About mySI-net

mySI-net is The University of Queensland's online Student Administration system.

As a UQ student, you can use mySI-net to:

- Search for and enrol in UQ courses
- View your course profiles
- View your timetable
- Sign-on to classes (such as tutorials)
- Pay your fees
- Apply for financial assistance
- View your results

A note on privacy

The University uses mySI-net to gather and store information about its students that enables it to contact them as well as improve its services and satisfy Government reporting requirements.

All UQ students should read and understand the University's Privacy Management Policy, which sets out how this information is accessed and the circumstances under which it can be disclosed to a third party. You will find the Privacy Management policy at this web page:

https://ppl.app.uq.edu.au/content/1.60.02-privacy-management.

Always Sign out

When you've finished using mySI-net, it's very important to ensure that you sign out before leaving the computer—particularly if you're using a public computer such as one in the Library or a lab.

To sign out, click the '**Sign out**' link in the top-right corner of the screen.

> Having access to mySI-net provides a user with complete view and edit access to that user's personal information. If you leave a public computer unattended and are still signed in to mySI-net, the next user will be able to view and change all of that personal information.
>
> ***Always sign out when you've finished in mySI-net.***

Before you start using mySI-net

You will need a **UQ student username and password** and a **supported web browser** installed on your computer.

Username and password

To access mySI-net (and many other UQ online services such as your student email), you will require a **UQ student username and password**. If you are a new student, you will have received this already in a letter from the University's internet service provider, UQconnect.

Typically, your username will start with an "s", followed by the first seven numbers of your student number (like "s4123456"). *(Students who commenced their studies prior to 2001 and have a 3 series student number will have a username that starts with an "s", followed by six digits—the first and last digits from your student number are dropped.)*

You will be allocated a password consisting of a series of random letters and numbers, which can be changed to something easier to remember.

You must have both username and password to access mySI-net. If you do not have a username and/or password, please contact Information Technology Services (ITS) as soon as possible on (07) 3365 6000 or 1300 738 082 (Australia wide) or email help@its.uq.edu.au to resolve the issue.

Web browser

When accessing mySI-net, the following combinations of web browsers and operating systems are recommended:

- Internet Explorer 7 on Microsoft Windows *(most optimal)*
- Internet Explorer 8 on Microsoft Windows
- Mozilla Firefox 3.x on Microsoft Windows, UNIX, Linux, and Mac OS X
- Apple Safari 2.0.4 on Mac OS X

While you are welcome to use your preferred Internet Browser, you may find that you encounter some display or rendering issues with other non-optimised browsers. Students are recommended to download the most recent versions of **Internet Explorer** and **Firefox** for Windows and Mac OS from UQconnect's free download page at: http://uqconnect.net/helpdesk/downloads/. Downloads from this site will not count against your student download quota.

Pop-up blockers

From time to time, mySI-net may open a new browser window (or 'pop-up') to assist you. However, commonly-used browsers such as Internet Explorer and Firefox have **pop-up blockers** that prevent websites from doing this. These browsers will display a warning they have prevented the web page from opening a pop-up, and provide you with options to configure the behaviour of the pop-up blocker with this website.

If this happens, you should be able to set the pop-up blocker to **always allow pop-ups** from the "**uq.edu.au**" domain. This is recommended, as you will experience fewer problems with mySI-net and other UQ web services as a result.
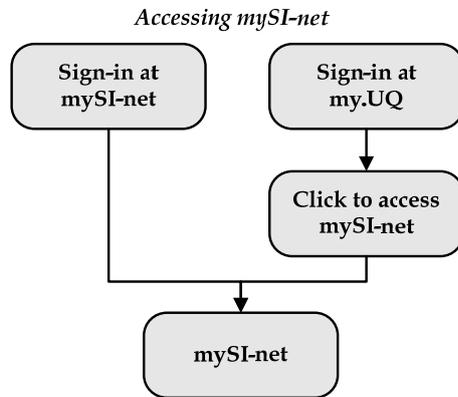
Adobe PDF

Some mySI-net features are provided as **Adobe PDF** files. To view these files you should the most recent version of **Adobe Reader** (sometimes referred to as Adobe Acrobat Reader) installed on your machine. It can be downloaded from http://uqconnect.net/helpdesk/downloads/.

How to access mySI-net

There are several easy ways of accessing mySI-net. Links to mySI-net are present on many UQ web pages, including the **UQ home page** (under 'Current Students' on the right-hand side floating menu).

