

## Frequently Asked Questions for CMNHS Banner Transition

This is only for existing students in CMNHS and applicants applying to CMNHS.

Our hope is that CMNHS students will have a smooth registration during this transition from legacy system StudentSoft to Banner. With the responses provided to you in this forum, we hope that it may assist you with your queries.

### Admission

#### 1. As an applicant to a new programme, where can I apply?

New applicants and continuing students applying into a new programme can apply through the online admission portal.

1. Open [FNU homepage](#).
2. Click MY FNU → My Student → Academic Services → Apply Here → Apply for Colleges (CMNHS)
3. Create an Account using your email address as your username and a password that you will remember later. (Note your username and password)
4. Create an Application and submit it.
5. You are required to upload documents after you have created your application.

If you have any queries or cannot access the online admission portal please email the Office of the Registrar at [admission@fnu.ac.fj](mailto:admission@fnu.ac.fj) or [CMNHSstudentbanner@fnu.ac.fj](mailto:CMNHSstudentbanner@fnu.ac.fj)

#### 2. As an applicant, how do I check the status of my application?

1. Open FNU homepage.
2. Click MY FNU → My Student → Academic Services → Apply Here → Apply for Colleges (CMNHS)
3. Login to your account by entering the same username and password that you had used to create your account initially.
4. You will find the status of your application status on the account.
5. The different possible statuses that you will be able to see for your application are:
  - Started** - This is when you have started your application but have not submitted it.
  - Action Required** - This is when you have created your application and submitted it but you did not upload the required documents.
  - Submitted** - This is when both your application and documents have been submitted.
  - Completed** - This is when your application has been verified by FNU and has been marked complete for processing.
  - Accepted** – This is when your application has been accepted by FNU and an offer letter is also sent to you on your email.
  - Denied** – This is when your application has been rejected is marked as unsuccessful.

If you still cannot view your application or need more information, then please email the Office of the Registrar at [admission@fnu.ac.fj](mailto:admission@fnu.ac.fj) or [CMNHSstudentbanner@fnu.ac.fj](mailto:CMNHSstudentbanner@fnu.ac.fj)

## **ID Card**

### **3. What details are found on an ID card?**

1. Your photo
2. Your Name
3. Your FNU Student ID number
4. Your College
5. Your date of birth
6. Validity of the ID card (at the back of the card).

### **4. Who is eligible for a student ID Card?**

Any new /continuing student who has received an offer letter for a programme and have done their registration into the courses is eligible to receive an ID card.

### **5. Can I apply for an ID Card?**

If you are a new student, you do not need to apply for a new card. After registering into your courses, you can get your ID card from the Office of the Registrar. However, if you have lost your ID card and need a replacement then you have to fill the Application for [Replacement of Student ID card form](#) and pay a fee of \$20 to get a new card. You can pay your fee by using one of the options below:

1. Internet Banking with BSP Account No. 7403683
2. M-Paisa

If you have any queries regarding your payment you can contact [RevenueQueries@fnu.ac.fj](mailto:RevenueQueries@fnu.ac.fj)

Note: The above applies for a situation when the University is open. If a lockdown occurs, then students will have to wait and once the University opens then ID cards will be issued. For any queries regarding ID issues you can contact [admission@fnu.ac.fj](mailto:admission@fnu.ac.fj) or [CMNHSstudentbanner@fnu.ac.fj](mailto:CMNHSstudentbanner@fnu.ac.fj)

### **6. As a continuing student, do I need to change my ID card to show Banner Student ID?**

All students who were active in Semester 1, 2021 will be given a new ID card in Semester 2 to replace your old student ID number with the new Banner student ID number on the card. Any continuing student who did not study in Semester 1 but is resuming studies in Semester 2 will also be provided with a new ID card with the new Banner Student ID number after they have registered into their Semester 2 courses. The cards can be collected from the Office of the Registrar. For any queries regarding ID issues you can contact [admission@fnu.ac.fj](mailto:admission@fnu.ac.fj) or [CMNHSstudentbanner@fnu.ac.fj](mailto:CMNHSstudentbanner@fnu.ac.fj)

## **Registration**

### **7. How do I get my username and password?**

**Newly admitted students into CMNHS** who have been accepted into a programme and have received an Offer Letter, would have received their PC username and password in their letter. To request for a Student Email Account, by using any other of your email contact, please email

ITS Service Desk on the contact information below, attached with your offer letter. Students are advised to use their Student Email Account while activating their Moodle Account.

