saturday, excluding public holidays.

Microsoft Outlook and Microsoft 365

RMIT provides all students with a free Microsoft Outlook email account.

Your RMIT student email

Your RMIT student email account is the primary means of communication between you and RMIT. You'll receive important emails from your lecturers, as well as enrolment notifications and confirmations.

Log in at least twice a week to ensure you stay up to date with important University messages and deadlines. For login instructions see page 4.

You are required to check and read your RMIT student email account regularly. RMIT won't vary a deadline because you didn't receive or read information sent to you. You can forward your RMIT student email address to another email account, visit rmit.edu.au/students/support-services/it-support-systems/email for further information.

Important: When you are no longer an RMIT student, for example if you discontinue your program or when you have graduated, your access to all student systems, including your RMIT email account, will be removed in compliance with the Telecommunications (Interception and Access) Act 1979.

Microsoft 365 resources

As an RMIT student, you can access Microsoft's range of software, including Word, Excel, SharePoint and more.

You can find resources on how to make the most of Microsoft 365 access by visiting rmit.edu.au/students/support-services/it-support-systems/software-apps.

> Access your RMIT email account via the Outlook login page: outlook.office.com.

Canvas

Canvas is RMIT's learning management system. You have to be enrolled in your courses to have access to your study material.

You'll use Canvas regularly to access:

- course activities and content
- course grades and feedback
- your assessment tasks
- discussion boards
- virtual classrooms.

Canvas dashboard

The Canvas dashboard is your home page and allows you to easily see what's happening across all your courses. The navigation panel is on the left side of the page and provides you with access to frequently used Canvas features.

Account: Here you can update your profile picture, adjust settings and turn on your notifications. Make sure you review your notifications to ensure you're set up to receive important course announcements and updates.

Courses: Here's where you'll find your course content. Each course has its own home page where you can access course announcements, syllabus, assignments and grades for completed assessments.

Calendar: The Calendar is a great way to view everything you have to complete for your courses in one place. You can view calendar events by day, week, month or agenda list.

Canvas for mobile

The Canvas Student app is available for iOS and Android mobile devices. Simply search 'Canvas Student' in your app store and download the app.

More information

You'll be using Canvas throughout your program, so make sure you familiarise yourself with its layout and functions. You can find more information about setting up Canvas at rmit.edu.au/students/my-course/canvas.

> Access Canvas via rmit.instructure.com.

RMIT University Library

Find the study support and e-resources you need to unlock your academic potential.

You can access a vast collection of e-books and journals, study support, online workshops and more at rmit.edu.au/library.

Ask the Library

Get help with finding information, accessing resources, referencing and using the Library. Not sure what you need? Ask the Library! Available via live chat and Student Connect at rmit.edu.au/library/about-and-contacts/ask-the-library.

Study support

Receive personalised help to find information or improve your study skills. Our expert staff will help you with researching your topic, finding information, improving your academic writing skills, academic integrity, effective learning strategies, maths, physics, statistics and more.

For more information visit rmit.edu.au/students/support-services/study-support.

Book a Study Support consultation at rmit.edu.au/students/support-services/study-support/consultations.

Online study resources

The Learning Lab is an online resource designed to help you with:

- **assessments:** essays, reports, reflective writing, case studies, literature reviews
- **digital skills:** digital portfolios, online learning skills, artificial intelligence
- **writing skills:** paraphrasing, referencing, academic integrity
- **study skills:** mind mapping, note-taking, reading skills, exam preparation critical thinking.

You can access the Learning Lab by visiting learninglab.rmit.edu.au.

At RMIT, you may need to develop a different approach to your studies as learning at RMIT is largely student-directed. You will become an 'independent learner'. Independent learners must be able to:

- manage and organise time
- develop complex understandings, not memorise
- evaluate what they read, ask questions and form opinions
- discover by themselves.

Visit learninglab.rmit.edu.au/university-essentials/getting-started.

Rights and responsibilities

Understand your rights and responsibilities as an RMIT student.

Statement of Student Responsibilities

When you enrol as a student at RMIT, you assume responsibility for choices you make in relation to your program.

You'll read and agree to these responsibilities when you enrol for each academic year of your program.

