**China Online Enrolment Question & Answers**

**在线课程注册常见问题及回答**

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| **Check your browser/Windows settings:**  Check that your PC is not holding old login or password information in the cache. Using Internet Explorer, go to Tools - Internet Options and select Delete Browsing History - Delete all.  In other browsers consult the Help section for clearing the cache. In Windows Control Panel choose Passwords or User Accounts and remove any password settings for MYVU Portal or VicUni.   1. **Access to account: The student has forgotten their username or password**   I can’t login to MYVU .What do I do?  **MYVU login format:**  **Username:** Type "s" (lower case) followed by your Student ID number; for example: **s1234567**  **Password:** Use your MYVU password. If you are a first time user, your password will be set to default - "Temp" (uppercase T) followed by your date of birth in the format Tempddmmyyyy. For example: 12 May 1983 is written as **Temp12051983**.  If you cannot remember your MYVU password, or the default does not appear to work, you can have your password reset. (See Password resetting below.)  **Password resetting:**  If you **have previously** nominated password retrieval option(s), you can reset your password by clicking on the "Forgot password?"  MYVU has a password reset feature to help you if you forget your password. It is available to you after you set up your options. We strongly suggest you set this up.  **MYVU password reset**  Enter your preferred email address (**not** your VU email address), so a password reset code can be emailed to you.   * Click the "My Account" tab * Select the link under "Password Reset Methods" * You may also see the secret questions, and if so, you can continue to maintain your answers or answer additional questions.   You should save your information by pressing "Submit". | **电脑浏览器的设置：**  通过以上方法，删除电脑里过去储存的用户及密码信息 （浏览器是Internet Explorer的话）。  使用其他浏览器的话，请点击该浏览器的帮助链接，以删除相应信息。在控制面板里，选择用户名及密码，移除过去储存的关于MYVU Portal 或 VicUni的密码信息。   1. **登陆问题（用户名、密码忘记）**  无法登陆MYVU ，怎么办？ **MYVU用户名：**小写字母s打头连接维大学号。  **密码：如果是第一次用**MYVU，你的默认密码是字母Temp连接你的出生日月年；例如，你的生日是1983年5月12日，那默认密码即**Temp12051983**。  如果以上密码不能使用，那你需要重新设置密码，步骤如下。  **重设密码：**  如果你过去设置过维大MYVU Portal的密码找回功能，那就点击登录页面上的"Forgot password?"，按网上步骤重设。  如果你过去没有对MYVU Portal设置过密码找回功能，那么可以通过以下步骤设置。  **MYVU** 密码重设  输入除维大邮箱以外的一个你常用的邮箱地址，新的密码设置代码会被发送至此邮箱里。   * 点击 ‘My Account’ * 选择‘密码重设方法’链接 * 你可能会被问及几个私密问题，这些问题的答案需要记住以备将来所用。   设置完毕后，点击‘Submit’。 |
| 1. **Student who need to enroll to VDBE and BBNS at the same time have difficulties to access to different courses.**   These students need to enroll in both courses with the correct units for each course. If they do not have access to one of the courses please enter their information in the Offshore Enrolment Issues spreadsheet**.** | 1. **同时注册大专课、学位课的学生面对的注册问题。**   学生只要知道自己应该选择的相应课程即科目，注册应该没有问题。倘若还有问题，请将此未能注册成功的情况反映在Offshore Enrolment Issues spreadsheet （海外网上注册情况汇总表格）。 |
| 1. **Students undertaking the VDBE course may only enrol in VDB units. Teachers need to set up both units in VU Collaborate even if both have exactly the same information in them.**   **Students who need to repeat failed units under the JQAA/JQAF courses MUST enrol again under the JQAA/JQAF course and the relevant JQU unit/s.** | 1. **如果之前注册的课程代码为VDBE，那么网上课程注册时需选择VDBE课程下面的科目（ 科目代码为VDB连接科目代码）。维大老师需要建立相关的VU Collaborate空间 供学生使用。**   **如果在上学期未通过JQAA/JQAF的课程考试需要在本学期内重修，请务必确保网上课程注册时选择JQAA/JQAF里的相关课程注册。** |
