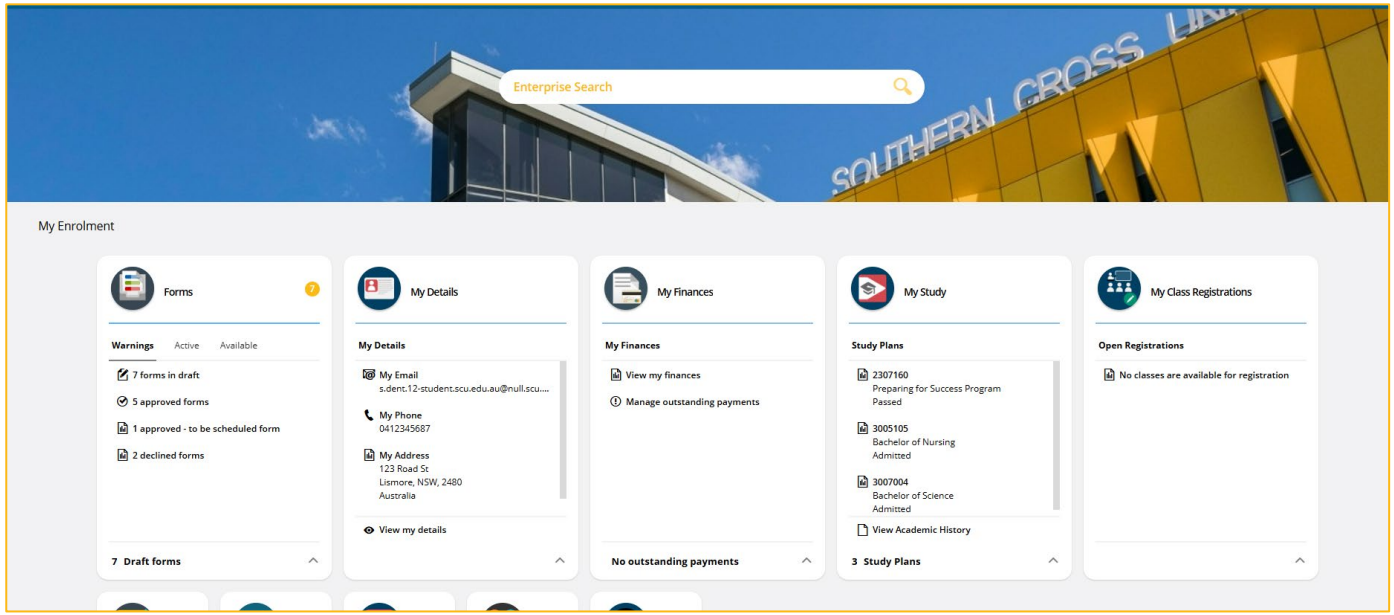
Student Administration Services – Client Services

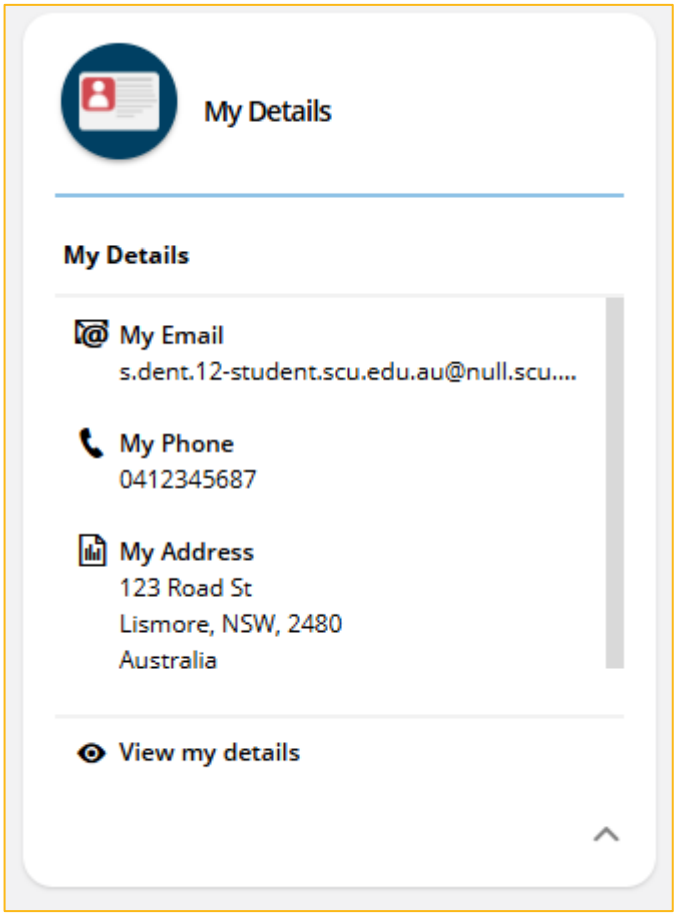
Student Guide: Using the My Details Tile

The **My Details** tile in the Southern Cross University My Enrolment Portal lets you view and manage your personal information, contact details, forms, documents, and more.

