

1. Making an aegrotat or compassionate application for your tests or final exams



You can make an aegrotat application for aegrotat or compassionate consideration for **written tests or final exams** from your 'Landing Page':

- Open aegrotat.auckland.ac.nz/apply
- Access more **information and guidance** if required
- View and update **your contact details**
- Click **Start New Application**.

Hello [redacted]

A

You can apply for [aegrotat](#) or [compassionate](#) consideration if you feel that unforeseen circumstances beyond your control have **significantly** affected one or more of your tests or exams.

End of Semester Examinations – Qualifying Criteria

B

- You must have been prevented from sitting the exam or consider that your preparation for and/or performance in the exam was seriously impaired
- Your circumstances must be **temporary** (i.e. 2 weeks prior to exam date), **unforeseen**, **exceptional** and **beyond your control**.
- You must provide **evidence** from a registered doctor, dentist, midwife or counsellor in support of your application.
- You must sit your exams if at all possible.
- Your work needs to be **well above** the minimum pass standard (normally a C+ or better) in all coursework, including any written tests.
- You must submit your application with the evidence no later than **seven days** after the exam date. If you are applying for multiple exams, no later than seven days after the last exam date.
- You must pay the application fee of \$30 per exam (maximum \$50 per application).

In-Semester Tests – Qualifying Criteria

C

- You must have been prevented from sitting the test or consider that your preparation for and/or performance in the test was seriously impaired
- Your circumstances must be **temporary** (i.e. 2 weeks prior to test date), **unforeseen**, **exceptional** and **beyond your control**.
- You must provide **evidence** from a registered doctor, nurse practitioner or equivalent, dentist, midwife or counsellor in support of your application.
- You must have attempted the test if at all possible.
- The test must count for a percentage of the marks awarded for the course.
- You must submit the application with the evidence no later than **seven days** after the test date.
- You must pay the application fee of \$10 per test

D

Aegrotat – Evidence Requirements

Compassionate – Evidence Requirements

- If you are **unable to sit** an exam or test you must see a registered doctor on the day of the exam or test
- If your **performance is impaired** in an exam or test you must be seen by a registered doctor on the day of the exam or test, or at least within 24 hours before or after the exam or test
- If your **preparation is impaired** for an exam or test you must be seen by a registered doctor within 2 weeks prior to the exam or test
- You must provide a Health Declaration form completed by a registered doctor, dentist, midwife or counsellor (or for Test Aegrotat only a nurse practitioner or equivalent).
You can also submit consultation notes as extra evidence.

A. Information and guidance: click to understand the important difference between the two application types i.e. Aegrotat and Compassionate.

B. End of Semester Examination Qualifying Criteria: read to understand the qualifying criteria for an Exam aegrotat

C. In Semester Tests Qualifying Criteria: read to understand the qualifying criteria for a Test aegrotat

D. Aegrotat Evidence Requirements: read to understand the evidence required to support an Aegrotat application

For other personal misfortune ('Compassionate'), such as family illness, bereavement, serious relationship or family issues, the evidence required will depend on the student's circumstances.

It is highly recommended that you discuss your personal situation with a University Counsellor before submitting your application (you may save it for later but please ensure you submit by the deadline). The counsellor will help you make an application and advise what kind of evidence is required. Otherwise the following guidelines apply:

- Medical evidence, with specific dates, for illness of family member.
- Order of service, letter from the undertaker or death notice in the paper for death of family member or close friend.
- Evidence of flight dates if travel is required to attend a funeral.
- Police report for theft of belongings etc.
- For some situations such as serious relationship or family issues, a letter from a witness such as a friend or family member, who can testify to the circumstances. The witness statement must be signed in the presence of a Justice of the Peace.

The details we have for you are as below. You can [update your details here](#). F

Preferred name:

UoA ID number:

UoA e-mail:

Mobile number:

Need further assistance? View our [webpage](#), or email aegrotats@auckland.ac.nz G

Please note that there is an [online application fee](#) of \$30 for each exam (to a maximum of \$50 per application). H

For Tests there is an [online application fee](#) of \$10 for each test. You must complete a separate application for each test.

Please note: A convenience fee of 1.9% will be automatically added when you make your payment by credit card. To find out more, visit the [Card Payment Convenience Fee webpage](#).

Alternatively, you can select to pay by 'account2account' where no convenience fee is charged.

