

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



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 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:

- Change my password:** Icon of a pencil and a password field. Text: "We pestered you about your expiring password and you couldn't take it anymore." Button: "LOG IN >"
- I forgot my password:** Icon of a circular arrow and three asterisks. Text: "Don't worry, we've all been there. But that's alright, we'll take care of you." Button: "RESET MY PASSWORD >"
- Unlock my account:** Icon of an open padlock. Text: "So your account has been locked. You've come to the right place. We'll help you here." Button: "UNLOCK MY ACCOUNT >"
- Are you new here?:** Icon of a person with a plus sign. Text: "You're joining the UNSW Family. Welcome aboard!" Button: "GET/ACTIVATE MY ZID >"

The 'Are you new here?' section and its button are circled in red in the original image.

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



2

3

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, click on **Change** and make sure you select the following

What program do you study?

Select This

Pre-Masters, Academic English (EAE, UEEC, FEED, TOP, OUEEC), 2025 Foundation Studies, Diploma under UNSW College Policy

2024 Foundation Studies, Diploma under UNSW Policy



Quick Links Forms Orientation Student Life Health & Wellbeing Academic Support

Diploma Programs

Foundation Programs

Academic English Programs & Online UEEC

Pre-Masters Programs

Pre-Masters Programs

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

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

And click on the 'Student Email'



Sign in

to continue to Outlook

zID@ad.unsw.edu.au

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



UNSW College

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.

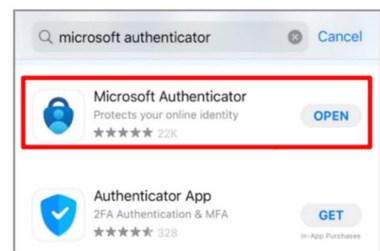


1. **On your smartphone**, Install the **Microsoft Authenticator app**.

- 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.

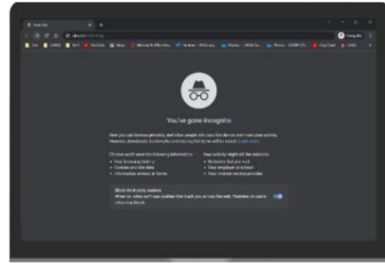
Part 2 has 13 steps. Please follow all steps to ensure that registration is complete.

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

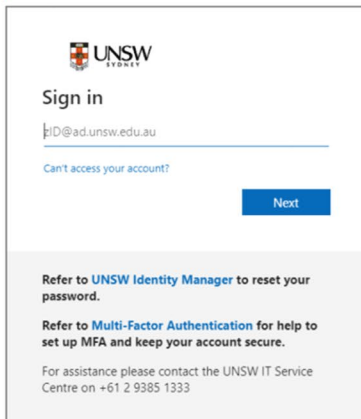
⌘ + Shift + n (for Mac)



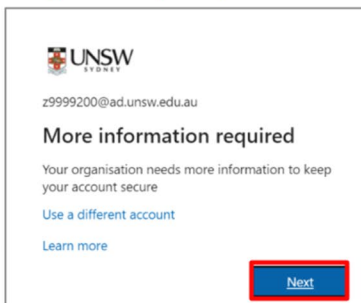
Please close any other active browser windows leaving only the current Incognito/ InPrivate /Private window open.

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

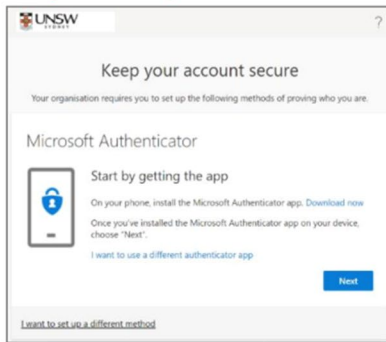
2. **On your computer**, at the *Sign in* window, sign in by entering your `zID@ad.unsw.edu.au` and password.

A screenshot of the UNSW Sign in page. The UNSW Sydney logo is at the top left. Below it, the text "Sign in" is displayed. A text input field contains the email address "zID@ad.unsw.edu.au". Below the input field, there is a link "Can't access your account?". A blue "Next" button is positioned to the right of the input field. At the bottom of the page, 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".

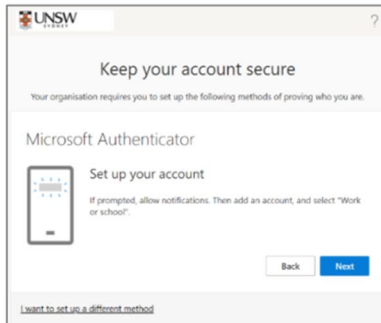
3. **On your computer**, at the *More information required* window, click **Next**.