Accessing the My Details Tile

1. **Log in** using your Single Sign-On (SSO) student credentials.
2. On the homepage, locate the **My Details** tile.
3. Click **View My Details** to open the full section, or scroll the tile for a quick overview of:
    - Email address
    - Phone number
    - Residential address.





Summary Page

Here you can view key personal details such as:

- Student ID
- Name
- Residency
- Date of birth
- Gender
- Cultural and nationality information
- Disability status.

Editable Fields:

- Language Spoken at Home
- Aboriginal and Torres Strait Islander status
- Disability Information (optional).

Other updates (e.g. name changes) must be submitted via a Change of Name **form.**

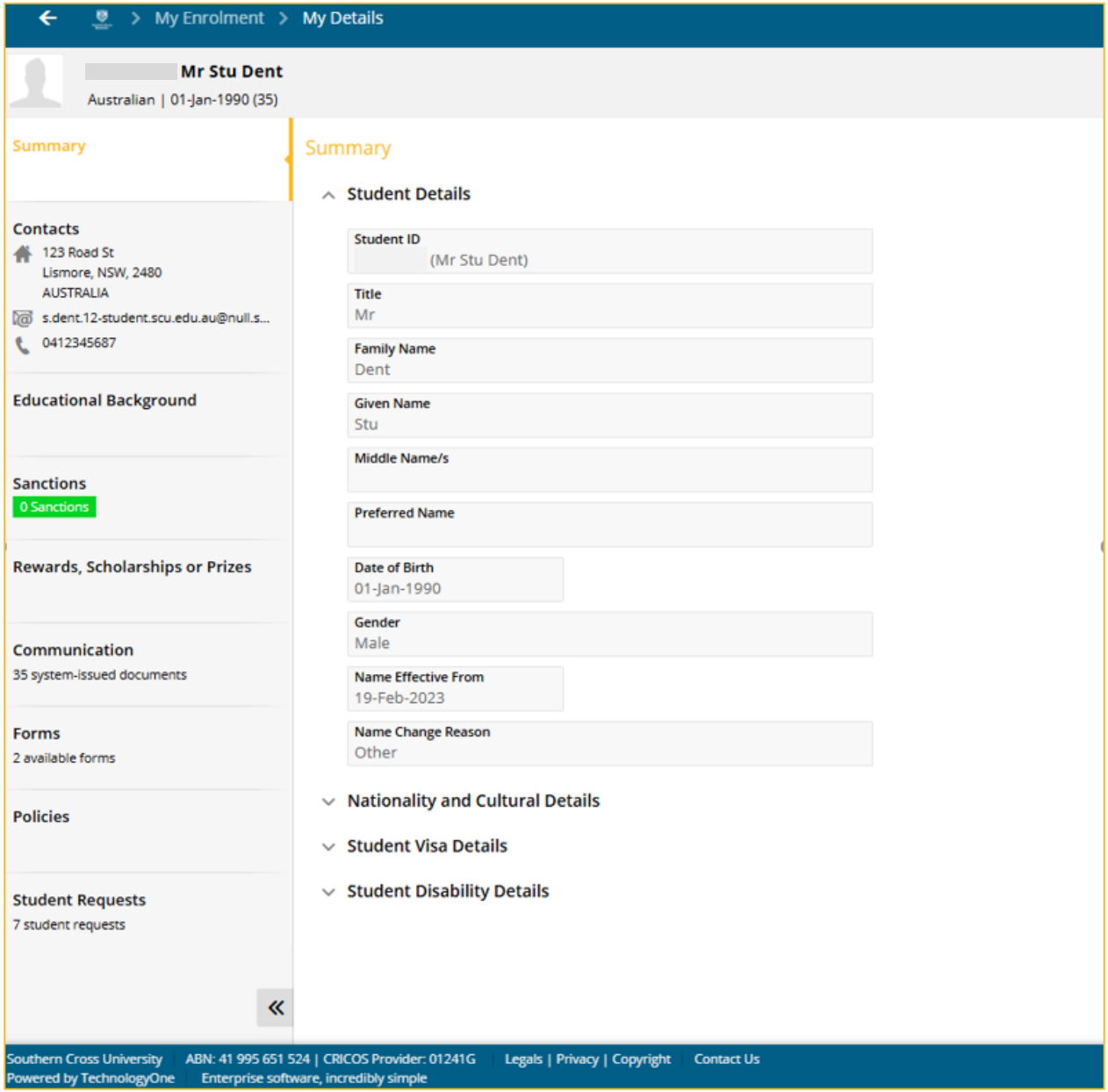
Inclusion & Accessibility Options

You can indicate if you'd like information or support related to accessibility.