START NEW
APPLICATION

I

- E. **Compassionate Evidence Requirements:** read to understand the evidence required to support a Compassionate application
- F. **Your details:** click to update your contact details.
- G. **Further assistance:** click the 'webpage' link or email the Exams Office for further information and guidance.
- H. **Application Fee:** click to understand payment options.
- I. **Start New Application:** click to start a new Aegrotat or Compassionate application for either Exams or Tests.

Application History J

Application no.	Application type	Assessment method	Term	Submit date	Application Status	Workflow Status
46046	Aegrotat	TEST	2020 Semester Two	30/07/2020	EVIDENCE INCOMPLETE	WITH STUDENT
46048	Aegrotat	EXAM	2020 Semester Two	30/07/2020	UNDER REVIEW	WITH FACULTY
39007	Aegrotat	EXAM	2020 Summer School	02/04/2020	UNDER REVIEW	WITH UHCS
46045	Aegrotat	TEST	2020 Semester Two	30/07/2020	UNDER REVIEW	WITH UHCS
46047	Compassionate	TEST	2020 Semester Two	30/07/2020	UNDER REVIEW	WITH UHCS

< < 1 2 3 4 5 ... > >

K Edit

J. Application History: this section provides an overview of previously started, saved or submitted applications. It displays the application number, application type, assessment method (exam or test), term, submission date, application status and Workflow Status.

Application Status

This indicates where your application currently sits as one of the following:

- **Not Submitted** Your application has yet to be submitted. Select your application and click on the edit button to submit and pay. It may also have been submitted but then cancelled at your request.
- **Payment Incomplete** Your application fee has not yet been received. Click [here](#) for further information and advice.
- **Submitted** Your application has been submitted and payment received.
- **Under Review** Your application is being assessed.
- **Evidence Incomplete** You will receive an email from University Health and Counselling Services to provide more evidence.
To submit more evidence, go to the application portal and scroll down to the bottom of the page until you see your Application History. Select the application line which says Evidence Incomplete. An Edit button will display. Click on this and it will take you to your application to upload the evidence and resubmit. Do not start a new application otherwise you will be charged again.
- **Complete** Your application has been declined by the independent moderator due to insufficient evidence to support your application (Workflow Status = With UHCS) or Your application has been assessed and the outcome sent to your student email (workflow status = With Exams Office or With Faculty).

Workflow Status

This indicates where your application currently sits as one of the following:


- **With Student** Either you haven't submitted the application or you have been asked (via email) to provide more evidence. It may also have been cancelled at your request.
- **With UHCS** Your application is with the Independent Moderator being assessed.
- **With Faculty** Your application is with the Faculty being assessed, or for Test Aegrotat has been completed and a final outcome letter email has been sent to you.
- **With Exams Office** Your application is with the Senate Rep being assessed or with the Exams Office awaiting the final outcome, or has been completed and a final outcome letter email has been sent to you.

K. Edit applications: click to highlight your application in your 'Application History', then click the 'Edit' button to open, view and update previously **saved, not submitted** or **evidence incomplete** applications. Once an application has been submitted, it cannot be edited. Ensure you scroll down to the bottom of the screen for the 'Edit' button to appear.

2. Creating an Aegrotat request



- **NOTE:** Please ensure you use **Chrome, Firefox or Internet Explorer 11 and above** to start applications. IE8 and below are not supported browsers for aegrotat.
- Click **'Start New Application'** on your student landing page
- Select **Exam** or **Test**
- Select **'Aegrotat'** if your exams or tests have been significantly affected by your **health**
- Tick the **Covid-19 related** check box if your circumstances are related to Covid-19
- Select **term**
- For **Tests** enter **test date**, and **test name** (if known). For **Exams** the exam date will automatically display.
- Select level of **impairment** per course (for Tests you can only select one course)
- Attach **evidence**
- Add **alternative contact** details
- Accept **terms and conditions**
- Click **Save for Later** to save your application then return and submit at a later stage
- **Submit and Pay** the application.



Application for Aegrotat or Compassionate Consideration

Hello [Name]

Select the assessment type **A** Exam Test

Have one or more of your tests been significantly affected by your health ('Aegrotat') or by other personal misfortune ('Compassionate')? **B** Your health ('Aegrotat') Other personal misfortune ('Compassionate')

Is the application Covid-19 related **C** Yes No

Select the affected term **D** 2020 Semester Two

Select the course(s) you wish to have considered and indicate how you have been affected

Note: For End of Semester Exams you can include multiple courses (exams) in one application. For In-Semester Tests you must complete a separate application for each test.

