Quick Trouble shooting Guide

1. **I am a Deakin staff member as well as a Deakin HDR student and I can't log-in.**

   You have to use your Deakin **student log-in** details to access the online Candidature Agreement system. Your staff details are not recognised by the online Candidature Agreement system because it is in your capacity as a student that you are required to complete the Agreement.

2. **I don't know my student username or password so how can I log-in?**

   Go to: http://www.deakin.edu.au/password/ and follow the instructions to create your username and password.

3. **I have logged in using my Deakin student username and password but there is nothing showing for me.**

   The agreement may not yet have been created for you. Please contact Deakin Research at research-hdr@deakin.edu.au or 92445613 or 92517124.

4. **I am a transferred student and my thesis is close to submission. Do I still need to complete the Agreement?**

   Yes. All Deakin research degree students are required to complete the Candidature Agreement.

5. **Can I save my answers half way through, or log back in and change my answers later?**

   Yes.

   - The form will save automatically as you complete a page and move to the next one.
   - OR click on the save button at the top of the screen.
   - **Do not** use the forward or back buttons in your browser as this will not save your agreement and your work will be lost.

6. **I can't find the "SUBMIT" button to submit the form.**

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The SUBMIT button is located in the "ACTION" Tab in the left hand side of the page.

7. I am trying to submit the form but it results in an error.

! Application is incomplete or some answers are incorrect

- Click the Expand button on the left hand side. Expand » Collapse «

- See if any page has red exclamation **!**. This indicates some questions have not been answered on that page. Please complete any missing questions and re-submit the form.

8. What documents need to be added to the agreement?

The following documents may need to be added:
- Copy of Safety plans
- Copy of IP agreement
- Copy of student agreement with an external organisation (e.g. CSIRO)

should be added to the agreement.

9. How do I upload a document?

You can upload a document in the "additional documents" page in the Candidate Declaration section of the Agreement. Please also refer to the "Guide to upload documents".

10. Who do I contact if I have further queries?

Please contact Deakin Research at research-hdr@deakin.edu.au or contact 92445613 or 92517124