

Activate & Access

IT Manual for New Students

**Please use Google Chrome or
Microsoft Edge as your browser**



UNSW
College

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Key Terms

gID (Student ID Number)

You will use this to login to the Student Portal, view your results and access your student profile.
Your gID can be found on your Confirmation of Enrolment (CoE) letter.

zID (Student ID Number)

You will use this to log into all your classes on Moodle, our online learning platform. You only receive your zID number after you activate your gID.

Note: Some of you may receive a cID, however when logging into Student Portal, Moodle etc. please continue to use your gID or zID.

Student Portal

Where you can update your personal information and view your results. It is very important that we have your most current contact details. Please let us know if you have moved or changed phone number know by updating your profile on Student Portal.


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 gID
Student Account**

Find your gID on your Confirmation of Enrolment (CoE) Letter

Confirmation of Enrolment (CoE)

Your CoE will have been emailed to you from UNSW College Admissions.

Please search your email for this document if you do not have a hard copy with you.

	Australian Government Department of Education and Training
Overseas Student Confirmation-of-Enrolment (CoE)	
A. INFORMATION FOR OVERSEAS STUDENTS	
THIS IS NOT A VISA AND DOES NOT ACT AS AN EXTENSION OF YOUR VISA.	
You may check your visa status through Visa Entitlement Verification Online (VEVO) at: http://www.border.gov.au/vevo	
To apply for your student visa to study in Australia go to http://www.border.gov.au/Trav/Stud . Follow the information on the website to lodge your application online. Please note you are able to attach supporting documentation when lodging your application.	
B. COURSE DETAILS	
Provider: UNSW Global Pty Limited [01020K] (trading as: UNSW Global and UNSW Institute of Languages)	
Telephone: 02 9385 5396, Fax: 02 9662 2651	
Email: admissions@unswglobal.unsw.edu.au	
Course: Foundation English Entry Course (FEEC) (10 to 20 weeks)	
Course Level: Non AQF Award	
Course Start Date:	
Course End Date:	
Initial Pre-Paid Tuition Fee:	
Other Pre-Paid Non-Tuition Fee:	
Total Tuition Fee:	
C. STUDENT DETAILS	
Provider Student Id: G011111	
Courtesy Title: Mr	
Family Name:	
Given Names:	
Gender: Male	
Date of Birth:	
Country of Birth:	
Nationality:	
Provider arranged Overseas	
Student Health Cover (OSHC): No	
English Test Type: International English Language Testing System (IELTS)	
English Test Score: 5.0	
Comments: Depending on class size, students may be required to undertake classes at UNSW Institute of Languages Randwick campus (22-32 King Street Randwick NSW 2031). Student will arrange own OSHC.	

If your Confirmation of Enrolment document does not have a gID then click [here](#) and select the first option (New Student Orientation / Getting Set Up, G-ID or Z-ID issues) we will email you back with this information as soon as possible.

