

# Setting Up Your Student Accounts

**UNSW COLLEGE ONLINE UEEC** 



Please open the Current Student Website on your computer

## https://my.unswcollege.edu.au/







Quick Links Forms Orientation Student Life - Health & Wellbeing - Academic Support -

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Current Students Website

### Welcome

Welcome to our UNSW family. This website is designed to support your learning journey with UNSW College. We look forward to you joining our vibrant community, with over 3,000 international students from 40 countries who commence their studies with us each year.



#### https://my.unswcollege.edu.au/





#### Academic English Programs & Online UEEC

📺 UNSW College Policies	🗹 Student Portal
D Moodle	🕏 Academic Calendar
♥ Timetable Codes and Locations	▼ Student Email (zID@ad.unsw.edu.au)
CID Password Self-Help	• Timetables
	La Student ID Card Booking
IT/Student Accounts Set Up Manual (For AEP Students)	Attendance Guide
$\checkmark$ Guide to View Your Results on the Student Portal	



#### https://my.unswcollege.edu.au/





#### https://my.unswcollege.edu.au/



#### Weekly events and activities



Available in person at the L5 Building every week

Monday to Thursday where you can achieve your study

goals, improve your English skills and meet new friends.



Student Clubs & Societies

Make new friends who share the same interests with you at one of our clubs and societies and join some of the weekly events.

Find out more >



Volunteer Program

Develop your professional, social and communication skills as a volunteer and elevate the community's student experience by helping out at fun events on campus.

Register here >

#### More events

Find out more >

Study Club





### **UNSW** College

ms Orientation Student Life - Health & Wellbeing - Academic Support - Q Quick Links

#### Current Students Website

#### Orientation

Orientation is compulsory to attend for all new students, including students transitioning to new programs at UNSW College.

Orientation provides an essential introduction to studying at the College and includes resources events and information sessions designed to set you up for success.



Click on your course below.

Your Orientation guide to get started will be available 2 weeks before your compulsory Orientation Day. Please complete the steps before you arrive for your Orientation Day.



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



#### **Current Students Website**

### **Online UEEC**

Orientation is compulsory to attend for all new students, including students transitioning to new programs at UNSW College.

Orientation provides an essential introduction to studying at the College and includes resources events and information sessions designed to set you up for success.



### https://my.unswcollege.edu.au/



Make sure you complete these steps in the order they are listed.



1. Equipment Requirements for OUEEC – students must read

- 2. Activate Your Unique Student zID
- 3. Activate Your Student Email
- 4. Set Up Multi Factor Authentication (MFA)
- 5. Activate Your Student Portal
- 6. Locate Your Timetable on the Student Portal
- 7. Access the UNSW Learning Platform Moodle







### 1. Equipment Requirements for OUEEC – students must read

Every student must use a device that is consistent with the recommended specifications of the College, which is an Windows or Apple Mac laptop/notebook-style computing device.

iPads, Android tablets, or Chromebooks are not suitable for studying at the College.

Before you start your program, you must read the Online University English Entry Course (OUEEC) Personal Electronic Device Student Guidelines.

Your computer must:

- be less than 4 years old
- English version: Windows 10, or macOS Big Sur (version 11.0)
- English version: Office 365
- Microsoft .NET Framework 3.5 installed (Windows only).





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# Where is your zID?

You should have received this email titled:

Get Ready to Start Your Journey at UNSW College



This is your unique zID:

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

# Can't find your zID?



You can:

- 1) If you are watching this live Tell us your cID in the chat and we will help you to locate your zID.
- 2) If you are watching this as a recording Email <u>enquiries@unswcollege.edu.au</u> with your full name and cID.

You can find your cID on your Confirmation of Enrolment (CoE).



### **<u>Right click</u>** on the link and open in a new tab!

### Step 2: Activate Your zID

zID is your unique student ID number when you study at UNSW College. You can activate your zID here: https://iam.unsw.edu.au/home













### **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.

Your 8 or 9 digit 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

Example: z1234567



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,

O 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 <u>Acceptable Use</u> of UNSW Information Resources Policy

CONTINUE







## 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 \$%&\*(!

Write down your new password. You will need it again soon!

This is an example of a successful password: 1Love\$port2024!



# If you have made your password successfully you will get a success notification





# Didn't work?



If you tried to create your password **more than 3 times** you must call (+61 2) 9385 1333, or email your zID and name to **itservicecentre@unsw.edu.au** 

Tell UNSW IT that you have tried to set your password more than 3 times and they will help to reset it for you. This may take up to 12 hours.



Make sure you complete these steps in the order they are listed.



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### 3. Activate Your Student Email

Activate your student email at this un https://student.unsw.edu.au/email

Email is the official way in Low V teachers and staff communicate with students.

