

New Student Set Up Guide **Activate & Access**

Use [Google Chrome](#) or [Microsoft Edge](#) as your browser.



UNSW
College

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Key Terms

zID (Student ID Number)

You will use this to log into Moodle – your online learning platform, your student portal, Allocate Plus for your attendance, and to access your student email.

Your ZID can be found in the pre-orientation email sent by UNSW College.

Student Portal – JR Plus

Where you can update your personal information and view your results. It is very important that we have your most current contact details.

Moodle

Your online learning platform. You will use Moodle for coursework and assignments in your classes.

MFA (Multi-Factor Authentication)

MFA is required to access Moodle and your UNSW emails.



Activate Your zID

Go to:

<https://iam.unsw.edu.au/home>

1. Find Your zID.

Your zID has been **emailed** to you.

ZID is included in **an email** from UNSW College, you should receive email prior to your orientation.

Search your email for zID to continue your IT Setup.
If you cannot find it in your mailbox, check your spam or bin box.

The email should look like this:



What to prepare

This is your unique zID:

Your zID will be displayed here

Before Orientation, you are required to complete the steps under **Set Up Your Student Accounts** in the "[Get Started](#)" section on your Orientation page using your unique zID.

Get Started



UNSW College

Go to:

<https://iam.unsw.edu.au/home>

The screenshot shows the UNSW IAM login page. At the top, there is a navigation bar with links: Home, Change your password, Forgot your password?, Unlock your account, and FAQs. A yellow button labeled 'ARE YOU NEW HERE?' is on the right. Below the navigation bar are four main sections, each with an icon, a title, a short paragraph, and a button with a right-pointing arrow. The 'Are you new here?' section is circled in red.

Change my password	I forgot my password	Unlock my account	Are you new here?
Change my password	I forgot my password	Unlock my account	Are you new here?
We pestered you about your expiring password and you couldn't take it anymore.	Don't worry, we've all been there. But that's alright, we'll take care of you.	So your account has been locked. You've come to the right place. We'll help you here.	You're joining the UNSW Family. Welcome aboard!
LOG IN >	RESET MY PASSWORD >	UNLOCK MY ACCOUNT >	GET/ACTIVATE MY ZID >

Click on the 'Are You New Here?' button and fill out the form.

New Students

STEP 1 Tell us who you are: At least one of these fields must be completed *

If you applied through UAC, please enter your 9-digit UAC Number or 8-digit Gateway Number.

Leave blank number from Gateway or UAC

If you have a 7-digit UNSW Student ID, please add the prefix "z" to your 7-digit Student ID

Your zID, eg: z1233456

STEP 2 We will send a 6-digit one-time passcode (OTP) to you, which you will need to enter on the next screen. *

Please nominate where the OTP is to be sent (based on information you provided to UNSW):

- SMS the OTP to my phone, or
- Email the OTP to my personal email address

STEP 3 Prove you are not a robot by retyping the characters that follow: *



I have read and accept the [Acceptable Use of UNSW Information Resources Policy](#)

CONTINUE



Click 'Continue'



Set Up Student Email

Go to:

<https://my.unswcollege.edu.au/>

On the Current Students Website

Select This



Foundation Programs +

College Diploma Programs +

Academic English Programs & Online UEEC +

• [Student Portal](#) 

• [Academic Calendars](#) 

• [Student Email \(zID@ad.unsw.edu.au\)](#) 

• [Allocate+](#)

• [Student ID Card Booking](#) 

• [IT/Student Accounts Set Up Manual \(For Foundation Students\)](#)

• [Guide to View Your Results on the Student Portal](#) 

Click on the 'Quick Links' button, select the 'Academic English Program' tab.

And click on the 'Student Email'



Sign in

to continue to Outlook

No account? [Create one!](#)

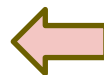
[Can't access your account?](#)

Next

Refer to **Multi-Factor Authentication** for help to set up MFA and keep your account secure.

[Changing your Phone? Learn how to move your MFA](#)

For assistance please contact the UNSW IT Service Centre on +61 2 9385 1333



Login using the format:

zID@ad.unsw.edu.au

For example:

z1234567@ad.unsw.edu.au



Set Up Your MFA

This is a compulsory UNSW security requirement.



There are **2 steps** to setting up MFA (Microsoft Authenticator)

To complete this task, you will need

- Your zID@ad.unsw.edu.au account and password.
- A compatible smartphone with data connection.

Step 1:

Install the Microsoft Authenticator app **on your mobile**.

Part 1: Install the Microsoft Authenticator app on your smartphone.

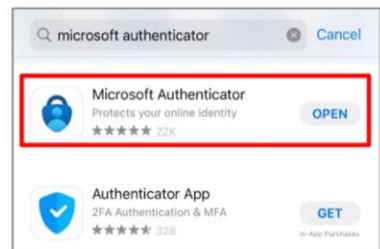


1. **On your smartphone**, Install the **Microsoft Authenticator app**.

- a. In your smartphone's app store (such as Google Play or App Store), search for the free **Microsoft Authenticator app** as shown.

Be aware! Microsoft Authenticator app is free and will not require a subscription.

Alternatively, you can [get the app on your phone](#) by scanning a QR code with your phone.



Note:

If you have **Huawei/HONOR** smartphones, you may not be able to download Microsoft Authenticator APP directly.

If this happens, you need to download an app called Gspace (www.gspaceteam.com), then log in their Google Account and download the Microsoft Authenticator app from the Gspace app.



Part 2: Register Microsoft Authenticator on your computer.

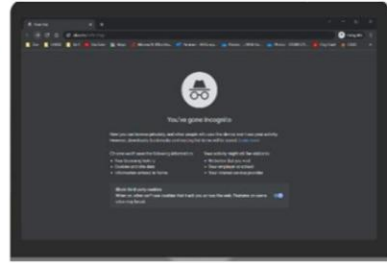
Part 2 has 13 steps. Please follow all steps to ensure that registration is complete.

