What is ISIS Update?
Welcome to the first edition of the ISIS newsletter for ISIS users, providing updates on functionality, ISIS statistics, tips and tricks, and more.

In this Issue of ISIS Update
- ISIS is now live
- Bugs & Faults
- ISIS Stats
- Functionality Updates
- Tips and Tricks
- Unavailable
- ISIS Student Support
- Student Portal

ISIS is now live
At 10.00am on Monday 7 June, 2010 the University officially began to use its new Student Management System, ISIS for the first time. This commercial software from TechnologyOne replaces our in-house system Merlin which has served the University for over 17 years.

ISIS is running well so far, and the SSP team will be working over the coming weeks to make small adjustments and fixes to the system. This newsletter will keep you updated with all the information you need to know.

Student Portal is now live
We experienced a problem yesterday when we opened ISIS up to students. We have now fixed this problem and the Student Portal was opened to students at 1.45pm today. During the outage students were able to access all key information including online special consideration, the exam timetable, LMS and email systems. This outage should not have resulted in any disadvantage to students.

ISIS Stats
Since Being Live
- 415 staff have accessed ISIS
- 3331 students have accessed ISIS
- At the peak of use yesterday we had 195 users logged in simultaneously.
- 200 calls/emails were received by the ISIS staff help desk yesterday.

Functionality Now Working or Currently Unavailable
Functionality Now Available
- Class lists with photos are now working; users will have access later today.
- Student Portal administration functions used by students are now working.
- Printable version of the candidature course application now available.

Functionality Available Soon
- Results collation sheet, used for Student Academic Progress, will be available on 11 June.
- The report to monitor the status of RHD Student Progress will be available on 11 June.
- Online applications are expected to be available later this week.
Unofficial Transcript, that replaces the enrolment advice and result history links in the student portal, will be available on 17 June.

Unicard is not yet connected to ISIS. Temporary student cards will still being issued, if needed, until the end of the week.

The interface to the Library is still not connected. We expect it to be connected by the end of the week.

**Functionality Unavailable.**

- QAS Address Verification is not available for the staff interface only.

  Admissions correspondence:
  - Offer letters: Please continue to use the offer letter template provided on the ISIS website until further notice. The template can be downloaded here: http://www.isis.unimelb.edu.au/getting_help/resources (email login required).
  - Other admissions correspondence: Templates have been posted on the ISIS website. Currently these require manual entry of the applicant’s details. Further information about how to generate these letters in bulk using a mail-merge process will be provided soon. Templates can be downloaded here: http://www.isis.unimelb.edu.au/getting_help/resources/off-system_letter_templates (email login required).

**Bugs and Faults**

**Known bugs in ISIS**

- **QAS Address Verification – this is not available for the staff interface only.**
  
  At the moment there is a bug with the linking to the QAS software in the staff interface of ISIS. The QAS software verifies that a student’s address is correct by cross referencing it with Australia Post. This bug only affects the staff interface, not the student interface. The addresses of students who enter their own address details via the Student Portal will be validated. Therefore until further notice we are asking staff not to enter a students address into ISIS, but rather ask the student to do this themselves via the Student Portal.
  
  For more information on this bug visit: http://isis.unimelb.edu.au/getting_help/isis_bug_tracker.

- **Results Collation Sheet**
  
  We found over the weekend a fault with the Result Collation Sheet report. This is a report that is used to (optionally) review system recommendations for students not making satisfactory progress, and to track and manage students by their academic status. This report will be available next week.

**Tips and Tricks**

**First time logging in**

- When you first log in to ISIS, the first few screens that you open up will take a little while to load. They could take up to 1 minute. This is completely normal, as ISIS needs to call a lot of information from the server when you first log in. It will speed up after a few screens have loaded.

  For further information on building study plans and the result verification process, visit the cheat sheets page on the ISIS website: http://www.isis.unimelb.edu.au/training/isis_cheat_sheets.

  When the study plan is built, don’t forget to lift the Temporary Enrolment Block sanction. Instructions for how to do this are in the online help within ISIS.

**ISIS Student Support**

**Important Information about ISIS Student Support**

- The ISIS Student Support phone number, 83440999 is to help students with using ISIS functionality. Staff working on this line are not in a position to provide students with advice about their enrolment or other course or subject related queries. Please do not refer students to this number unless they are experiencing difficulty using the ISIS functions.