**Continuing students**, to log into Moodle and for PC login can use their Banner ID and password. If your account has been deactivated or you have forgotten your password, you can reset your password at our [Password\\_Changepage](#)

**ITS Service Desk Contacts are as follows:**

**Email:** [icthelpdesk@fnu.ac.fj](mailto:icthelpdesk@fnu.ac.fj)

**Mobile:** 9985859

The staff that could assist with student passwords are:

1. Staff Name :Krishneel Prakash  
Campus :Hoodless / Pasifika  
Email :[krishneel.prakash@fnu.ac.fj](mailto:krishneel.prakash@fnu.ac.fj)  
Mobile :9369720
  
2. Staff Name :Nanise Salu  
Campus :Nursing  
Email :[nanise.salu@fnu.ac.fj](mailto:nanise.salu@fnu.ac.fj)  
Mobile :8064242
  
3. Staff Name :Dahshil Raj  
Campus :DPH  
Email :[dahshil.raj@fnu.ac.fj](mailto:dahshil.raj@fnu.ac.fj)  
Mobile : 9098964
  
4. Staff Name :Nikhil Chand  
Campus :CMNHS LTK  
Email :[nikhil.chand@fnu.ac.fj](mailto:nikhil.chand@fnu.ac.fj)  
Mobile :9053711

**8. How do I register for or drop courses?**

1. Open Student Self Service link <https://self-service.fnu.ac.fj/StudentSelfService/>
2. Enter username and password
3. Click on Banner Menu icon
4. Click Banner → Student → Registration → Banner Registration → Register for Classes
5. Select Term to register and click continue
6. Search for Course Number and Subject
7. Click *View Linked* → *Add All* after you have decided which linked courses to take
8. Click Submit in summary section
9. To drop courses, click *drop CRN* in action at summary section

For any queries related to Registration, contact [admission@fnu.ac.fj](mailto:admission@fnu.ac.fj) or [CMNHSstudentbanner@fnu.ac.fj](mailto:CMNHSstudentbanner@fnu.ac.fj)

**Student Logins**

**9. Where do I login to view my student account and study details (Banner Student Self Service, Moodle, Studentsoft, Library, Student Email Account)**

2021 Students and Course Types	System to Access	Logins to Use	Purpose
Students in Semester Courses	Email	Banner ID email address and password (A00xxxxxx@fnu.ac.fj)	<ul style="list-style-type: none"> <li>This is your new email address.</li> <li>You can still view your old emails in your Banner ID email.</li> </ul>
	Moodle (Sem. 1)	StudentSoft ID and password	<ul style="list-style-type: none"> <li>View <b>semester 1</b> 2021 course materials and assessments.</li> </ul>
	Moodle (Sem. 2)	Banner ID and password	<ul style="list-style-type: none"> <li>View <b>Semester 2</b> course materials and assessments.</li> <li>View <b>Semester 1</b> and prior academic results.</li> </ul>
	StudentSoft	StudentSoft ID and password	<ul style="list-style-type: none"> <li>View <b>Semester 1</b> and prior academic results.</li> </ul>
	<a href="#">Banner Student Self-Service</a>	Banner ID and password	<ul style="list-style-type: none"> <li>View personal details and register for Semester 2 2021 courses.</li> <li>View all results.</li> </ul>
	<a href="#">Library</a>	Studentsoft ID/Banner ID (No password required)	<ul style="list-style-type: none"> <li>Access library physical reading materials via <a href="#">OPAC</a>, view their borrower account, renew books and view fines.</li> </ul>
		No student ID and password required within FNU	<ul style="list-style-type: none"> <li>Access and download electronic or digital reading materials via <a href="#">EBSCO Discovery Service</a>.</li> </ul>
Studentsoft ID/Banner ID and password (sXXXXXX or A00xxxxxx) required from outside FNU		<ul style="list-style-type: none"> <li>Access and download electronic or digital reading materials remotely via <a href="#">EBSCO Discovery Service</a>.</li> </ul>	
Students in Annualized Courses	Email	Banner ID email address and password (A00xxxxxx@fnu.ac.fj)	<ul style="list-style-type: none"> <li>This is your new email address.</li> <li>You can still view your old emails in your Banner ID email.</li> </ul>

	Moodle	StudentSoft ID and password for your annualized courses	<ul style="list-style-type: none"> <li>View 2021 <b>annualized course</b> materials and assessments.</li> </ul>
		Banner ID and password for Semester 2 courses	<ul style="list-style-type: none"> <li>View your <b>Semester 2</b> course materials and assessments.</li> <li>To activate your Moodle account for your Semester courses you need to login using Banner ID.</li> </ul>
	StudentSoft	StudentSoft ID and password	<ul style="list-style-type: none"> <li>Continue for 2021 annualized courses.</li> <li>View <b>Semester 1</b> and prior academic results.</li> </ul>
	<a href="#">Banner Student Self-Service</a>	Banner ID and password	<ul style="list-style-type: none"> <li>Use Banner ID to view personal details and register into courses in 2022.</li> <li>View all results</li> </ul>
	Library	Studentsoft ID/Banner ID (No password required)	Access library physical reading materials via <a href="#">OPAC</a> , view their borrower account, renew books and view fines.
		No student ID and password required within FNU	Access and download electronic or digital reading materials via <a href="#">EBSCO Discovery Service</a> .
		Studentsoft ID/Banner ID and password (sXXXXXX or A00xxxxx) required from outside FNU	Access and download electronic or digital reading materials remotely via <a href="#">EBSCO Discovery Service</a> .

