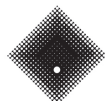


EAAMS QUICK PROCESS GUIDE

ACTION	MENU OPTION	STEPS
New Student Profile	Applicants/Students	<ul style="list-style-type: none"> • Search Applicant to check if student already exists • Click on Add • Complete student details • Submit
Edit Student Profile	Applicants/Students	<ul style="list-style-type: none"> • Search Applicant to find student profile • Click the blue Edit button • Edit details and Submit
New Application	1. Applicants/Students	<ul style="list-style-type: none"> • Search Applicant to find student profile • Go to Applications tab • Under Applications, Click Add • Complete application
	2. International/ELICOS-only	<ul style="list-style-type: none"> • Click Create • Click Select Applicant • Search for student profile • Select student and complete application
Searching	1. Applicants/Students	<ul style="list-style-type: none"> • Search for Student Profiles • Edit address, phone number, passport, etc
	2. International/ELICOS-only	<ul style="list-style-type: none"> • Search for Applications • View offers, CoEs, reply to messages, etc
Application Types		<ul style="list-style-type: none"> • ELICOS-only for English-only study • International research: PhD, PhD integrated, or Masters by research courses • International coursework for all other courses including packages with English • Study Abroad, Incoming Exchange – Study Abroad/Exchange only • Outbound Semester Exchange, Outbound Short Program – current VU students only
Error Messages		<ul style="list-style-type: none"> • Applicant already exists – the student already has a profile <ul style="list-style-type: none"> ○ Go to Applicants/Students tab and search ○ If you cannot see the profile, contact us for a change of agent application • Try to login but profile is Inactive <ul style="list-style-type: none"> ○ Contact Administrator.EAAMS@vu.edu.au to Activate • Password incorrect/forgot password <ul style="list-style-type: none"> ○ Click “Forgotten your password?” and enter email address • Haven’t received emails from EAAMS <ul style="list-style-type: none"> ○ Check Spam/Junk folder ○ Add NoReply@eaams.vu.edu.au to your address book ○ If that doesn’t work, contact Administrator.EAAMS@vu.edu.au



EAAMS APPLICATION GUIDE

APPLICATION TASK	LOCATION	NOTES
Application Tabs		<ul style="list-style-type: none"> • Summary • Applicant • Preferences • Background • Declaration • Rejection • Offers • Acceptance • Forms • Messages • History • Attachments
Complete Application	All tabs	<ul style="list-style-type: none"> • Applicant tab <ul style="list-style-type: none"> ○ Advise where student will apply for a visa (onshore/offshore) ○ Advise if student is applying for or has a student visa or if they will study on another visa • Preferences tab <ul style="list-style-type: none"> ○ Click Add Course Preference ○ Search for course using name or code • Background tab <ul style="list-style-type: none"> ○ Enter student's prior study ○ Enter student's English proficiency • Declaration tab <ul style="list-style-type: none"> ○ Accept terms and conditions ○ Confirm student's OSHC plans ○ Answer questions about student's visa history • Messages tab - leave a message for the assessor • Attachments tab - upload files • Click Submit Application button at top of page
More Information Required	Messages tab	<ul style="list-style-type: none"> • Email sent by EAAMS advising Status Change • Login for details of the information VU requires • Provide documents and click Return to Adm Officer button
Rejection Letter	Rejection tab Messages tab	<ul style="list-style-type: none"> • Email sent by EAAMS advising Outcome • Login and check Rejection tab for letter, and sometimes Messages tab for details
Offer Letter	Offers tab	<ul style="list-style-type: none"> • Email sent by EAAMS advising Offer Issued or Changed • Login and check Offers tab
Accept Offer	Acceptance tab Attachments tab	<ul style="list-style-type: none"> • Upload signed offer & payment evidence under Attachments tab • Select offer to accept using tick-box under Acceptance tab • Click Student Accepts Offer button at top of page
CoE	Acceptance tab Messages tab	<ul style="list-style-type: none"> • Email sent by EAAMS advising Message received • Login and check Acceptance tab to download the CoE and the Messages tab for any details