

VU Vouchers - Student How To Guide



Learn how to access your account and successfully navigate the voucher redemption process. This guide covers everything from signing in to finalizing your vendor claims to ensure you can claim your deals with ease.

1

Please review the eligibility requirements for the VU Voucher app. If you believe you should have access to the app, please log a support request via the [VU Support Hub - self service portal](#).

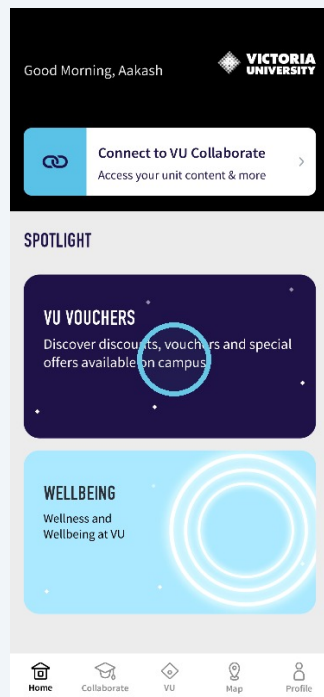
**Access to the VU Vouchers is
restricted to currently enrolled
students connected to the VU WiFi
network.**

If you believe you should have access to this application, please log a support request via the VU Support Hub:

Need help? Reach out to us at servicedesk@vu.edu.au or VU Support Hub or call us at +61 3 9919 2777.

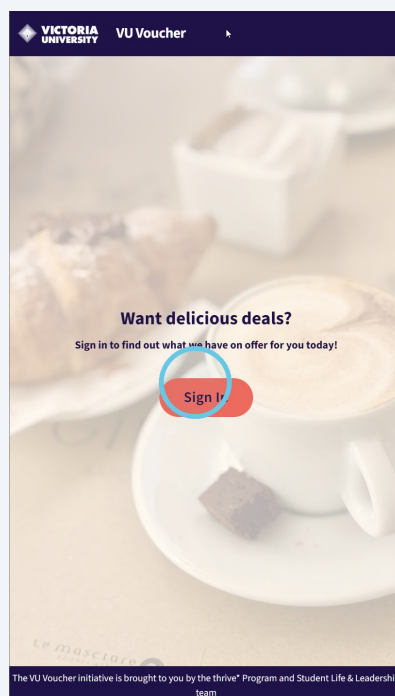
2 Open the **VU App**.

Click on the **VU Vouchers** card to access available vouchers.



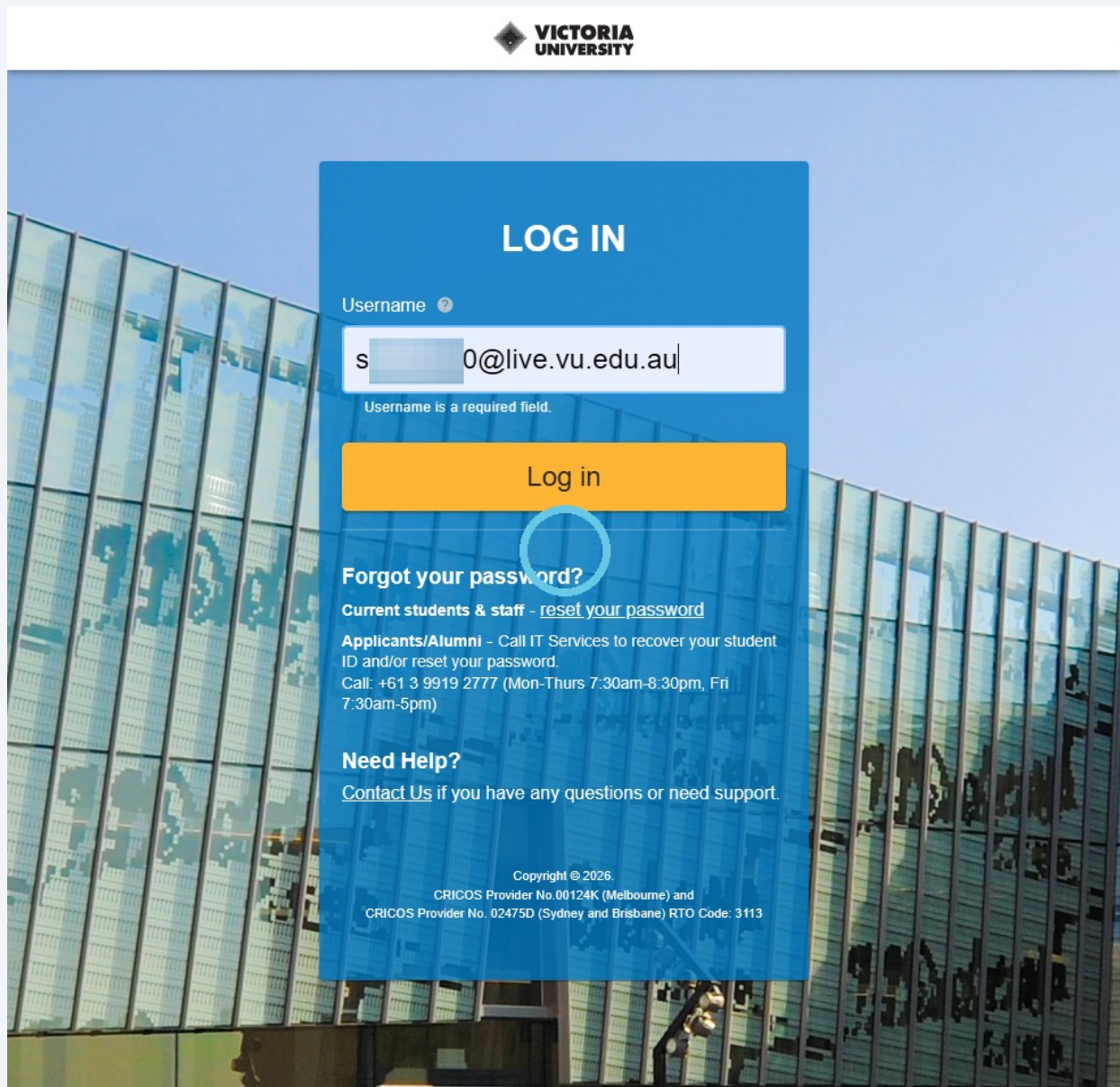
3 You are redirected to **VU Vouchers app**.

