



Welcome to Townsville and James Cook University

Research degree students

Congratulations and welcome to James Cook University. Below are important dates and information you need to know. The international students' website www.jcu.edu.au/international and the Graduate Research School website www.jcu.edu.au/grs will provide you with information about studying at JCU.

Before you arrive at JCU

Student visas

Please email a copy of your student visa as soon as you receive it to: internationaladmissions@jcu.edu.au

Travel plans

Email your arrival date to international@jcu.edu.au so that we know when to expect you.

On-campus accommodation

You will need to submit your application through the JCU Accommodation Office. As accommodation on campus is limited you should list as many options as possible to ensure you have the best chance of being offered a place. A \$55 non-refundable Accommodation Application Fee applies.

Applications open for TP2, 2017: 1 April 2017
Applications open for TP1, 2018: 1 August 2017

www.jcu.edu.au/accommodation or email accommodation@jcu.edu.au

Off-campus accommodation

Visit the off-campus accommodation database:

www.jcu.edu.au/accommodation

Username: **guest**

Password: **guest**

Other useful websites include:

www.gumtree.com.au

www.realestate.com.au

The Residential Tenancies Authority provides useful information about renting in Queensland.

www.rta.qld.gov.au

Temporary accommodation

If you require temporary accommodation for the first few nights after your arrival, check out the list of motels/hotels and backpacker hostels in Townsville where you can make a booking - www.jcu.edu.au/international-students/prepare-your-arrival/before-you-arrive/accommodation

Please note that these are only some of the options available in Townsville.

Free arrival reception service

If you intend to arrive between **10 - 16 July, 2017** you can take advantage of JCU's free arrival service.

Booking deadline:

Two weeks prior to your arrival

www.jcu.edu.au/international/support/beforeyouarrive/bookingarrival

If you arrive before or after these dates you will need to arrange your own transport to your accommodation. There are taxis available that service the airport, bus and train station.

Townsville Taxis: www.tsvtaxi.com.au

About Townsville and North Queensland

www.townsvilleholidays.info

www.townsville.qld.gov.au

www.townsvilleconventionbureau.com.au/events-calendar

Upon your arrival in Townsville

If you have booked an arrival reception service, you will be met at the luggage collection area and taken to your organised accommodation.

Service provider: Aircrew Transfers Townsville

If your travel plans change it is important to notify us so we can re-schedule your booking:

international@jcu.edu.au.

Check-in with the Student Centre

As soon as possible after you arrive you need to visit the Student Centre in Education Central (Building 134) to register your arrival, receive your arrival information, book an orientation session and finalise your enrolment.

You should also email your supervisor to notify them of your arrival.



Organise your JCU computer account and enrolment

Visit the Graduate Research School's website and click on the "setup your email" option to obtain your login details. www.jcu.edu.au/grs

You will need your JCU student identification number found on your Confirmation of Enrolment (CoE) under section C *Student Details > Provider Student ID*. If you do not have a CoE, contact your admissions officer or email internationaladmissions@jcu.edu.au.

NOTE: You must remember your email address, username and new password. Bring these details with you when you register your arrival.

Check your JCU email account regularly as supervisors and University staff will communicate with you via this address. Official email correspondence between you and the University should always come from your JCU account.

My JCU username is:

jc _____

My JCU email address is:

_____ @my.jcu.edu.au

Updating your personal details

eStudent is your enrolment and student information portal. In eStudent you can update your contact and personal details.

When logging into eStudent for the first time, you will be asked to confirm the following details before you proceed:

- Parent/guardian education information Citizenship and residency
- Disability
- Cultural details
- Address details: postal, semester residential*, home residential, emergency and preferred mailing
- Telephone contact: Permanent, semester, mobile
- Emergency contact details

* If studying on a student visa, it is a condition that you provide JCU with details of your semester address as soon as you have secured permanent accommodation. By completing this information on eStudent you are fulfilling this requirement of your student visa.

Need more information or assistance?

Computer account: including password reset, contact infohelp@jcu.edu.au or visit the library (Building 18) after your arrival.

Once you arrive on campus, JCU staff can provide you with further assistance, visit the Student Centre in Education Central (Building 134).

Orientation 'O' Week Monday 17 to Friday 21 July, 2017

If you are on campus during O Week we recommend you take advantage of the activities on offer such as campus tours, workshops, social events and much more.

Check out the full program:
www.jcu.edu.au/orientation

Further information and assistance

Contact the International Support team:

Email: international@jcu.edu.au
Phone: +61 7 4781 4662
In person: Education Central, Building 134, Douglas Townsville Campus

Interactive map

www.jcu.edu.au/maps

Connect with current students on Facebook

 www.facebook.com.au/james.cook.university.international

Once you arrive in Australia you can contact James Cook University after business hours by calling the Student Assistance Helpline on 1800 754 185.

Important terminology

TP: Teaching Period; there are two per year. TP1 (January-June) and TP2 (July-December)

eStudent: Enrolment and student information portal. Accessed with jc number and password. www.jcu.edu.au/students/enrolment/estudent-online-help

We wish you a safe and happy journey to James Cook University and look forward to meeting you soon.