

eStudent

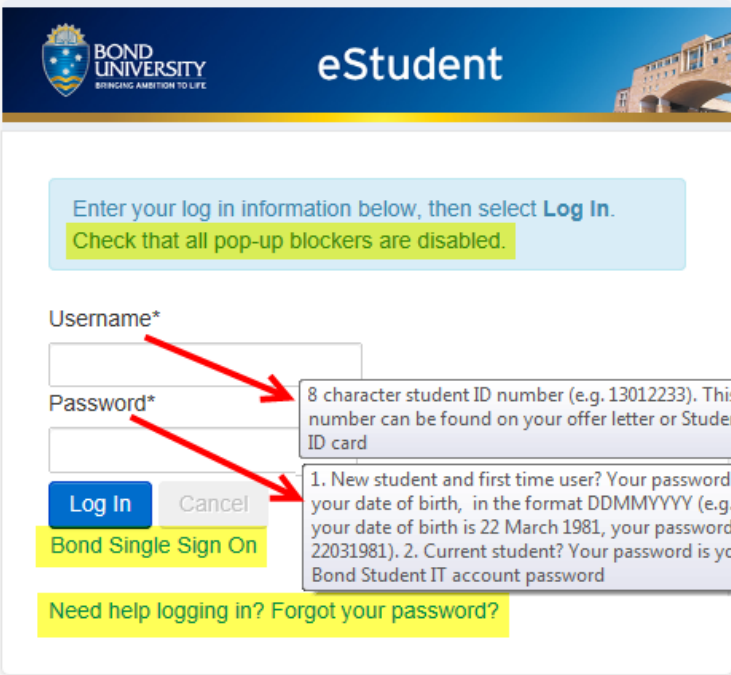
Instructions for First Time Users

If you are an Australian student and you want to access FEE HELP, you will need to have your tax file number handy.

Step 1 – Log in to eStudent

Log in using the Student Identification (SID) number which you'll find on your Letter of Offer and your password which is your date of birth in the format DDMMYYYY (e.g. if you were born on 21 June, 1980, your password would be 21061980)

If you have been admitted to your program you should click on the 'Bond Single Sign On' link and log in using your Student ID and your Bond Student IT account password.

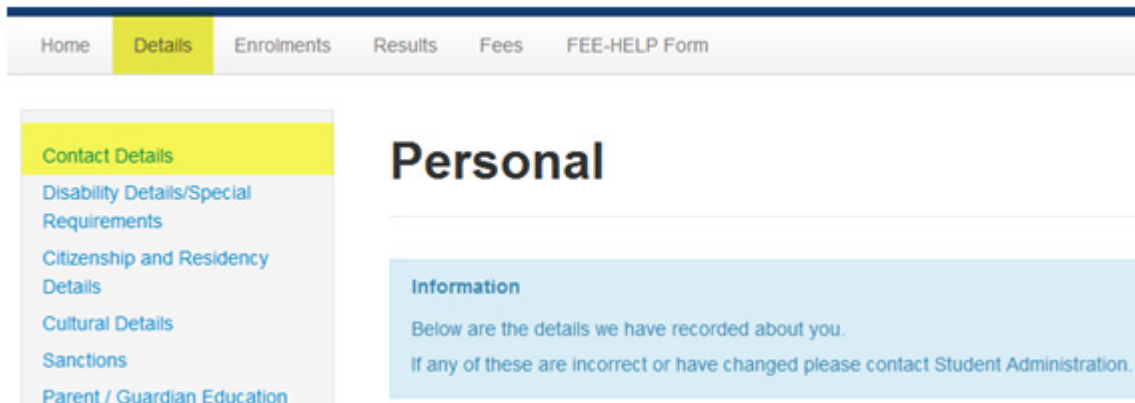


The screenshot shows the eStudent login interface. At the top, there is the Bond University logo and the text 'eStudent'. Below this, a blue box contains the instruction: 'Enter your log in information below, then select **Log In**. Check that all pop-up blockers are disabled.' The login form has two input fields: 'Username*' and 'Password*'. A red arrow points from the 'Username*' field to a text box that says: '8 character student ID number (e.g. 13012233). This number can be found on your offer letter or Student ID card'. Another red arrow points from the 'Password*' field to a text box that says: '1. New student and first time user? Your password is your date of birth, in the format DDMMYYYY (e.g. if your date of birth is 22 March 1981, your password is 22031981). 2. Current student? Your password is your Bond Student IT account password'. Below the input fields are two buttons: 'Log In' and 'Cancel'. A yellow box highlights the 'Log In' button and the text 'Bond Single Sign On' below it. At the bottom of the form, there is a yellow box with the text: 'Need help logging in? Forgot your password?'. Below the form, there is a footer with the text: 'This site is designed for use with Internet Explorer (8.0, 9.0, 10.0) and Firefox (Windows platforms). The system is regularly unavailable for maintenance between midnight and 4.00am EST and at other times as required. [Conditions of Use.](#)'

Step 2 – Make sure your contact information is updated

It is your responsibility to ensure that your contact details are correct. To do this you need to:

- Click on the 'Details' tab and then on the 'Contact Details' link



The screenshot shows the 'Personal' page in the eStudent system. At the top, there is a navigation bar with the following tabs: 'Home', 'Details', 'Enrolments', 'Results', 'Fees', and 'FEE-HELP Form'. The 'Details' tab is currently selected. Below the navigation bar, there is a sidebar menu with the following links: 'Contact Details', 'Disability Details/Special Requirements', 'Citizenship and Residency Details', 'Cultural Details', 'Sanctions', and 'Parent / Guardian Education'. The 'Contact Details' link is highlighted in yellow. The main content area is titled 'Personal' and contains a blue box with the text: 'Information Below are the details we have recorded about you. If any of these are incorrect or have changed please contact Student Administration.'

- Check your address, phone, emergency contact and email details and update where necessary

Home Details Enrolments Results Fees FEE-HELP Form

Personal Details
Disability Details/Special Requirements
Citizenship and Residency Details
Cultural Details
Sanctions
Parent / Guardian Education

Contact Details

Information
Below are the various contact details we have recorded about you. To change any of these details, select the option in the relevant section.

Maintaining your Contact Details

- It is your responsibility to ensure that your contact details are current and correct in order for the University to be able to communicate with you
- It is important to provide a current emergency contact. Emergency situations may arise where the University needs to contact a family member or other person on your behalf. The contact details you provide will only be used in emergency situations.

Bond email address

- All official University communication will go to your Bond University email address. You will be given a Bond email when you first enrol.

Need more help?
[View information on address types](#) [Contact Technology Services for information about my email account](#)

Step 3 – Lodge an application for FEE-HELP or SA-HELP

Note: FEE-HELP and SA-HELP is only available to Australian citizens

- Enter an eCAF by clicking on the 'FEE-HELP Form' tab and entering a form for FEE_HELP and SA-HELP as required
- Once you have submitted your form you must check the status of your application
- If your form does not immediately have a status of 'Approved' you should monitor the status to check when it changes