

## Frequently Asked Questions for Banner Transition

Our hope is that all FNU students will have a smooth registration during this transition from legacy system Premium 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 Online](#)
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)

#### 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 Online](#)
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)

### 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)

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 2, 2021 will be given a new ID card in Semester 1, 2022 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 2, 2021 but is resuming studies in Semester 1, 2022 will also be provided with a new ID card with the new Banner Student ID number after they have registered into their Semester 1, 2022 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)

### Registration

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

**Newly admitted students** 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 Change page](#)

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

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

**Mobile:** 9985859

#### 8. How do I check my Student Profile?

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
5. You can verify your Bio, general and graduation information with your Curriculum details such as degree, admit term, etc.

For any queries related to your profile, contact [admission@fnu.ac.fj](mailto:admission@fnu.ac.fj)

## 9. How do I check my Programme Structure?

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 → Programme Structure
5. Select academic year
6. Search for programmes
7. Click on each hyperlink to view Courses

For any queries related to Programme structure, contact your respective College EOs/SEOs. Refer [here](#).

## 10. 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)

## Class Timetables

### 11. 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

## Student Logins

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

2022 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	Banner ID and password	<ul style="list-style-type: none"> <li>View course materials and assessments.</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 1 2022 courses.</li> <li>View all results.</li> </ul>
	<a href="#">Library</a>	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>

## Final Grades and Transcript

### 13. 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

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

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

#### Holds

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

A 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

#### 16. 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 [exams@fnu.ac.fj](mailto:exams@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

#### 17. 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

#### 18. 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.

### 19. 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

### 20. 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

### 21. 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 [Coordinator-DegreeWorks@fnu.ac.fj](mailto:Coordinator-DegreeWorks@fnu.ac.fj)

### 22. 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 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)

### 23. 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)

## 24. Registration Restrictions

### Prerequisite not met

- This means that you are registering for a unit that requires prior completion of a unit.
- Seek advice from your respective college if you are presented with the following Prerequisite not met message while registering for units

### Course does not fall under programme of student

- This means that you are registering for a unit that is not part of your programme structure.
- Seek advice from your respective college if you are presented with this message while registering for units.

### Time Clash

- This means that you are registered for units that falls within the same day and time.
- You can drop the course component that is clashing and register for another time slot for the same course component.
- In case you are still not able to resolve the time clash, you may seek advice from your respective college if you are presented with this message while registering for units.

### Unclassified Studies & Studied in pre-2018 programmes

- If you are currently enrolled in an Unclassified Studies Programme or were enrolled in your current programme prior to 2018 i.e. 2017, 2016, 2015 etc
- Seek advice from your respective college and request for an audit letter. The audit letter will have a list of units you are required to register.

### Cross Credit

- If you are not able to register due to any cross credit related issues then you may email [crosscredit@fnu.ac.fj](mailto:crosscredit@fnu.ac.fj) to request an update for your existing cross credit application or to apply for a cross credit.
- You may also seek advice from your respective college if you feel that you need a response from the college.

### College Contacts

You can contact your respective colleges if you wish to seek academic advice.

College of Humanities & Education  
[seo-che@fnu.ac.fj](mailto:seo-che@fnu.ac.fj)

Fiji Maritime Academy  
[eo-fma@fnu.ac.fj](mailto:eo-fma@fnu.ac.fj)

College of Business, Hospitality &  
Tourism Studies  
[eocbhts@fnu.ac.fj](mailto:eocbhts@fnu.ac.fj)

College of Engineering, Science &  
Technology  
[EOEng@fnu.ac.fj](mailto:EOEng@fnu.ac.fj)

College of Agriculture, Fisheries &  
Forestry  
[seo-caff@fnu.ac.fj](mailto:seo-caff@fnu.ac.fj)

College of Medicine, Nursing & Health  
Sciences  
[seruwaia.tuitoga@fnu.ac.fj](mailto:seruwaia.tuitoga@fnu.ac.fj)