

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 Student Account	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	22
7. Connect to uniwide Wifi	25
8. Make an ID Card Appointment	26

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



Go to:

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

The screenshot shows the UNSW IAM login page. The navigation bar at the top includes links for Home, Change your password, Forgot your password?, Unlock your account, and FAQs. A yellow button labeled 'ARE YOU NEW HERE?' is highlighted. 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: Tell us who you are

At least one of these fields must be completed *

What's your date of birth?

0 **Enter Your Birth Date** ▾ 2000

Would you like to use your Australian home postcode instead?

E **Leave blank**

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.

Y **Leave blank** mber from Gateway or UAC

Or you have a zID instead? Please add the prefix "z" to your 7-digits Student ID.

Your zID, eg: Z12334567

What's your UNSW Program Code? *

[Find your UNSW Program Code here](#)

Your Program Code is 6556

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

CONTINUE

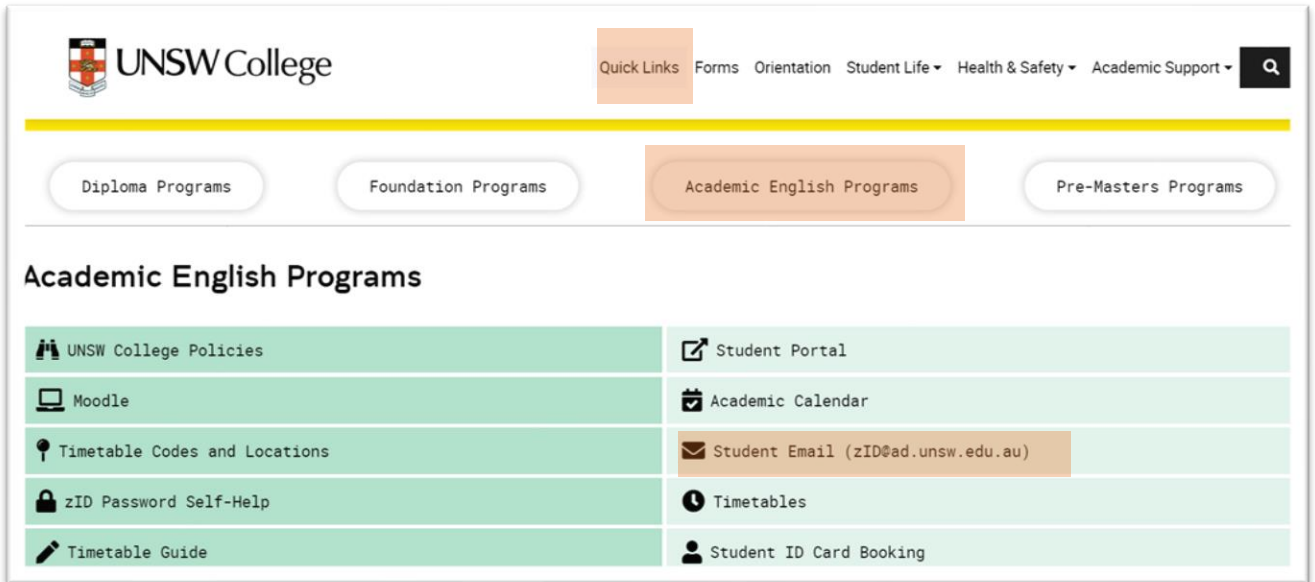


Set Up Student Email

Go to:

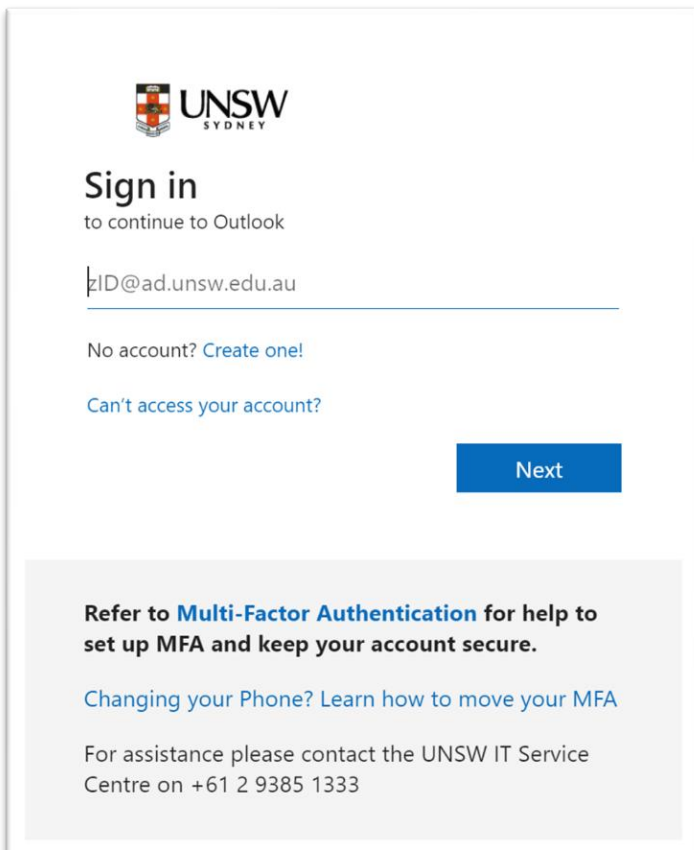
<https://my.unswcollege.edu.au/>

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



The screenshot shows the UNSW College website navigation. At the top, there is a 'Quick Links' menu with options: Forms, Orientation, Student Life, Health & Safety, and Academic Support. Below this, there are four program tabs: Diploma Programs, Foundation Programs, Academic English Programs (highlighted in orange), and Pre-Masters Programs. Under the 'Academic English Programs' section, a grid of links is displayed. The 'Student Email (zID@ad.unsw.edu.au)' link is highlighted in orange.

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



The screenshot shows the Outlook sign-in page for UNSW Sydney. It includes the UNSW Sydney logo, the text 'Sign in to continue to Outlook', and a text input field containing 'zID@ad.unsw.edu.au'. Below the input field are links for 'No account? Create one!' and 'Can't access your account?'. A blue 'Next' button is positioned to the right of the input field. At the bottom, there is a grey box with text: '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', and '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.

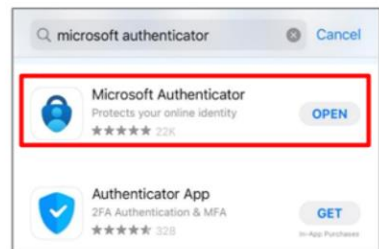


1. **On your smartphone**, Install the **Microsoft Authenticator** app.

- 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.

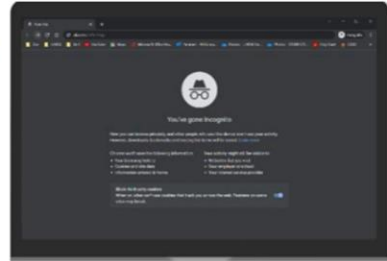
Part 2 has 13 steps. Please follow all steps to ensure that registration is complete.

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

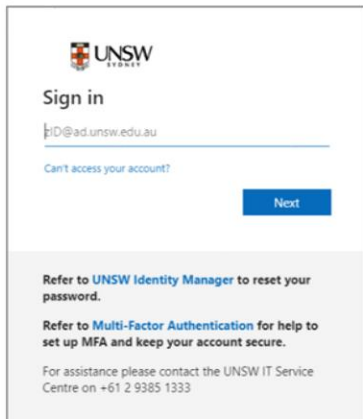
⌘ + Shift + n (for Mac)



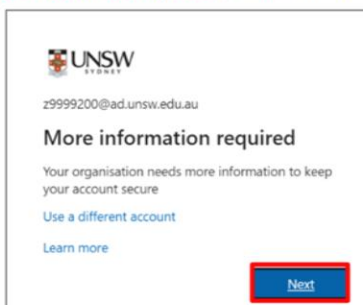
Please close any other active browser windows leaving only the current Incognito/ InPrivate /Private window open.

