

My eEquals FAQs | Hints and Tips

Why do I need to use a personal email address to create a My eEquals account?

For privacy and security purposes it is important that you use a personal email address that only you have access to. Work email addresses become invalid if you change jobs and shared email addresses can be accessed by others. If you go on to study at university, you will need your own My eEquals account to be able to have all your documents available in the one account.

My email from My eEquals went to an email account I do not own and I cannot register for an account?

Your My eEquals documents are issued to the email you have nominated as your preferred email in Banner. If you do not own the email account, you will need to ask to have your documents reissued to your personal email address.

- x Access [CIT Self Service](#) and update your contact details with your personal email address
- x Contact awards@cit.edu.au and ask for your documents to be reissued to the new email address

Why do I need to activate my account after I have registered?

Activating your account after you have registered allows you to login to My eEquals using the email and password you nominated.

If you do not activate your account, you will not be able access your documents.

Should I take the tour?

My eEquals has many great features; you can share your documents with others, personalise the names of your documents and link your social media accounts. Take the tour to find out what it has to offer to make managing your documents easy.

Support – My eEquals is not working?

_____ as CIT does not provide technical support for the My eEquals tool.

_____ first so we can check the information we used to upload your My eEquals documents.