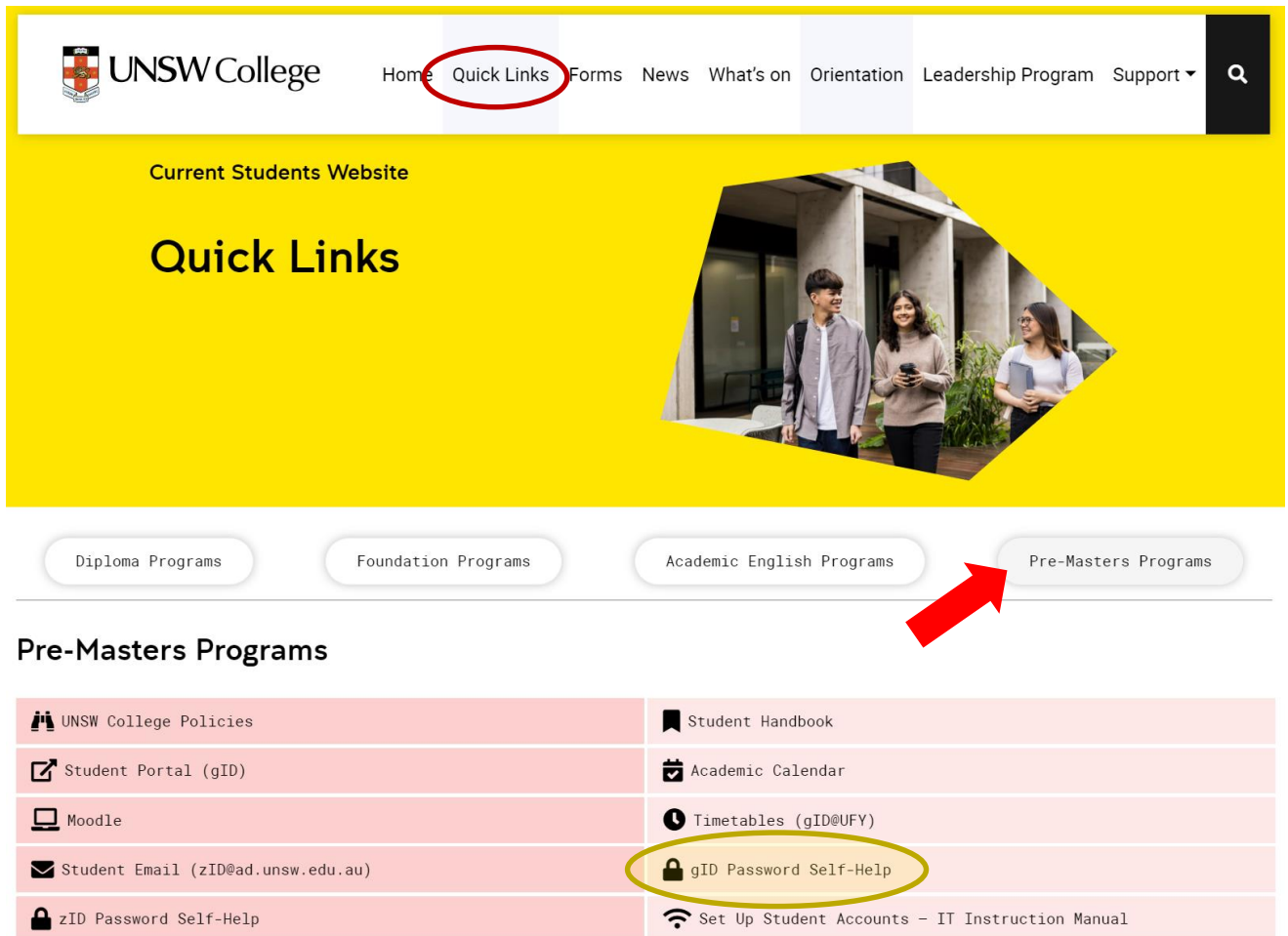
Click here: <https://selfservice.ufy.unsw.edu.au/pmuser>.













2. Open in a browser: <https://my.unswcollege.edu.au/>

On the Current Students Website, navigate to the Quick Links tab at the top of the page.

Click on the 'Pre-Masters Programs' button.



The screenshot shows the UNSW College website. The navigation menu at the top includes 'Home', 'Quick Links', 'Forms', 'News', 'What's on', 'Orientation', 'Leadership Program', and 'Support'. The 'Quick Links' tab is circled in red. Below the navigation menu, the 'Current Students Website' section features a 'Quick Links' heading and a large image of three students. Below the image, there are four buttons: 'Diploma Programs', 'Foundation Programs', 'Academic English Programs', and 'Pre-Masters Programs'. A red arrow points to the 'Pre-Masters Programs' button. Below this, the 'Pre-Masters Programs' section is displayed as a grid of links. The 'gID Password Self-Help' link is circled in yellow.

