

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

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



UNSW
College

Table of contents

1.Key Terms	3
2. Activate Your zID	4
3. Set Up Your Student Email	8
4. Set Up Your MFA (Security)	10
5. Update Your Student Portal	17
6. Log in to Moodle	24
7. Connect to eduroam Wi-Fi	27
8. Make an ID Card Appointment	28

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.

Your 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 inbox, check your spam or junk folder.

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>


[Home](#) [Change your password](#) [Forgot your password?](#) [Unlock your account](#) [FAQs](#) [ARE YOU NEW HERE?](#)



Change my password

We pestered you about your expiring password and you couldn't take it anymore.


[LOG IN >](#)



I forgot my password

Don't worry, we've all been there. But that's alright, we'll take care of you.


[RESET MY PASSWORD >](#)



Unlock my account

So your account has been locked. You've come to the right place. We'll help you here.

[UNLOCK MY ACCOUNT >](#)



Are you new here?

You're joining the UNSW Family. Welcome aboard!

[GET/ACTIVATE MY ZID >](#)



UNSW
SYDNEY

Identity Manager

[Home](#) [Change your password](#) [Forgot your password](#) [Unlock your account](#) [Are you new here?](#) [HELP](#)

Choose a profile

Confirm your identity

Create your password

Here's your identity


1

2

3

4


As you are new here: How will you be joining us?



Student

You're coming here to learn at UNSW in one of our world-class courses. Make sure you have your UAC Application number or your zID ready

[>](#)



Staff

You've been invited to join UNSW. Make sure you have your zID ready

[>](#)



UNSW College

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: *



Type the above characters

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

CONTINUE



Click 'Continue'

Select one of the two options



Now make your own password.

You have **3 attempts ONLY.**

You must make a password with **at least 14 characters** and you must use:

- ✓ BIG letters ABCD...
- ✓ small letters efgh...
- ✓ Numbers 1,2,3...
- ✓ Symbols \$%&*(!

This is an example of a successful password:

1Love\$port2024!

















Set Up Student Email

Go to:

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

[Foundation Programs](#)[College Diploma Programs](#)[Academic English Programs & Online UEEC](#)[Pre-Masters Programs](#)[UNSW Diploma Programs](#)

Academic English Programs & Online UEEC

 UNSW College Policies	 Student Portal
 Moodle	 Academic Calendar
 Timetable Codes and Locations	 Student Email (zID@ad.unsw.edu.au)
 zID Password Self-Help	 Timetables
 Timetable Guide	 Student ID Card Booking
 Student Handbook	 IT/Student Accounts Set Up Manual (For AEP Students)
 Attendance Guide	 Guide to View Your Results on the Student Portal



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

Click on the 'Quick Links' button, select **Academic English Programs & Online OUEEC**

And click on the 'Student Email'



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.

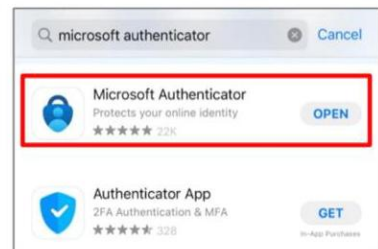


1. **On your smartphone**, Install the **Microsoft Authenticator** app.

- 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.

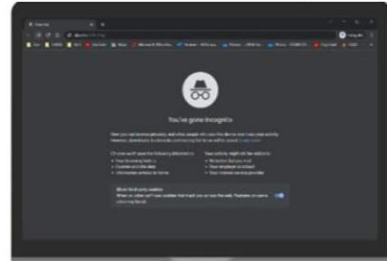
Part 2 has 13 steps. Please follow all steps to ensure that registration is complete.

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' web page. At the top is the UNSW Sydney logo. Below it, the text 'Sign in' is followed by a text input field containing the email address 'zID@ad.unsw.edu.au'. A link for 'Can't access your account?' is visible. A blue 'Next' button is positioned below the input field. At the bottom, there is a grey box with 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' web page. It features the UNSW Sydney logo at the top. Below the logo, the email address 'z9999200@ad.unsw.edu.au' is displayed. The heading 'More information required' is followed by the text 'Your organisation needs more information to keep your account secure'. There are two links: 'Use a different account' and 'Learn more'. A blue 'Next' button is located at the bottom right of the page.

