# Activate & Access

## IT Manual for New Students

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

UNSW College

# Table of contents

# 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.

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# 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.



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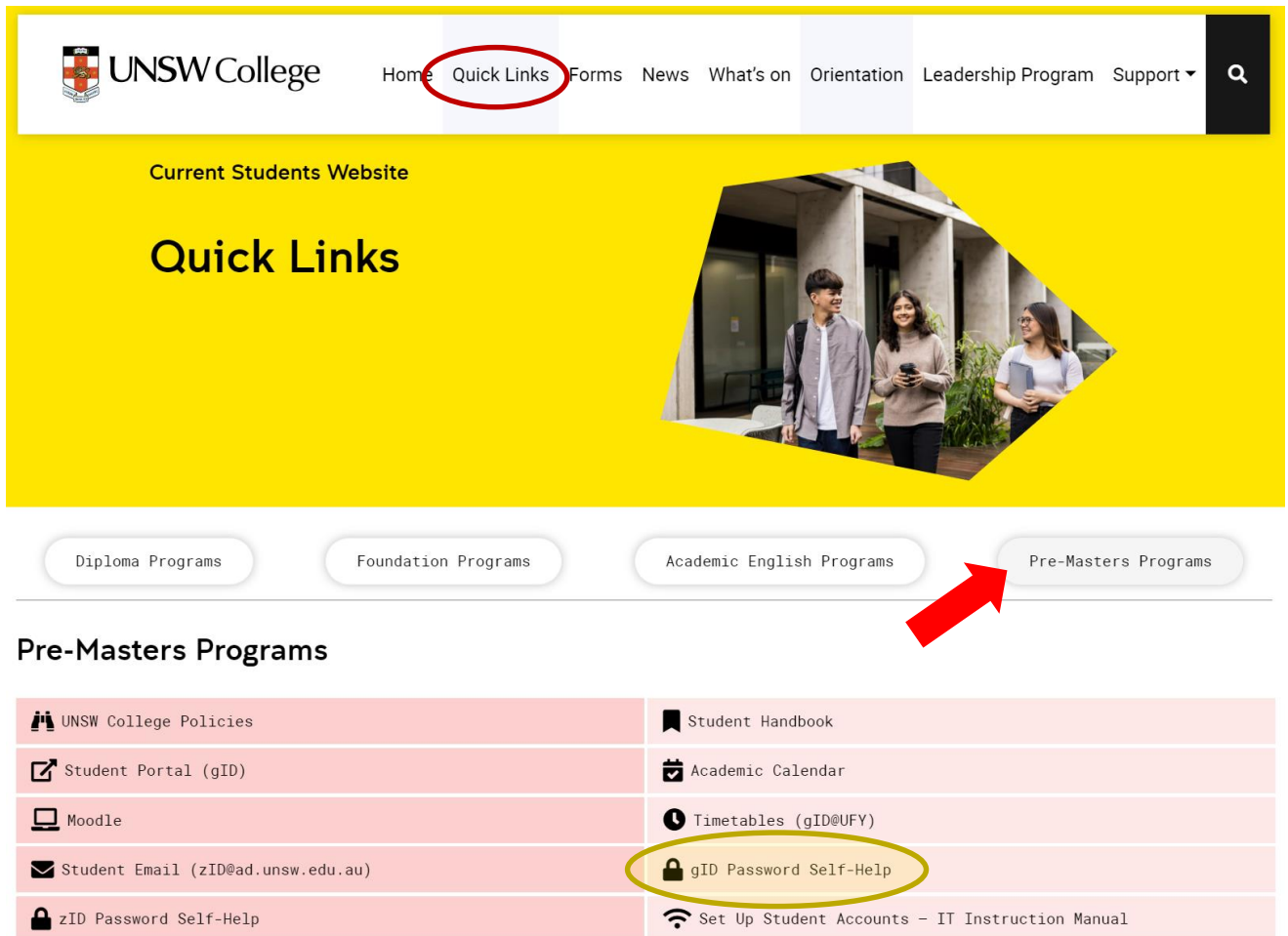
Click here: https://selfservice.ufy.unsw.edu.au/pmuser.

## 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.



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

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'



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

## My Questions and Answers Profile

To proceed, enter your password.

Password:

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:

< Select your question >

Answer:

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

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## My Questions and Answers Profile ( ▢ )

✅ 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, ▢ . If you are not ▢ 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.