1. **On your computer**, open a web browser, (E.g., Chrome, Microsoft Edge, or Safari) and start an *Incognito*, *InPrivate* or *Private* window by pressing:

Ctrl + Shift + n (for Windows, Linux, or Chrome)

OR

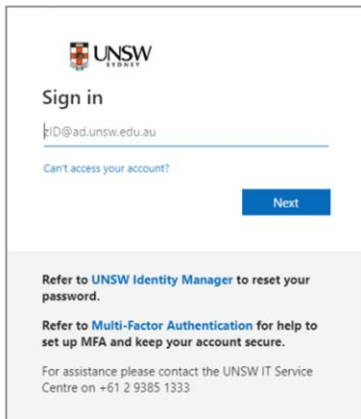
⌘ + Shift + n (for Mac)



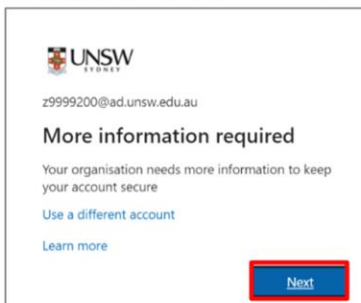
Please close any other active browser windows leaving only the current Incognito/ InPrivate /Private window open.

- a. Copy and paste this url into that window <https://aka.ms/mfasetup>

2. **On your computer**, at the *Sign in* window, sign in by entering your `zID@ad.unsw.edu.au` and password.

A screenshot of the UNSW Sign in window. At the top left is the UNSW Sydney logo. Below it is the text "Sign in". There is a text input field containing "zID@ad.unsw.edu.au". Below the input field is a link that says "Can't access your account?". To the right of the input field is a blue "Next" button. At the bottom of the window, there is a grey box containing the following text: "Refer to UNSW Identity Manager to reset your password.", "Refer to Multi-Factor Authentication for help to set up MFA and keep your account secure.", and "For assistance please contact the UNSW IT Service Centre on +61 2 9385 1333".

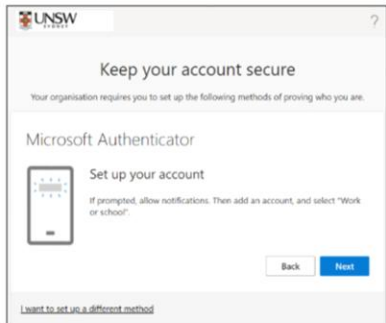
3. **On your computer**, at the *More information required* window, click **Next**.

A screenshot of the UNSW More information required window. At the top left is the UNSW Sydney logo. Below it is the text "More information required". There is a text input field containing "z9999200@ad.unsw.edu.au". Below the input field is the text "Your organisation needs more information to keep your account secure". Below that is a link that says "Use a different account". At the bottom left is a link that says "Learn more". At the bottom right is a blue "Next" button.

4. **On your computer**, at the *Start by getting the app* window click **Next**.



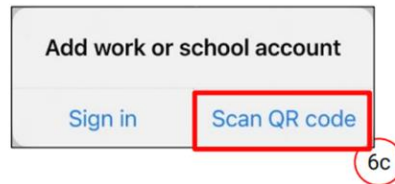
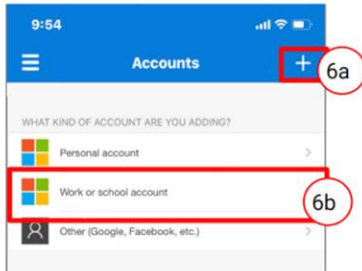
5. **On your computer**, at the *Set up your account* window click **Next**.



You will be shown a QR code on your computer screen.

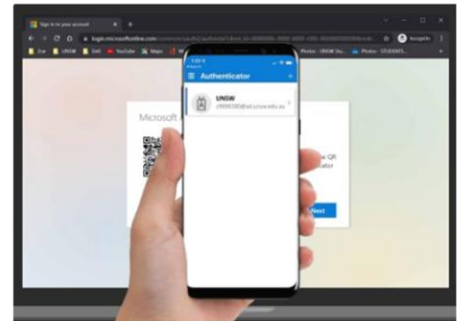
6. **On your smartphone**, Open the Microsoft Authenticator app, allow notifications/access to camera (if prompted), and

- a) Tap the **+** (Plus) sign
b) Tap **Work or School Account**.
c) Tap Scan QR code

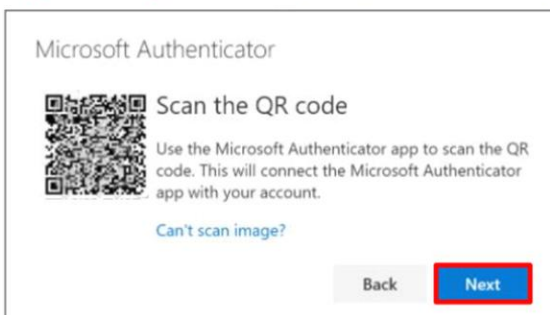


7. **On your smartphone**, use the Microsoft Authenticator app to scan the QR code shown on your computer screen.

The app should successfully add your work account on your smartphone.



8. **On your computer**, after your phone has recognised the QR code scanned, click **Next**.



Hint: If you are using a second monitor and having trouble scanning the QR code shown on your second monitor, try moving the QR code screen to your primary monitor, e.g., your laptop monitor.