 UNSW College Policies	 Student Handbook
 Student Portal (gID)	 Academic Calendar
 Moodle	 Timetables (gID@UFY)
 Student Email (zID@ad.unsw.edu.au)	 gID Password Self-Help
 zID Password Self-Help	 Set Up Student Accounts – IT Instruction Manual

In the drop down menu below, click the 'gID Password Self-Help' button.

Enter Your User Name

Enter your user name:

Enter your gID here

Location:

UNSW College Student & TNE Network

Enter the characters you see on the picture.



KUYY

[Get new image](#)**Enter the letters you see above here**

OK

In the 'Enter Your Use Name' section, input your gID number.

In the section below, input the letters you see above (as indicated in the diagram) then click 'OK'

Home

Welcome, **[redacted]**. If you are not **[redacted]** [click here](#).

Configure your Questions and Answers profile and manage your passwords by using the tasks below.

**My Questions and Answers Profile**

Configure your personal Questions and Answers profile that will allow you to change your password and unlock your account in the future.

**You must click on
'My Questions and
Answers Profile'**[+ Disabled Tasks](#)

In this section, click the 'My Questions and Answers Profile' button.

My Questions and Answers Profile ([redacted])

To proceed, enter your password.

Password:

**Your temporary password is:
Unsw followed by your date of birth.
Follow this format: UnswYYYYMMDD**

Fill in your password in this section, your password is demonstrated in the diagram above.

My Questions and Answers Profile (18416)

Provide answers to these questions and make sure you remember your answers, because the questions will be used later to allow you to reset your forgotten password and unlock your account.

Your answers must comply with the policy requirements.

- The minimum length of an answer must be 2 characters.
- All answers must be unique.
- The answer must not contain the corresponding question.

Language of questions and answers: English (United States)

Hide my answers for security purposes

Select a question:

Answer:

**You need to select all questions
and provide all answers on this
page.**

Once in the next section, make your way through the form making sure to answer all questions asked of you.



My Questions and Answers Profile ([redacted])



Questions and Answers profile was successfully updated

[Go to home page](#)

Click on 'Go to home page'

Details

- Your Questions and Answers profile was successfully created.
- Notification was sent to your email.

Once you have answered all questions, click the 'Go to Home Page' button to return to the home page.

Home

Welcome, [redacted]. If you are not [redacted] [click here](#).
Configure your Questions and Answers profile and manage your passwords by using the tasks below.



My Questions and Answers Profile

Configure your personal Questions and Answers profile that will allow you to reset your forgotten password and unlock your account in the future.



Forgot My Password

Set your new password by answering a series of private questions.



Manage My Passwords

If you know your current password, you can securely change all your passwords.

+ Disabled Tasks

Click on 'Manage My Passwords'

Once on the homepage, click on the 'Manage My Passwords' button.



Manage My Passwords

To proceed, enter your password.

Password:



**Enter your UnswYYYYMMDD
password here then click 'Next'**

Next

Fill in your password, your password is formatted as demonstrated in the diagram above. Once you have done this, click on the 'Next' button.

Manage My Passwords ()

To continue, answer the following questions.

Hide my answers for security purposes

Question: Where were you born?

Answer:

test

**Enter your answer to the
security question**

Next

Once you have inputted your password, you will be asked some security questions. Enter your answer to the security question.



Manage My Passwords

Enter new password.

Your new password must comply with the password policy:

- The password must meet the password length requirements of the system. The minimum password length: 6.

New password:

Choose a new unique password.

Confirm new password:

Type your new password again.

Next

Once you have completed the security questions, you are ready to create your own unique password. The password must meet the password length requirements and match in the two boxes demonstrated above.

Manage My Passwords (18416)



Your password was successfully changed

[Go to home page](#)

Details

- Your password was successfully reset.
- Notification was sent to your email.

Congratulations! You have successfully changed your password.