Click the **Sign In** button.



4 Add your Username: s1234567@live.vu.edu.au

Click the **Log in** button.



VICTORIA UNIVERSITY

LOG IN

Username ?

s1234567@live.vu.edu.au

Username is a required field.

Log in

Forgot your password?

Current students & staff - [reset your password](#)

Applicants/Alumni - Call IT Services to recover your student ID and/or reset your password.
Call: +61 3 9919 2777 (Mon-Thurs 7:30am-8:30pm, Fri 7:30am-5pm)

Need Help?

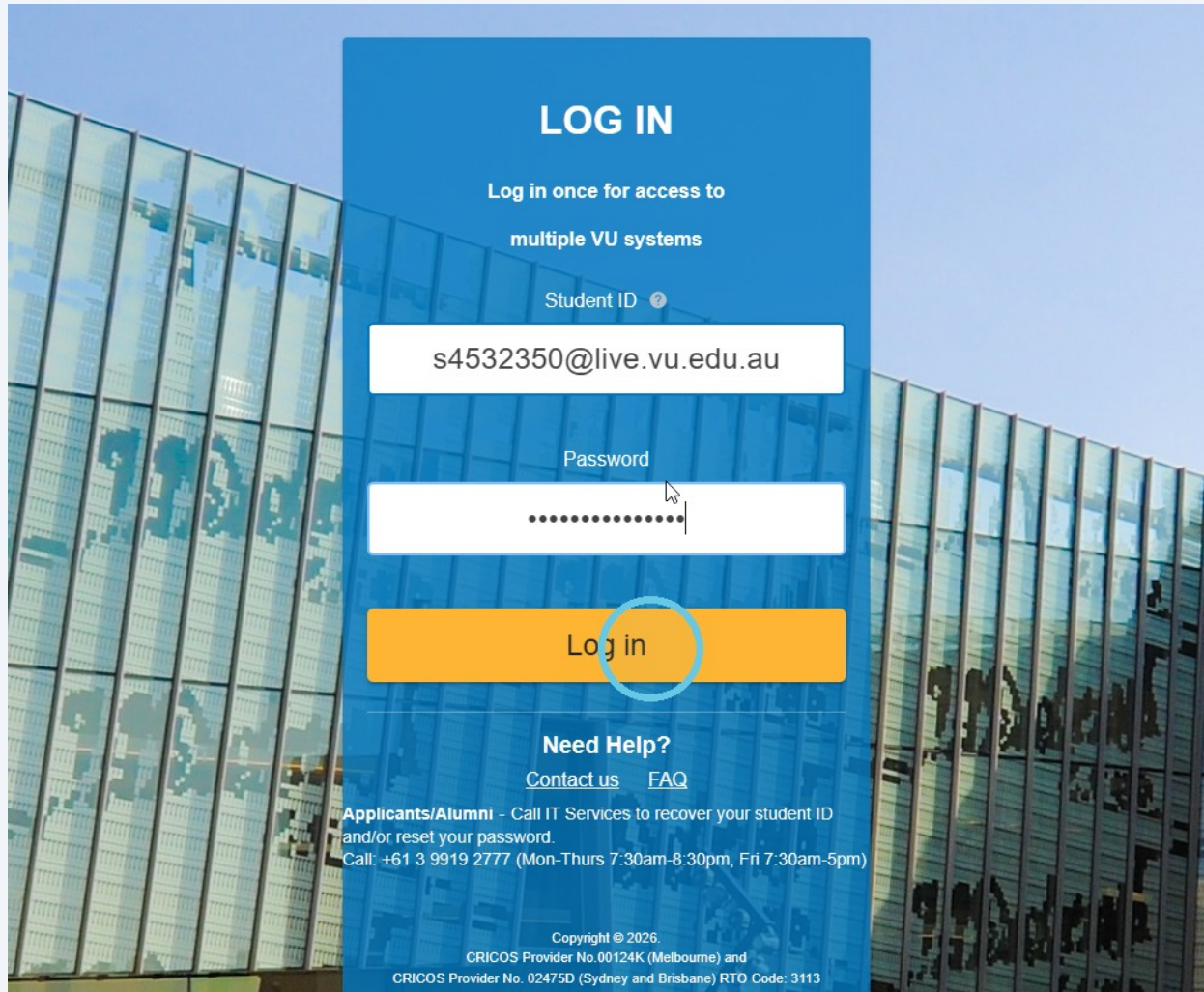
[Contact Us](#) if you have any questions or need support.

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CRICOS Provider No. 00124K (Melbourne) and
CRICOS Provider No. 02475D (Sydney and Brisbane) RTO Code: 3113

5 Enter your **Password**.

Click the **Submit** button.

Follow the **Multi-Factor Authentication Prompts** to complete your login.

The image shows a login page for VU University of Victoria. The background is a blue-tinted photograph of a modern building with a glass facade. A blue rectangular overlay contains the login form. At the top of the overlay, the text "LOG IN" is displayed in white. Below it, the text "Log in once for access to multiple VU systems" is shown. The "Student ID" field is pre-filled with "s4532350@live.vu.edu.au". The "Password" field is masked with dots and has a cursor at the end. A blue circle highlights the "Log in" button. Below the button, there is a "Need Help?" section with links for "Contact us" and "FAQ". At the bottom, there is a section for "Applicants/Alumni" with contact information and a copyright notice for 2026.

LOG IN

Log in once for access to
multiple VU systems

Student ID ⓘ

s4532350@live.vu.edu.au

Password

.....

Log in

Need Help?

[Contact us](#) [FAQ](#)

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Call: +61 3 9919 2777 (Mon-Thurs 7:30am-8:30pm, Fri 7:30am-5pm)

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CRICOS Provider No. 00124K (Melbourne) and
CRICOS Provider No. 02475D (Sydney and Brisbane) RTO Code: 3113

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When you sign in for the first time, you will be presented with **VU's Privacy Collection Statement**.