## Class Timetables

### 10. How can I view my class timetable?

1. Open Student Self Service link <https://self-service.fnu.ac.fj/StudentSelfService/>
2. Enter username and password
3. Click on Banner Menu icon
4. Click Banner → Student → Registration → Banner Registration → View Registration Information

## Final Grades and Transcript

### 11. How do I view my final grades / unofficial transcript?

1. Open Student Self Service link <https://self-service.fnu.ac.fj/StudentSelfService/>
2. Enter username and password
3. Click on Banner Menu icon
4. Click Banner → Student → Student Records → Academic Transcript
5. Select transcript level and *Unofficial transcript* to view grades

### 12. How do I apply for official transcript?

Contact the Academic Office for an official transcript. For any queries related to official academic transcript, contact [CMNHSstudentbanner@fnu.ac.fj](mailto:CMNHSstudentbanner@fnu.ac.fj)

## Hold

### 13. How do I know that I have holds on my account?

An error message will appear to notify that you have a hold, and will not allow you to proceed with Registration from Student Self Service.

1. Open Student Self Service link <https://self-service.fnu.ac.fj/StudentSelfService/>
2. Enter username and password
3. Click on Banner Menu icon
4. Click Banner → Student → Student Profile → Click on the Hold to view the details and processes affected by that hold

### 14. Who do I contact if I have a hold on my account?

The different types of Hold are

- a. Academic Disciplinary Hold
- b. General Disciplinary Hold
- c. Write-Off Hold
- d. De-Registration Hold
- e. Financial Hold

For any query on academic/general disciplinary holds, Student Grievance Officer can be contacted on [zahra.hussein@fnu.ac.fj](mailto:zahra.hussein@fnu.ac.fj)

However, for any other Holds, the finance team can be contacted on [RevenueQueries@fnu.ac.fj](mailto:RevenueQueries@fnu.ac.fj)

## Moodle

### 15. How can I access my learning materials through Moodle?

You can access your learning materials on Moodle from our [FNU homepage](#) by selecting 'MY FNU' and clicking 'STUDENT', scroll page down and click 'Moodle'. Use the username and password mentioned in the table in number 9 above to access Moodle. After you have logged into Moodle, you can access the user guide to navigate through Moodle.

For further information, contact [cfel@fnu.ac.fj](mailto:cfel@fnu.ac.fj) or [moodleadmin@fnu.ac.fj](mailto:moodleadmin@fnu.ac.fj)

## Fees

### 16. How can I view my charges?

You can view your charges by following the instructions below:

1. Go to [Banner Self-Service](#) and log in with your FNU Student ID and password
2. At the Main Menu, click on Student
3. On the Student menu, click on Student Account
4. Click on Account Summary, to view the current amount due

Once your invoice is processed, it will be emailed to your Student Email Account.

### 17. Where can I pay my fees?

You can pay your fees by using one of the options below:

1. Internet Banking with BSP Account No. 7403683
2. M-Paisa

### 18. How can I sign-up for the instalment plan?

You can download the [Application for Payment Plan](#) and email the completed filled form with all the requirements to Revenue Office on [RevenueQueries@fnu.ac.fj](mailto:RevenueQueries@fnu.ac.fj)

## Graduation

### 19. Who is eligible to apply for graduation?

Students that have completed their programme requirements are eligible to apply.

Students can access Degree Works to view their programme audit. For further information, contact [Enquiry.Academic@fnu.ac.fj](mailto:Enquiry.Academic@fnu.ac.fj) or [gc@fnu.ac.fj](mailto:gc@fnu.ac.fj) or [jyotishna.devi@fnu.ac.fj](mailto:jyotishna.devi@fnu.ac.fj)

### 20. How can I apply for graduation?

Applications can be done through Student Self -Service.

Below are few steps to follow:

1. Open Student Self Service link <https://self-service.fnu.ac.fj/StudentSelfService/>
2. Enter username and password
3. Click on the Banner Menu icon
4. Click Banner → Student → Student Records → Apply to Graduate
5. Select a Term and click Submit.
6. Select the Primary Degree and click Continue.
7. Select the Graduation Date and click Continue.
8. Verify Graduation Application Summary and click Submit Request.
9. Graduation Application Signature Page will show up.
10. To view active graduation application, click View Application to Graduate.

Alternatively, Students who do not have Banner Student ID can also do their applications through <https://services.fnu.ac.fj/gradStudentEntry/>

For any queries contact [gc@fnu.ac.fj](mailto:gc@fnu.ac.fj) or [aneel.naiker@fnu.ac.fj](mailto:aneel.naiker@fnu.ac.fj).

**21. How can I check the status of my graduation application?**

Student will be advised whether he is eligible/not eligible for graduation after CEB (Email) process is done through Banner. Master list will be released on the website prior to graduation ceremony. For any graduation related queries, please contact the Graduation team [gc@fnu.ac.fj](mailto:gc@fnu.ac.fj)