- Your Username: zID@ad.unsw.edu.au (eg. z1234567@ad.unsw.edu.au)
- Your Password: Your zID password
- If you can not access email please contact helpdesk@unswcollege.edu.au with your zID and screenshots of the issue you are having.

### **Right click on the link and open in a new tab!**







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

Sign-in options

Enter your zID email address which looks like: zID@ad.unsw.edu.au Click Next then enter your password.



# Email not working?



Your email will not work if you have not completed the previous steps.

- If you have completed the previous steps and it is not working immediately, please wait a couple of hours there may be a delay in the back end system.
- If you have completed the previous steps and email is not working <u>after 24 hours</u> please do <u>one</u> of the following:
  - Submit a help request: <u>https://www.myit.unsw.edu.au/</u> OR -
  - Contact UNSW IT team on (+61 2) 9385 1333, OR -
  - Send an email to <u>itservicecentre@unsw.edu.au</u> with your zID and name and explain to them your email is not working.





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## Multi Factor Authentication (MFA)

You need this every time you log into UNSW accounts.

IMPORTANT: If you change your mobile phone, you must contact UNSW IT for a new MFA account.



# Open your <mark>mobile phone</mark>. Go to the App Store or Google Play. Download 'Microsoft Authenticator'

Q mi	crosoft authenticator	Cancel
0	Microsoft Authenticator Protects your online identity	OPEN
	Authenticator App	GET
	**** 328	In-App Purchases





# Do you have a <u>Huawei</u> or <u>Honor</u> mobile phone?

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** (<u>www.gspaceteam.com</u>), then log in their **Google Account** and download the **Microsoft Authenticator app** from the **Gspace app.** 



# Next open a new INCOGNITO window on your computer.













#### You've gone Incognito

Others who use this device won't see your activity, so you can browse more privately. This won't change how data is collected by websites you visit and the services they use, including Google. Downloads, bookmarks and reading list items will be saved. Learn more

#### Chrome won't save:

- Your browsing history
- Cookies and site data
- Information entered in forms

#### Your activity might still be visible to:

- Websites you visit
- Your employer or school
- Your internet service provider

#### Block third-party cookies

When on, sites can't use cookies that track you across the web. Features on some sites may break.



#### 🕑 🔒 Incognito

📄 🖉 II Bookmarks

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

<b>E</b> UNSW Sign in
zID@ad.unsw.edu.au
Can't access your account? Next
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.
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.





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.



A QR code will appear on your screen





# Now go to the Microsoft Authenticator on your phone...



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











### Microsoft Authenticator



### Scan the QR code

Use the Microsoft Authenticator app to scan the QR code. This will connect the Microsoft Authenticator app with your account.

### Can't scan image?





### 1) A number will appear on your laptop.

### 2) Enter this number on your phone.













# Didn't work due to one of the below issues?



- 1. Your phone is damaged and you can't download MFA.
- 2. You can't see a QR code.
- 3. You didn't get a unique number to input to your laptop.

Close the app on your phone and try again with a new browser window

<sup>1.</sup> https://aka.ms/mfasetup

For MFA support you need to call (+61 2) 9385 1333 with your zID <u>or</u> email your zID and name to <u>itservicecentre@unsw.edu.au</u>





Make sure you complete these steps in the order they are listed.



- 3. Activate Your Student Email
- 4. Set Up Multi Factor Authentication (MFA)
- 5. Activate Your Student Portal

https://mv.unswcollege.edu.au/

- 6. Locate Your Timetable on the Student Portal
- 7. Access the UNSW Learning Platform Moodle



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# 5. Activate Your Student Portal Your Username: zID@ad.unsw.edu.au (eg. z1234567@ad.unsw.edu.au) You may get a MFA notification to approve on your phone. Open your Student Portal here and click on the blue bar to log in using the information below: 1 Username Password **UNSW** College

- Click on PROFILE
- Ensure your personal information is up to date
- Click on USEFUL LINKS and familiarise yourself with them!

If you have any problem to log into Student Portal please email the UNSW College IT Team at helpdesk@unswcollege.edu.au with your zID and screenshots of the issue you are having.







# Didn't work?



If you get an **error message** blocking you from entering the Student Portal you need to email a screenshot and your ziD to <u>helpdesk@unswcollege.edu.au</u> who will help to unlock your portal.

This may take up to 12 hours to reset your access.



After your OUEEC program finishes and you arrive in Sydney

to begin your face-to-face studies, you <u>must</u> add your

Australian address, Australian phone number and

emergency contact into the Student Portal.



#### 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







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Create or Verify your Unique Student Identifier



Forms

Access all the forms required for your study.