Course E	Description	Test Date F	Test Name G	H
GEOG 101	Earth Surface Processes and La	Enter a date (dd/MM/yyyy)		<input type="checkbox"/> Unable to attend the test <input type="checkbox"/> Significantly impaired preparation <input type="checkbox"/> Significantly impaired performance
COMLAW 201	Commercial Contracts	Enter a date (dd/MM/yyyy)		<input type="checkbox"/> Unable to attend the test <input type="checkbox"/> Significantly impaired preparation <input type="checkbox"/> Significantly impaired performance
OPSMGT 255	Intro Operts & Suply Chain Mgt.	Enter a date (dd/MM/yyyy)		<input type="checkbox"/> Unable to attend the test <input type="checkbox"/> Significantly impaired preparation <input type="checkbox"/> Significantly impaired performance
ENVSOCI 203	Modelling Environmental System	Enter a date (dd/MM/yyyy)		<input type="checkbox"/> Unable to attend the test <input type="checkbox"/> Significantly impaired preparation <input type="checkbox"/> Significantly impaired performance

Application Fee: \$0 **I**

Aegrotat

Aegrotat - Evidence Requirements **J**

- If you are **unable to sit** an exam or test you must see a registered doctor on the day of the exam or test
- If your **performance is impaired** in an exam or test you must be seen by a registered doctor on the day of the exam or test, or at least within 24 hours before or after the exam or test
- If your **preparation is impaired** for an exam or test you must be seen by a registered doctor within 2 weeks prior to the exam or test
- You must provide a Health Declaration form completed by a registered doctor, dentist, midwife or counsellor (or for Test Aegrotat only a nurse practitioner or equivalent). You can also submit consultation notes as extra evidence.

You must upload a scan or photo of a completed health declaration form and the consultation notes from a registered doctor, nurse practitioner or equivalent, dentist, midwife or counsellor. Find out about acceptable file types and sizes.

Click to upload your evidence **K**

The outcome of the application will be sent to your student email address. If we need to talk to you about your application we will contact you on your listed mobile or you can provide another contact number.

Alternative contact number: **L** [Text Box]

In submitting this application, I understand and agree that the University will only release the information obtained pursuant to this authorisation to the persons involved in the assessment of the application. In the event of a difference of opinion or a dispute concerning my application, I authorise the release of the information to an independent referee appointed by the University. I understand that the information associated with this application will be used for the purpose of this application only and will not be released to other persons.

M Tick to indicate that you have read and agree with the statement above

N **O** **P**


- Please select assessment date for the Test.
- Please indicate for each course the type of impairment you wish to apply for.
- You must attach supporting medical evidence
- Please ensure you tick 'I agree' as confirmation that you understand and authorise the University to release information contained in your application for the purposes outlined in the statement above.

2. Creating an Aegrotat request

- A. **Assessment type:** select Exam or Test – once you select an option it cannot be changed. If you need to select a different assessment type, refresh the screen and start a new application.
- B. **Application type:** select Aegrotat if your exams or tests have been significantly affected by your health.
- C. **Covid-19 related:** select the Covid-19 related 'Yes' radio button if your circumstances are related to Covid-19, otherwise this will default to 'No'.
- D. **Term:** select the term that has been affected from the drop-down box.
- E. **Course:** courses for consideration will automatically display based on the term selected.
- F. **Exam/Test Date:** For exams this field will be automatically populated. For tests you need to enter the date of the test (once you have ticked the relevant course check box).
- G. **Test Name:** If you know the name of the test enter it here. For exams, this is not required.
- H. **Level of impairment:** *Unable to attend, Preparation impaired, Performance impaired.*
Select the check box for your relevant level of impairment. Note, if 'Unable to attend' is chosen then 'Preparation or Performance impaired' cannot be chosen. You can choose 'Preparation impaired' or 'Performance impaired only, or both'.
For tests, you must complete a separate application for each test therefore can only select one course.
For exams you can complete one application for all exams you wish to apply for i.e. select multiple courses.
- I. **Application Fee:** the fee you need to pay to when submitting your application.
Exams = \$30 application fee per exam (up to a maximum of \$50 **per application**), Tests = \$10 application fee per test.
If your application is Covid-19 related the application fee will be waived.
- J. **Aegrotat Evidence Requirements:** read to understand the evidence required to support an Aegrotat application
- K. **Medical evidence:** you must attach medical evidence and a copy of the consultation notes. Click the [paper clip] icon to upload evidence and the remove button to delete attachments as required. You can upload ten attachments (maximum) per application, maximum file size 15mb each. File types supported are png, jpeg and pdf. All evidence submitted as part of your application will be treated in strict confidence by University Health and Counselling Services. Nobody else, including your lecturers and the Examinations Office, will have access to your evidence.
- L. **Alternative contact:** please provide an alternative contact number if appropriate.
- M. **Terms and conditions:** read the terms and conditions and click the 'I agree' to confirm. You cannot submit your application without doing this.
- N. **Submit and Pay:** click to submit the application and be directed to the payment page to pay.
If the application is Covid-19 related and there is \$0 to pay, select the **Submit** button. The application will be submitted and you will be returned to the Aegrotat home page. Confirm Workflow Status = **With UHCS** in the Application History queue.
- O. **Save for Later:** click to return your unpaid application to your application history queue, displaying a status of 'Not Submitted'. To edit your application, please refer to 'K. Edit applications' on page 3 of this document.
- P. **Cancel:** click to cancel your application submission.

