

RMIT Classification: Trusted

This guide covers how a student can book an appointment on the Student Connect Portal

Step 1:

Log in to https://rmit.service-now.com/connect_vn with your student account and choose the Services icon

How can we help?				
Services	My Requests			
Enrolment	No records found			
Results & Graduations	Handy Links			
Global Experience Programs				
Fee & Finance	myTimetable			
Timetables	Online Enrolment System			
Academic Assistance	RMIT Vietnam Website			
Wellbeing, Support and Housing	Confirmation of Enrolment			
Covid Enquiries	IT Support			
Work & Study Opportunities	LMS (Canvas)			
International Student Support	RMIT Vietnam Library			
Get Involved	Password Reset for Student Accounts			
Complaints	Password Reset for Guest Accounts			

Step 2:

Under Services, click on Book an appointment to open the booking form

Connect.	ITS Service & Support Services
Home > Catalog - Browse >	Book an appointment
Services	Book an appointment
Coronavirus Enquiries Academic Assistance Book an appointment Complaints Enrolment Fee & Finance	Book an appointment Book an appointment

Step 3: Search for appointment slot using is listed at the end of this guideline

search fields. Detailed explanation of each filed

Step 4: View available appointments presented – change search if none are available on requested date range

Step 5: Select appointment

Step 6: Click Submit

Note: Once you have done all the steps above, you will receive a confirmation email. If you wish to change a booking, you need to go back to the booking in My Requests and cancel the original and make a new

booking.

List of available appointments

4	Date	Mode of Appointment	Location	Staff	Room	6
0	Thursday 23rd September 2021 at 3:00 PM to 3:45 PM (ICT)	Phone		Dinh L		
0	Friday 24th September 2021 at 8:30 AM to 9:15 AM (ICT)	Phone		Anh N		
0	Friday 24th September 2021 at 9:15 AM to 10:00 AM (ICT)	Phone		Anh N		
0	Friday 24th September 2021 at 10:00 AM to 10:45 AM (ICT)	Phone		Dinh L		
0	Friday 24th September 2021 at 1:30 PM to 2:15 PM (ICT)	Phone		Anh N		
0	Friday 24th September 2021 at 2:00 PM to 2:45 PM (ICT)	Phone		Anh N		
0	Friday 24th September 2021 at 2:45 PM to 3:30 PM (ICT)	Phone		Anh N		

Please provide any additional details, such as your preferred contact details etc

RMIT values the privacy of every individual. To learn more please visit the RMIT Privacy Statement.





Book an appointment

From		*То	
21-09-2021		24-09-2021	iii
Please select the details of appointment		Refine your search	
Service		Appointment Mode	
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Course & Program advice			

Fields explanation

- Appointment Mode: you can choose either 'Face-to-face', 'Phone', or 'Video Conference'.
 Note face-to-face appointments are generally not available during campus closure
- Appointment Type: please choose 'RMIT Connect Appointment'
- Service:
 - 'Course and Program Advice' advice for your enrolment variation, program exchange and study plans...
 - o 'Academic Success Advising' support for At Risk students
 - 'Counselling' confidential service to support any concerns you may have that affect your emotional and psychological wellbeing
 - 'Equitable Learning VN' academic related assistance for students with disabilities, long-term illnesses, mental health conditions and for those students who are also primary carers
 - Safer Community' confidential and safe space to discuss your safety concerns, such as bullying or any type of harassment
 - Student Academic Success' support for all writing, assignment, English, Maths, statistics, grammar and study skill needs
 - Academic & Wellbeing (AWA) Contact us if you are finding it hard to engage or connect with people, your course, or just don't know what assistance or support would help you to ensure a positive student experience

