

## **USI – Unique Student Identifier**

**To study at ILSC Greystone you must have a Unique Student Identifier (USI).**

**If you don't already have one, you must get a USI before your course starts.**

**But don't worry. It's easy. This sheet tells you how to get one.**

### **FREQUENT ASKED QUESTIONS**

<p><b>What is a USI?</b></p>	<p>The USI is a reference number made up of ten numbers and letters (example: 3AW88YH9U5) that:</p> <ul style="list-style-type: none"> <li>• Links to a secure online record of your recognised training and qualifications gained in Australia.</li> <li>• gives you access to your training records and transcripts.</li> <li>• can be accessed online, anytime, and anywhere.</li> <li>• it's free, easy to create and stays with you for life.</li> </ul>
<p><b>Do I need a USI if I'm only doing part of a course?</b></p>	<p>Yes, even if you enrol with a training provider only to complete part of a course, a module, or a single unit you will still require a USI.</p>
<p><b>Where can I get more information about a USI?</b></p>	<p>On the Internet. Go to: <a href="https://www.usi.gov.au/about-us">https://www.usi.gov.au/about-us</a></p>
<p><b>How do I get a USI?</b></p>	<p>We will help you as part of your enrolment and face-to-face orientation. You must come to your face-to-face orientation at ILSC Greystone.</p>
<p><b>Why do I need a USI?</b></p>	<p><b>If you do not have a USI, ILSC Greystone College is unable to issue you a Certificate or Statement of Attainment.</b></p>
<p><b>For more information</b></p>	
<p>Please visit:</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.usi.gov.au/">https://www.usi.gov.au/</a></li> <li>• <a href="https://www.usi.gov.au/students">https://www.usi.gov.au/students</a></li> <li>• <a href="https://www.usi.gov.au/help/FAQs/general">https://www.usi.gov.au/help/FAQs/general</a></li> <li>• <a href="https://www.usi.gov.au/help/FAQs/Students">https://www.usi.gov.au/help/FAQs/Students</a></li> </ul>
<p>Or contact:</p>	<ul style="list-style-type: none"> <li>• <a href="https://www.usi.gov.au/contact-us">https://www.usi.gov.au/contact-us</a></li> <li>• Calling within Australia: 1300 857 536</li> <li>• Calling internationally: +61 2 6218 0994</li> </ul>



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### 1. ID and contact details

Have your passport with you.  
You must have this document/number **before** you start to create your USI.  
You also need your personal contact details ready.  
*If you are not an international student, please refer to [www.usi.gov.au](http://www.usi.gov.au) for the list of form of ID.*

### 2. Go to

<https://www.usi.gov.au/students/get-a-usi>

### 3. Agree to the "Terms and Conditions"



You are here: Home

**i** The Student Portal will be unavailable from 7:00pm to 10:00pm (AEST) Friday 14 July 2023 for system maintenance. We apologise for any inconvenience.

On this page you can:

1. Create a USI account (if you don't already have one)
2. View your application status
3. Login to your USI account
4. Retrieve your USI
5. Reset your password
6. Activate your USI account.

### CREATE USI

If you do not have a USI account, you can create one now.

You only need to fill in a few details and have one form of ID to verify who you are. It should only take you about 5 minutes. Please select Create USI.

You can create your USI using your Digital Identity. Digital Identity is a safe, secure and convenient way to prove who you are online. [myGovID](#) is the Australian Government's Digital Identity app.

Create USI

Continue with Digital Identity

### **i** PASSWORD LOGIN

Please enter your USI or Email and Password, and select Login to access your USI account.

USI or Email

Password

Login

[Forgotten your password?](#)  
[Forgotten your USI?](#)

### **i** DIGITAL IDENTITY LOGIN

Your Digital Identity email **must** match your USI account email

Continue with Digital Identity

## 4. Proceed to "Create USI"

## 5. "Applying for a USI on behalf of another person".

**If you are applying for your own USI, select 'NO' and click 'next'.**

*If you are applying for another person, please visit <https://www.usi.gov.au/students/identification> for further information*

You are here: [Home](#) > Create USI

1. Create USI ▼ 2. Personal Details > 3. Contact Details > 4. Evidence o

### CREATE USI

\* Indicates a mandatory field

**i** Are you applying for a USI on behalf of another person? If you are providing assistance and the person is with you, select No. If you are applying for a USI on behalf of another person who is not currently with you, select Yes.