To read the statement, go to rmit.edu.au/students/student-life/rights-responsibilities/statement.

Student Conduct

All students are expected to observe the values of RMIT. Formal actions can be taken when students behave in a manner that is considered inappropriate.

Visit rmit.edu.au/students/student-life/rights-responsibilities for more information about student conduct.

Student Complaints

RMIT takes student complaints seriously and has processes in place to ensure your complaint is resolved quickly and fairly.

RMIT is committed to a positive complaints culture where complaints and feedback are welcomed and valued. Every concern raised is an opportunity to improve our services, strengthen trust and enhance the student experience through continuous improvement and open communication.

You can find more information about the student complaints process, read the Student and Student-Related Complaints Policy and find out how to lodge a complaint at rmit.edu.au/students/support-services/feedback-complaints-appeals/complaints.

Appeals

As an RMIT student you are entitled to seek a review of or appeal decisions that impact your studies.

Make sure you follow the correct process for lodging an appeal by visiting rmit.edu.au/students/support-services/feedback-complaints-appeals/appeals.

Student Integrity

Learn how assessments work, how to get your results and find the resources you need to succeed.

For each of your courses, you'll need to complete a number of assessment tasks to demonstrate your knowledge of the course content.

RMIT provides information to students about assessment and results via rmit.edu.au/students/my-course/assessment-results.

Academic integrity

Academic integrity is about honest presentation of your academic work. RMIT has a range of online materials and resources designed to help you understand academic integrity.

Visit rmit.edu.au/students/my-course/assessment-results/academic-integrity to find more information about academic integrity.

You can enrol for the Academic Integrity Awareness credential by visiting rmit.edu.au/study-with-us/levels-of-study/short-courses/academic-integrity-awareness.

Assessment flexibility

The University offers a range of assessment flexibility options for students. If you can't finish an assessment due to extenuating circumstances, you may be eligible for an extension, special consideration or an equitable assessment arrangement.

You can find out more, including application instructions and guidance on appropriate supporting documentation, by visiting rmit.edu.au/students/my-course/assessment-results/special-consideration-extensions.

Academic progress

Academic progress is the way the University supports students who are not making satisfactory progress towards completing their program.

We know there are many reasons why it can be difficult to keep up with your studies. It's important to remember that, throughout this process, there are many support services available to get you back on track, and people who can help you succeed.

For more information, please go to rmit.edu.au/students/my-course/assessment-results/academic-progress.

Who to contact

Know who to contact for support or
when you have a query about your studies.

Your course coordinator or tutor

If you need help with:
- any matters related to your courses/subjects or assessments
- questions about assignments, coursework and due dates.

> Contact your coordinator via Canvas at rmit.instructure.com.

Your local partner contact

If you need help with:
- managing your enrolment (adding or dropping courses)
- applying for credit
- submitting a request for a leave of absence
- any other administrative queries and on-site support and services.

> You can find your partner contact at rmit.edu.au/students/support-services/
student-connect/partner-institute-contacts.

IT Service Connect

If you need help with any IT enquiries and support:

> Visit rmit.edu.au/students/support-services/it-support-systems/it-service-connect.

Live Web Chat

Look for the "Chat" button at the bottom-right of IT Service Connect webpages.
Live Web Chat is available during standard business hours Melbourne time.

Safer Community

If you seek support regarding experience of violence, unwanted or threating
behaviour including sexual harassment and harm:

> Visit rmit.edu.au/about/our-locations-and-facilities/facilities/safety-security/
safer-community.

Who to contact

Know who to contact for support or when you have a question about your studies.

School and College contacts

If you need to contact RMIT directly with a general enquiry related to your program enrolment, you can make your enquiry via an online portal, phone or webchat.

> Go to rmit.edu.au/students/support-services/student-connect/school-college-contacts.

Program of study	Owning College
Bachelor of Accounting	Business and Law
Bachelor of Business	Business and Law
Bachelor of Professional Communication	Design and Social Context
Bachelor of Construction Management (Honours)	Design and Social Context
Bachelor of Design (Communication Design)	Design and Social Context
Master of Energy Efficient and Sustainable Building	Design and Social Context
Bachelor of Applied Science (Aviation)	Science, Technology, Engineering and Mathematics