What to look for:

- A checkbox labelled: Interested in information about disability support services, equipment and facilities.
- Your request is flagged internally.
- The Access & Inclusion team will be notified and may follow up to offer support.

This process ensures students can discreetly and proactively indicate their support needs.

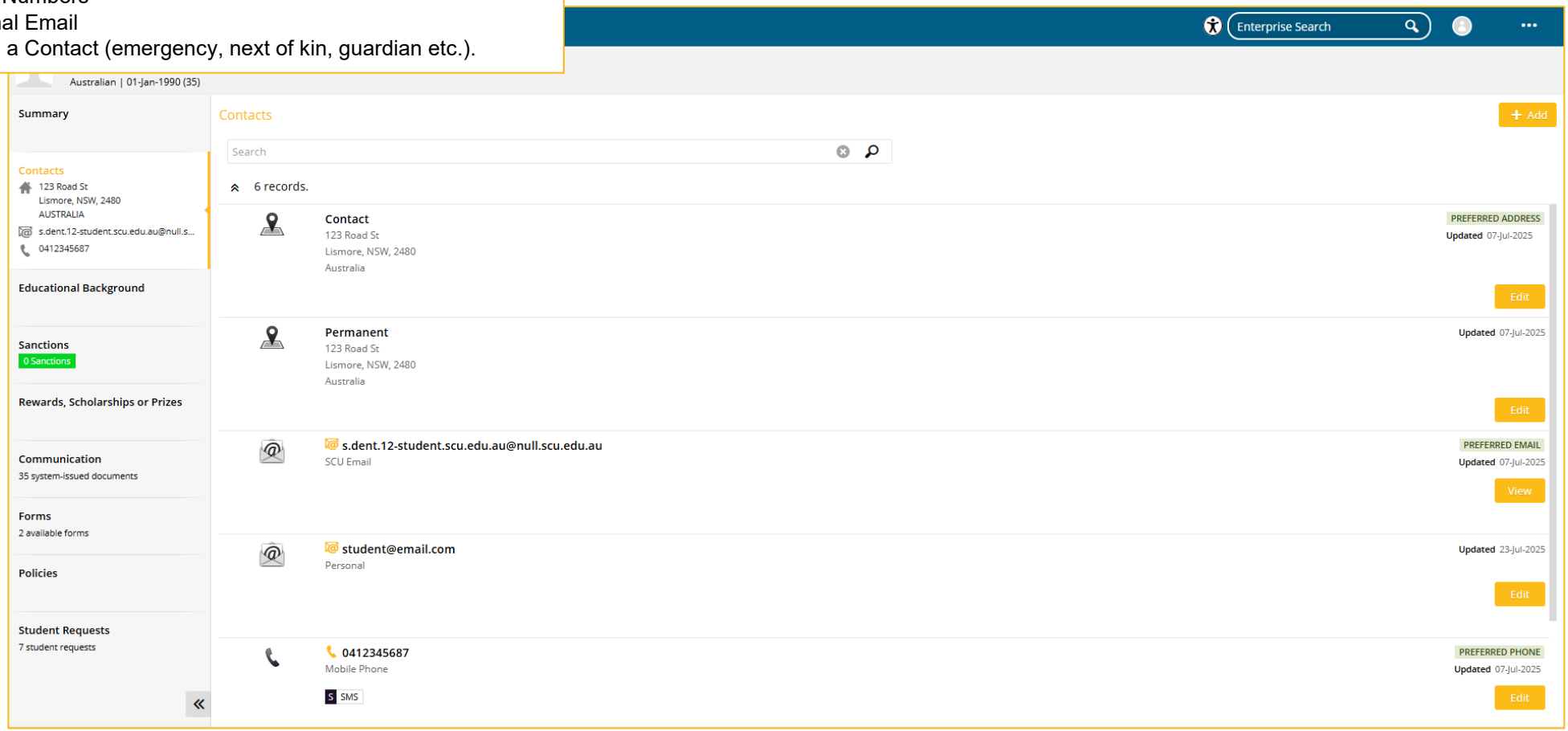


Contacts

Manage your contact information here. Your **SCU email address** cannot be changed.