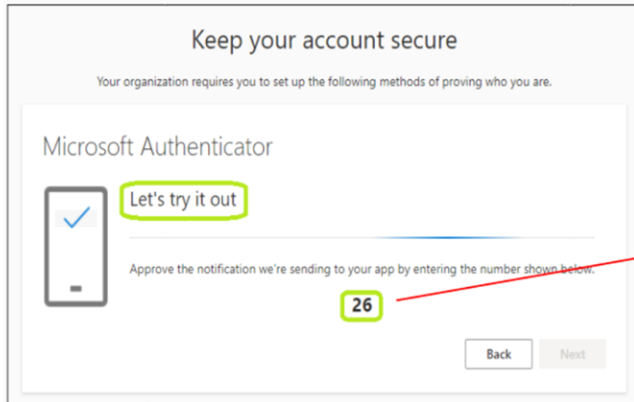
*If you are still unable to scan the QR code, click the **Can't scan image?** option and follow the prompts.*



9.

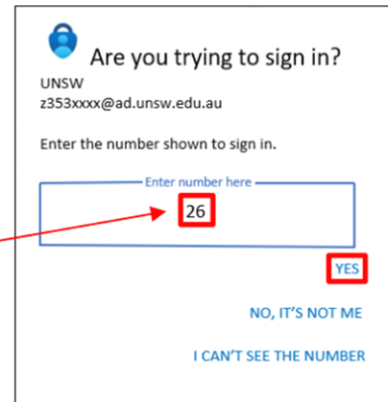
On your computer

You will be presented with the *Let's try it out window* which includes a 2-digit number. Now a push notification will be sent to your smartphone.

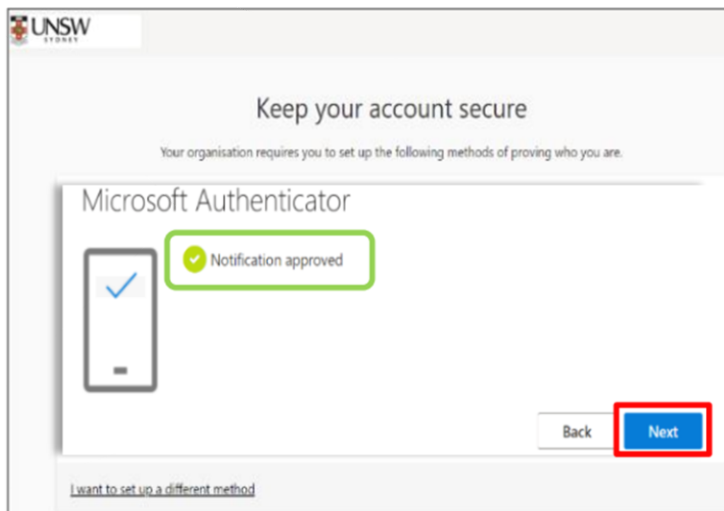


On your smartphone

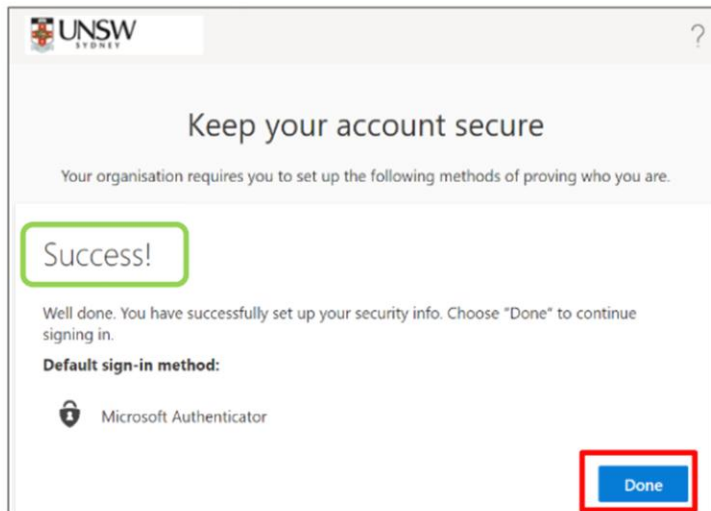
A push notification will ask you to verify your sign-in, enter the 2-digit number from the computer/sign-in screen into your smartphone & click YES.



10. **On your computer**, at the *Notification approved* screen, click **Next**.



11. **On your computer**, at the *Success* screen, click **Done** & close the browser.



Important to note:

1. You only need to set up MFA one time.
2. Do NOT DELETE or un-install the MFA app on your phone.
3. If you get a new phone, you need to call UNSW IT on (02) 9385 1333 and ask them to disconnect your MFA account from your old phone. This is because your MFA can only be linked to one device.
 - Once you call (02) 9385 1333, you will hear a few choices to ensure you are directed to the right team.
 - Press 1 on your keypad, and then press 4 to be taken to MFA support.

After that, you can reconnect MFA to your new phone (by following the above steps again).

Security:
**Update Your NEW
Sydney Address &
Phone Number
in the Student Portal**

Go to

<https://my.unswcollege.edu.au/>

On the Current Students Website

Click on the 'Quick Links' button, select the 'Academic English Program' tab.
And click on the 'Student Portal'



Quick Links

Foundation Programs +

College Diploma Programs +


Academic English Programs & Online UEEC +

• [Student Portal](#) 

• [Academic Calendars](#) 

• [Student Email \(zID@ad.unsw.edu.au\)](#) 

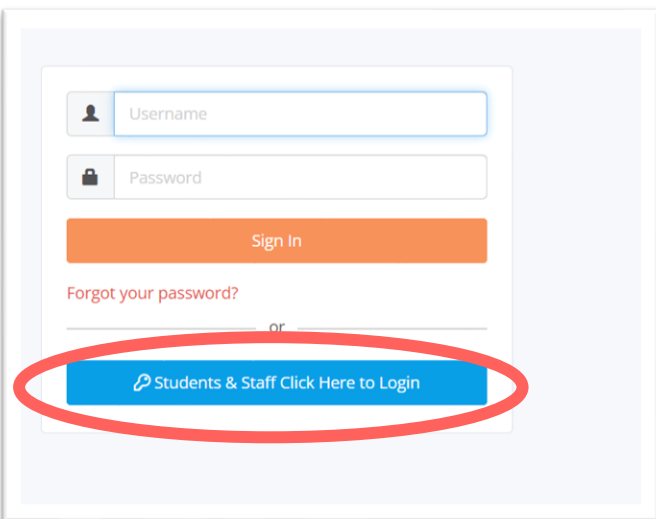
• [Allocate+](#)