3. Creating a Compassionate request

- Click **'Start New Application'** on your student landing page
- Select **Exam or Test**
- Select **'Compassionate'** if your exams or tests have been significantly affected by personal misfortune
- Tick the **Covid-19 related** check box if your circumstances are related to Covid-19
- Select **term**
- For **Tests** enter **test date**, and **test name** (if known). For **Exams** the exam date will automatically display.
- Select level of **impairment** per course (for Tests you can only select one course)
- Enter **application reason**
- Attach **additional information**
- Add **alternative contact** details
- Accept **terms and conditions**
- Click **Save for Later** to save your application then return and submit at a later stage
- **Submit and Pay** the application.



Application for Aegrotat or Compassionate Consideration

Hello! _____

Select the assessment type: **A** Exam Test

Have one or more of your tests been significantly affected by your health ('Aegrotat') or by other personal misfortune ('Compassionate')? **B** Your health ('Aegrotat') Other personal misfortune ('Compassionate')

Is the application Covid-19 related? **C** Yes No

Select the affected term: **D** 2020 Semester Two

Select the course(s) you wish to have considered and indicate how you have been affected
Note: For End of Semester Exams you can include multiple courses (exams) in one application. For In-Semester Tests you must complete a separate application for each test.

Course E	Description	Test Date F	Test Name G	H
GEOG 101	Earth Surface Processes and La	Enter a date (dd/MM/yyyy)		<input type="checkbox"/> Unable to attend the test <input type="checkbox"/> Significantly impaired preparation <input type="checkbox"/> Significantly impaired performance
COMLAW 201	Commercial Contracts	Enter a date (dd/MM/yyyy)		<input type="checkbox"/> Unable to attend the test <input type="checkbox"/> Significantly impaired preparation <input type="checkbox"/> Significantly impaired performance
OPSMGT 255	Intro Operts & Suply Chain Mgt	Enter a date (dd/MM/yyyy)		<input type="checkbox"/> Unable to attend the test <input type="checkbox"/> Significantly impaired preparation <input type="checkbox"/> Significantly impaired performance
ENVSCI 203	Modeling Environmental System	Enter a date (dd/MM/yyyy)		<input type="checkbox"/> Unable to attend the test <input type="checkbox"/> Significantly impaired preparation <input type="checkbox"/> Significantly impaired performance

Application Fee: \$0 **I**

Compassionate

Compassionate - Evidence Requirements **J**

For other personal misfortune ('Compassionate'), such as family illness, bereavement, serious relationship or family issues, the evidence required will depend on the student's circumstances. It is highly recommended that you discuss your personal situation with a University Counsellor before submitting your application (you may save it for later but please ensure you submit by the deadline). The counsellor will help you make an application and advise what kind of evidence is required. Otherwise the following guidelines apply:

- Medical evidence, with specific dates, for illness of family member.
- Order of service, letter from the undertaker or death notice in the paper for death of family member or close friend.
- Evidence of flight dates if travel is required to attend a funeral.
- Police report for theft of belongings etc.
- For some situations such as serious relationship or family issues, a letter from a witness such as a friend or family member, who can testify to the circumstances. The witness statement must be signed in the presence of a Justice of the Peace.

Please advise why you wish to apply for compassionate consideration in the space below. **K**

You must upload an electronic copy of evidence in support of your application. Find out about appropriate evidence as well as acceptable file types and sizes. **L**

The outcome of the application will be sent to your student email address. If we need to talk to you about your application we will contact you on your listed mobile or you can provide another contact number.

Alternative contact number: **M** _____

In submitting this application, I understand and agree that the University will only release the information obtained pursuant to this authorisation to the persons involved in the assessment of the application. In the event of a difference of opinion or a dispute concerning my application, I **N** authorise the release of the information to an independent referee appointed by the University. I understand that the information associated with this application will be used for the purpose of this application only and will not be released to other persons.