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

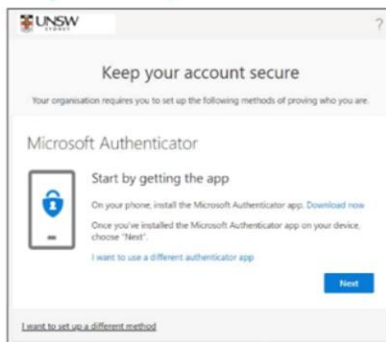
2. **On your computer**, at the *Sign in* window, sign in by entering your `zID@ad.unsw.edu.au` and password.

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".

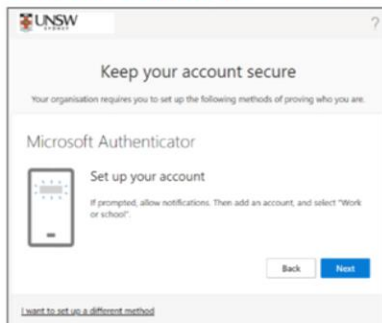
3. **On your computer**, at the *More information required* window, click **Next**.

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". To the right of the input field is a blue "Next" button.

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



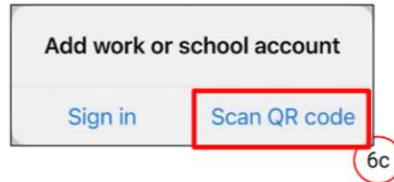
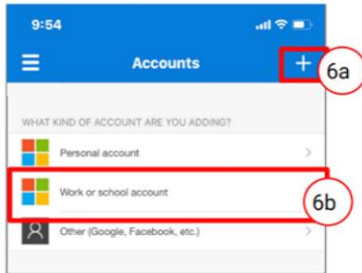
5. **On your computer**, at the *Set up your account* window click **Next**.



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

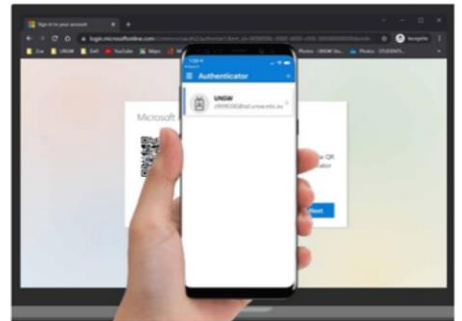
6. **On your smartphone**, Open the Microsoft Authenticator app, allow notifications/access to camera (if prompted), and

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

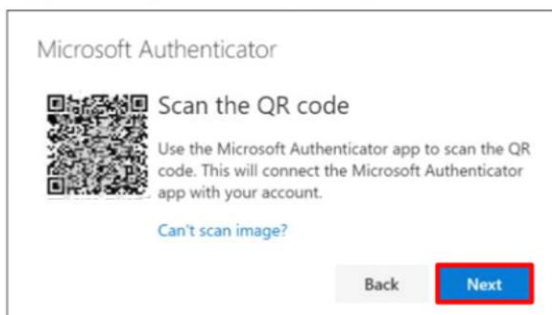


7. **On your smartphone**, use the Microsoft Authenticator app to scan the QR code shown on your computer screen.

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.

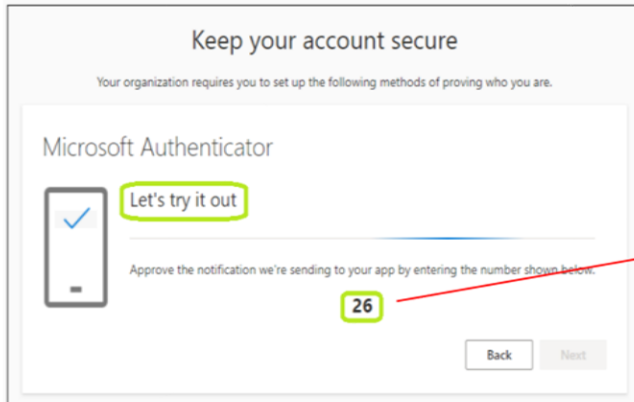
*If you are still unable to scan the QR code, click the **Can't scan image?** option and follow the prompts.*



9.

