HELP assistance: How to manage your HELP assistance applications online

What is HELP assistance?
HELP is a loan offered to eligible students by the Australian Government to help meet the costs of studying. For more information and to see if you’re eligible, visit our fees website.

Log in to the HELP assistance
1. Log in to My Financials with your SIMS username and password. (You can also log in via the Current Students website).
2. Click on HELP forms on the left-hand navigation.

How to submit a HELP assistance form
Note: You can only submit HELP forms after you have accepted your offer of study, and you are eligible to apply.
3. Click the Add New button to view the list of forms available.
4. Select the form you want to submit and click the Complete Form button. The form will display for you to complete.
5. Check your details have populated correctly (e.g. your date of birth must be entered in dd/mm/yyyy format).
6. Enter your Tax File Number (TFN).
7. Click **Submit**.
   A success message will then appear.

   ![Success](image)
   *The Request for FEE-HELP assistance form has been successfully submitted.*

   If your submission was not successful, an ‘Error’ will display. This means you haven’t completed the form correctly or you have missed information. You can return to fix the error and click **Submit** again.

### How to view or cancel your submitted HELP forms

Your previously submitted forms are displayed when you log in to HELP assistance, along with the status of your application(s).

**The status definitions are:**

- **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.

To open and view a submitted form, click the **View** button next to the form.

To cancel a HELP application, click the **Cancel** button next to the form.

### Need more help?

- Visit **Ask George** to search for FAQs on this topic
- Contact **studentHQ** for further assistance and support
- View other **Help Guides**