Tick to indicate that you have read and agree with the statement above

- Please select assessment date for the Test.
- Please indicate for each course the type of impairment you wish to apply for.
- You must attach electronic copy of evidence.
- Comments for Compassionate application are mandatory.
- Please ensure you tick 'I agree' as confirmation that you understand and authorise the University to release information contained in your application for the purposes outlined in the statement above.


3. Creating a Compassionate request

- A. **Assessment Type:** select Exam or Test – once you select an option it cannot be changed. If you need to select a different assessment type, refresh the screen and start a new application.
- B. **Application type:** select Compassionate if your exams or tests have been significantly affected by personal misfortune.
- C. **Covid-19 related:** tick the Covid-19 related check box if your circumstances are related to Covid-19
- D. **Term:** select the term that has been affected from the drop-down box.
- E. **Course:** courses for consideration will automatically display based on the term selected.
- F. **Exam/Test Date:** For exams this field will be automatically populated. For tests you need to enter the date of the test (once you have ticked the relevant course check box).
- G. **Test Name:** If you know the name of the test enter it here. For exams, this is not required.
- H. **Level of impairment:** *Unable to attend, Preparation impaired, Performance impaired.*
Select the check box for your relevant level of impairment. Note, if 'Unable to attend' is chosen then 'Preparation or Performance impaired' cannot be chosen. You can choose 'Preparation impaired' or 'Performance impaired only, or both'.
For tests, you must complete a separate application for each test therefore can only select one course.
For exams you can complete one application for all exams you wish to apply for i.e. select multiple courses.
- I. **Application Fee:** the fee you need to pay to when submitting your application.
Exams = \$30 application fee per exam (up to a maximum of \$50 **per application**), Tests = \$10 application fee per test.
If your application is Covid-19 related the application fee will be waived.
- J. **Compassionate Evidence Requirements:** read to understand the evidence required to support a Compassionate application
- K. **Application reason:** Please advise the reasons you are requesting consideration. This will only be read by University Health and Counselling Services. Nobody else, including lecturers and the Examinations Office, will be advised of your circumstances or evidence.
- L. **Attach other information:** Attach evidence you feel will support your application. Click the [paper clip] icon to upload evidence and the remove button to delete attachments as required. You can upload ten attachments (maximum) per application, maximum file size 15mb each. File types supported are png, jpeg and pdf.
- M. **Alternative contact:** please provide an alternative contact number if appropriate.
- N. **Terms and conditions:** read the terms and conditions and click the 'I agree' to confirm. You cannot submit your application without doing this.
- O. **Submit and Pay:** click to submit the application and be directed to the payment page to pay.
If the application is Covid-19 related and there is \$0 to pay, select the **Submit** button. The application will be submitted and you will be returned to the Aegrotat home page. Confirm Workflow Status = **With UHCS** in the Application History queue.
- P. **Save for Later:** click to return your unpaid application to your application history queue, displaying a status of 'Not Submitted'. To edit your application, please refer to 'K. Edit applications' on page 3 of this document.
- Q. **Cancel:** click to cancel your application submission.

4. Making a payment

The payment page is used to pay for your aegrotat or compassionate application.

- Note **application number**
- Check application fee **payment amount**
- Choose **payment method**
- Click **Cancel** to cancel your payment
- Click **Pay** to submit your payment



Application for Aegrotat or Compassionate Consideration

Application# **A** 47200

Applicant name

Assessment type TEST

Application fee **B** \$10.00

Please choose a payment method **C** Credit card OR Account to Account
 Internet banking

Credit card (Visa, Mastercard, Amex) payment have a convenience fee of 1.9%. No fee for Account to Account

D Cancel **E** Pay

- A. Note application number.
- B. Check application fee payment amount.
- C. Choose payment method.
- D. Click **Cancel** to cancel your payment.
- E. Click **Pay** to submit your payment.

Payment method: confirm one of the following payment methods then click the relevant link below to get more details:

- [Credit Card](#)
- [Account to Account Transfer](#)
- [Internet Banking](#)

5. Paying by credit card

The Payment Checkout page is used to pay for your aegrotat or compassionate application by credit card or account to account transfer.

To pay by credit card...



