



Everything you need to know about IT services and support at the University of Auckland

www.auckland.ac.nz/it-essentials

MyAucklandUni

www.myaucklanduni.ac.nz

MyAucklandUni is a one-stop-shop that makes it easy to see your calendar and timetables, email notifications, course updates, library information and personal details.

Logging in

www.auckland.ac.nz/login-details

Log in using your username and password to gain access to University of Auckland electronic services. Your password is the one you created when you applied for admission. Your username is provided in an acknowledgement email that the University sends you after you submit your application for admission. You must keep your password confidential.

Copying and printing

www.auckland.ac.nz/copy-print

Copiers and printers are available in all libraries, computer labs and information commons. There is a charge to copy and print. You can top up your copy and print balances by using one of the self-service ePOS stations in any information commons or other locations on each campus.

Student email

www.auckland.ac.nz/email

All students are provided with a free University student email account. Your email account is one of the University's main ways of officially communicating with you; this means you must check your student email regularly.

Student Services Online

www.studentservices.auckland.ac.nz

Student Services Online enables you to apply for admission, enrol in classes, plan your timetable, update personal details and more.

Canvas

<https://canvas.auckland.ac.nz>

Canvas is the University's web-based Learning Management System. Find information about your courses, access readings and communicate with your lecturers, tutors and classmates.

Internet and wireless

www.auckland.ac.nz/wireless

Internet access is provided on all campuses using your username and password from desktop computers, laptops and mobile devices.

Apps and tools

www.auckland.ac.nz/apps-tools

The University provides mobile apps. Use the University app to find out how to get around campus, stay up-to-date with the latest news, get answers to your questions, and more. Use the Library app to search the Catalogue, check your account and book computers in the Kate Edger Information Commons. A range of Google apps are also available.

File saving and sharing

www.auckland.ac.nz/file-storage

<https://webdropoff.auckland.ac.nz>

All enrolled students are provided with free unlimited Google Drive and University file storage that is regularly backed up. You should regularly save your work and maintain multiple copies.

The Web DropOff Box allows easy sharing of executable files and/or large files which would be difficult to transfer via email.

Computer facilities

www.auckland.ac.nz/computers

The University of Auckland provides computers for students' academic use. Computer facilities are located on all campuses in faculty computer labs, libraries, and information commons. The courses you are enrolled in determine which computing facilities and additional software you will be able to access. Laptops are available to borrow from Information Commons Helpdesks.

Software

www.auckland.ac.nz/software

The University of Auckland provides some software to students to download for free or for a fee, including Microsoft Office 365.

Safe computing

www.auckland.ac.nz/safe-computing

The University aims to provide a safe and secure computing experience and has policies, standards and guidelines for computer use. You are expected to follow policy and advice which protects devices, information, and identity.

It is prohibited to use, download or copy unlicensed digital files in any format, or to plagiarise material accessed from the internet.

Lecture and TV recordings

www.auckland.ac.nz/recordings

Some lectures are recorded so you can review them in your own time, or catch up if you have missed one.

The University provides access to recorded digital television content from a range of sources.

Help

www.auckland.ac.nz/it-help

You can get computer assistance and training from a number of places, including computer labs and resource centres in faculties and Libraries and Learning Services. Information Commons Helpdesks are located on the City, Grafton, Epsom and Tamaki campuses, and can also be contacted by phone and email.

Phone: +64 9 923 2333

Email: ichelpdesk@auckland.ac.nz