Please review the information and **scroll to the bottom of the page**. To continue, **select the acknowledgement checkbox** to confirm that you have read and understood the Privacy Collection Statement.

Information ACT 1982 (VIC). Further information about Victoria University's Freedom of Information processes is available at:
<https://www.vu.edu.au/freedom-of-information-foi>

Victoria University takes reasonable steps to ensure that personal information is accurate, complete and up to date. If your personal or enrolment details change, you should ensure your information is updated through the University's relevant student systems.

Privacy Enquiries

If you have any questions about how your personal information is collected, used, disclosed, or managed through this application, or if you wish to exercise your privacy rights, please contact the Victoria University Privacy Officer at privacy.officer@vu.edu.au.

Further Information

For more information about how Victoria University manages personal information and your privacy rights, please refer to the following resources:

- <https://www.vu.edu.au/privacy>
- <https://policy.vu.edu.au/view.current.php?id=00166>

Acknowledgement

I have read and understood the privacy notice ☐

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Click the **Continue to Vouchers** button to proceed to the app.

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<https://www.vu.edu.au/freedom-of-information-foi> ↗

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Acknowledgement

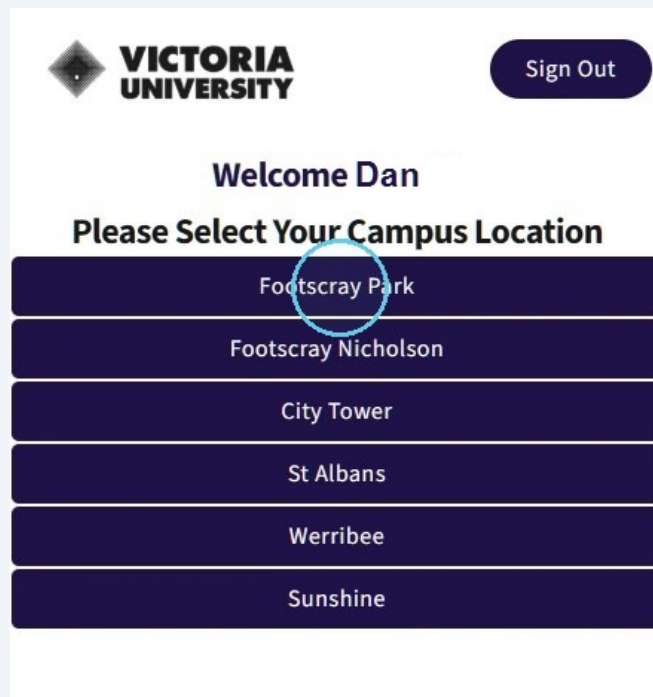
I have read and understood the privacy notice ☒

Continue to Vouchers

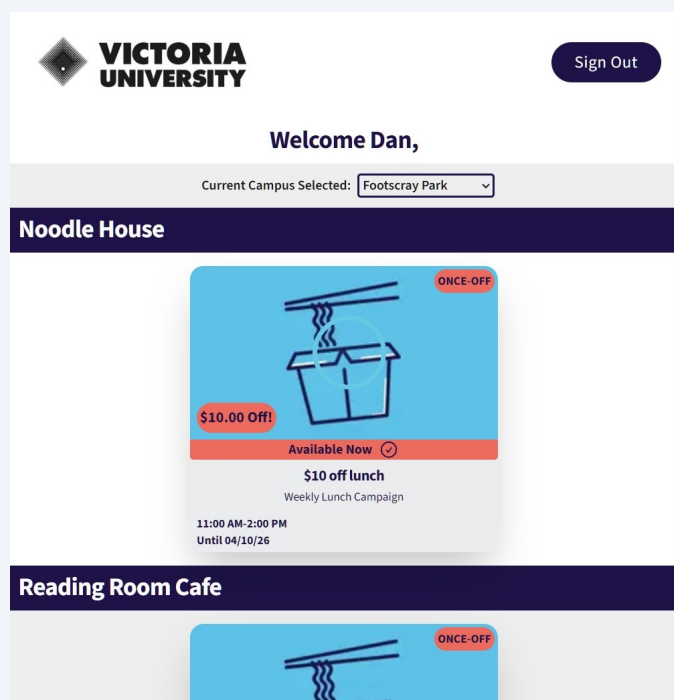


- 8 Choose the **campus** you are visiting to see what vouchers are available.

Click the **Footscray Park** button.