- Check application fee **payment amount**
- Select **Payment Method = Visa/Mastercard**
- **Enter Credit Card Details**
- Click **Submit** to submit your payment



Payment Checkout

Amount: \$10.00 (NZD)

Select Payment Method

Select a payment method from the following available options:

A   account2account

Credit Card Payment

Please note a convenience fee of 1.5% applies to Credit Card payment

Convenience Fee: \$0.19 (NZD)
Total Amount: \$10.19 (NZD)


Card Number:* B

Name On Card:* C

Expiry Date:* D

CVC:* E What is this?

F



Transaction Approved

Amount: \$10.00 (NZD)
Convenience Fee: \$0.19 (NZD)
Total Amount: \$10.19 (NZD)
Card: 411111.....11
Card Type: Visa
Card Holder:
Transaction Type: Purchase
Auth Code: 161613
Reference: 000000011e69512a

Receive an email of this transaction

Email: G

H

For Credit Card Payment (Only Visa and MasterCard accepted)

- Select the Visa/Mastercard icon**
- Enter your credit card number**
- Enter the name as printed on your card**
- Enter the expiry date** printed on your card
- Enter the three-digit code** on the back of your card (click 'what is this' for more details)
- Click Submit** to submit your payment

Payment Checkout (Transaction Approved) screen

- Update email address** if required
- Select Next**

You will be returned to the Aegrotat home page.
Confirm Workflow Status = **With UHCS** in
Application History queue.

6. Credit card tips & tricks

To ensure payment was successful, you **must** continue clicking through all the payment screens, then clicking **next** to return to your application landing page. If at any time you close your browser **before** completion, please refer to the information below.

A. Clicking Cancel.

If you click **Cancel**, you have **not** completed payment for your application. Your application status in the landing page displays as **Not Submitted** in the Application History. Click the **related application number**, then click the **Edit** button (refer to 'K. Edit applications' on page 3 of this document).

B. Closing your browser before clicking Pay.

Closing your browser before clicking **Pay** means you have **not** completed payment for your application. Your application status in the landing page displays as **Not Submitted** in the Application History. Click the **relevant application number**, then click the **Edit** button (please refer to 'K. Edit applications' on page 3 of this document).

Application# 47200

Applicant name

Assessment type TEST

Application fee \$10.00

Please choose a payment method

Credit card OR Account to Account

Internet banking

Credit card (Visa, Mastercard, Amex) payment have a convenience fee of 1.9%. No fee for Account to Account

A Cancel **B** Pay

C. Closing your browser before clicking Submit.

After entering your credit card details, if you close your browser before clicking **Submit** you have **not** completed payment for your application. Your application status in the landing page displays as **Payment Incomplete** in the Application History. You will need to finalise your payment via an alternative method ([Internet Banking](#)).

Credit Card Payment

Please note a convenience fee of 1.5% applies to Credit Card payment

Convenience Fee: \$0.19 (NZD)
Total Amount: \$10.19 (NZD)

Card Number:*

Name On Card:*

Expiry Date:* 07 20

CVC:* What is this?

C Submit

Transaction Approved

Amount: \$10.00 (NZD)
Convenience Fee: \$0.19 (NZD)
Total Amount: \$10.19 (NZD)
Card: 411111.....11
Card Type: Visa
Card Holder:
Transaction Type: Purchase
Auth Code: 161613
Reference: 00000011e69512a

Receive an email of this transaction

Email: name@aucklanduni.ac.nz

D Next

D. Closing your browser before clicking Next.

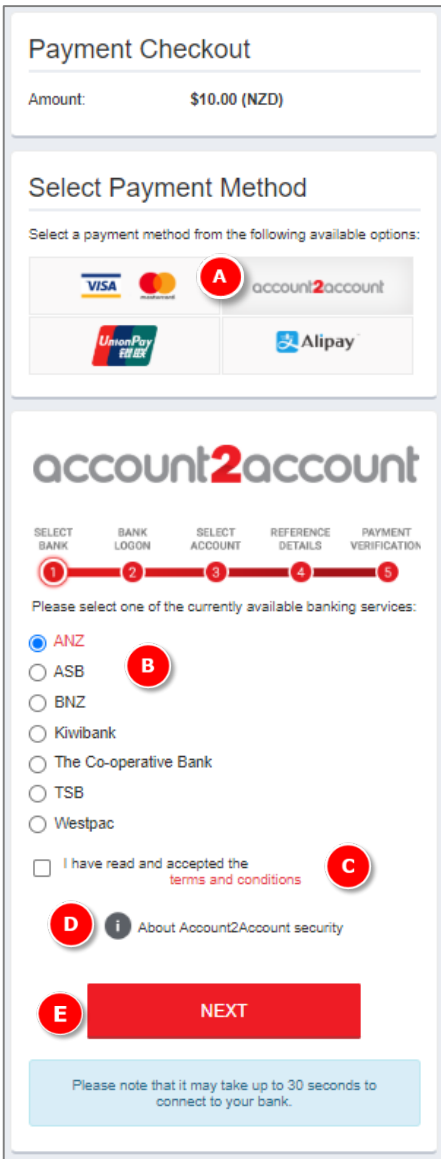
If you exit the payment checkout browser before clicking **Next**, your payment has **not been fully processed**. You will receive an approval email, however the application status in the landing page will display as **Payment Incomplete** in the Application History. Your payment will be reconciled within two working days, and the status of your application updated to **Submitted** or **Under Review** in the Application History. If your application status remains unchanged, please contact [University Health and Counselling Services](#), quoting your student ID and application number as shown in your Application History.