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



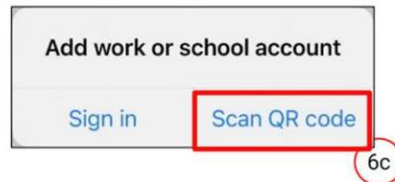
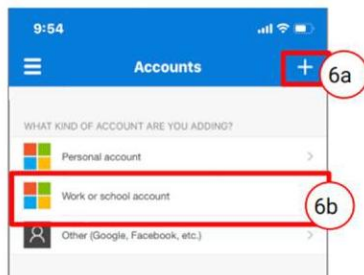
5. **On your computer**, at the *Set up your account* window click **Next**.



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

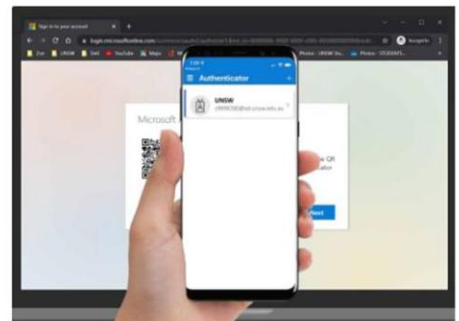
6. **On your smartphone**, Open the Microsoft Authenticator app, allow notifications/access to camera (if prompted), and

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

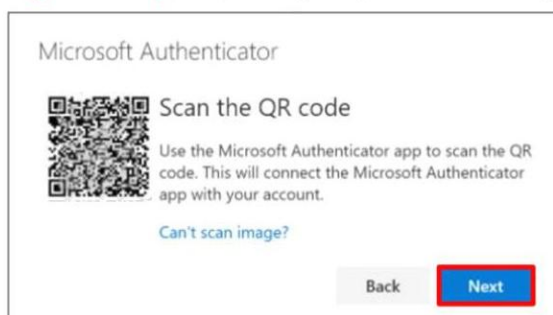


7. **On your smartphone**, use the Microsoft Authenticator app to scan the QR code shown on your computer screen.

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.

Keep your account secure

Your organization requires you to set up the following methods of proving who you are.

Microsoft Authenticator

Let's try it out

Approve the notification we're sending to your app by entering the number shown below.

26

Back Next

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.

Are you trying to sign in?

UNSW
z353xxxx@ad.unsw.edu.au

Enter the number shown to sign in.

Enter number here

26

YES

NO, IT'S NOT ME

I CAN'T SEE THE NUMBER

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

UNSW

Keep your account secure

Your organisation requires you to set up the following methods of proving who you are.

Microsoft Authenticator

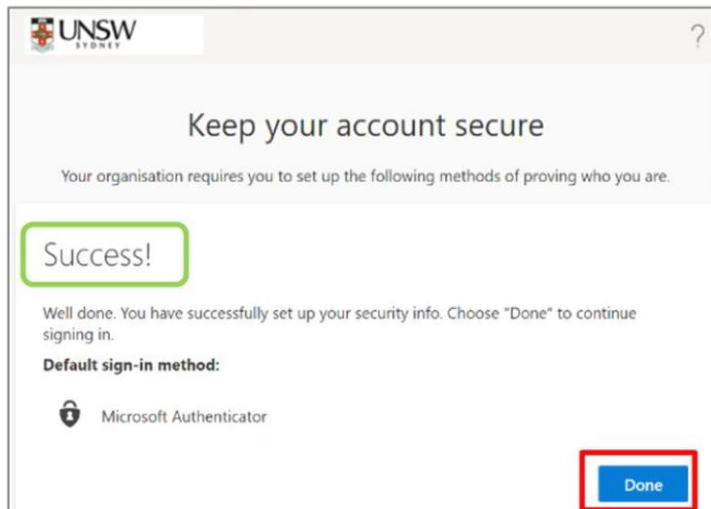
Notification approved

Back Next

[I want to set up a different method](#)