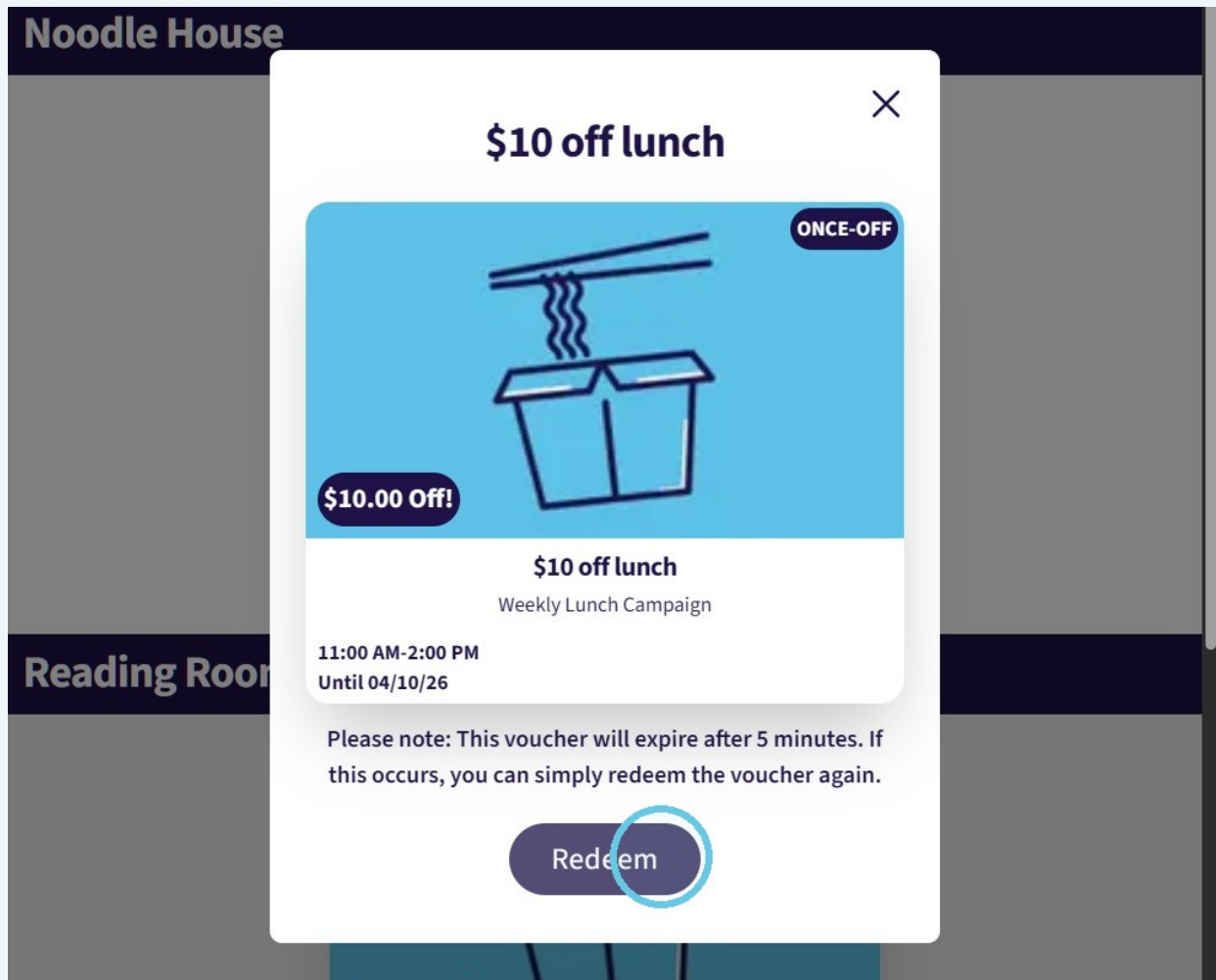


- 9 To redeem a voucher at **Noodle House**, click on the **\$10 off lunch voucher** within the Noodle House section of the dashboard.



- 10 When you are ready to pay for your meal, click **Redeem** to claim your voucher.

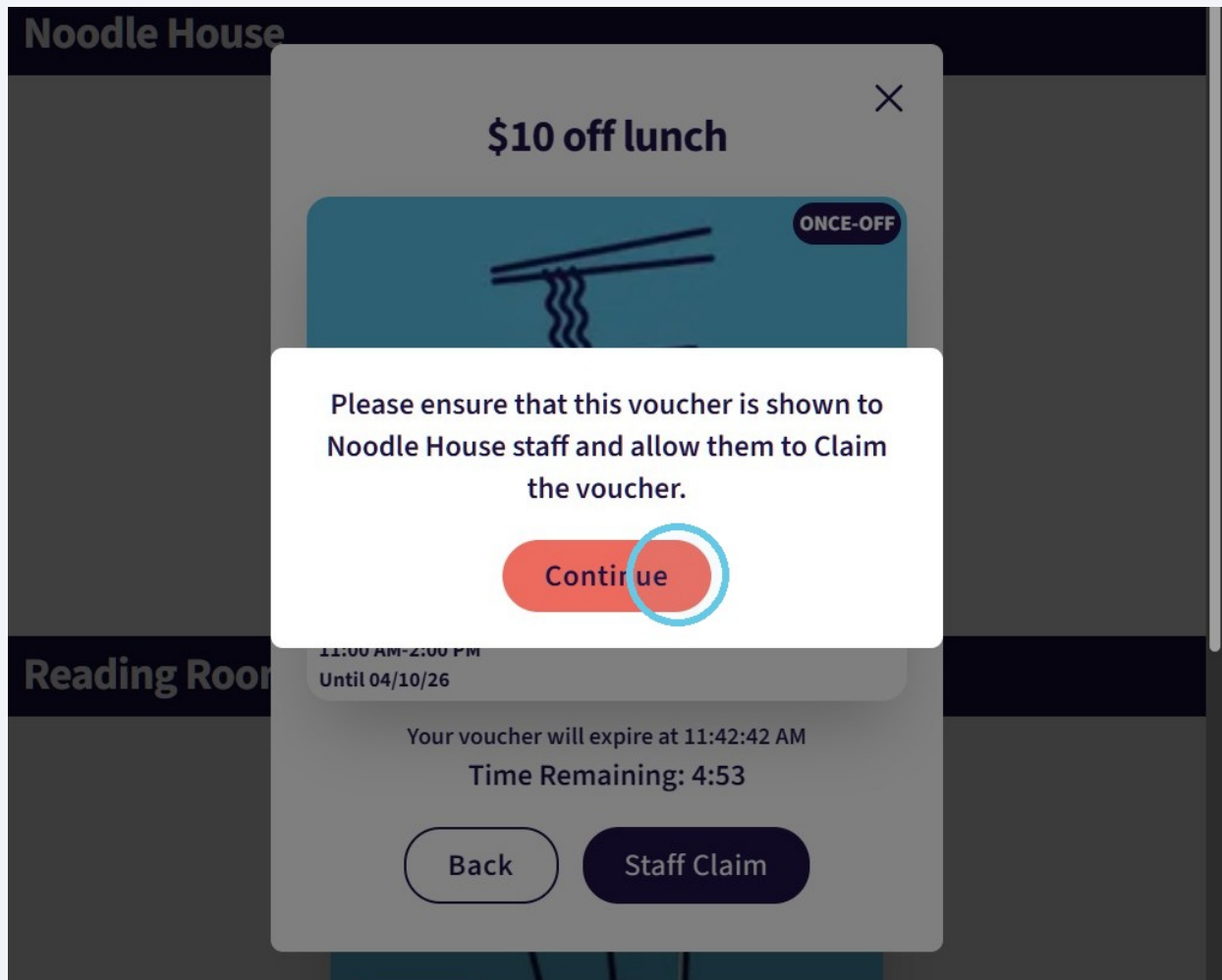
Please Note: *This voucher will expire after 5 minutes. If this occurs, you can simply redeem the voucher again.*