7. Paying by account to account transfer

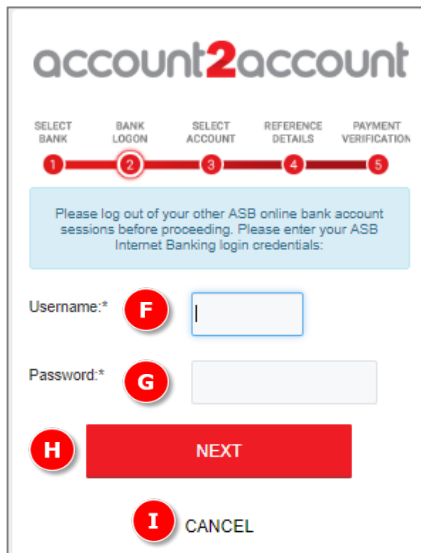
The payment page is used to pay for your aegrotat or compassionate application by credit card or account to account transfer.

To pay using account to account...

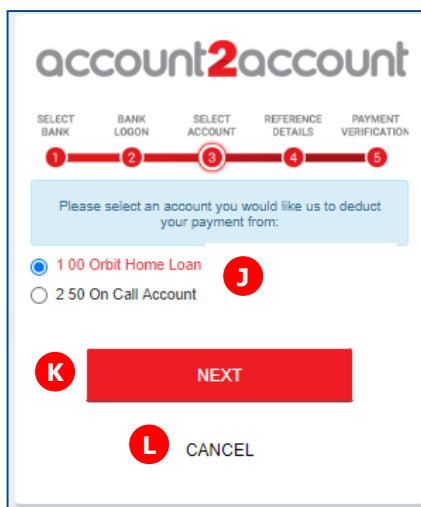
- Check application fee **payment amount**
- Select **Payment Method = account2account**
- **Enter Account Transfer Details and Complete Payment**



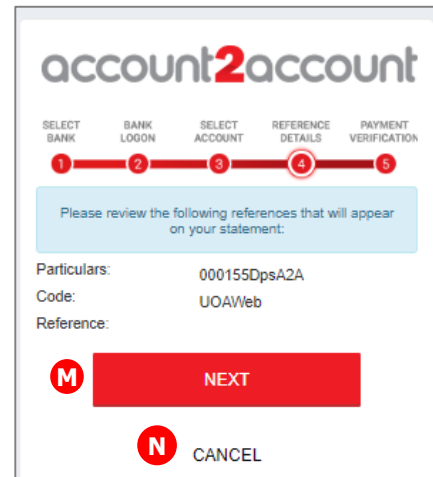
- For Account to Account Transfer – Step 1**
- A. Select the **account2account** icon
 - B. Select your **Bank** from the list
 - C. Tick the **terms and conditions** check box
 - D. Click 'About Account2Account security' for more details
 - E. Click Next to submit your payment



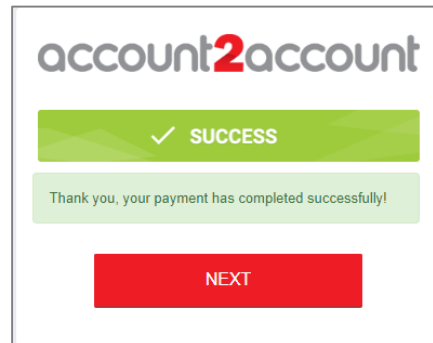
- Step 2 - Bank Login**
- F. Enter your **Bank Login Username**
 - G. Enter your **Bank Login Password**
 - H. Select **Next**
 - I. Select **Cancel** to cancel the payment



- Step 3 – Select Account**
- J. Select the **bank account for payment**
 - K. Select **Next**
 - L. Select **Cancel** to cancel the payment