However, most students use one of two different methods:

Accessing mySI-net

```
┌──────────────┐        ┌──────────────┐
│  Sign-in at  │        │  Sign-in at  │
│   mySI-net   │        │    my.UQ     │
└──────┬───────┘        └──────┬───────┘
       │                       ▼
       │                ┌──────────────┐
       │                │ Click to access │
       │                │   mySI-net   │
       │                └──────┬───────┘
       │                       │
       └───────────┬───────────┘
                   ▼
          ┌──────────────┐
          │   mySI-net   │
          └──────────────┘
```

1.Via the mySI-net web site

Navigate directly to mySI-net: https://www.sinet.uq.edu.au/ and type your username and password into the two fields presented here and click the **Sign in** button.

2. Via my.UQ

my.UQ is The University of Queensland's student portal, and will take you to many different UQ online services, such as your student e-mail, eLearning, the Library, the Bookshop and, of course, mySI-net, without having to sign in a second time. You can sign in to my.UQ at: http://my.uq.edu.au/

Type your username and password into the two fields presented here and click the **Sign in** button. Once signed in, you will find a direct link to mySI-net in the top-left corner, under **Go Direct To** list.

> The advantage of this is you will still be signed into my.UQ, so when you're finished in mySI-net you can easily return to my.UQ and move on to other online UQ services. Many students use my.UQ as their gateway to everything UQ.

Introductory screens

When you first access mySI-net you may be presented with a series of introductory screens designed to welcome you to mySI-net, prompt you to complete missing or incomplete details, and pass on important messages from the University.

These introductory screens will not appear every time you access mySI-net, although most will require you to take some action to ensure the screen no longer appears. You will be given the option of cancelling through these screens if you do not wish to take the required action at that time.

Welcome
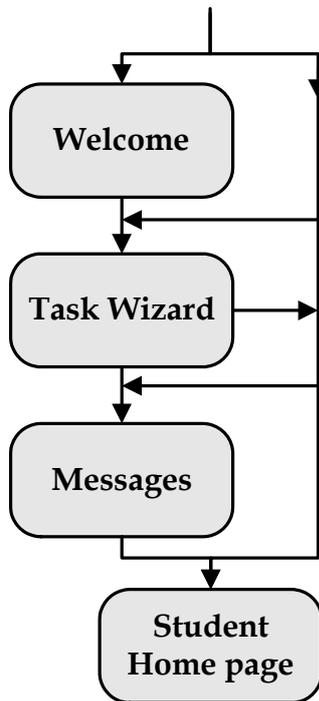
The first time you access mySI-net each year, you will be presented with a message welcoming you to UQ and mySI-net. The welcome message will not appear next time you access the system.

The Task Wizard

Your mySI-net records may be incomplete, especially if you are a new student at UQ. If this is the case, the **Task Wizard** will now appear and step you through a series of tasks which will allow you to complete all of the required details.

If you prefer, you can exit the Wizard without completing every task (click the "**Exit Wizard**" link in the upper-right). However, you will not be able to start adding courses to your enrolment until all of this information is present. You can re-access these tasks at any time from the list of inks on the right side of your Student Home page.

The Task Wizard will also present itself every time you log in until all tasks are complete.

Messages

Next, you may be presented with one or more important messages from the University.

The message will appear each time you log in, until you tick the box next to it to indicate that you have read and understood the message. You can access these messages later using your mySI-net menu, by navigating to *myPage > Student Messages*.

You will now be presented with the **Student Home** page, from where you will be able to quickly navigate to any section of mySI-net.