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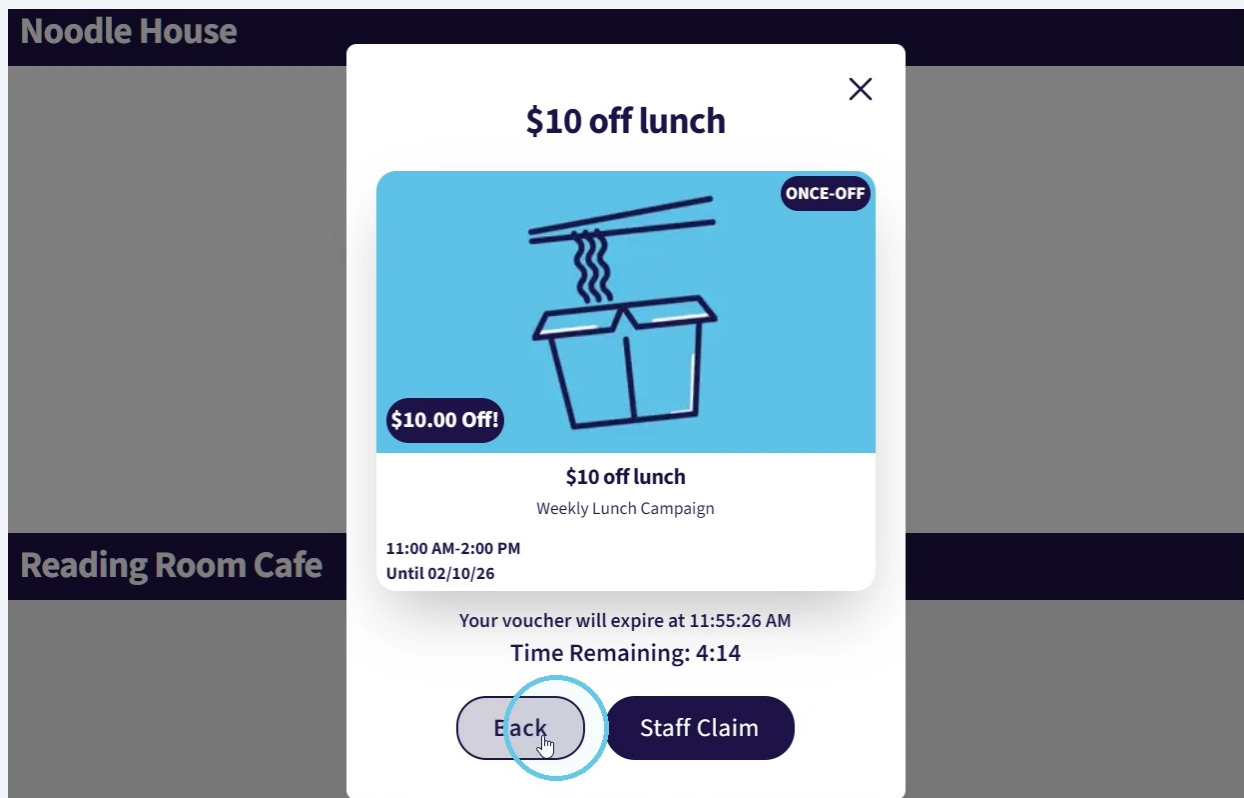
Important: Show your voucher to the cafe staff member to complete the redemption process.

When the cafe staff are ready to process your voucher, click **Continue**. The staff member will then select **Staff Claim** button to finalise the redemption.