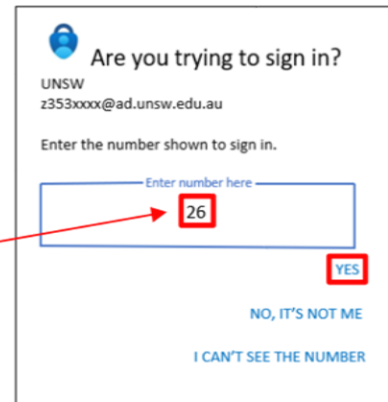
On your computer

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.

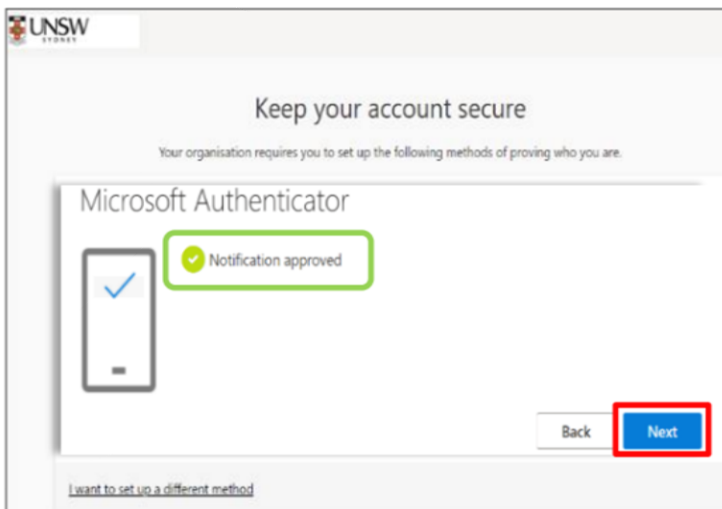


On your smartphone

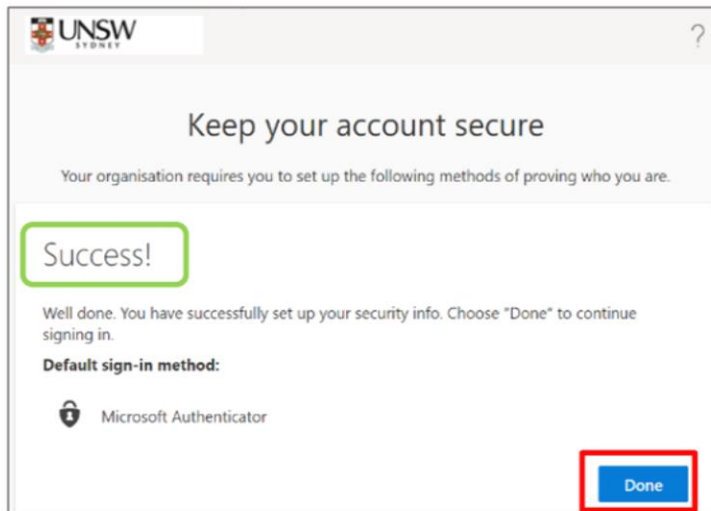
A push notification will ask you to verify your sign-in, enter the 2-digit number from the computer/sign-in screen into your smartphone & click YES.



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/>

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

UNSW College

Quick Links Forms Orientation Student Life Health & Safety Academic Support

Diploma Programs Foundation Programs **Academic English Programs** Pre-Masters Programs

Academic English Programs

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	

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)

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

Step 2, sign in with zID

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



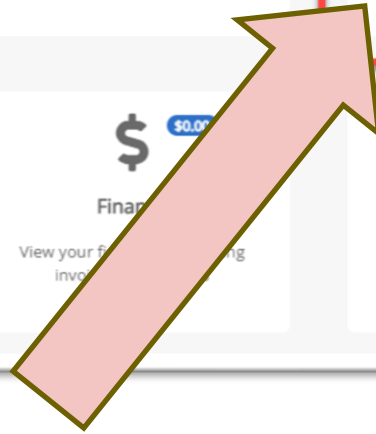
Finance

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'

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

Photo Choose file No file

Step 2, upload your passport photo

Current Photo

Address

Address Lookup

Primary

Location

*Country

Address Lookup

Postal delivery b

Building/prop. name

Phone

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

Add Another Phone

Email

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











Log in to Moodle

Go back to Quick Links Page on

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

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

Academic English Programs

 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

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.