Navigating in mySI-net

There are two main navigation methods in mySI-net: the left-side menu and a series of tabs along the top of the page.
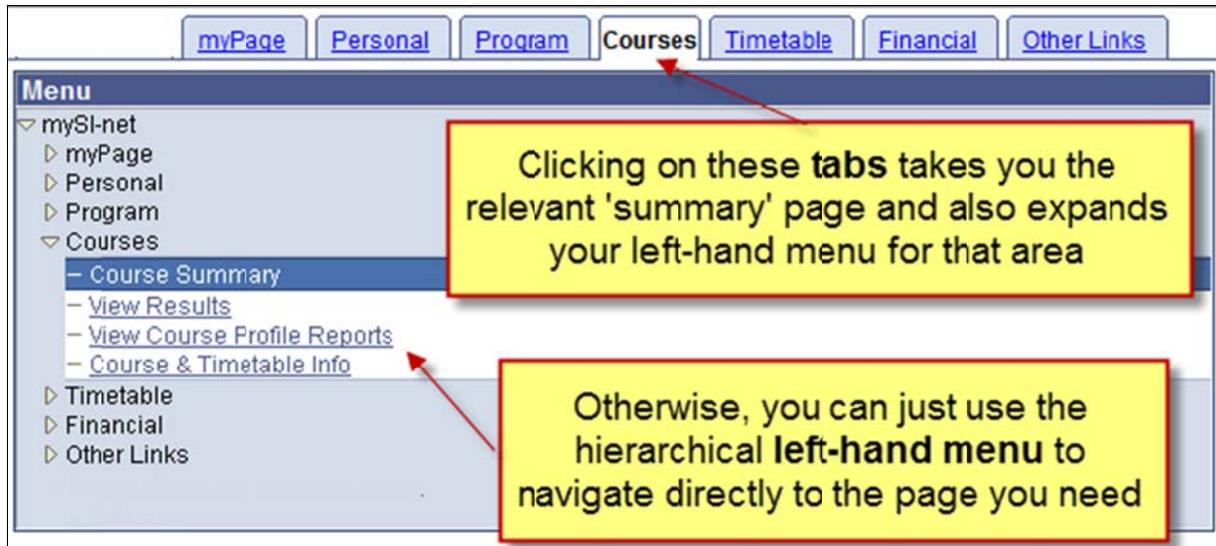

It does not matter whether you use the tabs or the menu – the same functions are available via either navigation method. The menu has the advantage of getting you straight to where you need to go. The tabs have the advantage of showing you the 'summary' page first, which may answer your query upfront.

Remember to Save

When entering details in mySI-net, it is most important to **remember to click the Save button** at the bottom of the page. mySI-net will not record the new information unless you click this button.
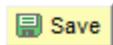
After clicking this button, the 'Saving' message will appear on the right of the page, and once successful, a very brief 'Saved' message will flash up in the same place.
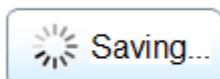

Read each screen carefully

Each screen will provide a brief summary of its purpose, and advice on how to use it at the top. Read this information carefully, especially if unsure of how to proceed.

Use the online help where available

Where a section requires a more detailed explanation, additional help will be available under a Help button, positioned in the top right corner. Click this button to receive comprehensive help on the section.
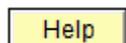
Understanding 'myPage': The Student Home page

After signing in & progressing through the Welcome, Task Wizard and Student Messages, you will be presented with your **Student Home Page**:

The myPage left-hand menu folder is expanded whenever you access this page. This **myPage menu folder** includes:

- The Student Home Page link, which shows you the general summary of your enrolled courses for the year, with links to sign-on for classes, view your timetable or view results (when available).

- The Task Wizard (which can be re-launched from here to complete your pre-enrolment tasks, if you have previously exited this introductory wizard).

- Studies Report - The **Studies Report** provides a summary of your studies at UQ, including prior results. The **Print View** button will turn the page into an Adobe PDF file for you to save or print. Note that many students have trouble finding this link, once they have navigated away from their home page. Remember that i**t is directly under the myPage heading at the very top of the left-hand menu.** The Studies Report link is removed from mySI-net for a brief period at the end of each semester as results are gradually being processed, to prevent the release of results before the official release date. Note that if you have a need for a list of the courses you have completed (without the results) during this grade processing time, you may find the Enrolment Status Report (under the Program menu) useful.

- Student Messages - If you skipped past the messages presented to you when logging in to mySI-net (see 'Introductory Screens') you can view them again here. Even if you have marked a message as 'read', it will still be available here if you need to refer to the contents in future.

The Personal menu

When you click the **Personal** tab at the top of the page, the Personal Data summary page will be displayed, and the left-hand menu will be expanded to show the contents of the **'Personal' menu folder**:

Not all of these links/pages will be visible to all students - some pages are specific to Australian students and are not visible to overseas students.

Much of the information contained here was already captured when you completed the pre-enrolment Task Wizard (see 'Introductory Screens when you first access mySI-net'), but they can viewed (and in some cases updated) from within this menu later if required.

- Personal Data takes you to the **Personal Data summary screen**, showing the most important information mySI-net holds about you, including your name, date of birth, email address and Australian residency status. You cannot change this information via mySI-net.

