

HOW TO MANAGE YOUR 'HELP' & COMMONWEALTH SUPPORT APPLICATIONS

STUDENT HELP GUIDE

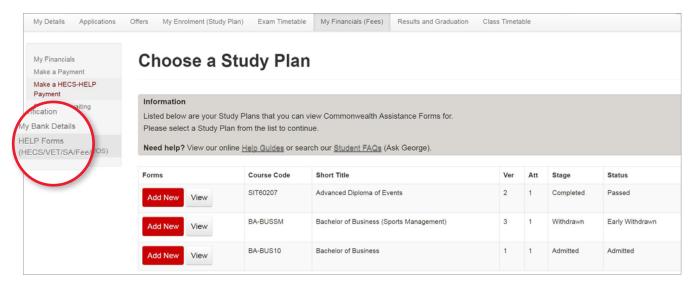
HELP loans are offered to eligible domestic students by the Australian Government to help meet the costs of studying. A Commonwealth Support form is mandatory for domestic higher education students to confirm their Commonwealth Supported place (if applicable).

For more information, including eligibility requirements, visit our fees website.

01

Log in to My Financials

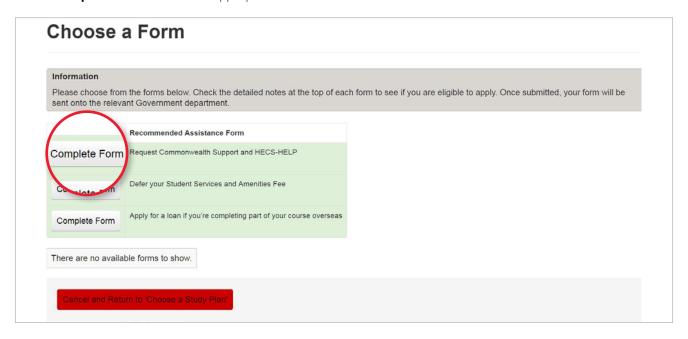
- Log in to My Financials with your student ID and password.
- Click **HELP Forms (HECS/VET/SA/FEE/OS)** in the left-hand navigation.



02

How to submit a HELP assistance form

- Click **Add New** next to the course you are applying a loan or submitting a Commonwealth Support form for.
- Click **Complete Form** next to the appropriate form.



- The form will then display with some fields already pre-populated for you. When completing the form, ensure all of the fields are entered correctly. You will be required to enter your Tax File Number for any loan form (e.g. HECS).
- Once you have completed the form, click **Submit**.



• A success message will then appear.

NOTE:

If you receive an error message, this means you haven't completed the form correctly or you have missed out information. You can return to fix the error and click **Submit** again.

03

How to view or cancel your submitted forms

- Your previously submitted forms are displayed under HELP assistance in the left-hand navigation along with the status of your application(s).
- To open and view a submitted form, click View next to the form.
- To cancel a HELP application, click Cancel next to the form.

STATUS DEFINITONS:

Submitted by student: Your application was submitted successfully and is yet to be assessed.

Cancelled by student: You have cancelled the submitted application.

Approved: The application has been approved. **Invalid:** Your application has not been approved.

Need more help?

Contact studentHQ



J 1300 794 628

