# Victorian InternatIONAL STUDENT INFORMATION tool (visit) - School FAQS

**Q:** How do I log into VISIT?

**A:** Go to [www.study.vicgov.au](http://www.study.vicgov.au) & search for VISIT, or click on [www.study.vic.gov.au/en/visit/Pages/default.aspx](http://www.study.vic.gov.au/en/visit/Pages/default.aspx)

Enter your DET email address & password to access your school VISIT home page. Click on the name of your school, displayed in the red box in the centre of your homepage.

If you are having further difficulties, please contact IED on 9637 2990 or email [international@edumail.vicgov.au](mailto:international@edumail.vicgov.au)

VISIT is a web-based system, so you can log in on any device connected to the internet.

**Q:** I am logged into VISIT, but some of the VISIT pages are not appearing properly across my device / screen?

**A:** You may experience these issues if you are using Internet Explorer. Contact your IT support staff to download an alternative browser. For information about other DET-approved education tools, see: [Online tools for learning and collaboration](https://www.education.vic.gov.au/school/teachers/teachingresources/Pages/accessingdepartmenttechnologies.aspx).

**Q:** On my ‘overview’ page, the update button is not working.

**A:** If you are experiencing this issue, please contact the DET service desk directly on 9637 3333.

**Q:** Where can I access VISIT support and training resources for schools?

**A:** A range of easy-to-follow training and support resources for schools, incl. online video tutorials, a Quick Reference Guide and FAQs are available online at [www.study.vic.gov.au/en/visit/Pages/default.aspx](http://www.study.vic.gov.au/en/visit/Pages/default.aspx)

If you’d like further information or would like to attend an upcoming VISIT training session email us at: [international@education.vic.gov.au](mailto:%20international@education.vic.gov.au)

**Q:** How do I view disbursements and check whether tuition fees have been disbursed to my school for individual students?

**A:** Click on the ‘disbursement’ tab and click on the first disbursement row that appears. A list of students will now appear in the disbursement details grid to find detailed disbursement information for each student.

**Q:** How do accept requests to place, add a language subject to an international student studying a language at the Victorian School of Languages (VSL), create homestay profiles or upload international student related documents to VISIT?

**A:** Please access the support materials available at [www.study.vic.gov.au/en/visit/Pages/default.aspx](http://www.study.vic.gov.au/en/visit/Pages/default.aspx) which make it easy for schools to follow and complete these tasks in VISIT. In particular, the video tutorials are a very handy and easy to follow tool for schools that we highly recommend.