A screenshot of the UNSW More information required page. The UNSW Sydney logo is at the top left. Below it, the text "More information required" is displayed. A text input field contains the email address "z9999200@ad.unsw.edu.au". Below the input field, there is a link "Use a different account". A blue "Next" button is positioned to the right of the input field. At the bottom of the page, there is a grey box containing the following text: "Your organisation needs more information to keep your account secure" and "Learn more".

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



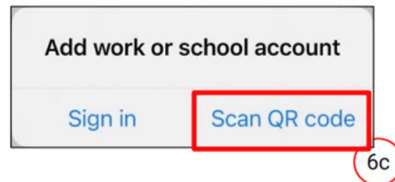
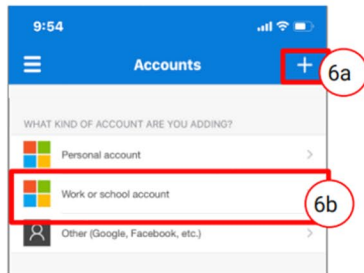
5. **On your computer**, at the *Set up your account* window click **Next**.



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

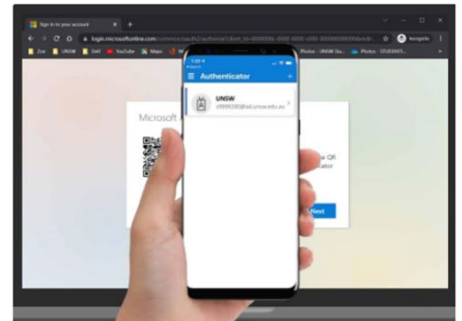
6. **On your smartphone**, Open the Microsoft Authenticator app, allow notifications/access to camera (if prompted), and

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

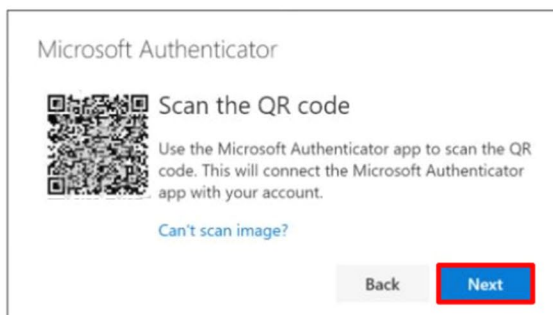


7. **On your smartphone**, use the Microsoft Authenticator app to scan the QR code shown on your computer screen.

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.

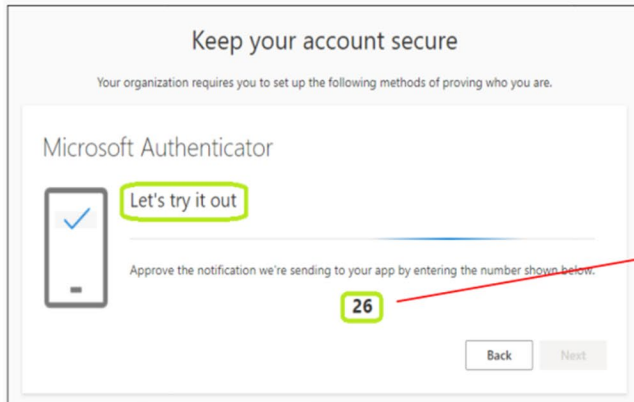
*If you are still unable to scan the QR code, click the **Can't scan image?** option and follow the prompts.*



9.

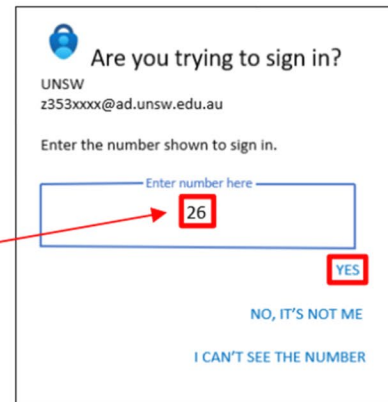
On your computer

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.