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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/**

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



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**

**SAVE**

## Edit My Details

### 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 | +61 414923811 |
| Phone | +61 |
| Fax | +61 |
| Email | me@qq.com |
| Work Email | |

### Overseas Contact Details

| | |
|---|---|
| Mobile | +86123456789 |
| Phone | +61 |
| | 1 |
| | m |

**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 | AUSTRALIA |
| Address Line 1 | 221-225 Anzac Parade |
| Address Line 2 | |
| Address Line 3 | |
| Suburb or City | KENSINGTON |
| State or County | NSW |
| Post/Zip Code | 2033 |

**Please enter Overseas Address.**

Clear Address

| | |
|---|---|
| Country / Region | Select Country / Region... |
| Address Line 1 | |
| Address Line 2 | |
| Address Line 3 | |
| Suburb or City | Start typing to... |
| State or County | Start typing state... |
| Post/Zip Code | Start typing post co... |

**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.



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



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

## New Contact

| | |
|---|---|
| Family Name | |
| Given Names | |
| Relationship | *Start typing relationship...* |
| Mobile | +61 |
| Phone | +61 |
| Email | |
| ☑ Emergency Contact | |

Clear Address

| | |
|---|---|
| Country / Region | |
| Address Line 1 | |
| Address Line 2 | |
| Address Line 3 | |
| Suburb or City | *Start typing town...* |
| State or County | *Start typing state...* |
| Post/Zip Code | *Start typing post code...* |

**SAVE**

Enter your emergency contact person details here.

**SAVE**

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

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# Activate Your zID

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

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



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.



**Reminder: You can find your zID on Student Portal**

## Part 1: Install the Microsoft Authenticator app on your smartphone.
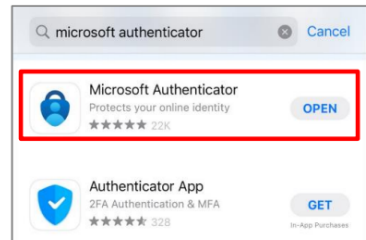
1. **On your smartphone**, Install the **Microsoft Authenticator app**.

   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.

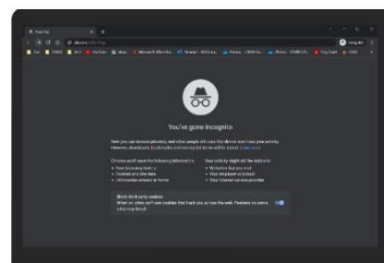## Part 2: Register Microsoft Authenticator on your computer.

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)
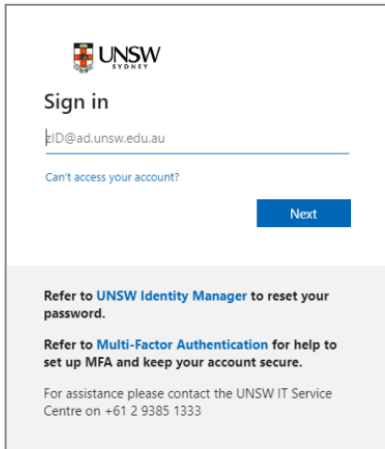   OR
   ⌘ + **Shift** + n (for Mac)

   Please close any other active browser windows leaving only the current Incognito/ InPrivate /Private window open.
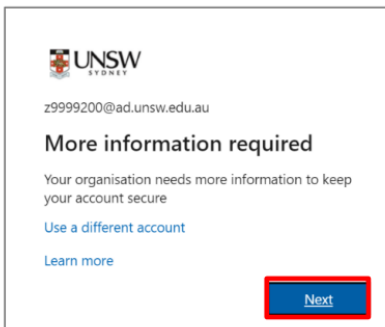
   a. Copy and paste this url into that window:  **https://aka.ms/mfasetup**

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



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**.

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

Add work or school account

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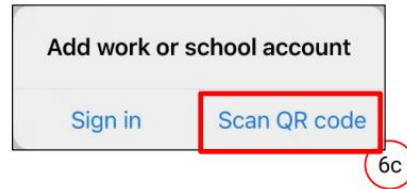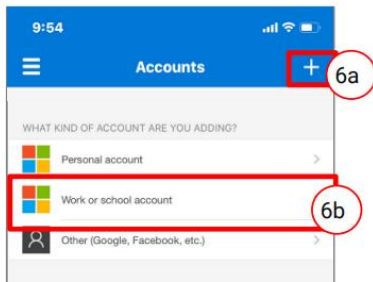
7. **On your smartphone, use the Microsoft Authenticator app to scan the QR code** shown on your computer screen.

The app should successfully add your work account on your smartphone.
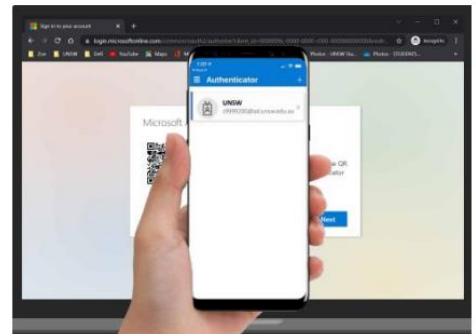


8. **On your computer**, after your phone has recognised the QR code scanned, click **Next.**

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?