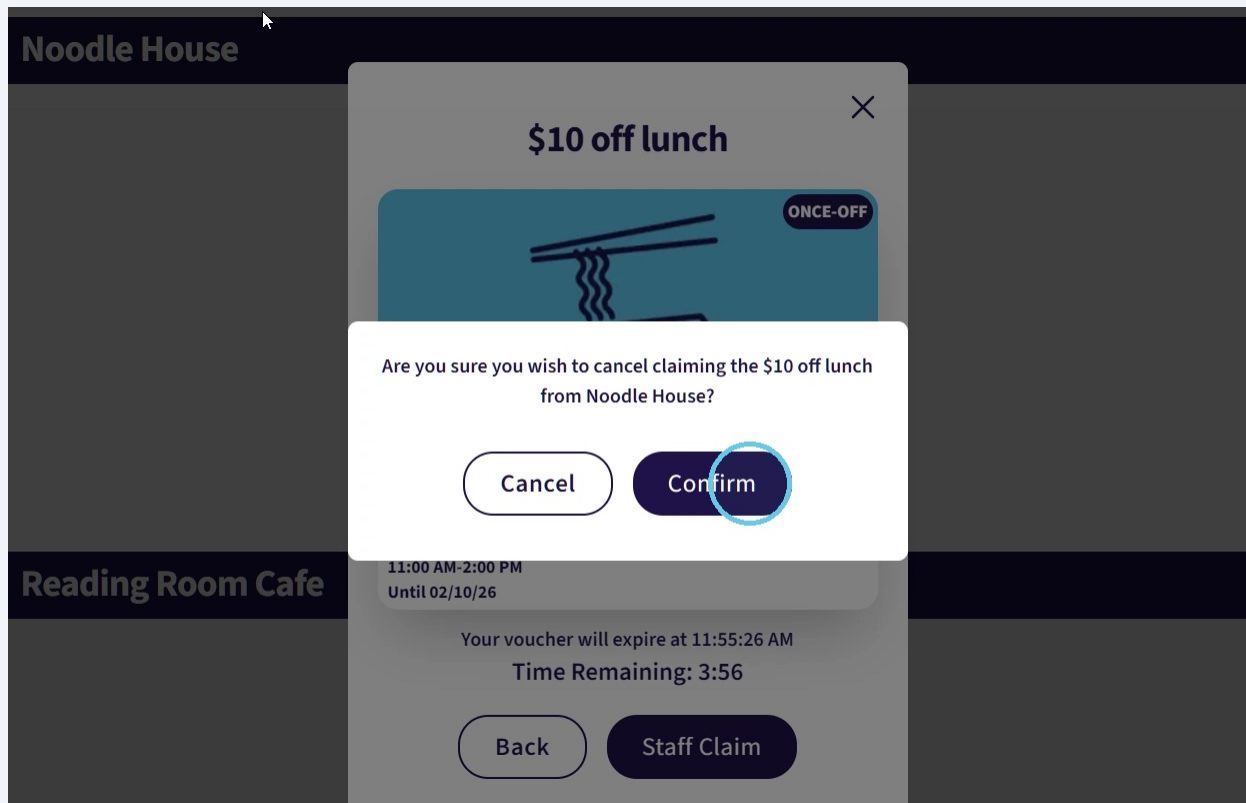


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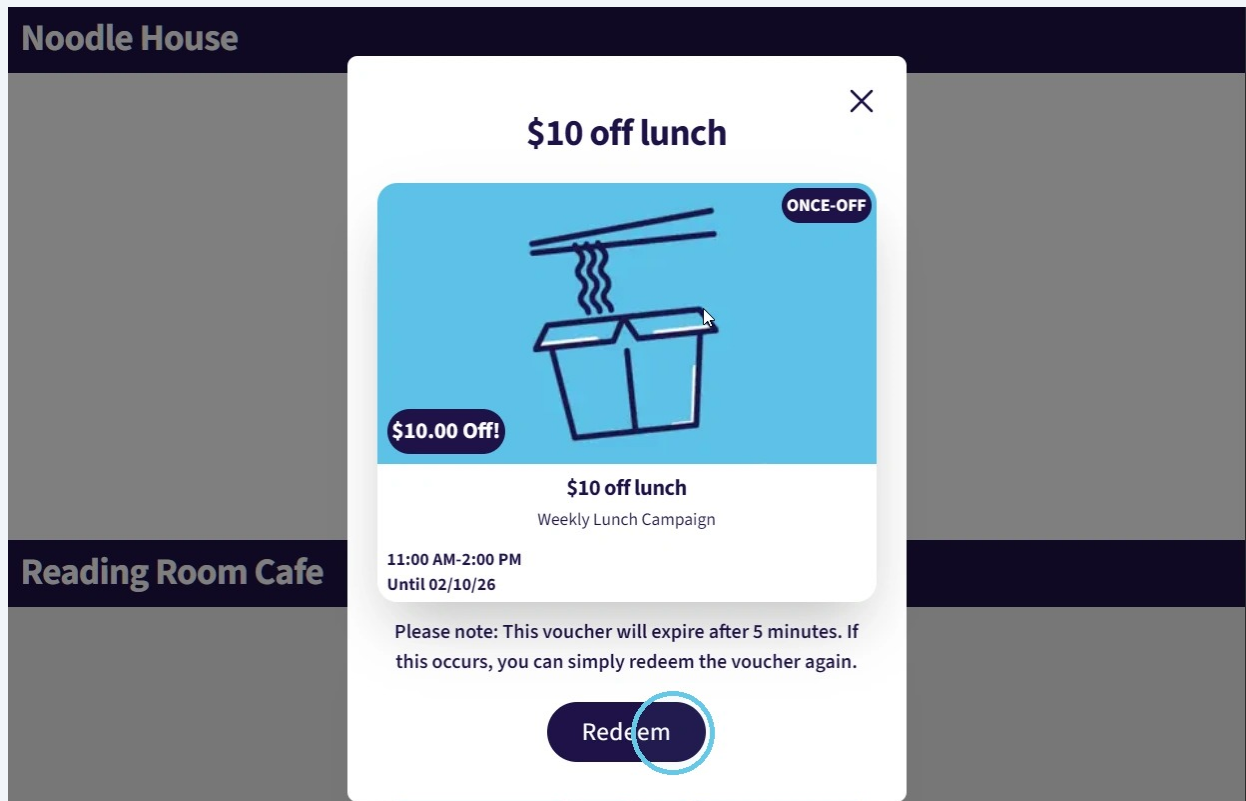
if you change your mind at this stage, Click **Back** or the **X** in the top right hand corner to cancel the allocated voucher.



13 Click **Confirm** to cancel the voucher allocated to you.



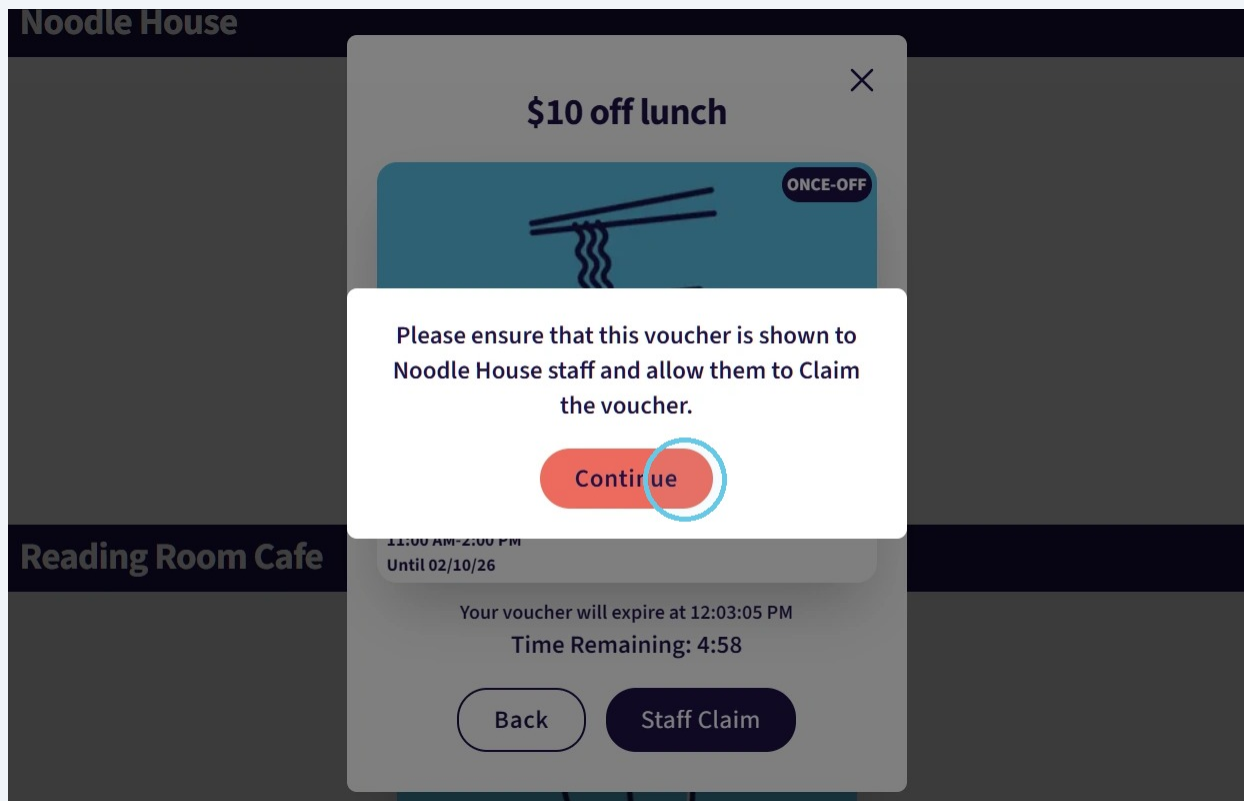
- 14 When you are ready to redeem the voucher and pay for your meal, Click **Redeem**.