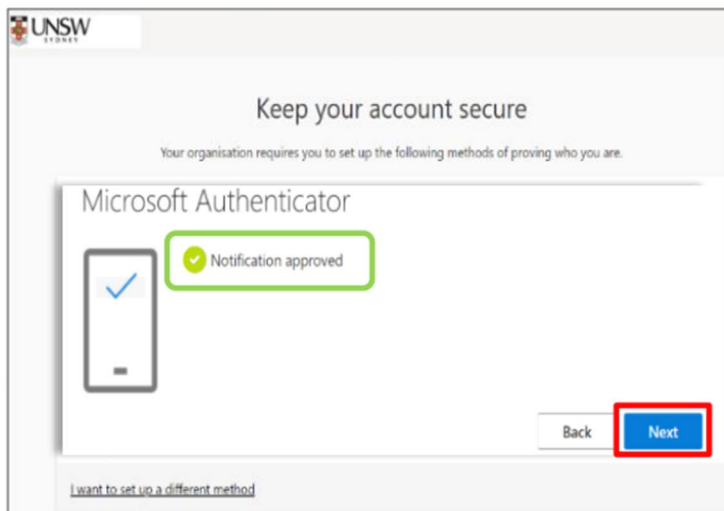


On your smartphone

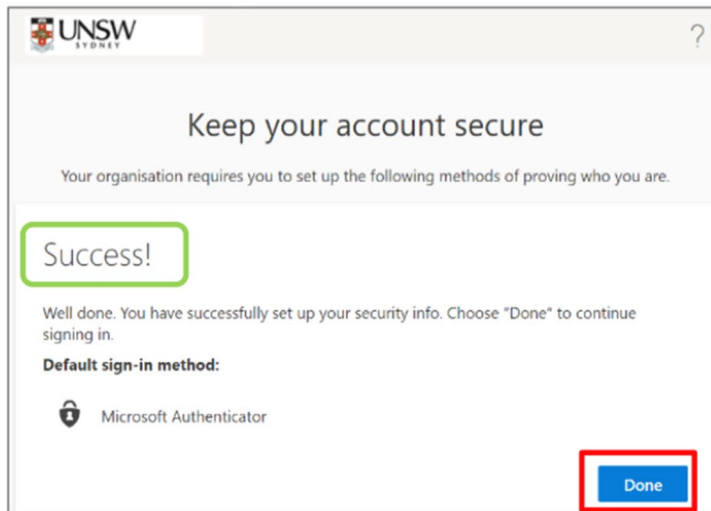
A push notification will ask you to verify your sign-in, enter the 2-digit number from the computer/sign-in screen into your smartphone & click YES.



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 'Pre-Masters' tab.
And click on the 'Student Portal'


Diploma Programs


Foundation Programs


Academic English Programs


Pre-Masters Programs


Pre-Masters Programs


 UNSW College Policies


 Student Portal


 Moodle


 Academic Calendar


 Timetable Codes and Locations

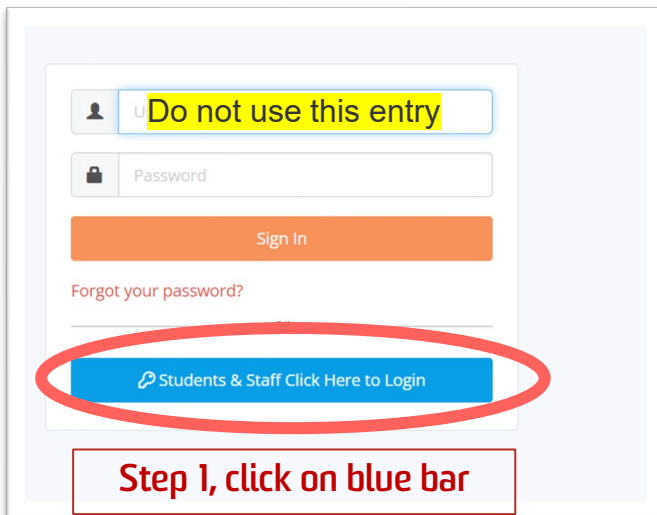
 Student Email (zID@ad.unsw.edu.au)

