Incomplete Applications

More information about ISIS is available through the ISIS website at [www.isis.unimelb.edu.au](http://www.isis.unimelb.edu.au).
For comprehensive [ISIS User Assistance](http://www.isis.unimelb.edu.au), log in to ISIS, click on the Help icon in the icon panel, and browse or search for the help topic you want.

**Offers for Incomplete Application**

There are a number of online applications for which offers have been made, and in some cases where the applicant has been admitted, when the application is incomplete.

This is an issue because if the application is not complete, and is flagged as such, this means that the applicant has not completed submissions and therefore has not Confirmed the Application Terms and Conditions.

If for some reason the applicant has also submitted a signed hard copy form, a new application should be entered and the incomplete online application withdrawn.

A list of the affected applications will be circulated to the relevant areas and applicants can be requested to sign a separate Application Terms and Conditions document (to be provided) that can then be attached to the application.

However, in order to avoid this in the future please do not process incomplete applications.

One way to easily avoid this is to include the “Incomplete Student Application” criterion in Application Searches and set it to “No” which will mean that incomplete applications will not be returned in the search.

**ISIS Staff Help**

For help contact the ISIS help desk, open 9.00am-5.00pm Monday to Friday.
Email [ISIS-help@unimelb.edu.au](mailto:ISIS-help@unimelb.edu.au) or phone 8344 2690
[www.isis.unimelb.edu.au](http://www.isis.unimelb.edu.au)
You also have the ability to change the Application Status to Incomplete to more formally recognise that the application is not yet complete.

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