15

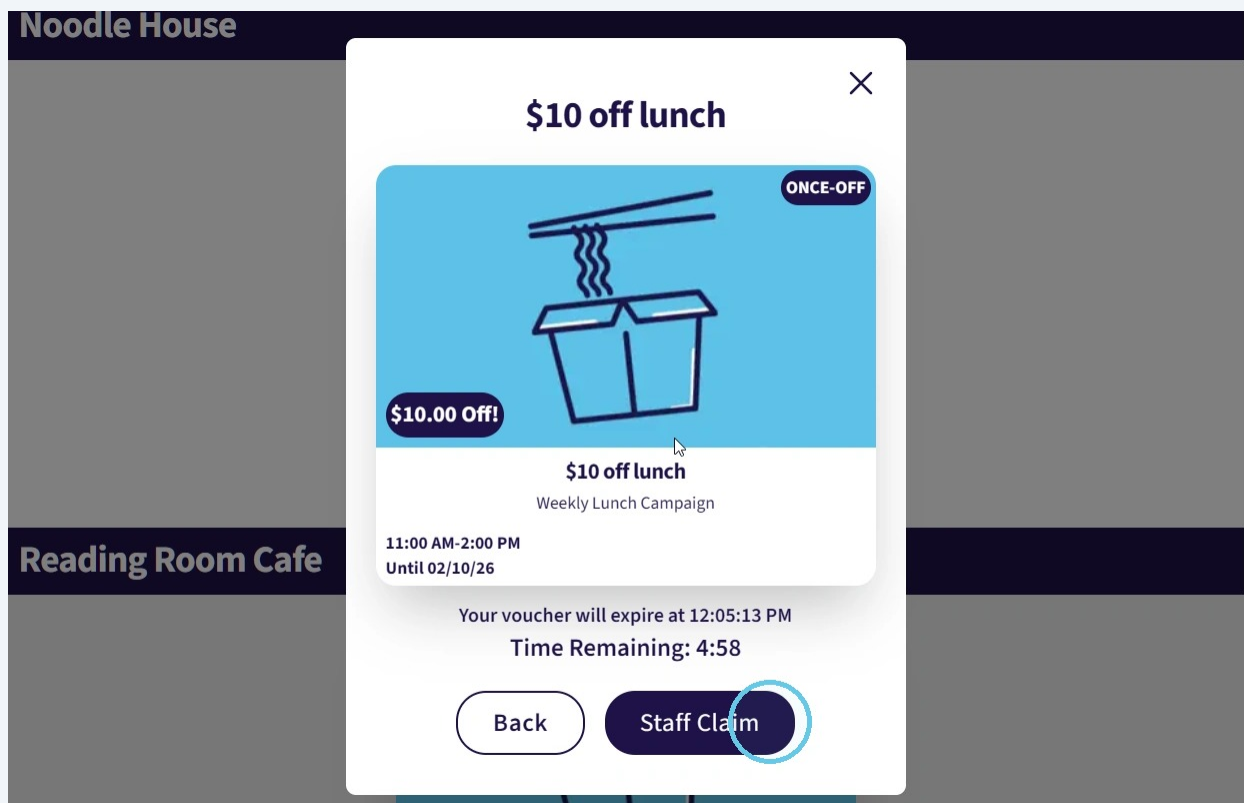
Important: Show your voucher to the cafe staff member to complete the redemption process.

When the cafe staff are ready to process your voucher, click **Continue**. The staff member will then select **Vendor Redeem** button to finalise the redemption.