• [Student ID Card Booking](#) 

• [IT/Student Accounts Set Up Manual \(For Foundation Students\)](#)

• [Guide to View Your Results on the Student Portal](#) 

Step 1, Click on blue bar



Username

Password

Sign In

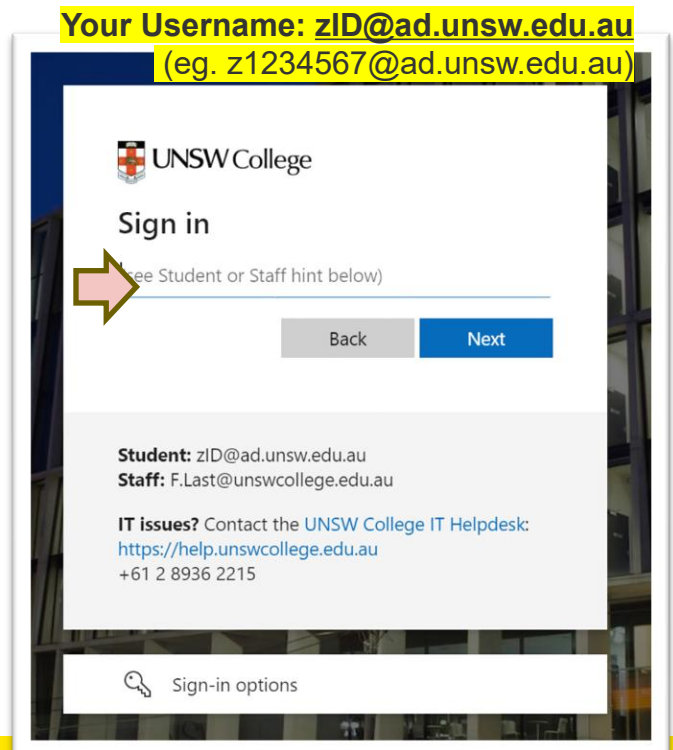
Forgot your password?


or

[Students & Staff Click Here to Login](#)

Step 2, Sign in with zID

Your Username: zID@ad.unsw.edu.au
(eg. z1234567@ad.unsw.edu.au)



 UNSW College


Sign in

(See Student or Staff hint below)

Back Next

Student: zID@ad.unsw.edu.au
Staff: F.Last@unswcollege.edu.au

IT issues? Contact the UNSW College IT Helpdesk:
<https://help.unswcollege.edu.au>
+61 2 8936 2215

 Sign-in options

Access the UNSW College Current Students website here: <https://my.unswcollege.edu.au/>



Courses

View and manage your courses, including progress and attendance



Useful Links

Access to sites you may find useful



Profile

Manage your profile



Student Support

View and manage your Student Support service, including things like extension requests



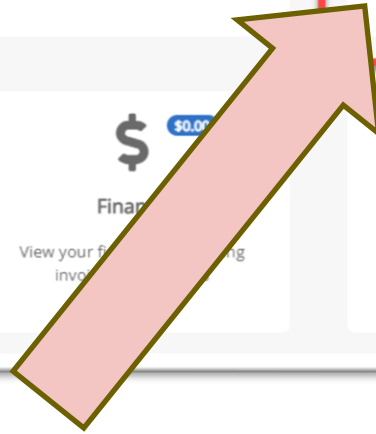
Finance

View your financial information



Accommodation

View and manage your Accommodation service, including things like extension requests



Open the Profile link and complete the following 3 tasks:


1. Upload a passport photo of yourself taken in the past 12 months.
2. Update your local Sydney address + local mobile phone number.
3. Update your emergency contact information.

Tips: Make sure the photo you upload meets the requirement. Here are some examples:





How to update your personal details

Eva Santos C020067

Step 1, click on 'Edit' → 

Profile | Contacts



Brazil 
8 March 2007 (17)

Profile			
Title	Miss	ID	C020067
First Name(s)	Eva	USI	None issued
Middle Name	Lola	Known By	
Surname	Santos	Gender	Female

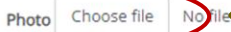
Address	
(Current)	220 Anzac Parade Kensington New South Wales 2033 Australia


Phone	
(Phone) (Home / Permanent):	78437864289

Email

Edit Profile

[Update My Details](#) [Cancel](#)

 → **Step 2, upload your passport photo**

Current Photo 

Address	
Address Lookup	
Primary	<input checked="" type="radio"/>
Location	Current
*Country	1 <input type="text" value="Australia"/>
Address Lookup	<input type="text" value="Address Lookup"/>
Postal delivery by	<input type="text"/>
Building/prop. name	<input type="text"/>

Phone			
Primary	<input checked="" type="radio"/>	Type	2 <input type="text" value="Phone"/>
		Location	<input type="text" value="Home / Perr"/>
		Number	<input type="text" value="78437864289"/>
Add Another Phone			

Email		
Primary	<input checked="" type="radio"/>	Type
		3 <input type="text" value="UNSW"/>
		Email Address
		<input type="text" value="z9999400@adtest.unsw.edu.au"/>
	<input type="radio"/>	Personal
		<input type="text" value="evasantos@gmail.com"/>

Step 3, update current address, mobile phone, and personal email address

How to update your emergency contacts

Eva Santos C020067

Profile

Contacts

Step 1, Click on 'Contacts'



Eric Greenwood

Emergency

Relationship

U18 guardian in australia

Mobile

0476555777

Email

egreenwood@gmail.com

Address

18 Rose Court,
Rosedale,
NSW 2536,
Australia



Reece Thrower

Primary

Relationship

Other relative

Mobile

N/A

Email

Address

,
Kensington ,
NSW 2033,
Australia



Add New Contact

Step 2, Add New Contact

Step 3, Fill out the form



New Contact

Title

*First Name

Surname

Relationship

Start Typing...