Update Your Student Portal

Go Back to Quick Links Page

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

Current Students Website

Quick Links




Diploma Programs


Foundation Programs

Academic English Programs


Pre-Masters Programs


Pre-Masters Programs

 UNSW College Policies


 Student Portal (gID)

 Moodle


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


 zID Password Self-Help

 Student Handbook

 Academic Calendar

 Timetables (gID@UFY)

 gID Password Self-Help

 Set Up Student Accounts - IT Instruction Manual

On Quick Links Page, click on the 'Pre-Masters Programs' button, then click on the 'Student Portal (gID)' button.



[Home](#) [My Details](#) [Results](#) [Attendance](#) [Fees](#) [Communication](#) [Purchase](#) [Apply](#) [News / Info](#)

[Edit My Details](#)



[Emergency Contact](#)

[Uni Listings](#)

Notes

[Uni Preferences](#)

Note

No records to display.

Surveys

Survey	Description
No records to display.	

Move your mouse over the 'My Details' button, then select 'Edit My Details'.

Fill out your Sydney (Domestic) and Overseas Contact Information

Remember to save when you are finished

 Edit My Details

SAVE

Personal Details

Mr TESTUSER, Test International (Male) 01 January 1993 Nationality: AFGANISTAN Dual Citizenship:
Citizenship: International Other Names: GID: G000000 ZID:

You can find your **gID** and **zID** here

You will need your **zID** later in the next task

Domestic Contact Details

Mobile
Phone
Fax
Email
Work Email

Overseas Contact Details

Mobile
Phone

Very important to keep your domestic email up to date so you can receive our emails.

To register your emergency contact person(s) please go to the "My Details" tab and select "Emergency Contact"

As a UNSW College student you are automatically registered to receive an SMS alert to your mobile phone when emergencies happen on campus. For more information or to opt out of these notifications, please go to the "Communications" tab and select "UNSW Emergency Alerts"

Important:

Address Line 1 =

House number and Street name only

Address Details

Please enter Current Student Address

on 2nd pass amended Single number to Range

Clear Address

Country / Region
Address Line 1
Address Line 2
Address Line 3
Suburb or City
State or County
Post/Zip Code

Please enter Overseas Address.

Clear Address

Country / Region
Address Line 1
Address Line 2
Address Line 3
Suburb or City
State or County
Post/Zip Code

Fill out your Home Country (Overseas) Contact Information.

Important:

Leave Address Line 2 and Line 3 blank.

Important:

Suburb or City is **not** Sydney.

Click SAVE on the top right when you have finished.

If you get red error messages it means you have not entered your address correctly.



Go back to your Student Portal Home Page.



Home **My Details** Results Attendance Fees Communication Purchase Apply News / Info

[Edit My Details](#)

[Emergency Contact](#)

[Uni Listings](#)

Notes [Uni Preferences](#)

Note
No records to display.

Surveys

Survey	Description
No records to display.	

Move your mouse over 'My Details' and select 'Emergency Contact'



Emergency Contact

Please add emergency contact

If you are under 18 years old you must enter a parent/s or guardian as an emergency contact.

If you are over 18 years old, we recommend you enter a family member as an emergency contact where possible. If your family do not live in Australia, you can also enter an Australian contact.

Parent / Legal Guardian

Family Name	Given Names	Relationship	Emergency Contact?	Phone	Mobile	Email	Address
No records to display.							

ADD

Other Contacts

Family Name	Given Names	Relationship	Emergency Contact?	Phone	Mobile	Email	Address
No records to display.							

ADD

Click the 'Add' buttons to add a new emergency contact.



UNSW College - Student Portal

New Contact

Family Name	<input type="text"/>	Clear Address
Given Names	<input type="text"/>	
Relationship	<input type="text" value="Start typing relationship..."/>	
Mobile	<input type="text" value="+61"/>	
Phone	<input type="text" value="+61"/>	
Email	<input type="text"/>	
<input checked="" type="checkbox"/> Emergency Contact		
Country / Region	<input type="text"/>	
Address Line 1	<input type="text"/>	
Address Line 2	<input type="text"/>	
Address Line 3	<input type="text"/>	
Suburb or City	<input type="text" value="Start typing town..."/>	
State or County	<input type="text" value="Start typing state..."/>	
Post/Zip Code	<input type="text" value="Start typing post code..."/>	

SAVE

Enter your emergency contact person details here.