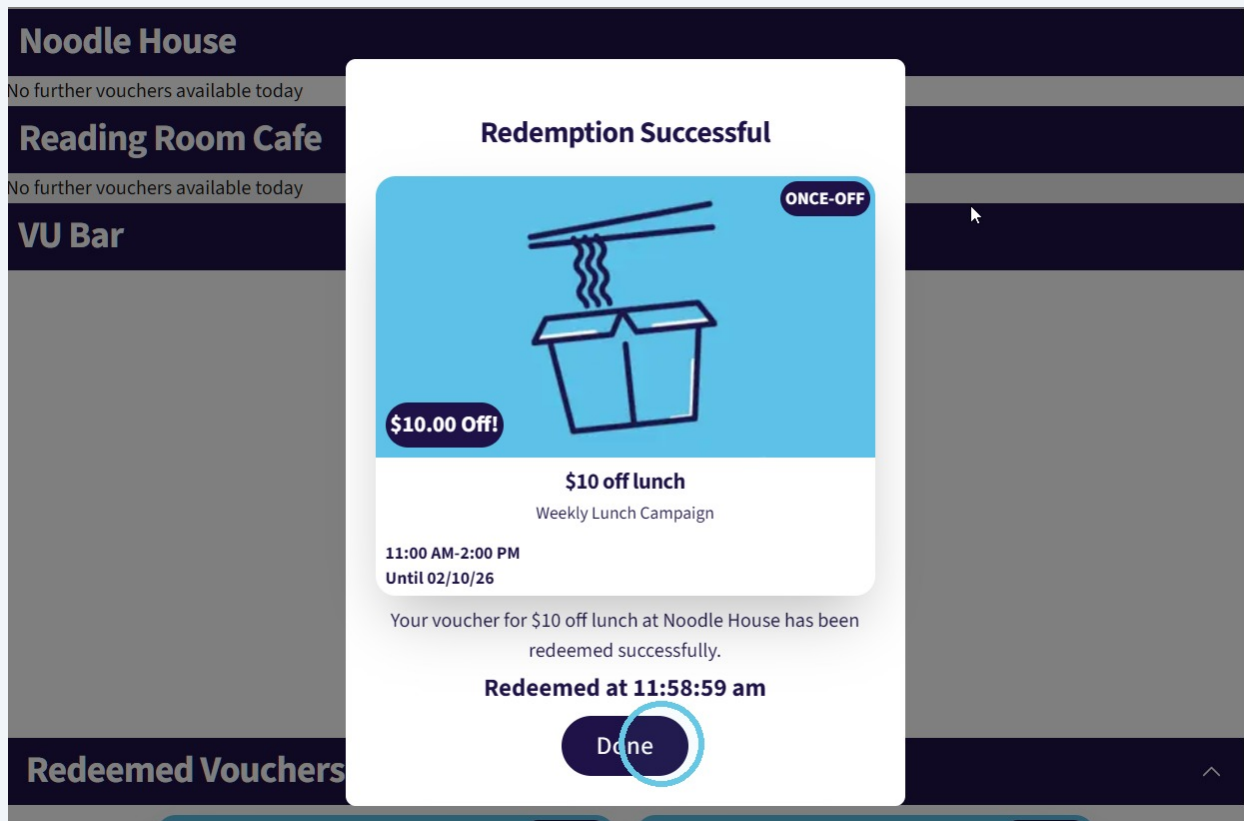


16

Present your device to the cafe staff. The staff member will click **Staff Claim** to complete the voucher redemption process.



- 17 Click **Done** to close the voucher redemption success message.



18

Your claimed vouchers will be saved to the **Redeemed Vouchers** section on your dashboard.

Click **Sign Out** to exit the Voucher application.

The screenshot shows the Victoria University Voucher application dashboard. At the top left is the Victoria University logo. At the top right is a 'Sign Out' button, which is circled in blue. Below the logo is a mouse cursor icon. The main heading is 'Welcome Dan,'. Below this is a dropdown menu for 'Current Campus Selected: Footscray Park'. The dashboard is divided into sections for different locations: 'Noodle House', 'Reading Room Cafe', and 'VU Bar'. Each section has a dark blue header and a message stating 'No further vouchers available today'. The 'Redeemed Vouchers (Last 30 Days)' section is highlighted with a dark blue header and an upward arrow icon. It displays three identical voucher cards. Each card features a blue background with a white illustration of a bowl of noodles. The text on each card includes '\$10.00 Off!', 'ONCE-OFF', 'Claimed' with a checkmark icon, '\$10 off lunch', and 'Weekly Lunch Campaign'.

VICTORIA UNIVERSITY

Sign Out

Welcome Dan,

Current Campus Selected: Footscray Park

Noodle House

No further vouchers available today

Reading Room Cafe

No further vouchers available today

VU Bar

No further vouchers available today

Redeemed Vouchers (Last 30 Days)

\$10.00 Off! ONCE-OFF

Claimed

\$10 off lunch

Weekly Lunch Campaign

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Please Note: On subsequent visits you will be redirected to the Footscray Park Campus dashboard.

If you wish to select a voucher at another campus, click on **Campus** dropdown menu and select another campus.

VICTORIA UNIVERSITY Sign Out

Welcome Dan,

Current Campus Selected: **Footscray Park** ▼

- Footscray Park
- Footscray Nicholson
- City Tower
- St Albans
- Werribee
- Sunshine

Noodle House
No further vouchers available today

Reading Room Cafe
No further vouchers available today

VU Bar
No further vouchers available today

Redeemed Vouchers (Last 30 Days)

Three identical redeemed vouchers are shown, each for a \$10.00 Off! \$10 off lunch. Each voucher is marked as 'Claimed' and 'ONCE-OFF'. The details for each voucher are:

- Weekly Lunch Campaign
- At Noodle House, Footscray Park Campus
- On 28/09/26 at 11:25 AM

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Choose **City Tower** from the dropdown menu and any available vouchers will be displayed under the relevant cafe participating in the campaign.

This is now the default campus that will be displayed in subsequent visits.

Congratulations, you have completed the VU Voucher - student journey.

The screenshot displays the Victoria University Voucher portal interface. At the top left is the Victoria University logo. At the top right is a 'Sign Out' button. Below the logo, the text 'Welcome Dan,' is displayed. A dropdown menu is open, showing 'Current Campus Selected: City Tower' with a list of other campuses: Footscray Park, Footscray Nicholson, City Tower (highlighted with a blue circle and a mouse cursor), St Albans, Werribee, and Sunshine. Below the dropdown, the text 'The Common' is displayed, followed by 'No further vouchers available today'. Below this, the text 'Redeemed Vouchers (Last 30 Days)' is displayed. Three voucher cards are shown, each with a 'Noodle House' logo and a '\$10.00 Off!' badge. Each card is marked 'Claimed' and 'ONCE-OFF'. The first card shows '\$10 off' and 'Weekly Lunch Campaign' at Noodle House, Footscray Park Campus on 28/09/26 at 11:25 AM. The second card shows '\$10 off lunch' and 'Weekly Lunch Campaign' at Noodle House, Footscray Park Campus on 28/09/26 at 11:38 AM. The third card shows '\$10 off lunch' and 'Weekly Lunch Campaign' at Noodle House, Footscray Park Campus on 28/09/26 at 11:58 AM.