



Enrol and Connect

A Guide for New Students
Singapore Institute of Management

May 2021



Welcome to RMIT University

Hi! Welcome to RMIT and to the start of an exciting experience that I hope will transform your life.

You're joining a community of 86,839 students in Australia, Asia, Europe and beyond.

RMIT is a global university of technology, design and enterprise with a 132-year track record of providing innovative, practical education.

We're dedicated to getting all our students ready for life and work by creating life-changing experiences.

That might be in the classroom, on overseas exchanges, through taking part in campus life or by giving you hands-on industry experience.

Get involved. Make your experience with RMIT engaging, exciting and challenging.

We'll be with you all the way as you build global networks, make new friends, gain professional experience and develop your leadership skills.

Once again, welcome – today is the start of an amazing journey.

Martin Bean CBE
Vice-Chancellor and President
RMIT University

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What's next...

Students website



Find what you need – everything including this guide is available online.

Students home page

The screenshot shows the RMIT University website interface. On the left is a navigation menu with the RMIT logo and the following links: Main Menu, Student essentials, Information for, Research candidates, Open Universities Australia students, Students at partners outside Australia (highlighted in red), International students, Study abroad and exchange students, and RMIT Online students. The main content area has a blue header with a search bar and breadcrumb navigation: Student home > Student essentials > Information for > Students at partners outside Australia. The main heading is 'Students at partners outside Australia' over a world map background. Below this is an orange section with the text: 'Information and resources for students studying at an RMIT partner institution outside Australia.' At the bottom right are social media icons for Facebook, LinkedIn, Twitter, and YouTube, along with a share icon.

The students website provides information and resources including:

- access to your RMIT systems, including Canvas, student email and Enrolment Online
- your academic calendar
- administrative essentials and instructions including how to apply for credit and leave of absence
- study and support resources, assistance with research and study planning.

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

How to access RMIT systems



Use your student number and default password when logging in for the first time.

Your username

Use your student number as your username when accessing RMIT systems.

Your default password

Your default password is the letter 'p' (lowercase), followed by your date of birth backwards (using the format: year, month, day) with an exclamation mark (!) at the end. Example: if you were born on 30 August 1998 your password would be **p19980830!**

Password assistance

We recommend you change your default password as soon as possible and set up your self-service details (mobile phone number and home email address) which will be used to verify your identity and to reset your password if you forget it.

> Go to rmit.edu.au/its/password for password assistance.



Multifactor authentication (MFA)

RMIT uses multifactor authentication (MFA) which provides an extra layer of protection to your user login. It is required when accessing M365 applications including Outlook, Teams, OneDrive and SharePoint.

For instructions on how to register for MFA go to rmit.edu.au/students/support-and-facilities/it-services-for-students/cyber-safety/multi-factor-authentication.

Microsoft Outlook and Office 365



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

Your RMIT student email

Your RMIT student email address is (fill in the blanks with your student number):

S _ _ _ _ _ _ _ @student.rmit.edu.au

Use your default password the first time you log in (see page 4).

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.

Office 365 resources

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

You can find resources on how to make the most of Office 365 access by visiting rmit.edu.au/students/support-and-facilities/it-services-for-students/office365-resources.

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



Canvas is RMIT's learning management system.

You'll use Canvas regularly to access:

- course activities and content
- view and submit assessment tasks
- webinars.
- course grades and feedback
- discussion boards

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 from where you can access course announcements, syllabus, assignments and grades for completed assessment.



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.



Inbox: You can use the inbox to send and receive emails from your lecturers and fellow classmates.

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. You can find more information about setting up Canvas at rmit.edu.au/students/support-and-facilities/it-services-for-students/canvas.

> Access Canvas via rmit.instructure.com.



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, and get study support at rmit.edu.au/library.



Ask the Library

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

All available via live chat and email at rmit.edu.au/library/help/ask-the-library.

Online study resources

The Learning Lab is an online resource designed to help you with assignments, writing, research skills and more. You can access the Learning Lab by visiting rmit.edu.au/students/study-support/learning-lab.

Rights and responsibilities



Understand your rights and responsibilities as an RMIT student.

Appeals

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

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

Complaints

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

You can find out more information about the student complaints process and read our Student and Student-Related Complaints Policy at rmit.edu.au/students/complaints.

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 or review the responsibilities, log in to **Enrolment Online** and go to **My student record > Personal details > View student declaration**.

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-essentials/rights-and-responsibilities/student-responsibilities/conduct for more information about student conduct.

Integrity and Assessment Support



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/student-essentials/assessment-and-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/academic-integrity to find more information about academic integrity.

Special consideration

If unexpected circumstances outside your control affect your ability to complete an assessment, you can apply for special consideration. If approved, you may be granted an assessment adjustment.

You can find out more about special consideration, including the link to apply and guidance on appropriate supporting documentation, by visiting rmit.edu.au/students/special-consideration.

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/student-essentials/assessment-and-results/academic-progress.

Who to contact



Know who to contact 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, including 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.

> You can find your partner contact at rmit.edu.au/students-at-partners/contacts.

Service and Support Centre

If you need help with:

- any IT enquiries and support

> Visit rmit.edu.au/its.

Live Chat

All ITS webpages support LiveChat. Look for the “Chat Now”  button at the bottom-right of ITS webpages. LiveChat is available during standard business hours Melbourne time.