Phone

Email

*Country

Australia

Address Lookup

Address Lookup

Postal delivery box

Building/prop. name

Unit/Flat Number



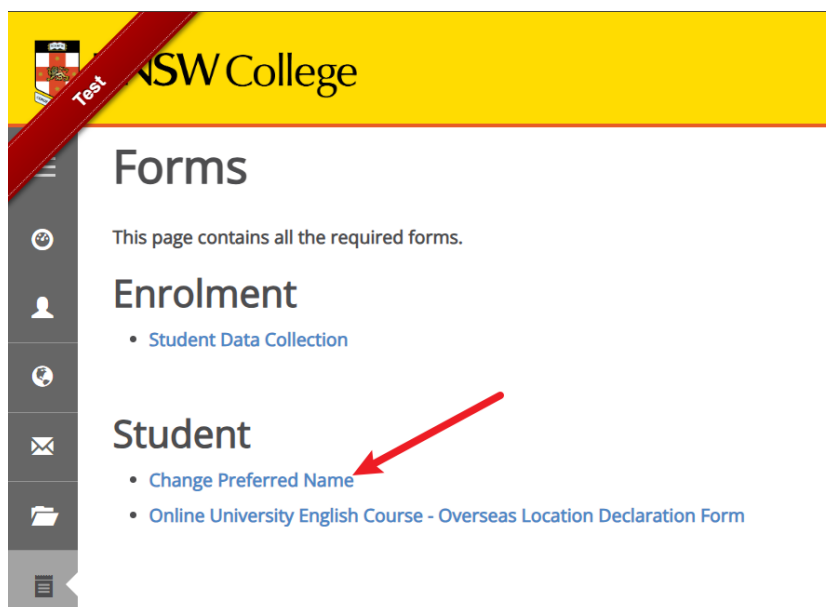
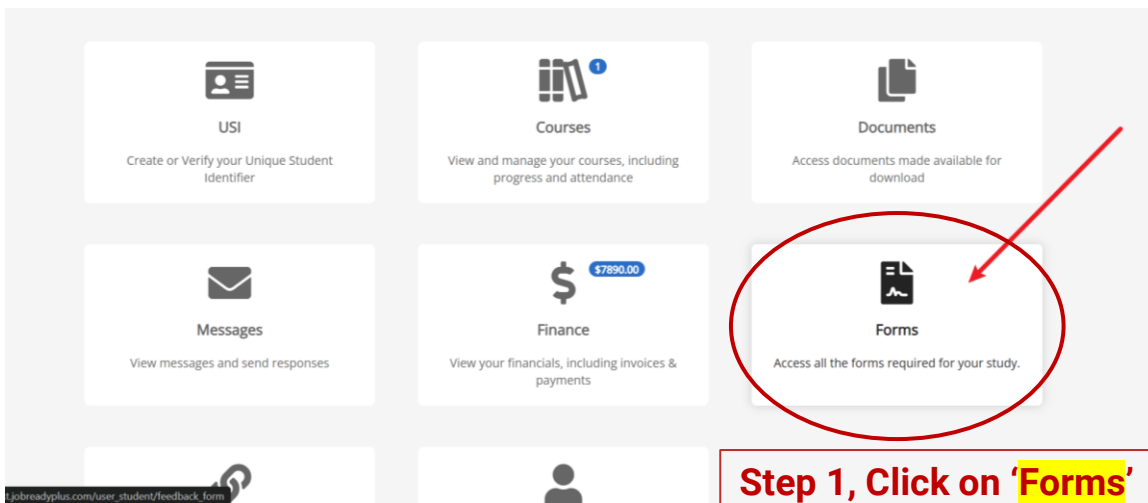
UNSW College

OPTIONAL: Update your preferred name

Here are a few important details to note:

- If you add a preferred name, it will appear in Allocate+ and will replace your first name on Attendance pages.
- In the Student Portal and other internal systems, your legal name will remain unaffected and will continue to be displayed along with your preferred name (if you choose to upload one).
- Please keep in mind that legal names remain editable only by College staff and only if providing supporting documentation. To request a change on your legal name, please [email the Enrolments Team](#).

We encourage you to update your preferred name if you would like it to be displayed across the systems.



Update Preferred Name

Use this form to update your preferred name

1

My Preferred Name:


Submit

Step 3, Type in your preferred name in the box and click 'Submit'

UNSW College Aadarsh GHOSH

Aadarsh GHOSH c201625

Profile | Contacts

 Singapore 12 October 2002 (22)

Profile	
Title	Mr
First Name(s)	Aadarsh
Middle Name	
Surname	GHOSH
ID	C201625
USI	None issued
Known By	MyPreferredName
Gender	Male

Address	
(Postal)	533, Bedok Reservoir Road Unit 04-116, Archipelago 479283 Singapore
(Home / Permanent)	533, Bedok Reservoir Road Unit 04-116, Archipelago 479283 Singapore
(Current)	533, Bedok Reservoir Road Unit 04-116, Archipelago 479283 Singapore

Phone	
(Mobile) (Current)	6590069470
(Phone) (Current)	6590069470
(Mobile) (Home / Permanent)	6590069470
(Phone) (Home / Permanent)	6590069470

Email	
(Personal)	aadarsh.ghosh@gmail.com
(UNSW)	z9999400@adtest.unsw.edu.au

USI

AVETMISS - The Unique Student Identifier has not been recorded

FINISHED! You should now see your preferred name reflected on your profile, located next to 'Known By'