- Addresses allows you to enter and update three addresses: Permanent (your usual address when not studying at UQ), Semester (your address when studying during semester) and Mailing (the address to which you would like your UQ mail delivered). You must use the **Find Suburb/State/Postcode** button when you enter an Australian address. This will ensure the postcode and suburb entered match and are spelt correctly. The list of suburbs and postcodes is provided by Australia Post and is regularly updated.

  Find Suburb/State/Postcode

- Telephone Numbers - Please provide at least one telephone number (maximum of four) for the University to contact you. If you wish to receive your end-of-semester results as an SMS, ensure that you have an Australian mobile number **with no spaces or punctuation** (brackets, +, etc.) entered on this page. If you <u>do not</u> wish to receive an SMS of your results, please go to this page and ensure that the mobile number field is left <u>blank</u>.

- Emergency Contact - Please provide the details of someone who can be contacted on your behalf in case of emergency.

- Disability & Support Services - If you have a disability or medical condition and it is possible you will require adjustments, services or facilities from the University, it is important you indicate this under the **Disability & Support Services** menu option. This allows the University to send you information on how to access the Disability Program. It also provides essential data, in terms of overall student numbers across broad categories of disability, which is required for government reporting and funding.

- Ethnicity & Language - Please provide details of your ethnicity and the languages you speak. The University will use this information to improve services to students.

- Locality refers to the suburb or location of your permanent home address when you completed secondary school or equivalent in Australia or overseas. The information is required for Department of Education, Science and Training (DEST) reporting purposes.

- Previous Studies - Here you will provide information on studies you have undertaken previously. You will need to provide a year of last enrolment for each achievement that you have at least commenced. Please ensure you provide a response to each achievement listed. For example, if you haven't started a Post Graduate Program, make sure you change the **Level Attained** field to "Never commenced"—don't leave it as "Please supply", as this does not complete the section.

- Australian / Overseas Education Providers - Please provide details on other Australian or overseas education providers you may have attended previously. If there is more than one provider, click the "**Add Institution**" link to create another row.
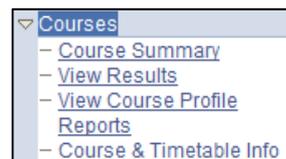
The Program menu

When you click the **Program** tab at the top of the page, the Program Summary page will be displayed, and the left-hand menu will be expanded to show the contents of the **'Program' menu folder**:
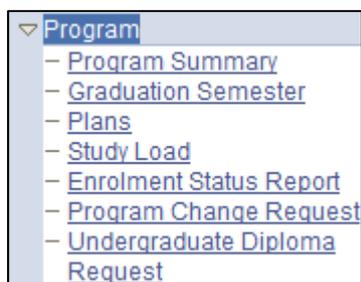
- The Program Summary page will display your active program(s), summarising aspects of your enrolment such as the relevant Faculty, your study load and your commencing and graduating semesters. Much of this information can be maintained and updated in mySI-net using the menu options available under this **Program** menu folder.

- Graduation Semester - Here you can record the last semester you expect to study in your current program/s, after which you will graduate. For example, if you are studying a three-year program, starting in Semester 1 2012, you might expect to graduate at the end of Semester 2, 2014.

- Plans - You can change, drop or add a plan (sometimes referred to as a "major") here if your program rules permit you to do so. Consult your School or Faculty if you wish to do this.

- If you are studying full-time in either semester of the current academic year, you can specify so on the Study Load page

- Your Enrolment Status Report summarises your enrolment for an academic year, including program, plan and details of all your enrolled courses Program Change Request. Here you can view your unofficial Enrolment Status Report, or produce an official version via PDF.

- Program Change Request - You can submit a request to change your program here, via the "Submit a Program Change Request" link. Any request for a change of program will be considered by the relevant Faculty. This page also provides information on the progress of your request. If a request is still under consideration you can cancel the request here if desired.

- Undergraduate Diploma Request - at certain times of semester, a request to study an undergraduate diploma can be submitted via this page.