 zID Password Self-Help

 Self-Enrolment Guide

 Timetables

 Student ID Card Booking



UNSW College Policies

zID Password Self-Help


Timetables

Do not use this entry

Password

Sign In

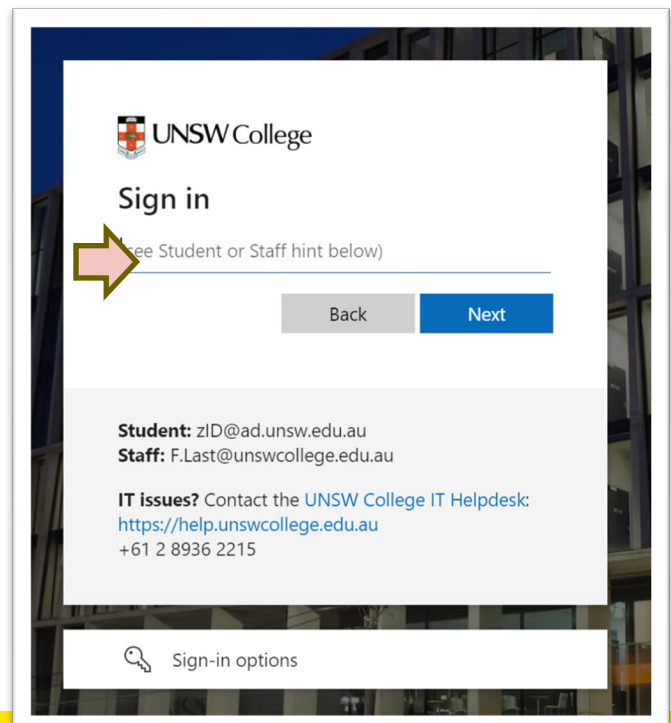
Forgot your password?



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

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



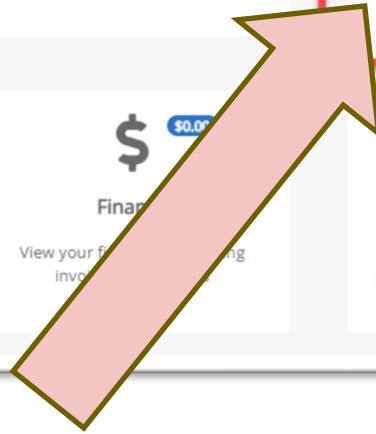
Financial

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

← **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	Phone
Location	Home / Perr	Number	2 <input type="text" value="78437864289"/>
<input type="button" value="Add Another Phone"/>			

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

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](#)

Pre-Masters Programs

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

Click on the 'Quick Links' button, select the 'Pre-Masters Programs' 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

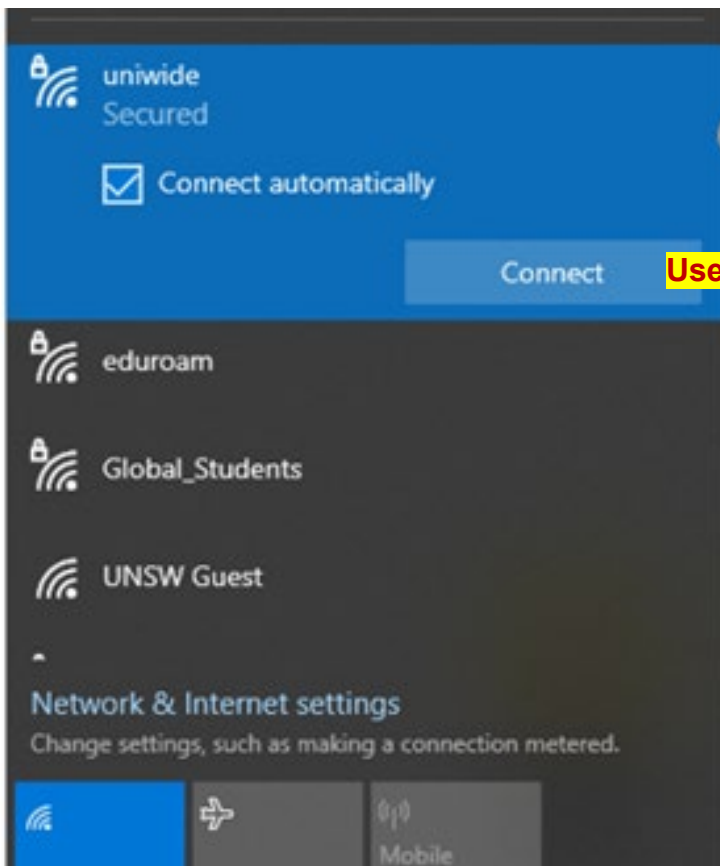
UNSW staff and students are encouraged to use Uniwide when connecting to Wifi on campus as it is UNSW's primary Wi-Fi network.

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



Use your zID and 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 'Pre-Masters Programs' tab. And click on the 'Student ID Card Booking'


[Diploma Programs](#)


[Foundation Programs](#)


[Academic English Programs](#)


[Pre-Masters Programs](#)


Pre-Masters Programs


 [UNSW College Policies](#)


 [Moodle](#)


 [Timetable Codes and Locations](#)


 [zID Password Self-Help](#)

 [Timetables](#)

 [Student Portal](#)

 [Academic Calendar](#)

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

 [Self-Enrolment 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.