Be sure to click the save button after adding new emergency contacts.


Activate Your zID

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

UNSW College Home **Quick Links** Forms News What's on Orientation Leadership Program Support

Current Students Website

Quick Links




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

Pre-Masters Programs

UNSW College Policies	Student Handbook
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zID Password Self-Help	Set Up Student Accounts - IT Instruction Manual

On Quick Links Page, click on the 'Pre-Masters Programs' button, then click on the 'zID Password Self-Help' button.


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.

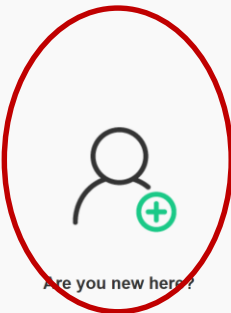
[RESET MY PASSWORD >](#)



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 >](#)

Click on the 'Are You New Here?' button.

When asked, your Program Code is 6558

Set Up Your MFA



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

Step 1:

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

Step 2:

Register Microsoft Authenticator **on your computer.**

To complete this task, you will need

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

 Edit My Details

SAVE

Personal Details

Mr TESTUSER, Test International (Male) 01 January 1993 Nationality: AFGANISTAN Dual Citizenship:

Citizenship: International Other Names: GID: G000000 ZID:



Reminder: You can find your zID on Student Portal



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

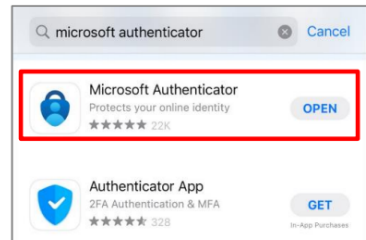


1. On your smartphone, Install the Microsoft Authenticator app.

- 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.



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.

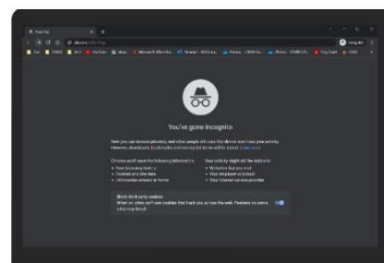
Part 2 has 13 steps. Please follow all steps to ensure that registration is complete.

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)

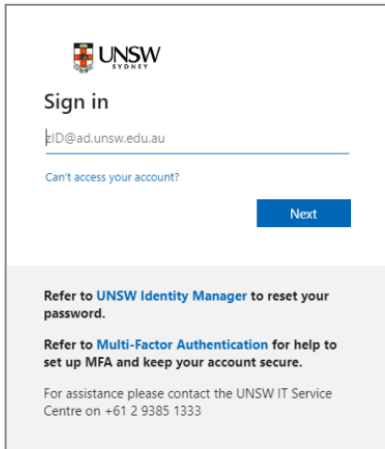


Please close any other active browser windows leaving only the current Incognito/ InPrivate /Private window open.

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

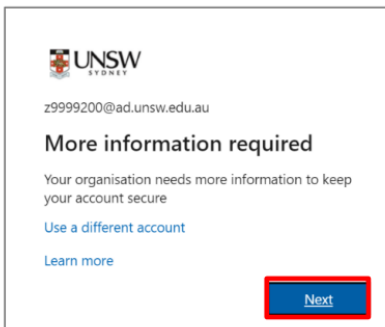


2. **On your computer**, at the *Sign in* window, sign in by entering your zID@ad.unsw.edu.au and password.




The screenshot shows the UNSW Sign in page. At the top is the UNSW Sydney logo. Below it is the heading "Sign in" and a text input field containing "zID@ad.unsw.edu.au". A link "Can't access your account?" is positioned below the input field. A blue "Next" button is located to the right. At the bottom, there is a grey box containing instructions: "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**.



