



UOW
COLLEGE
AUSTRALIA

—
PATHWAYS TO
UNIVERSITY OF
WOLLONGONG

Enrolment FAQs

Still have questions?

About your offer or progression to University? Contact Student Central:
<http://www.uow.edu.au/student/central/contactus/UOW225351.html>

Issues with Enrolment or questions about Orientation?

Email: uow-college-enrolment@uow.edu.au

Call us on 4252 8804

Or Visit UOW College reception in Building 30 – Wollongong Campus

I do not know my student number

Your student number is 7 digits and will be quoted on all correspondence from UOW and UOW College. Please contact UOW College for assistance.

I cannot login:

– **Student type on Admissions does not match**

There are conditions on your offer that need to be cleared prior to enrolment. Please contact UOW College for assistance.

– **Incorrect Student Number or Date of Birth (DOB)**

Firstly please double check your spelling and that on correspondence from UOW/UOW College. If DOB was typed manually try using the calendar provided to choose instead. Contact Student Central for assistance.

I cannot progress to the next tab

Check that you have completed all previous sections and tabs. Please contact UOW College if you need assistance.

Why do I need an Emergency contact?

In the case of a medical emergency we will contact this person to assist or obtain important medical or support information.

Can I change my address later?

Yes, you must keep your address and other personal details up to date via SOLS

Do I need to complete the survey?

Yes. Some of the questions are mandatory, so you will not be able to continue if these questions are left blank. These items will be marked as *Required. For other questions, if not all details are known at the time of enrolment, simply leave these questions blank and update them later.

Do I need to upload a photo?

No, however it will speed up the process when you come to orientation and have your student card printed.

Stored at: UOW College Admin/Enrol Now

Updated November 2018



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I have multiple offers available, which one do I choose?

Carefully look at the course names and dates for each offer. Only the current offer should be available for enrolment and highlighted in **GREEN**.

Why can't I enrol into a subject?

First, double check to ensure you are allowed to choose your subjects. All UOW College courses have default subjects which you **MUST** enrol in. Check you are entering the correct subject code with spaces/no spaces. You can check the enrolment guides. Contact UOW College for assistance

Cannot login to SOLS or UOWMail

If you are a new student, your logins will take 24 hours to activate after you first enrol. Please be aware that if you have set up a username and password but not enrolled in any subjects, they will **expire after 15 days**.

If you have forgotten your password, or it's not working and you think it should, you will need to contact the IMTS department to have your password reset. To do this, you can:

- Visit IMTS on level 2 of building 17 in the student labs (Wollongong)
- Call them IMTS on (+61 2) 4239 2000
- Send an email to student-accounts@uow.edu.au. You will need to include enough information in your email for the IMTS staff to verify your identity, such as your student number, name, and date of birth
- Visit your local campus office for non-Wollongong Campus students.

In the meantime, you can still access SOLS (but not eLearning), using the student barcode login at <https://www.uow.edu.au/student/UOW008811.html>

Once you have your access back, you should complete your reset challenges, so you can reset your password yourself in the future via the password self-service page.

I've lost my student card

If you have lost your card, you can purchase a replacement from UOW College Reception at Building 30, or your local campus office for non-Wollongong Campus students.

Change Course

Make an appointment to see a Student Advisor at College reception building 30 or by emailing: college-advisor@uow.edu.au

Change personal details

You can change most of your personal details by logging into SOLS and using the left hand menu options. More information, including how to change other details, can be found on the change personal details page.

How much to pay and due dates

You can quickly see how much you need to pay for your current enrolment, and upcoming due dates by logging into SOLS and selecting 'Fee Statement' from the left hand menu. You will need to be enrolled into subjects for charges to appear. If you have any questions please email uowcstudent-fees@uow.edu.au

Change HELP Loan Option

If eligible, you can select a HELP Loan option, or change your option, by logging onto SOLS and selecting 'HELP Loan' from the left hand menu. More information can be found on the Fees and Charges pages.

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Add a Tax File Number

To add a tax file number to your record:

1. Log onto SOLS
2. Select 'HELP Loan Option' from the left hand menu
3. Click 'Maintain' for your default billing type
4. Follow the prompts. You will need to agree to the terms and confirm your billing option again. When the system asks you for your tax file number, you can add it here.

Want to stop studying?

If you would like to withdraw from your course, make an appointment to see a Student Advisor at UOW College reception Building 30 or by emailing UOW College Advisor college-advisor@uow.edu.au

When do I get my timetable?

Timetable instructions are given to you at your college orientation session. Make sure you attend. Details are at: <http://www.uowcollege.edu.au/current-students/uni-prep-courses/index.html>

Can I study part time?

You should still enrol in ALL default subjects. Part time will be discussed at orientation where you can talk to the Program Manager or Student Advisor. If you are able to study part time your enrolment will be adjusted once approved.

When do I get my student card?

Come to UOW College Reception in Building 30 to get your student card. You can do this at orientation or come in earlier.

Why should I attend orientation?

It is really important to attend your UOW College orientation even if you are already enrolled in your course and your subjects. As a new student you will:

- Get your student card
- Apply for a transport concession
- Attend a course information session
- Attend a Student Advisor session
- Receive instruction on how to get your timetable
- Ensure you are ready to commence your course

When do my classes start?

Check the start date of your course at:

<http://www.uowcollege.edu.au/current-students/dates/domestic/index.html>