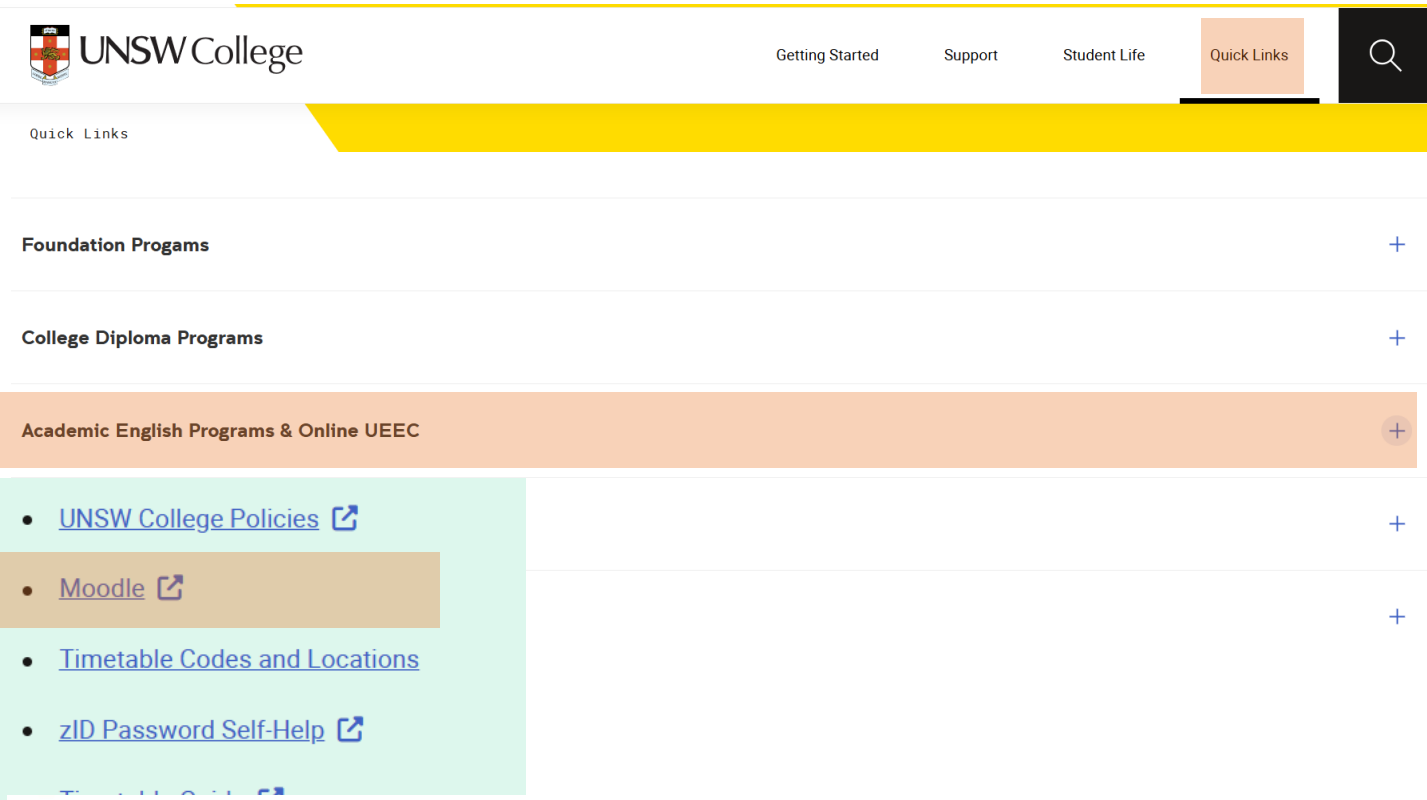
Log in to Moodle

Go back to Quick Links Page on

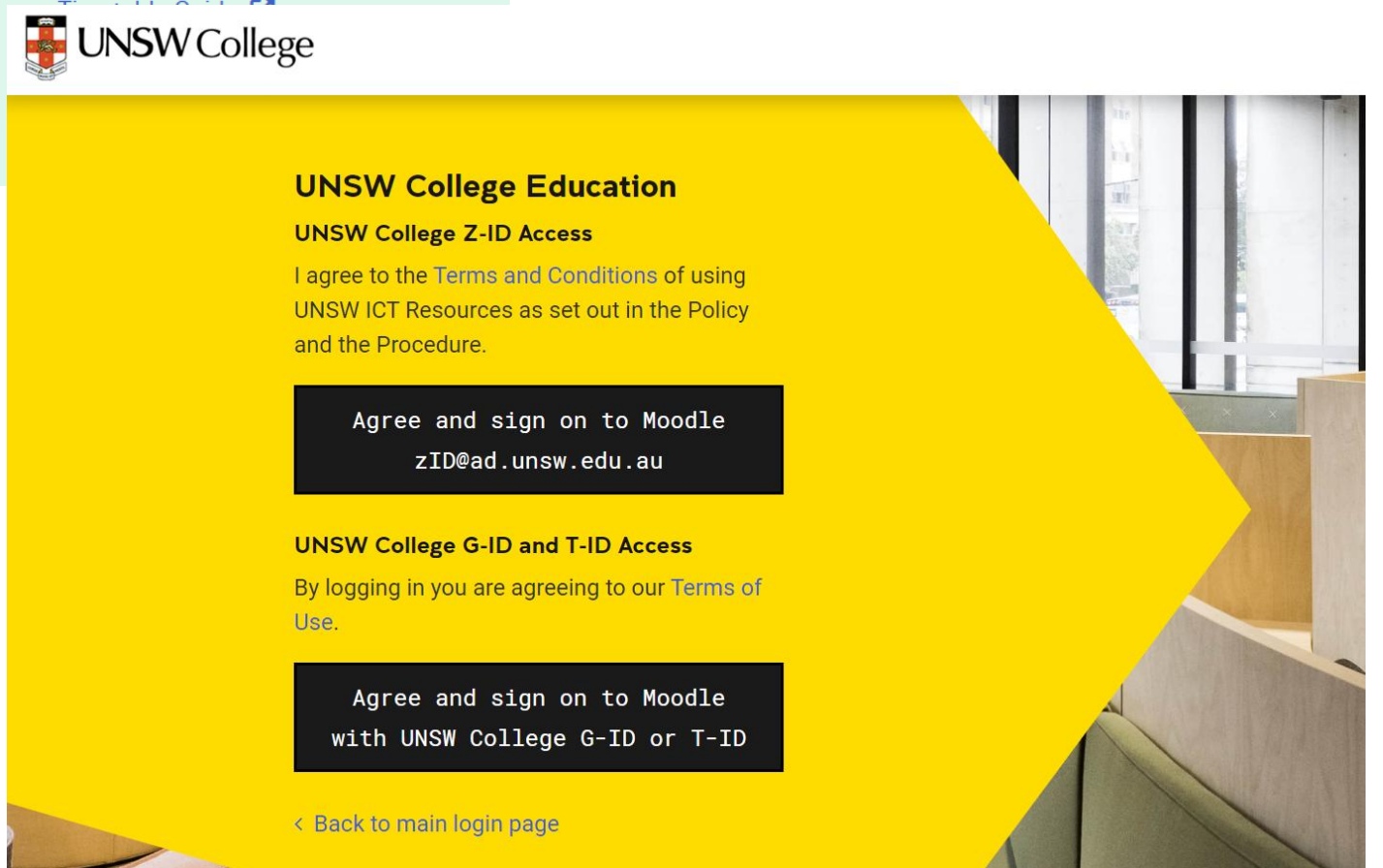
<https://my.unswcollege.edu.au/>

On the Current Students Website

Click on the 'Quick Links' button, select the 'Academic English Program' tab. And click on the 'Moodle'



The screenshot shows the UNSW College website navigation menu. At the top left is the UNSW College logo. To the right are navigation links: 'Getting Started', 'Support', 'Student Life', and 'Quick Links' (highlighted in orange). A search icon is in the top right corner. Below the navigation bar is a yellow bar with 'Quick Links' text. The main menu is a list of expandable items: 'Foundation Programs', 'College Diploma Programs', 'Academic English Programs & Online UEEC' (highlighted in orange), and a list of links including 'UNSW College Policies', 'Moodle' (highlighted in brown), 'Timetable Codes and Locations', and 'zID Password Self-Help'. Each item has a plus sign to its right.



The screenshot shows the 'UNSW College Education' page. It features a yellow background with a large white arrow pointing right. The page content includes the UNSW College logo, the heading 'UNSW College Education', and two sections for Z-ID and G-ID/T-ID access. Each section contains a paragraph of text and a black button with white text. At the bottom left, there is a link to 'Back to main login page'.