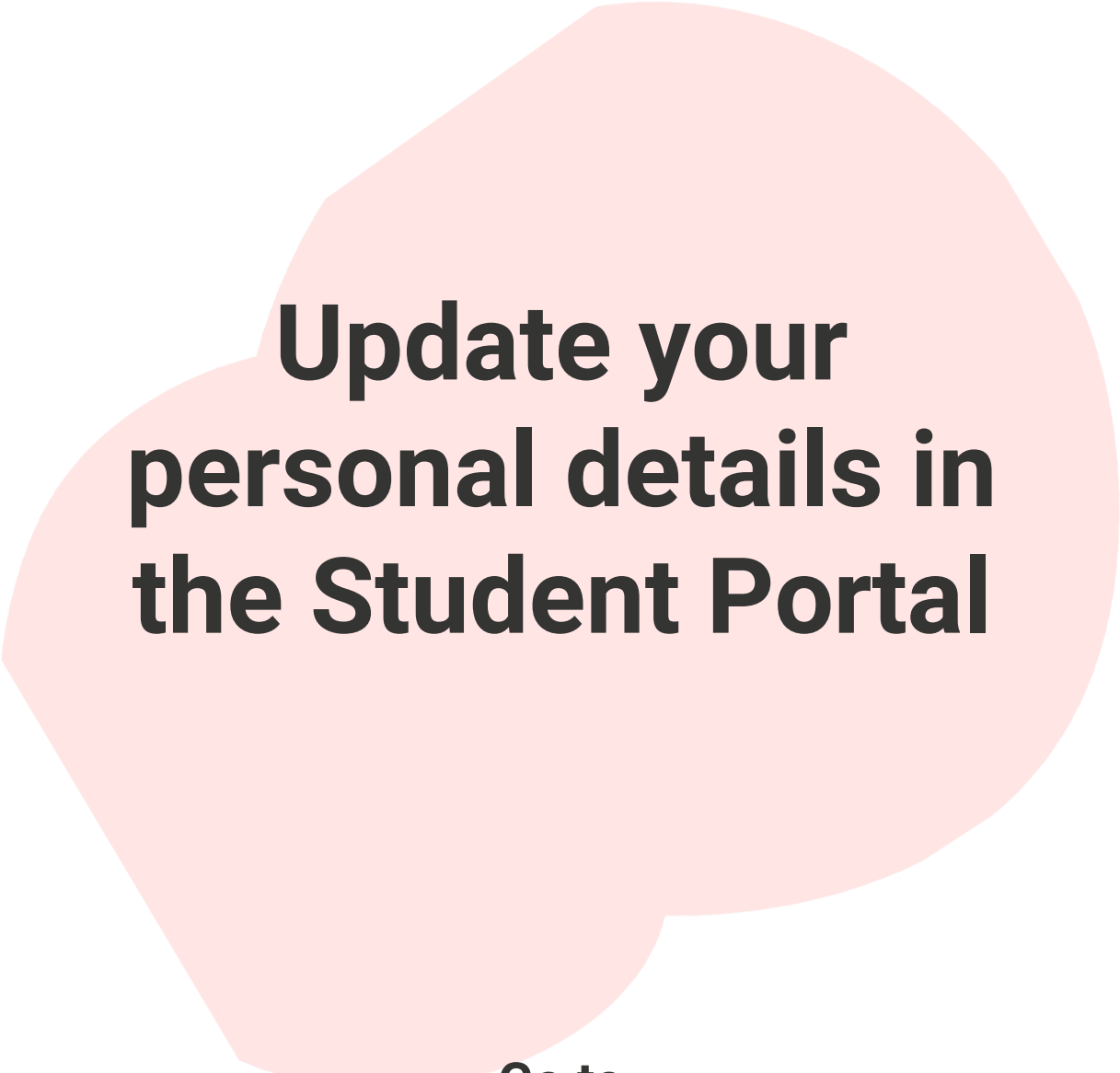
11. **On your computer**, at the *Success* screen, click **Done** & close the browser.



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).


A large, irregular, light pink shape with soft, organic edges, resembling a watercolor splash or a cloud, serves as a background for the main text.

Update your personal details in the Student Portal

Go to

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

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

UNSW College

Quick LinksFormsOrientationStudent Life ▾Health & Wellbeing ▾Academic Support ▾

Diploma ProgramsFoundation ProgramsAcademic English Programs & Online UEECPre-Masters Programs

Academic English Programs & Online UEEC

UNSW College Policies	Student Portal
Moodle	Academic Calendar
Timetable Codes and Locations	Student Email (zID@ad.unsw.edu.au)
zID Password Self-Help	Timetables
Timetable Guide	Student ID Card Booking
Set Up Student Accounts – IT Instruction Manual	Attendance Guide

Do not use this entry

Password

Sign In


Forgot your password?