Editable fields:

- Residential & Postal Address
- Phone Numbers
- Personal Email
- Adding a Contact (emergency, next of kin, guardian etc.).



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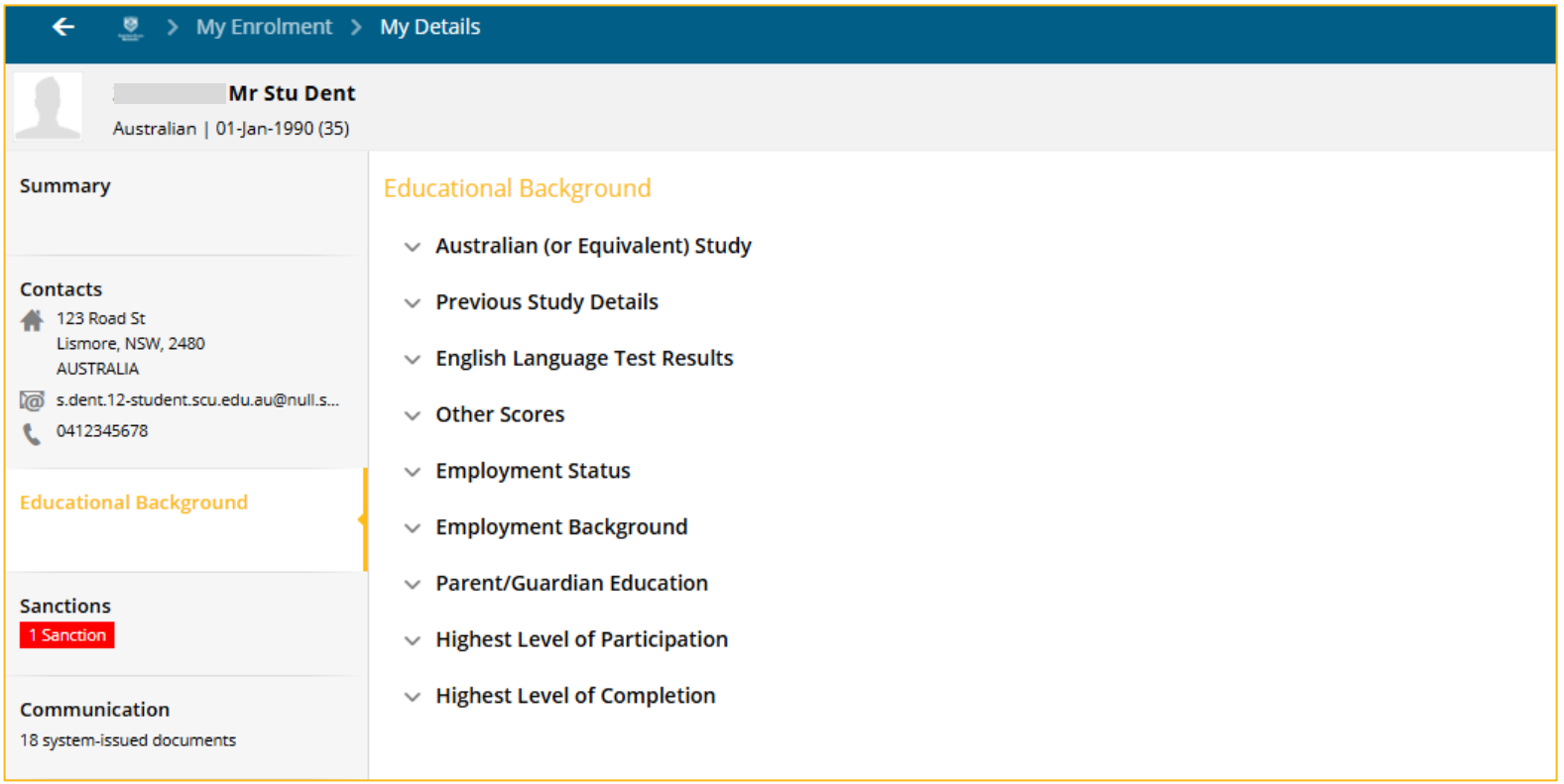
Educational Background

This is **view-only** and includes:

- Year 12 or equivalent qualifications
- Previous institution and country
- Qualifications achieved
- English proficiency test results
- Employment background
- Parent/Guardian education details
- Highest level of participation or completion.