UNSW College Education

UNSW College Z-ID Access

I agree to the [Terms and Conditions](#) of using UNSW ICT Resources as set out in the Policy and the Procedure.

Agree and sign on to Moodle
zID@ad.unsw.edu.au

UNSW College G-ID and T-ID Access

By logging in you are agreeing to our [Terms of Use](#).

Agree and sign on to Moodle
with UNSW College G-ID or T-ID

[< Back to main login page](#)



Sign in

zID@ad.unsw.edu.au

[Can't access your account?](#)

Back

Next

Refer to **Multi-Factor Authentication** for help to set up MFA and keep your account secure.

[Changing your Phone?](#) [Learn how to move your MFA](#)

For assistance please contact the UNSW IT Service Centre on +61 2 9385 1333



Login using the format:

zID@ad.unsw.edu.au

For example:

z1234567@ad.unsw.edu.au

When logging in, you will receive a MFA notification on your smart phone that you must approve.



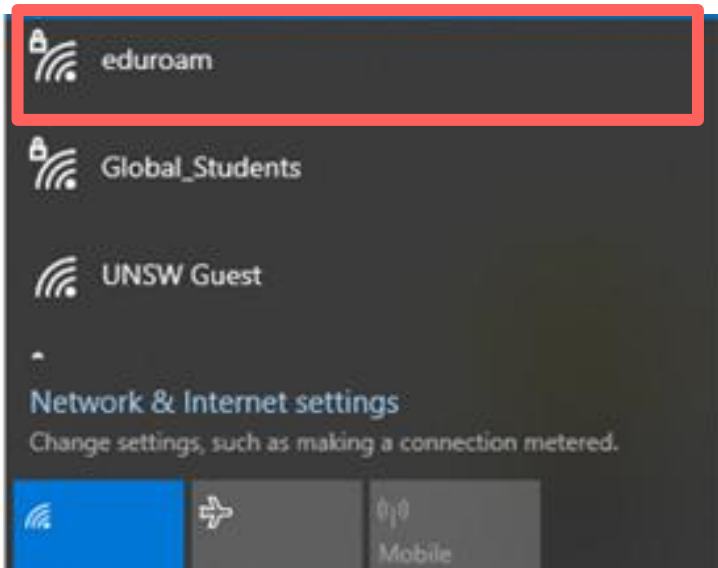
Connect to eduroam Wi-Fi

The eduroam network will become the primary UNSW network for staff, students and guests. Once enrolled at UNSW, staff and students can use the eduroam service not only on the university's campuses across Australia and overseas but also when working from affiliate locations.