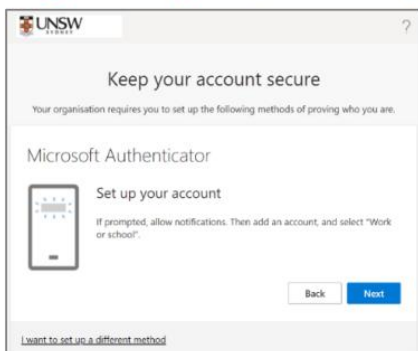
The screenshot shows the UNSW "More information required" page. It features the UNSW Sydney logo and the email address "z9999200@ad.unsw.edu.au". The heading is "More information required". Below this, it states "Your organisation needs more information to keep your account secure". There are two links: "Use a different account" and "Learn more". A blue "Next" button is highlighted with a red border at the bottom right.

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



The screenshot shows the UNSW "Keep your account secure" page. It includes the UNSW Sydney logo and a heading "Keep your account secure". Below the heading, it says "Your organisation requires you to set up the following methods of proving who you are." The main section is titled "Microsoft Authenticator" and "Start by getting the app". It features an icon of a smartphone with a blue shield and a plus sign. Text instructions read: "On your phone, install the Microsoft Authenticator app. Download now. Once you've installed the Microsoft Authenticator app on your device, choose 'Next'." There is a link "I want to use a different authenticator app" and a blue "Next" button.

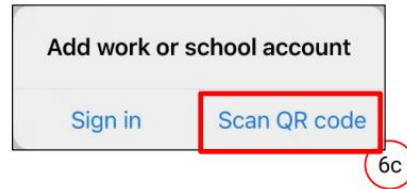
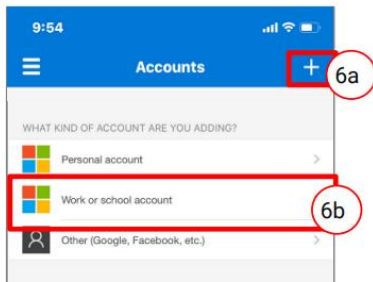
5. **On your computer**, at the *Set up your account* window click **Next**.



The screenshot shows the UNSW "Keep your account secure" page, similar to the previous one. It features the UNSW Sydney logo and the heading "Keep your account secure". Below the heading, it says "Your organisation requires you to set up the following methods of proving who you are." The main section is titled "Microsoft Authenticator" and "Set up your account". It features an icon of a smartphone with a blue shield and a plus sign. Text instructions read: "If prompted, allow notifications. Then add an account, and select 'Work or school'." There are "Back" and "Next" buttons at the bottom.

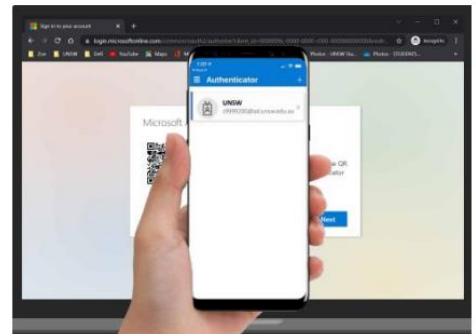
You will be shown a QR code on your computer screen.

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

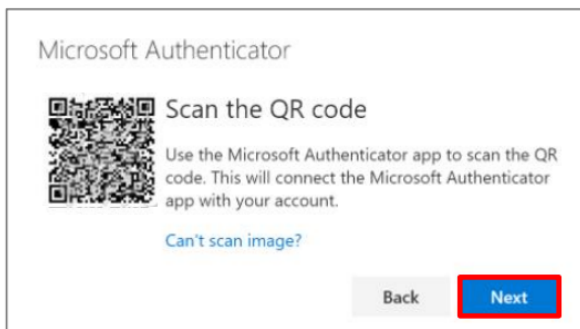


7. **On your smartphone**, use the Microsoft Authenticator app to scan the QR code shown on your computer screen.

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**.