| 1. **Student has not failed any units but they cannot proceed with online enrolment in some steps.**   It is possible the final result has not been entered for a unit and/or finalised on the database. Please enter their information in the Offshore Enrolment Issues spreadsheet**.** | 1. **4. 如果之前没有任何挂科问题，但网上注册时不能顺利进行。**   有可能是你之前一个学期的考试成绩还未公布或输入维大系统（特别是补考的学生），请先了解成绩公布时间，成绩出来后才能注册。同时，请将此未能注册成功的情况反映在Offshore Enrolment Issues spreadsheet （海外网上注册情况汇总表格）。 |
| 1. **The students Visa application for Australia was rejected and needs to continue their study offshore**   A number of changes need to be made on the database to allow the student to enrol back at their offshore site. Please enter their information in the Offshore Enrolment Issues spreadsheet | 1. **因申请赴澳学习的签证拒签，从而需要在国内继续学习的学生**   此情况很少，但特殊且较为复杂，请将此未能注册成功的情况反映在Offshore Enrolment Issues spreadsheet （海外网上注册情况汇总表格）。 |
| 1. **Student transfer back from VU to the offshore site for continuing study.**   A number of changes need to be made on the database to allow the student to enrol back at their offshore site. Please enter their information in the Offshore Enrolment Issues spreadsheet | 1. **从维大墨尔本转回来的学生注册问题**   此情况很少，但特殊且较为复杂，请将此未能注册成功的情况反映在Offshore Enrolment Issues spreadsheet （海外网上注册情况汇总表格）。 |
| 1. **Student who has passed the prerequisite of the subject. But the system still says "the student did not pass the prerequisite and cannot be enrolled in the unit".**   It is possible the final result has not been entered for a unit and/or finalised on the database. Please enter their information in the Offshore Enrolment Issues spreadsheet**.** | **7. 学生已通过先修课，但系统显示‘学生尚未通过先修课，所以无法注册’。**  有可能是因为你的先修课考试结果还没有在维大系统里正式公布。请将此未能注册成功的情况反映在Offshore Enrolment Issues spreadsheet （海外网上注册情况汇总表格）。 |
| 1. **The student does not have access to online enrolment. There are a few reasons why this may happen.**  * **You have been on Intermission** * **You have not been enrolled for 6 months or more**   Please enter their information in the Offshore Enrolment Issues spreadsheet**.** | 1. **学生无法进入网上注册系统。有可能是以下原因。**  * **你还处于休学状态** * **你在过去的6个月里没有注册**   请将此未能注册成功的情况反映在Offshore Enrolment Issues spreadsheet （海外网上注册情况汇总表格）。 |
| 1. **Student who will be eligible to graduate if they enrol in and pass 5 units but are unable to enrol in the 5th unit.**   The student should go ahead and enrol into 4 units, and then notify the Admin Office of all 5 units they want to undertake. The Office staff will notify Kathy Michael who will make the decision if the student is permitted to enrol in 5 units and Kathy will then notify Offshore Admin who will enroll the student into the 5th unit.  Email: [Kathy.Michael@vu.edu.au](mailto:Kathy.Michael@vu.edu.au) | 1. **学生在最后一学期需要修5门科目 来确保按时毕业的学生。倘若你的第5门科目无法注册。**   你需要通过班长或辅导员，反映给冯力老师，冯力老师会根据你的实际情况 和 Kathy Michael老师联系，来确认你是否可以注册第5门课程。 |
| 1. **Students who receive an error message that contains a unit they are NOT trying to enroll in should press ‘CLEAR SELECTED’, log out and log back in again. This will hopefully clear the problem.**   If the problem persists notifyenter their information in the Offshore Enrolment Issues spreadsheet**.** | 1. **学生在注册过程中因为错选了科目，从而遇到屏幕上出现 ‘错误信息’时，可选择点击 ‘CLEAR SELECTED’ 键，然后退出注册系统，再次进入系统尝试。**   若上边操作无帮助，请将此未能注册成功的情况反映在Offshore Enrolment Issues spreadsheet （海外网上注册情况汇总表格）。 |
| 1. **In BBNS (BBUS) students changing from a single to a double major (specialisation) need approval from Kathy Michael.** | 1. **学位课学生想从单主修换成双主修，需要Kathy Michael的批准。** |