Students & Staff Click Here to Login

Step 1, Click on blue bar

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)

BackNext

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):
<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



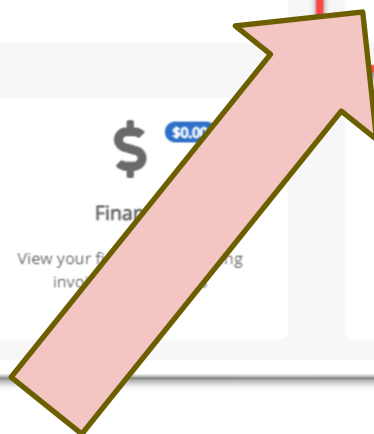
Finance

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

Profile

Contacts

Step 1, click on 'Edit'

Edit



Brazil
8 March 2007
(17)

Profile

Title Miss
First Name(s) Eva
Middle Name Lola
Surname Santos

ID C020067
USI None issued
Known By
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

Photo Choose file No file

Current Photo

Step 2, upload your passport photo

Address

Address Lookup

Primary

Location

Current

*Country

Australia

Address Lookup

Address Lookup

Postal delivery box

Building/prop. name

Phone

Primary

Type

Location

Number

☒

Phone

Home / Perr

78437864289



Add Another Phone

Email

Primary

Type

Email Address

☒

UNSW

z9999400@adtest.unsw.edu.au

☐

Personal

evasantos@gmail.com

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



UNSW College

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

Phone

Email

*Country

Address Lookup

Postal delivery box

Building/prop. name

Unit/Flat Number



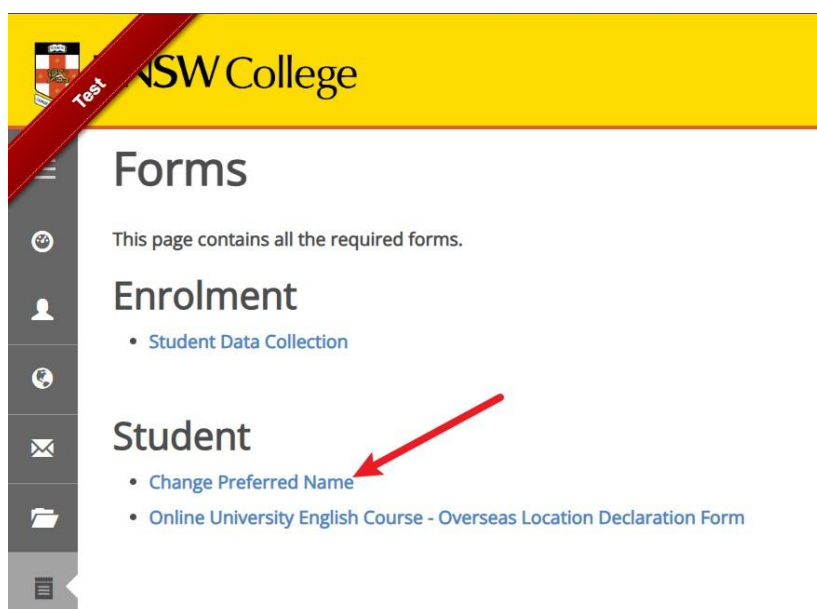
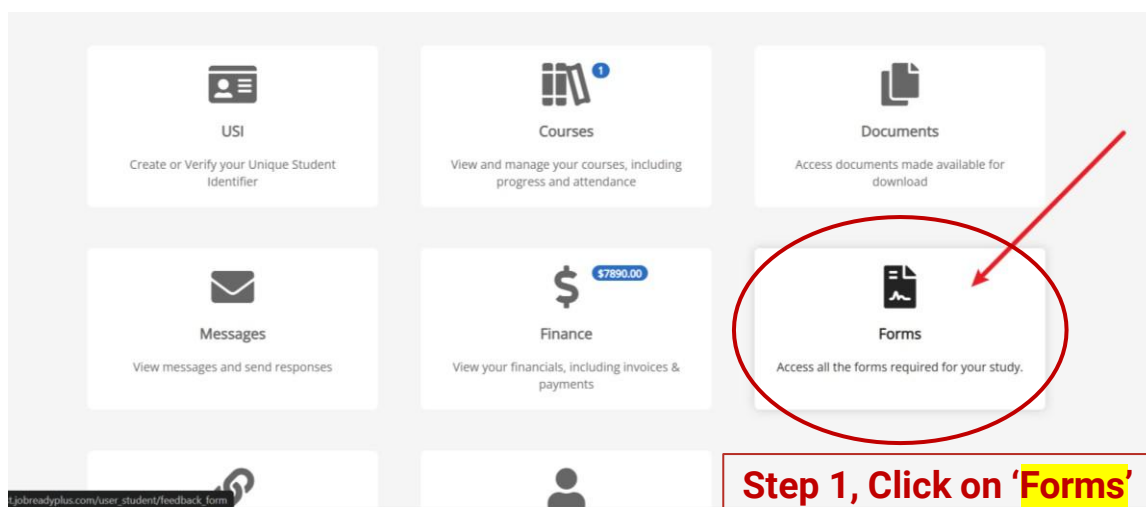
UNSW College

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:

MyPreferredName


Submit

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

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Aadarsh GHOSH

Profile



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'



How to upload your Unique Student Identifier (USI)

You must also have a [Unique Student Identifier \(USI\)](#) and verify it in the Student Portal.