- Step 4 – Reference Details displayed**
- M. Select **Next**
 - N. Select **Cancel** to cancel the payment



- Step 5 – Payment Verification**
- You will be returned to the Aegrotat home page. Confirm Application Status = **Submitted** in Application History queue

6. Account2account tips & tricks

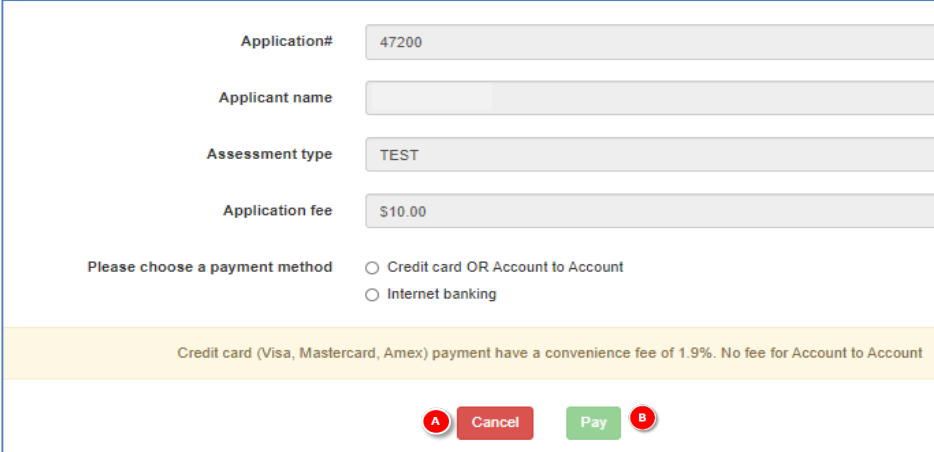
To ensure payment was successful, you **must** continue clicking through all the payment screens, then clicking **next** to return to your application landing page. If at any time you close your browser **before** completion, please refer to the information below.

A. Clicking Cancel.

If you click **Cancel**, you have **not** completed payment for your application. Your application status in the landing page displays as **Not Submitted** in the Application History. Click the **related application number**, then click the **Edit** button (refer to 'K. Edit applications' on page 3 of this document).

B. Closing your browser before clicking Pay.

Closing your browser before clicking **Pay** means you have **not** completed payment for your application. Your application status in the landing page displays as **Not Submitted** in the Application History. Click the **relevant application number**, then click the **Edit** button (please refer to 'K. Edit applications' on page 3 of this document).



The screenshot shows a payment checkout form with the following fields and options:

Application#	47200
Applicant name	
Assessment type	TEST
Application fee	\$10.00

Please choose a payment method

Credit card OR Account to Account

Internet banking

Credit card (Visa, Mastercard, Amex) payment have a convenience fee of 1.9%. No fee for Account to Account

Buttons: **A** Cancel **B** Pay

C. Closing your browser before clicking Next on the first 3 steps.

If you close the payment checkout browser before clicking **Next** on the first 3 steps of the account2account process, you have **not** completed payment for your application. Your application status in the landing page displays as **Payment Incomplete** in the Application History. You will need to finalise your payment via an alternative method ([Internet Banking](#)).

D. Closing your browser before clicking Next on the last 2 steps

If you close the payment checkout browser before clicking **Next** on the last 2 steps of the account2account process, your payment has **not been fully processed**. You will receive an approval email, however the application status on your landing page will display as **Payment Incomplete** in the Application History. Your payment will be reconciled within two working days, and the application status updated to **Submitted** or **Under Review** in the Application History. If your application status remains unchanged, please contact [University Health and Counselling Services](#), quoting your student ID and application number as shown in your Application History.

8. Paying by internet banking



To pay using internet banking...

- Login to your bank account
- Make payment using details provided in the instructions below

Instructions for paying by Internet Banking - https://uoa.custhelp.com/app/answers/detail/a_id/10431

Paying for your aegrotat or compassionate consideration application by internet banking.

How do I pay for my aegrotat or compassionate application by internet banking?

Application fees may be paid by internet banking using the following information:

Name of bank: ANZ

Name of account: The University of Auckland

Account number: 01-1839-0818777-08

Particulars: (Quote your 7- or 9-digit student ID)

Payee code: (Application number as shown in your [Application History](#))

Reference: 650/5201

Please allow up to four working days for your payment to be processed and for your application status to be updated in your Application History. If your application status remains unchanged, please contact [University Health and Counselling Services](#), quoting your student ID and application number as shown in your Application History.

Is this answer helpful?

Yes

No