Connect to uniwide Wifi

Uniwide

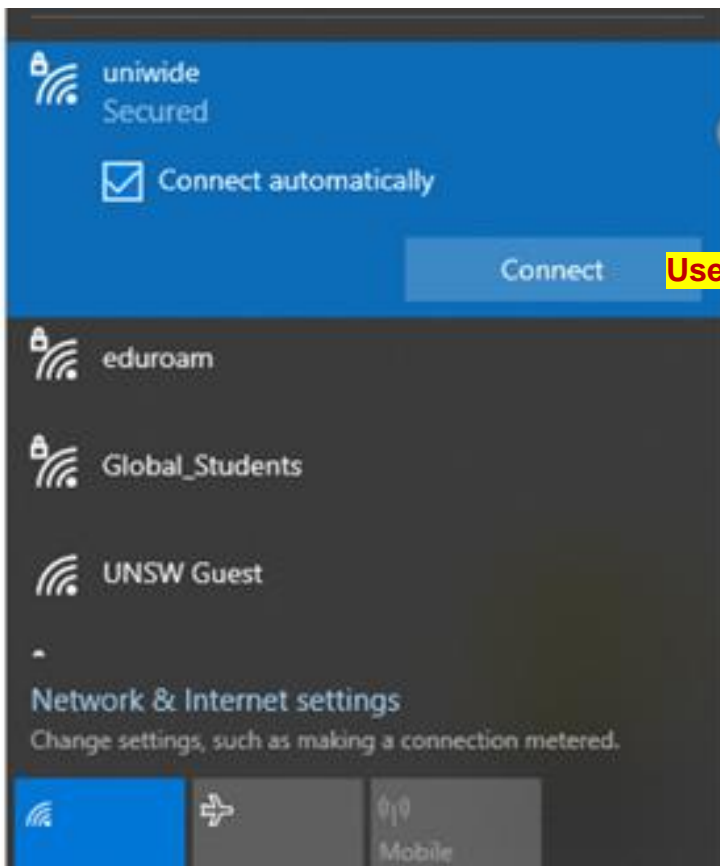
UNSW staff and students are encouraged to use Uniwide when connecting to Wifi on campus as it is UNSW's primary Wi-Fi network.

Uniwide uses your zID and password to authenticate. For a detailed guide on how to configure your device please refer to the Self-Help Articles section.

Network Name: uniwide

Username: zID

Password: zID Password



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

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











[Diploma Programs](#)

[Foundation Programs](#)

[Academic English Programs](#)

[Pre-Masters Programs](#)

Academic English Programs

 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 to **Request Your Card**, click on **Make an appointment.**

Requesting your card

Information for:

All UNSW students (except Canberra/Distance)


Here you can find information for all students (other than UNSW Canberra and Distance Education students), on how to get your student ID card.

Receive your student ID card now

ID card services will be closed on 29-30 July 2024 between 10:00-11:30am as we undergo a systems upgrade. Alternative time slots are available to book outside of this timeframe.

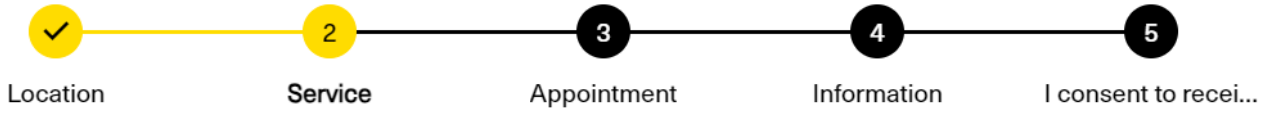
[Make an appointment](#) >



[Get more information](#)  about opening hours, location and availability of services at the Nucleus: Student Hub.

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

Book your appointment below!



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

Services Available



ID Card Appointments



Arts, Design &
Architecture Program
Advice



Engineering 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.