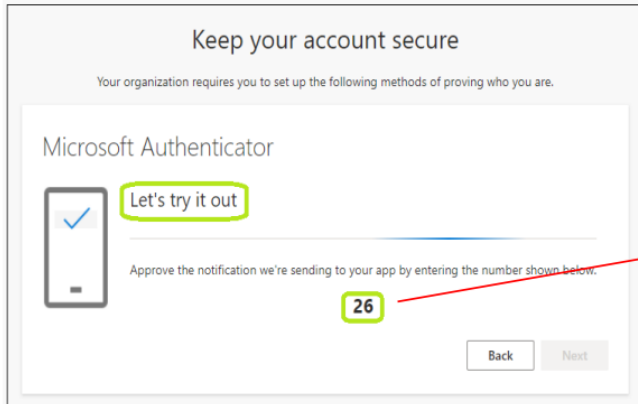
Hint: If you are using a second monitor and having trouble scanning the QR code shown on your second monitor, try moving the QR code screen to your primary monitor, e.g., your laptop monitor.

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

9.

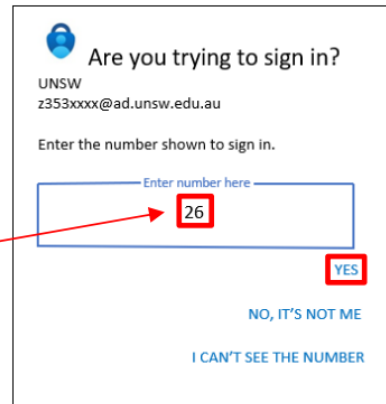
On your computer

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.

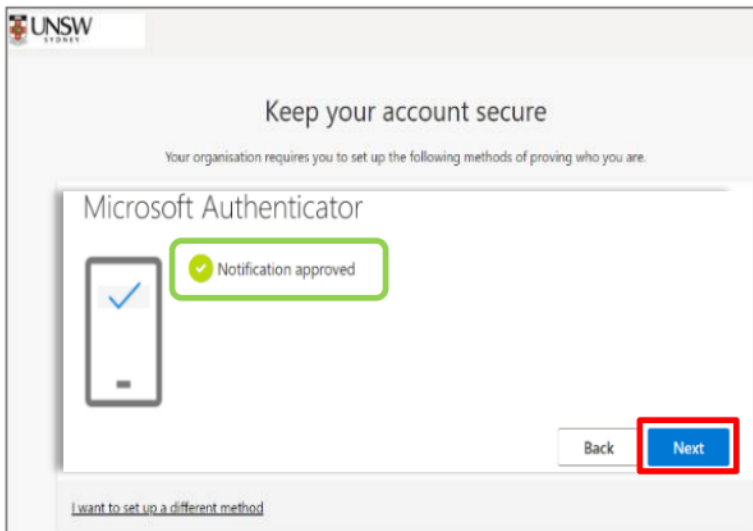


On your smartphone

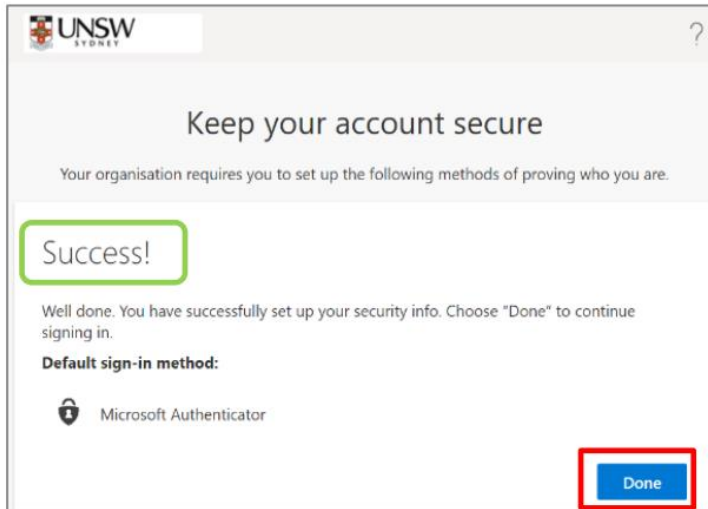
A push notification will ask you to verify your sign-in, enter the 2-digit number from the computer/sign-in screen into your smartphone & click YES.



