

## Replace a lost or stolen student card

If you lose your card or it is stolen, you can get a replacement student card. You must be currently enrolled in an RMIT program to be eligible for a replacement student card.

To order your replacement student card, please follow the instructions below:

**STEP 1:** Pay the issuing fee of **VND 200,000** to RMIT Vietnam

- Please find the appropriate payment methods on [our website](#).

You can pay using the following methods

See below for further details.



Cash deposit or credit card

Direct deposit in RMIT Vietnam's Vietcombank/ANZ account.



Bank transfer

Bank transfer to RMIT Vietnam's Vietcombank/ ANZ account.



Online payment

We accept online payments via Vietcombank.



Campus cashier

You can pay with Visa or Mastercard.

**Note:** When paying via bank-transfer, please note your transaction with details as follows:

***'Student name – Student ID number – Replacement student ID card'***

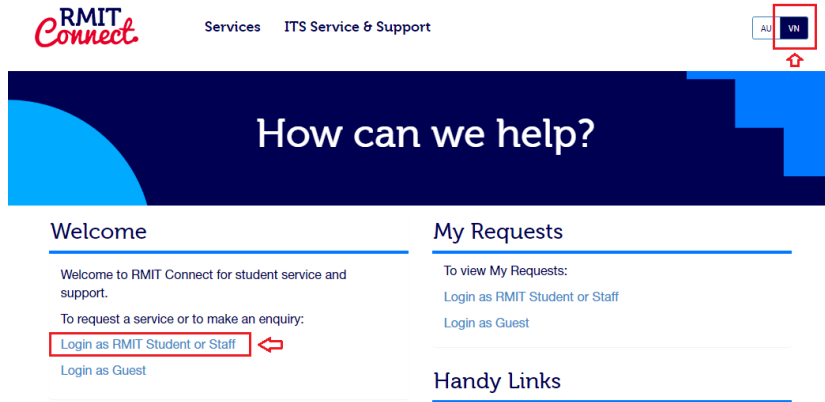
- After making the payment successfully, please take a picture/screenshot of the payment receipt

**STEP 2:** Submit an enquiry on **Student Connect Online Portal** and attach the **payment receipt**

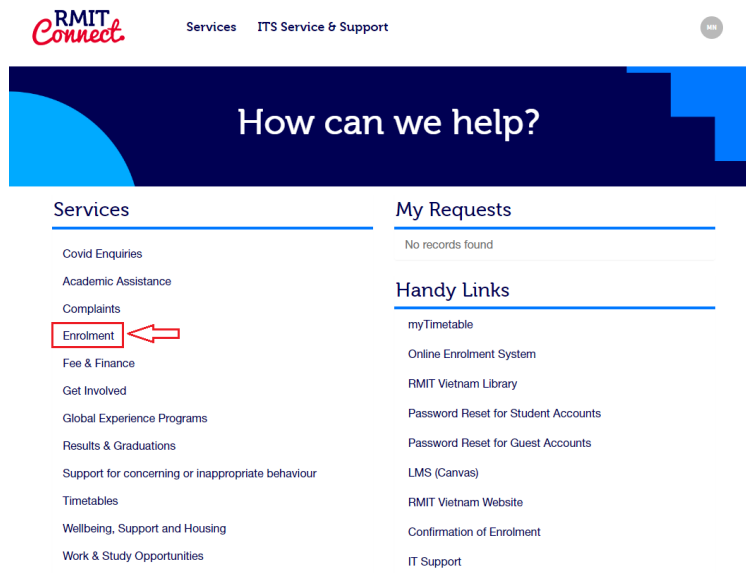
- Go to [Student Connect website](#) and access the portal via the red button as follows:

Visit Student Connect Online Portal

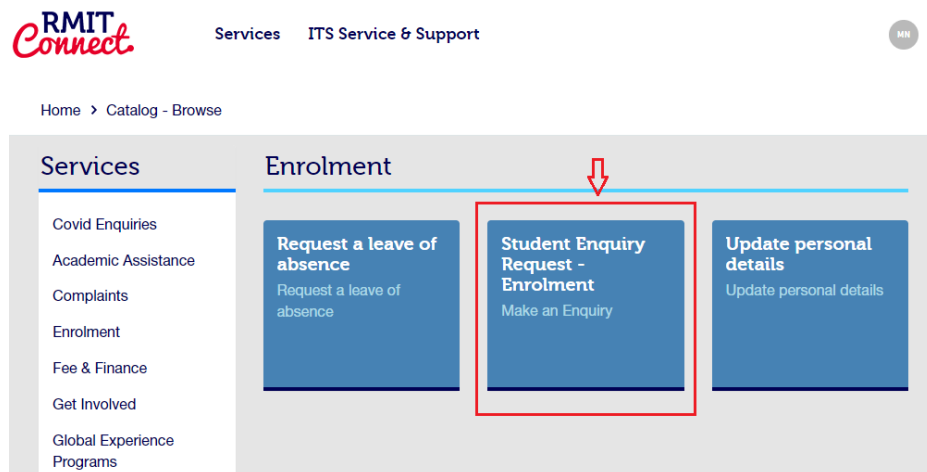
- On the main page, make sure you choose **"VN"**
- Click **"Login as RMIT Student or Staff"** and use your **s-ID account** to log in



- After logging in successfully, please choose **“Enrolment”** category under **“Services”**



- Choose **“Student Enquiry Request – Enrolment”** to make an enquiry



- **\*Question:** In the drop-down box, choose “Get a student card”

### Student Enquiry Request - Enrolment

\*Topic that best describes the enquiry  
Enrolment

\*Question

-- None --

Request credit for prior study  
Request credit for work experience  
Change my enrolment  
**Get a student card**  
Update personal or citizenship details  
Enrolment - other (including RMIT Credits)

Add attachment Submit

- Then state your request clearly in the **Description box**.  
Note that **Payment receipt** of VND 200,000 **MUST** be attached before you click “Submit”

### Student Enquiry Request - Enrolment

\*Topic that best describes the enquiry  
Enrolment

\*Question  
Get a student card

\*Description of enquiry

Dear Student Connect,

I am Nguyen Van A (s-ID number). I lost my student ID card yesterday so I want to request a replacement one.

Please find the payment receipt of VND 200,000 attached. Once the new card is available, please inform me via email a@rmit.edu.vn/or phone number: +84.....

Thank you so much.

1 State your request clearly

2 Payment receipt **MUST** be attached

3 Add attachment Submit

**STEP 3:** After submitting enquiry successfully, if you need to access campus immediately, please inform Student Connect of the request via **hotline**:

- Saigon South campus: **+84 28 3776 1306**
- Hanoi City campus: **+84 24 3724 5930**
- Working hours: 8:30 AM – 5:30 PM, Monday – Friday

Otherwise, your enquiry will be handled on a first come first served basis.

**\*IMPORTANT NOTES:**

- Most replacement cards will be ready for collection within 5 working days.
- Upon receipt of the eligible enquiry with payment receipt attached, you will be granted temporary campus access for five (5) working days.
- The temporary access card can be collected at the **security booth** upon your arrival. Please notify your full name + s-ID to the security guard for further support.
- Monitor Outlook mailbox closely in the next five (5) working days. You will be informed once the new card is available.

If you need further support, please contact [Student Connect](#) through our hotline at **+84 28 3776 1306** (*SGS Campus*) or **+84 24 3724 5930** (*HN Campus*).