Without one, you cannot receive your qualification or statement of attainment and your graduation cannot be finalised. You can find [detailed instructions here](#) on how to complete this process.

Welcome

Welcome to the Student Portal

It is a legal requirement that your local Sydney home address, local phone number, and emergency contact information are always up to date.

To update your Sydney home address and local phone number:

1. Click on **Profile**
2. Click on **Edit**
3. Click **Add Another Address** or **Add Another Phone**
4. Enter your Sydney home address and local phone number details
5. Mark the new details as **Primary**
6. Click **Update My Details**

To update your Emergency Contact:

1. Click on **Profile**
2. Click on **Edit**
3. Select **Contacts**
4. Click **Add New Contact**
5. Fill in the fields **First Name**, **Surname**, **Phone**, **Email**
6. Select **Type: Emergency Contact**
7. Click **Save**



Profile

Manage your profile



Useful Links

Access to sites you may find useful



Forms

Access all the forms required for your study.



Courses

View and manage your courses, including progress and attendance



USI

Create or Verify your Unique Student Identifier



Documents













Access documents made available for download

Log in to Moodle

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

[Diploma Programs](#)
[Foundation Programs](#)
[Academic English Programs & Online UEEC](#)
[Pre-Masters Programs](#)

Academic English Programs & Online UEEC

 UNSW College Policies	 Student Portal
 Moodle	 Academic Calendar
 Timetable Codes and Locations	 Student Email (zID@ad.unsw.edu.au)
 zID Password Self-Help	 Timetables
 Timetable Guide	 Student ID Card Booking
 Set Up Student Accounts – IT Instruction Manual	 Attendance Guide

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

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.



UNSW College

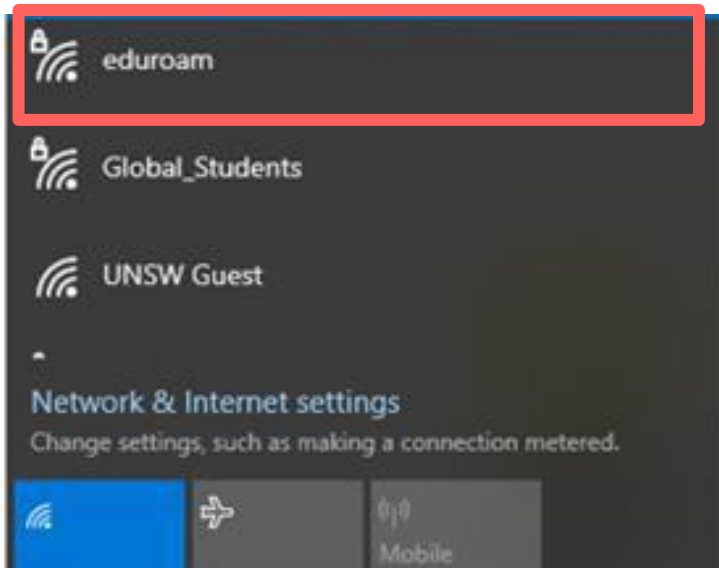
Connect to eduroam Wi-Fi

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 a student ID card

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

You MUST make an appointment to collect your
student ID card.

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

 UNSW College

Quick LinksFormsOrientationStudent LifeHealth & WellbeingAcademic Support

Foundation ProgramsCollege Diploma ProgramsAcademic English Programs & Online UEECPre-Masters ProgramsUNSW Diploma Programs

Academic English Programs & Online UEEC

UNSW College Policies	Student Portal
Moodle	Academic Calendar
Timetable Codes and Locations	Student Email (zID@ad.unsw.edu.au)
zID Password Self-Help	Timetables
Timetable Guide	Student ID Card Booking

Scroll down and click on **Book your student ID card appointment.**

3. Make an appointment

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


LocationServiceBookingInformationI 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

Continue

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.**



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