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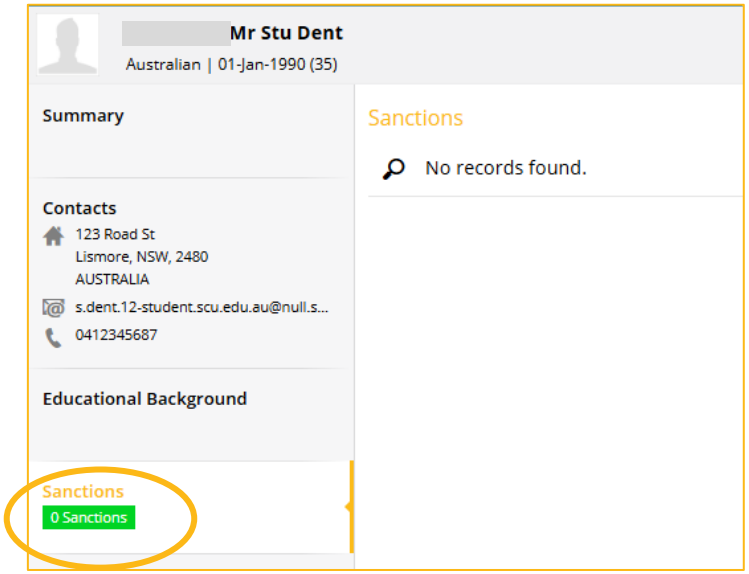
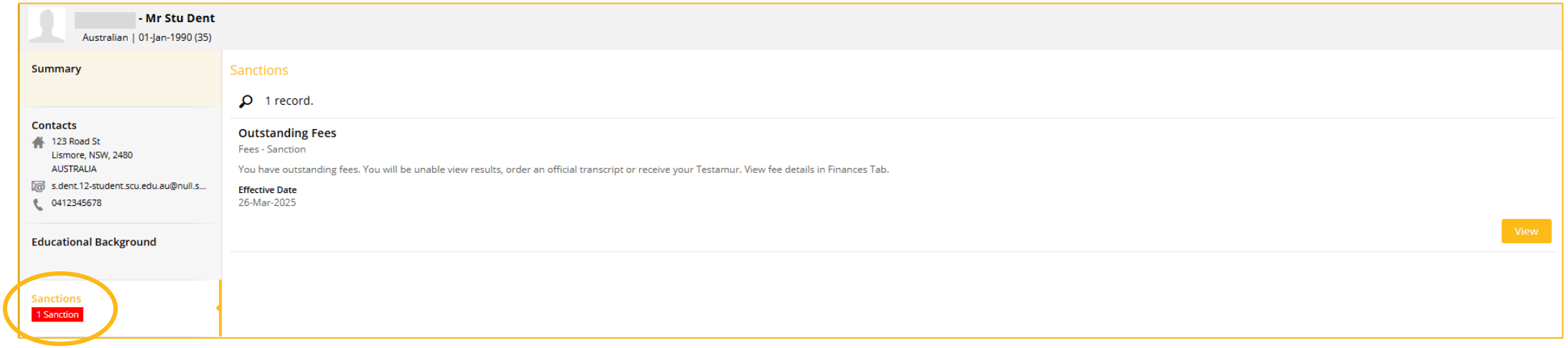
Sanctions

This section highlights any sanctions that need your attention.

- **Red Highlight** = active sanction (e.g. unpaid fees, AIM not complete, USI not registered).
- **Green** = no sanctions.

Click **View** for full details and steps to resolve.





Rewards, Scholarships or Prizes

Any current scholarships, rewards or prizes are listed here, showing:

- Scholarship name
- Type
- Status (active or inactive).

This is view-only.

Communications

View all system-issued documents in one place, such as:

- Academic reports
- Offer letters
- Commonwealth Assistance Notices
- Tax invoices
- Graduation reports.

You can **view, download,** or **print** PDF copies.

Forms

Throughout your journey at Southern Cross University, you may need to complete a form to request changes, apply for support, or manage your enrolment. Whether you're applying for special consideration, updating your details, or requesting a transcript, we've made it easy to access the forms you need.

To submit a form:

1. Click **Fill Out**
2. Complete the required fields
3. Upload any attachments (if needed)
4. Submit and receive confirmation.

Track your forms:

- View submitted forms
- Resume drafts
- Re-open and re-submit incomplete forms.

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Policies

Review the terms and conditions you've previously accepted (e.g., from your application).

You can:

- **View**
- **Download**
- **Print** any policy for your records.

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