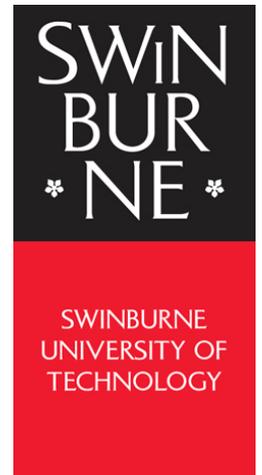


Descriptive Transcript



Title: Viewing Your Financial Information and Paying Your Student Fees

Creator: Swinburne University of Technology

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Audio/video for this transcript available from: <https://commons.swinburne.edu.au>

[Background music: White title screen with text “Viewing Your Financial Information and Paying Your Student Fees”]

In this video we'll show you how to view your financial information related to your studies at Swinburne.

[Screen-capture view of My Swinburne Homepage]

To begin, click on the My Finances tile on your home page **[My Finances tile is highlighted]** and this will take you to your finance summary page.

[My Finances page is displayed. The heading reads ‘Finance Summary’] The finance summary is an overview containing information about your outstanding balance available credits, overdue debts, upcoming payments, and any concessions or sponsorships you're receiving.

[White screen with text “If you're eligible for government assistance, and wish to defer your fee, you must complete relevant government assistance forms.”]

If you're eligible for government assistance and wish to defer your fees, you must complete the relevant government assistance forms. See our tutorial on Submitting Government Forms for more information.

[My Finances page is displayed. Transactions section is highlighted in the left menu.]

Go to the Transactions tab on the left side of the screen to see a list of all your financial transactions. By default, it will only show your records that are outstanding. You can use the filter to display all open and closed records. **[In the right panel, a list of transactions is displayed in a table. All the example transactions are all labelled to the right with a red ‘UNPAID’ tag. Above the list of transactions is a filter icon picturing a funnel and a red tick]** By clicking the view button **[view icon is highlighted and clicked]**, you can see the details about the transaction. **[Selected transaction is highlighted pink. Right panels opens with details of transaction].**

There are two ways to pay your student fees. You can specify a payment amount or make a unit payment. **[X in top right corner is clicked to close right panel]**

To pay a specific amount, go to Make a Payment in the top right corner. **[Red Make a Payment button in top right corner is highlighted and clicked. Pop-up window opens with heading 'Pay Now' and a box labelled 'Amount']** Here you can enter the amount you wish to pay. **[10.00 is entered into the 'Amount' box]** Then click OK. This will take you to the secure payment platform to enter your credit card details. **[Grey OK button at the bottom of pop-up window is clicked. Cancel is also available]**

[Swinburne payment page displays. Page contains amount and space for credit card details to be entered. At the bottom are grey buttons labelled Continue and Cancel] When you've entered your payment details, click continue. **[Continue button is highlighted and clicked]**

[Payment confirmation page displays. At the top is a green tick within a green circle accompanied by the text 'Payment Successful'. A payment summary is listed.]

The payment confirmation page will confirm the payment was successful, a copy of the receipt will be sent to your email. Click OK to go back to the My Finances page. **[Red OK button in top left corner is highlighted and clicked]**

[My Finances page displays. 'Payment Receipts' section in left menu is highlighted]

You can also view the receipt by clicking on the Payment Receipts tab. The receipt may take a minute or two to appear after you've made your payment.

[My Finances page displays. 'Transactions' section in left menu is highlighted]

To pay for a specific unit or a bundle of units, click the arrow next to the Make a Payment button. **[Red icon containing arrow in the top right of the screen is highlighted and clicked. A menu opens out containing the option 'Make a Unit Payment']** Then select Make a Unit Payment. **[My Payments page displays. Left panel displays a list of units. Right panel displays associated invoices]** Use the filter function to help you find your upcoming payments. **[Red filter icon, shaped like a funnel, at the top left of the screen is clicked. Left menu opens out to reveal time-based filters such as Today, Tomorrow etc.]** Tick the units you wish to pay, **[Tick boxes to the left of each unit name are ticked]** then go to the Pay now button in the top left corner. **[Red Pay now button in top left corner is highlighted and clicked. Swinburne payment screen displays]** Follow the same steps shown earlier to complete the payment.

[My Finances page displays]

You can now see the unit payments are listed in the receipt. **[Red View button to the right of a transaction is clicked. Right panel opens out to show a paid invoice. In the top right of the invoice, green text says COMPLETE]**

[My Finances page displays. 'Preferences' section in left menu is highlighted. Right panel shows heading 'Preferred Payment Details' and options to update these details. A red Save button is available at the top right of the screen]

The Preferences section is where you can enter or update your Australian bank details if you're requesting a refund or receiving other payments from the university.

[My Swinburne Homepage displays. My Study tile is highlighted and clicked]

You can generate your statement of account via the self-service report feature under the My Study tile. **[Under the title Master of Business Administration, the red button 'Manage my course' is highlighted and clicked. In the left menu, 'Self-Service Reports' is highlighted and clicked. The right panel loads several reports such as Academic Transcript and Statement of Account]**

That's all you need to know about viewing your finances and paying your student fees.

[White screen with text "Contact StudentHQ on 1300 794 628 (Option 1) for assistance"]

If you have any questions, don't hesitate to contact Student HQ on 1300 794 628

[Background music: White screen. Swinburne logo swipes up]

[END OF TRANSCRIPT]