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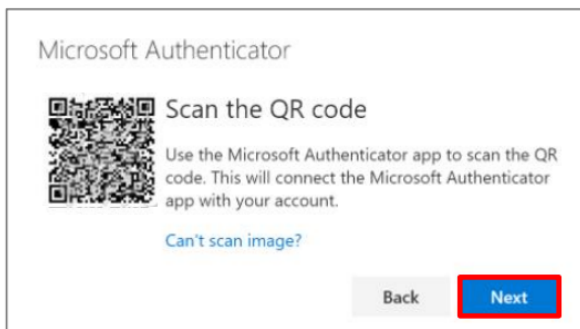
*Hint: If you are using a second monitor and having trouble scanning the QR code shown on your second monitor, try moving the QR code screen to your primary monitor, e.g., your laptop monitor.*

*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 | On your smartphone |
|---|---|
| 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. | 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. |
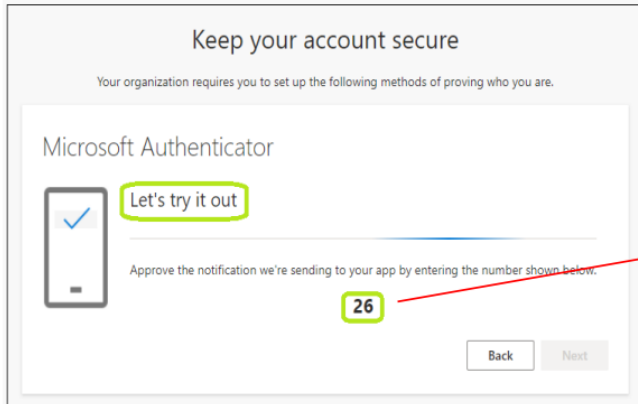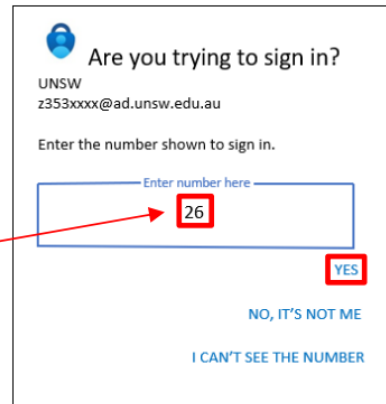


**10.** **On your computer**, at the *Notification approved* screen, click **Next**.
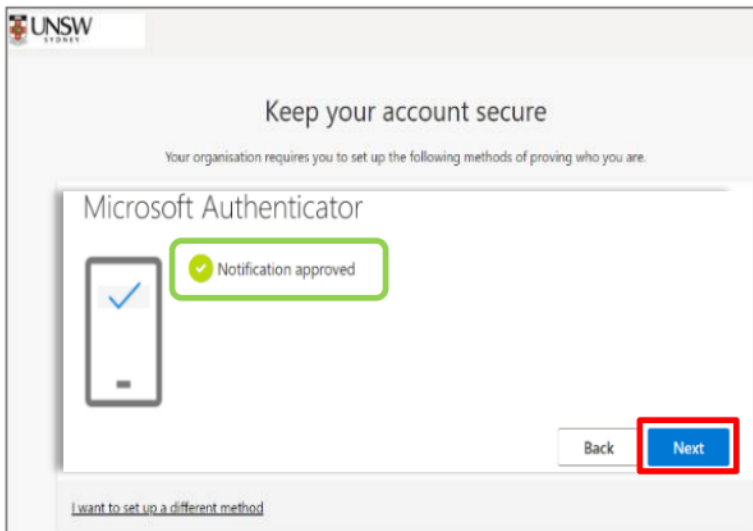
11. **On your computer**, at the *Success* screen, click **Done** & close the browser.
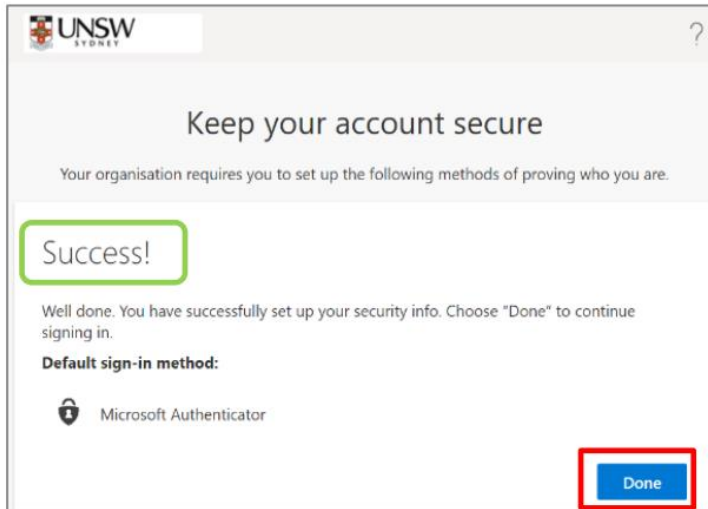


# Important to note:

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 |
| 🗗 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 |

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

### UNSW
SYDNEY

## 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/)

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## 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

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**UNSW**
SYDNEY

# 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

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Login using the format: zID@ad.unsw.edu.au

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

**MFA will be required to access Moodle**

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# 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/



UNSW College

Home  Quick Links  Forms  News  What's on  **Orientation**  Leadership Program  Support ▾  🔍

**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.

DIPLOMA PROGRAMS   FOUNDATION STUDIES PROGRAM   ACADEMIC ENGLISH PROGRAMS   PRE-MASTERS PROGRAM

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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.

This is your appointment. Do not forget to attend!

**For IT support, email:** **[helpdesk@unswcollege.edu.au](mailto: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.**

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