The Courses menu

When you click the **Courses** tab at the top of the page, the Course Summary page will be displayed, and the left-hand menu will be expanded to show the contents of the **'Courses' menu folder**:

▽ Courses
   – Course Summary
   – View Results
   – View Course Profile Reports
   – Course & Timetable Info

- The Course Summary page will display a summary of the courses you have enrolled in during the current academic year. There may be useful links enabling you to Add and Drop Courses, View your Course Profiles by clicking the hyperlinked Course Codes, Sign On to Classes and Purchase textbooks from the UQ Bookshop.
- View Results - This page will display a list of results you have achieved in any courses you have completed during the current academic year, along with links to explain grades and GPA.
- View Course Profile Reports - This page will allow you to access four different reports which aggregate and summarise information held in the published course profiles for any of your enrolled courses.
- Course and Timetable Info – This is a **very useful feature** to assist with planning your future semesters' enrolments. It enables you to **search for courses** to view information which might help inform your course selection, including timetable information. This link is also available from within the Timetable and the Other Links menus. ***Contrary to what many students believe, you do not need to add and then drop courses just to be able to view their timetables – please use this feature instead.***

Class Signon

The Signon link appears on both the Course Summary page and your myPage > Student Home Page. If you know that Signon is being used for your courses, you would click this link at the start of a new semester to **see when the Signon will be opening for each of your courses**. The Signon opening dates and times are chosen by each course coordinator. We do try to encourage a spread of dates and times, so that the number of students attempting to concurrently sign in to mySI-net does not get too high.

In future, we plan to configure mySI-net to automatically notify students when the class signon opening times are set or changed, to avoid you having to repeatedly sign in to find this out.

Tips from previous students

Class Signon can be a busy and stressful time, especially for students who are new to using mySI-net.

Previous students have provided the following advice, which may be helpful to you if you are new to mySI-net and the Signon process:

- Sign into mySI-net well in advance of your scheduled signon opening time. Some students suggested 20-30 minutes prior to the opening time is a good margin, to allow for delays if there is a high load on the system at this time. **Please only open a single session of mySI-net, as opening many concurrent sessions on various computers will just slow the system down for everyone.** Other students have suggested opening a 'World Clock' website so that you are 100% sure of the exact time, and refreshing your mySI-net page approximately one minute before your Signon opening time.
- Signon first to those classes which are likely to be the most competitive. 'Pracs' tend to be the most difficult to get in to (given the smaller rooms), followed by Tutorials, and then Lectures (which are often in larger lecture theatres and are less likely to 'fill up' quickly).
- If you have multiple signons opening at the same time, the Courses and Timetable Info page (mentioned above) can show you which course has the largest number of students enrolled for this semester – this is likely to be the most competitive at the time of signon, and so you would be well advised to access this one first when the signons open.
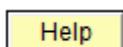
The Timetable menu

Click the **Timetable** tab at the top of the page to view the Timetable Home page. The left-hand menu will be expanded slightly to show the following:

▽ Timetable
  − Timetable Home Page
  − Course & Timetable Info
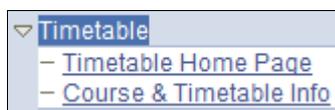
- From the Timetable Home Page you will then need to select the Semester you wish to view and the Timetable view that you prefer.
- Your timetable can be viewed in two different ways:
    - A **List View** which displays the timetable in straight chronological order, and
    - A **Weekly View** which displays it in a Monday to Saturday format.
- These links are also available directly from your Student Home Page (the first page that appears once you have signed in ; also accessible via the myPage menu), and are labeled "Classes List View" and "Classes Weekly View" respectively.

Depending on your courses, you may find that your **timetable may not be accurate until <u>after</u> class signon has occurred.** If your timetable shows multiple instances of the *same* tutorial or lecture stream, it may be worth remembering that you usually only need to attend one of each instance.

Once you have selected the List View or Weekly View timetables, **click the Help button** for more information and an explanation of the codes and abbreviations used within timetables at UQ.

Help

Within the Timetable folder in the left-hand menu, you also have access to the following useful link:

- Course and Timetable Info – This is a **very useful feature** to assist with planning your future semesters' enrolments. It enables you to **search for courses** to view information which might help inform your course selection, including timetable information. This link is also available from within the Courses and the Other Links menus. *Contrary to what many students believe, you do not need to add and then drop courses just to be able to view their timetables – please use this feature instead.*

The Financial menu

Click the **Financial** tab at the top of the page to view the **Financial Home Page**. The left-hand menu will be expanded to show the items within the **Financial** menu folder.

Note that the items that appear in this menu may depend on whether you are an Australian student or an International student and/or whether you are fee paying or Commonwealth Supported.

Much of the information on these pages is legislatively determined and is required by the government to be displayed in a specific way.