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).

Set Up Student Email

Go Back to Quick Links Page on

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



Current Students Website

Quick Links



Diploma Programs

Foundation Programs

Academic English Programs

Pre-Masters Programs

Pre-Masters Programs

UNSW College Policies	Student Handbook
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On the Quick Links Page, click on the 'Pre-Masters Programs' button, then click on the 'Student Email (zID@ad.unsw.edu.au)' button.



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

z1234567@ad.unsw.edu.au



Log in to Moodle

[https://moodle.telt.unsw.edu.au/login/
unsw_college/](https://moodle.telt.unsw.edu.au/login/unsw_college/)

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

E.g. z1234567@ad.unsw.edu.au

MFA will be required to access Moodle



Make an Appointment to Collect Your Student ID Card

We highly recommend collecting your student ID card prior to Orientation to avoid the long lines.

Go back to:

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

The screenshot shows the UNSW College website. The navigation bar at the top includes links for Home, Quick Links, Forms, News, What's on, Orientation (circled in red), Leadership Program, and Support. Below the navigation bar, the page title is "Current Students Website" followed by "Orientation". A circular image shows a group of students walking on a campus path. Text on the page states: "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.

Four program selection buttons are displayed in a row. From left to right: "DIPLOMA PROGRAMS" with a rocket icon, "FOUNDATION STUDIES PROGRAM" with an open book icon, "ACADEMIC ENGLISH PROGRAMS" with a book and glasses icon, and "PRE-MASTERS PROGRAM" with an upward-pointing arrow icon. A large red arrow points to the "PRE-MASTERS PROGRAM" button.



Current Students Website

Pre-Masters Program

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.



Key Dates

Get Started

Get Ready for Sydney

Missed Your Orientation

Activate Your Student Accounts

You must complete ALL steps in this section to commence your program.

Step 1: Equipment Requirements

Step 2: Activate Your UNSW College Student Account

Step 3: Activate Your UNSW Student Account

Step 4: Make A Student ID Card Appointment

Contents

Get Started

1. Activate Your Student Accounts
2. Attend Orientation Day
3. We're Here to Help
4. Important Student Contacts
5. Glossary


Click on the 'Get Started' button, then click '1. Activate Your Student Accounts' under the Contents section on the right hand side.


Then click 'Step 4: Make A Student ID Card Appointment'



Booking for **Student ID Card Appointment**

April 01, 11:20 AM

 **DATE**

 **TIME**

< > April 2024

S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

10:50 AM

11:20 AM

11:40 AM

11:50 AM

12:30 PM

12:40 PM

12:50 PM

1:00 PM


1:10 PM

1:20 PM

1:40 PM

1:50 PM

Choose a time that suits you to collect your student card.

 **ADD YOUR DETAILS**

Name *

Name

Email *

Email

Address

Address

Phone number *

Add your phone number

Notes

Add any special requests

Book

Select the date and time that suits you, complete all your details and click 'Book' to finalise your student ID card appointment.

Important: You **MUST** bring your Confirmation of Enrolment (CoE) letter and a physical copy of your passport as identification. Digital copies or pictures of your passport will not be accept.








Student ID Card Appointment Booking

✓ Thank you for booking with us! You will get a confirmation message in email shortly

Upcoming booking for test

Student ID Card Appointment

-  Monday, June 19, 2023
-  10:10 am (10 minutes)
-  Student Services Desk, Level 1, L5 Building

Reschedule

Cancel booking

New booking

ⓘ All times are in (UTC+10:00) Canberra, Melbourne, Sydney



This is your appointment. Do not forget to attend!



For IT support, email:

helpdesk@unswcollege.edu.au

Always include your gID and screenshots of the problem.

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