Network Name: eduroam

Username: z1234567@ad.unsw.edu.au

Password: zID Password



[For more information, click here and see how to register your devices and connect to eduroam Wi-Fi.](#)



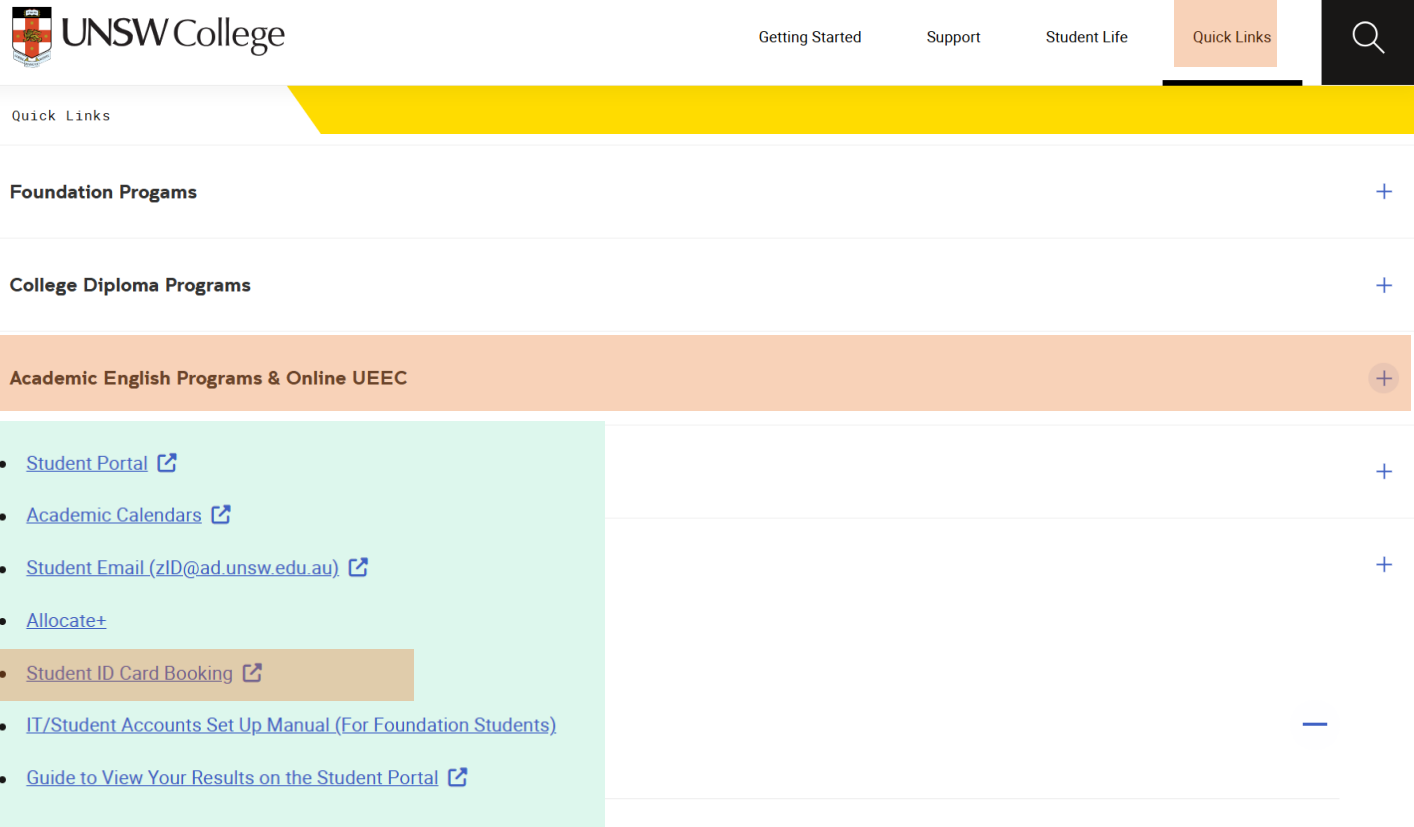
Make an Appointment for Student ID Card

Go back to Quick Links Page on
<https://my.unswcollege.edu.au/>

You MUST make an appointment to collect your ID.
NO Walk In available

On the Current Students Website

Click on the 'Quick Links' button, select the 'Academic English Program' tab. And click on the 'Student ID Card Booking'



UNSW College






Getting Started Support Student Life Quick Links

Quick Links

Foundation Programs +

College Diploma Programs +

Academic English Programs & Online UEEC +

- [Student Portal](#)  +
- [Academic Calendars](#)  +
- [Student Email \(zID@ad.unsw.edu.au\)](mailto:zID@ad.unsw.edu.au)  +
- [Allocate+](#)
- [Student ID Card Booking](#)  (highlighted)
- [IT/Student Accounts Set Up Manual \(For Foundation Students\)](#) -
- [Guide to View Your Results on the Student Portal](#) 

All UNSW Sydney & UNSW College students (including Study Abroad & Exchange students)

Whether you are a new or continuing student, you will need to make an appointment to print your student ID card.

You will **not** be able to get your student ID card during your appointment unless:

1. You have been enrolled in a course for at least 48 hours; and
2. You have your official ID document with you.

Location: [The Nucleus: Student Hub](#), Level 2, UNSW Main Library (turn right by the main entrance of the library).

[Book your student ID card appointment >](#)




Click on **'ID Card Appointments'**, scroll down and click **'Continue'**.


✓ — 2 — 3 — 4 — 5
Location Service Booking Information I consent to recei...

✓ Level 2, Library (F21), Library Rd, UNSW Sydney, Kensington NSW 2052, Australia


Select a service below to book up to 4 days in advance




ID Card Appointments




Arts, Design & Architecture Program Advice




Engineering Program Advice




Business Program Advice




Law & Justice Program Advice



Medicine & Health Program Advice



Science Program Advice



Select appointment time in the next page, continue to fill out your personal information.

You must bring your **passport** to collect your ID Card.

For IT support, email:

helpdesk@unswcollege.edu.au

Always include your zID and screenshots of the problem.

For all other questions and general enquiries, fill out our [Contact Us form](#) or call (02) 8936 2222.