- The Financial Home page will display a summary of your present financial status with the University, including any fees paid and owed.
- Invoice – This page will allow you to view your invoice for a semester in the current academic year. You can also have mySI-net e-mail you a copy of this invoice from here.
- Pay My Fees Now – You can pay any outstanding fees online via this page. You have the option of paying by credit card, BPAY or by cheque if necessary.
- Payments Received – This page will generate a PDF summary of all fees and charges paid for any semester. You can also have this PDF file e-mailed to you.
- Commonwealth Assistance Notice – This page will allow Commonwealth supported students to view the details of their HEC-HELP or FEE-HELP debt for the semester.
- HECS-HELP eCAF - This page will allow domestic (Australian) students to request Commonwealth financial support (HECS-HELP)for their studies. The Commonwealth Assistance Form (eCAF) is completed online.

The Other Links menu

Click the **Other Links** tab or use the menu to navigate to the Other Links Home Page to view the following useful links to other UQ systems and resources:

Other Links	
Program Details	Official UQ Program & Courses Page. Up to date information on programs & courses to aid in course selection.
my.UQ	Provides access to email, calendar, myStudy & much more.
myAdvisor	Essential information for students. Enrolment, Changes, Assessment & Graduation.
UQ Library	Find information about the UQ Library catalogue, course resources etc & obtain help in finding & using information.
Forms Online	For transactions that require a form to complete eg. Late addition of courses, ID Card replacement, Official Academic Transcripts.
eLearning	This site provides useful information to both staff & students of The University of Queensland who use eLearning tools such as BlackBoard in their courses.
IT Services	Lists IT services for students as well as Policies & Procedures relating to Internet access & services.
UQ Graduate School	Provides links & information for current & prospective Research or Higher Degree students.
AskIT	Student computing help & training. Can be contacted for telephone or face-to-face support with mySI-net & many other applications.
Faculties, Schools and Centres	Contact details for Faculties, Schools & Centres - searchable.
Feedback/Help	Ask us questions or provide feedback.

The items that appear under the Other Links folder in the left-hand menu may also be useful:

▽ Other Links
 − Other Links Home Page
 − Course & Timetable Info
 − Site Map
 − Frequently Asked Questions
 − Feedback/Help

- The Course and Timetable Info link provides access to a **very useful feature** to assist with planning your future semesters' enrolments. It enables you to **search for courses** to view information which might help inform your course selection, including timetable information. This link is also available from within the Courses and the Timetable menus. ***Contrary to what many students believe, you <u>do not</u> need to add and then drop courses just to be able to view their timetables – please use this feature instead.***
- The <u>Site Map</u> is a complete listing of every page in mySI-net you can access. Click the page title here to go directly to that page.
- If you have a question about mySI-net, check this list of Frequently Asked Questions first.
- Feedback/Help- If you have a question or feedback about mySI-net or anything about your enrolment, fees, timetables for classes or exams (or just about anything else) you can register it via one of the many links available here. This is accessible on the main part of the Other Links page (above) also.

Useful links and contacts

Accessing mySI-net

Either via*:*

my.UQ Student Portal

http://my.uq.edu.au/

Or via*:*

mySI-net sign in page

https://www.sinet.uq.edu.au/

mySI-net support

Access issues only:

- **ITS** (07) 3365 6000 or 1300 738 082 (Australia wide)

  help@its.uq.edu.au

- **ITS Service Centre**

  Building 41, Staff House Road, St Lucia

  (next to ANZ Bank)

Browser downloads:

- **UQconnect Helpdesk Downloads**

  http://uqconnect.net/helpdesk/downloads/

All other support:

- *Ask* **I.T.** (07) 3365 8811 or 1300 738 082 (Australia wide)

  help@askit.uq.edu.au

  http://askit.uq.edu.au/

- *Ask* **I.T. St Lucia**

  Level 2, Duhig Building, Building 2 and

  Level 2, Biological Sciences Library, Building 94

- *Ask* **I.T. Ipswich**

  Level 2, UQ Ipswich Library, Building 8

- *Ask* **I.T. Gatton**

  Level 1, UQ Gatton Library, Building 102

Acceptable Use of UQ's ICT Resources

All UQ students should read and understand this policy: https://ppl.app.uq.edu.au/content/6.20.01-acceptable-use-uq-ict-resources.

The University of Queensland's Privacy Management Policy

All UQ students should read and understand this policy: https://ppl.app.uq.edu.au/content/1.60.02-privacy-management.