\* Are you applying for a USI on behalf of another person?  Yes  **No**

[Cancel](#)



## 6. Evidence of Identity and Personal details

Select your "Evidence of identity" (*use 'non-Australian passport' if you are an international student*)

### CREATE USI - PERSONAL DETAILS

**i** Before you begin you must select the evidence of identity document you will be using to create the USI.

Please enter your full name details into the Personal Details section below. Some forms of ID have special name formats:

- if your first/given name and middle name/s both appear on your form of ID as first/given names you must enter your first/given name in the First/Given Name field and your middle name/s into the Middle Name/s field.

Once you have completed the following details select **Next**.

\* Indicates a mandatory field

#### EVIDENCE OF IDENTITY

Document Type \*

Select

- Select
- Driver's Licence
- Medicare Card
- Passport (Australian)
- Non-Australian Passport (New Zealand)
- Non-Australian Passport (with Australian Visa)**
- Birth Certificate (Australian)
- Certificate of Registration by Descent
- Citizenship Certificate
- ImmiCard
- Aviation-Maritime Security Identification Card
- Centrelink Concession Card

#### PERSONAL DETAILS

##### Name Details

Do you have a First Name and

Yes  No, I only have

*(continuing)*

## 6. Evidence of Identity and Personal details

Fill out your details **as shown on your passport** (*make sure you do not fill out the 'middle name'*) and click **'next'**.

*\* You have only a few attempts. If you are having issues in your first attempt, please ask us for help.*

#### PERSONAL DETAILS

##### Name Details

Do you have a First Name and Family Name e.g. John Smith?

Yes  No, I only have one name

**First/Given Name** \*

Middle Name/s

**Family/Last Name** \*

For business or official purposes are you known by any other name that is not on your form of ID?

No  Yes

**Date of Birth** \*

  

**Confirm Date of Birth** \*

  

**Gender** \*

Male  
 Female  
 X (indeterminate/intersex/unspecified)

**Country of Birth** \*

Select

**Town/City of Birth** \*

[Cancel](#)

[Back](#)

[Next](#)



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### 7. Contact details

Fill out your contact details and click 'next'

\* Indicates a mandatory field

#### CONTACT DETAILS

Email Address

Mobile Number

Home Phone

#### Postal Address Details

Country of Residence This is the Country where you live

Postal Address

Suburb/Town/City

State

Postcode

[Cancel](#) [Back](#) [Next](#)

### 8. Confirm your details and create your password, and security questions.

Check if your details are correct and click on 'Confirm Identity'

If they are not correct, click on 'back to edit' and adjust your information.

1. Create USI ✓ 2. Personal Details ✓ 3. Contact Details ✓ 4. Evidence of Identity ✓ 5. Password/Check Questions >

#### CREATE USI - CONFIRM DETAILS

**i** Please confirm the details you entered match your form of ID. If your details do not match you will not be able to create a USI.  
If your details do not match your form of ID then select **Back to Edit** to update them.  
If your details match your form of ID select **Confirm Identity**.

#### PERSONAL DETAILS

First/Given Name

Middle Name/s

Family/Last Name

Date of Birth

Document Type

#### NON-AUSTRALIAN PASSPORT (WITH AUSTRALIAN VISA) DETAILS

Passport Number

[Cancel](#) [Back to Edit](#) [Confirm Identity](#)

[Confirm Identity](#)

 ←

#### HELP

##### Non-Australian Passport (with Australian Visa)

International students who study onshore in Australia can apply for a USI using their valid non-Australian passport and Australian visa.

You must land in Australia and go through customs before you can create a USI using your non-Australian passport and visa as a form of identification.

If you have not arrived in Australia, please contact your education or training provider and let them know that you will provide a USI when you arrive.

**NOTE:** If you study offshore (i.e., not in Australia) with an Australian education or training provider, you do not need a USI.

**Passport Number** is the number shown on a Non-Australian passport.

For more information, please visit [International students and students studying overseas](#) | [Unique Student Identifier \(usi.gov.au\)](#)

### 9. You're done! 😊

**Your USI is created.**  
It will be displayed in the screen, and you will also receive it for your records.  
Please make sure you keep a record of this number – the USI is yours for life.



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**10. Inform Greystone  
College**

Please send your USI to Greystone College:  
[VETStudentSupportAustralia@GreystoneCollege.com.au](mailto:VETStudentSupportAustralia@GreystoneCollege.com.au)



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## You are not sure if you have a USI? You do not remember your password?