Courses

View and manage your courses, including progress and attendance





# 1. Upload your passport photo









# 2. Update your Australian address, mobile & email address

Photo Choose file No Current Photo	file chosen	
Address		Phone
Address Lookup		Primary Type Location
Primary	•	Phone  Home / Perr  78437864289
Location	Current 🗸	J Add Another Phone
*Country	Australia	Email
Address Lookup	Address Lookup	Primary Type Email Address
Postal delivery box		
Building/prop. name		○ Personal  v evasantos@gmail.com



# **3. Update your EMERGENCY contact person**

This is who we will call if you get in an accident, or any other unfortunate incident so **please make sure the information is updated and accurate.** 





# How to update your **EMERGENCY** contact





















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#### 6. Locate Your Timetable on the Student Portal

- In your Student Portal home page, click on Useful Links.
- Click on Allocate+
- Click on 'Timetable' (top right of screen) to locate your timetable.



If you have any problem to log into Allocate+ please email the UNSW College IT Team at helpdesk@unswcollege.edu.au with your zID and screenshots of the issue you are having.

### https://my.unswcollege.edu.au/





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:

Click on Profile
Click on Edit
Click Add Another Address or Add Another Phone
Enter your Sydney home address and local phone number details
Mark the new details as Primary
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



Forms

Access all the forms required for your study.



Profile

Manage your profile

USI

Create or Verify your Unique Student Identifier



Courses

View and manage your courses, including progress and attendance



Useful Links

Access to sites you may find useful

Documents

Access documents made available for download



SW College				Eva Santos Santos
	≡	Web Links		
O Dashboard				1 - 18 of 18 1 Page
💄 My Profile		Name 🔻	Description	
🚱 General	-	24/7 SUPPORT ON CAMPUS	Safezone.	
		ACADEMIC CALENDAR	Key dates and holidays during your program.	
Messages 2	•	ACCOMMODATION SUPPORT	On and off campus accommodation support.	
🖆 Documents (25 new)	-	ALLOCATE+	Allocation into classes, viewing your timetable and recording your class attendance.	
<b>•</b>		CAMPUS MAP	Find your way around campus!	
Finance	Ť	COLLEGE POLICIES AND PROCEDURES	Policy Register with all policies and procedures.	
		CONTACT US / NEED HELP?	Contact us here if you have any questions.	
		CURRENT STUDENT WEBSITE	Key information for all enrolled students.	
		EVENTS & ACTIVITIES	Free weekly activities and clubs for all students to get involved.	
		FORGOT ZID PASSWORD	Reset your password.	
	IMPORTANT STUDENT CONTACTS Contact information to help all students.   STUDENT EMAIL Check your student email twice daily.	Contact information to help all students.		
		Check your student email twice daily.		
		STUDENT FORMS	Student forms required whilst studying at UNSW College.	
		STUDENT ID CARD	Book an appointment for a new or replacement card.	
	STUDENT PROGRESS SUPPORT Free and confidential appointment with a Student Progress Adviser.	Free and confidential appointment with a Student Progress Adviser.		
		STUDENT WELLBEING SUPPORT Free and confidential appointment with a Student Wellbeing Adviser.	Free and confidential appointment with a Student Wellbeing Adviser.	
		SUBJECT ENROLMENT FORM	Subject enrolment form for all Diploma and Pre-Masters students.	
		VOLUNTEERING	Want to get involved in the College community and make new friends?	



# Allocate+ didn't work?





It appears that you are not a registered user in Allocate+.

Please contact IT Help Desk to enable access. Be sure to include your zID and provide a screenshot of the error.

We apologize for the inconvenience and appreciate your understanding.

Try as different User

If you get an **error message** blocking you from entering Allocate + you need to email a screenshot and your ziD to: <u>helpdesk@unswcollege.edu.au</u> who will help to unlock Allocate+.







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### https://my.unswcollege.edu.au/

### 7. Access the UNSW Learning <u>Platform Moodle</u>

Access Your UNSW Learning Platform called Moodle here.

- Your Username: zID@ad.unsw.edu.au (eg. z1234567@ad.unsw.edu.au)
- You may get a MFA notification to approve on your smart phone.
- If you have any problem to log into Moodle please email the UNSW College IT Team at helpdesk@unswcollege.edu.au with your zID and screenshots of the issue you are having.





#### Welcome to the UNSW College Moodle platform.

Moodle is an open-source learning management system that is used to deliver blended and online courses throughout UNSW.





### UNSW College Education

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 tID Access By logging in you are agreeing to our Terms of Use.

> Agree and sign on to Moodle with UNSW College tID

Back to main login page

Important: Don't "Google" Moodle or try to download the Moodle app – we do NOT recommend that. Always access through the web page.

#### Welcome to the UNSW College Moodle platform.

Moodle is an open-source learning management system that is used to deliver blended and online courses throughout UNSW.



## In the future - find your student systems quickly:



#### Academic English Programs & Online UEEC

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



# Thank you