Please see below what to do 😊

### 1. Go to

<https://www.usi.gov.au/students/find-your-usi>

Click on “Find your USI”.

### Find your USI

If you have undertaken any registered training since 2015, you may already have a USI.

There are 4 ways to find your USI

Note: All details entered must be the same details as recorded on the USI account.

Go to the [USI Registry System](#)

Agree to the Terms and Conditions and press ‘Next’

Click on ‘Forgotten USI’

Select **one** of 4 options below to retrieve your USI:

### Find your USI

Find your USI

### 2. Select which option you prefer to use to retrieve your USI information

- Email address
- Mobile number
- Your personal details
- Your ID document

### FORGOTTEN USI

★ Indicates a mandatory field

★ Select one of the following options to retrieve your USI

- Enter your email address to retrieve USI
- Enter your mobile number to retrieve USI
- Enter your personal information and check questions to retrieve USI
- Enter your personal information and ID document to retrieve USI



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**3. Provide the required information and click on 'submit'.**

*The email address, mobile number or personal details must be the same as you used to create your USI account.*

### FORGOTTEN USI

\* Indicates a mandatory field

\* Select one of the following options to retrieve your USI

- Enter your email address to retrieve USI ←
- Enter your mobile number to retrieve USI
- Enter your personal information and check questions to retrieve USI
- Enter your personal information and ID document to retrieve USI

Email Address

\* e.g. name@example.com

The email address must be the same as you used to create your USI

Date of Birth

\* [v] [v] [v]

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Submit

### FORGOTTEN USI

\* Indicates a mandatory field

\* Select one of the following options to retrieve your USI

- Enter your email address to retrieve USI
- Enter your mobile number to retrieve USI ←
- Enter your personal information and check questions to retrieve USI
- Enter your personal information and ID document to retrieve USI

Mobile Number

\* e.g. 0400000000

The mobile number must be the same as you used to create your USI

Date of Birth

\* [v] [v] [v]

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Submit



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(continuing)

**3. Provide the required information and click on 'submit'.**

## FORGOTTEN USI

\* Indicates a mandatory field

\* Select one of the following options to retrieve your USI

- Enter your email address to retrieve USI
- Enter your mobile number to retrieve USI
- Enter your personal information and check questions to retrieve USI ←
- Enter your personal information and ID document to retrieve USI

## ENTER PERSONAL DETAILS

### Mandatory Criteria

Do you have a First Name and Family Name e.g. John Smith?

- Yes    No, I only have one name

Family/Last Name \*

Date of Birth \*

Gender \*  Male  
 Female  
 X (indeterminate/intersex/unspecified)

### \* Optional Criteria (at least one required)

First/Given Name

Middle Name/s

Town/City of Birth

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\* Select one of the following options to retrieve your USI

- Enter your email address to retrieve USI
- Enter your mobile number to retrieve USI
- Enter your personal information and check questions to retrieve USI
- Enter your personal information and ID document to retrieve USI ←

### ENTER PERSONAL DETAILS

#### Mandatory Criteria

Do you have a First Name and Family Name e.g. John Smith?

- Yes     No, I only have one name

First/Given Name \*

Family/Last Name \*

Date of Birth \*

Gender \*  Male  
 Female  
 X (indeterminate/intersex/unspecified)

Town/City of Birth \*

#### \* Optional Criteria (at least one required)

Email Address

Mobile Number

#### Postal Address Details

Country of Residence \*  Select  
*This is the Country where you live*

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#### 4. Retrieve your USI

If the information provided matches what is recorded in the USI Registry System, you will receive your USI in your email or mobile number.



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## 5. Could not retrieve a USI?

If the message “We could not find your account. Please try another option to retrieve your USI” comes up, it is likely that either:

- a) You have not created a USI just yet.
- b) The information provided is not the same recorded in the USI Registry System.

If case ‘**b**’, please contact USI Support Team (see the first page of this document).

### FORGOTTEN USI

 We could not find your account. Please try another option to retrieve your USI.

 Indicates a mandatory field

 Select one of the following options to retrieve your USI

- Enter your email address to retrieve USI
- Enter your mobile number to retrieve USI
- Enter your personal information and check questions to retrieve USI
- Enter your personal information and ID document to retrieve USI

[Back](#)

[Submit](#)