

## FAQs for myUNSW SSO

***'I have attempted to login into myUNSW at work and/or using devices in other organisations external to UNSW. Why is it not signing me in?'***

If you are not able to access myUNSW from your non-UNSW work device, this may be because your work/other organisation external to UNSW is blocking your access to myUNSW. Please try again to access myUNSW from a non-work/other organisations' device connected to your personal network such as Home Wi-Fi or mobile internet to resolve the issue. If this still does not work, please contact the UNSW IT helpdesk.

***'I have attempted to login into myUNSW but I keep getting 'You don't have access to this' message'***

If you are getting this error message, then it means you are trying to login to myUNSW with non-UNSW ID. Please use the 'Sign out and sign in with a different account' link and use your UNSW ID in the format [zID@unsw.edu.au](mailto:zID@unsw.edu.au) to login to myUNSW.

***I am getting SSO error when signing into myUNSW. What should I do?***

If you are using a Mac/Apple device and see the error text below while trying to access myUNSW, please ensure your device meets the minimum system requirements as listed below.

### Error Text:

"SSO is unable to process this request  
There was an error trying to complete your request."

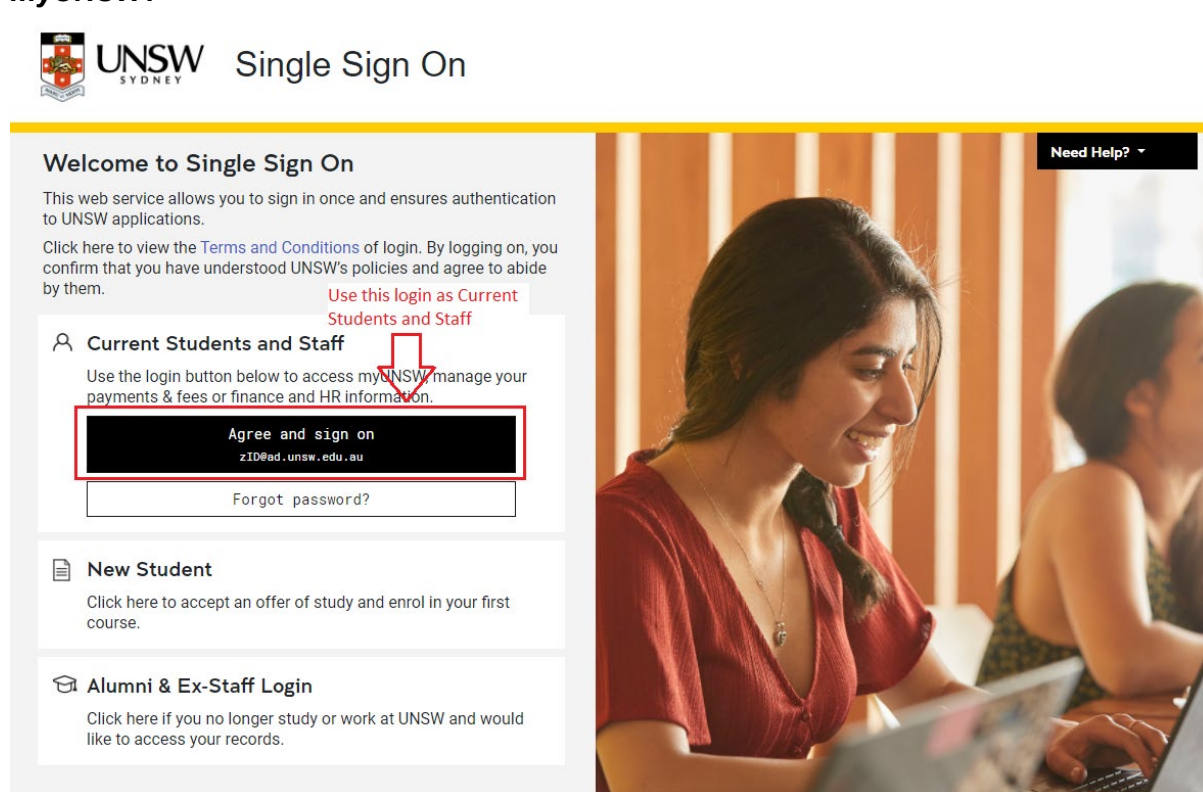
### Minimum system requirement / Solution:

Please ensure your Apple device is running on at least operating system version 13 or higher. For best results and security reasons, it is highly recommended to keep your device on the latest version of the operating system.

If your device is unable to be upgraded to the latest operating system, please access myUNSW from other compatible devices.

## Current Students and Staff

***'What do the changes mean for me and what is the process for my first sign on with myUNSW?'***



For first time single sign on access:

1. Open myUNSW
2. Click 'Sign On' on the top right of the page
3. On the Sign On page, click 'Agree and Sign On'
4. On the new page, enter your username in this style: [zID@ad.unsw.edu.au](mailto:zID@ad.unsw.edu.au).
5. Enter your password when prompted
6. If this device is your own device, or is the device you use daily, click Yes to stay signed on to this device. If this is not your regular device, click No to ensure no-one can gain access to your account.
7. You are now signed in to myUNSW. You will remain signed in for up to 12 hours automatically, or 8 hours if you need to take a break, after which you will need to 'Agree and Sign On' to continue. If this is not your regular device, make sure to close the web browser completely when finished.

Please note – for your first time experience signing in if you are a current student or staff, you will need to enter username in the style of: [zID@ad.unsw.edu.au](mailto:zID@ad.unsw.edu.au)

***'What if I need additional assistance?'***

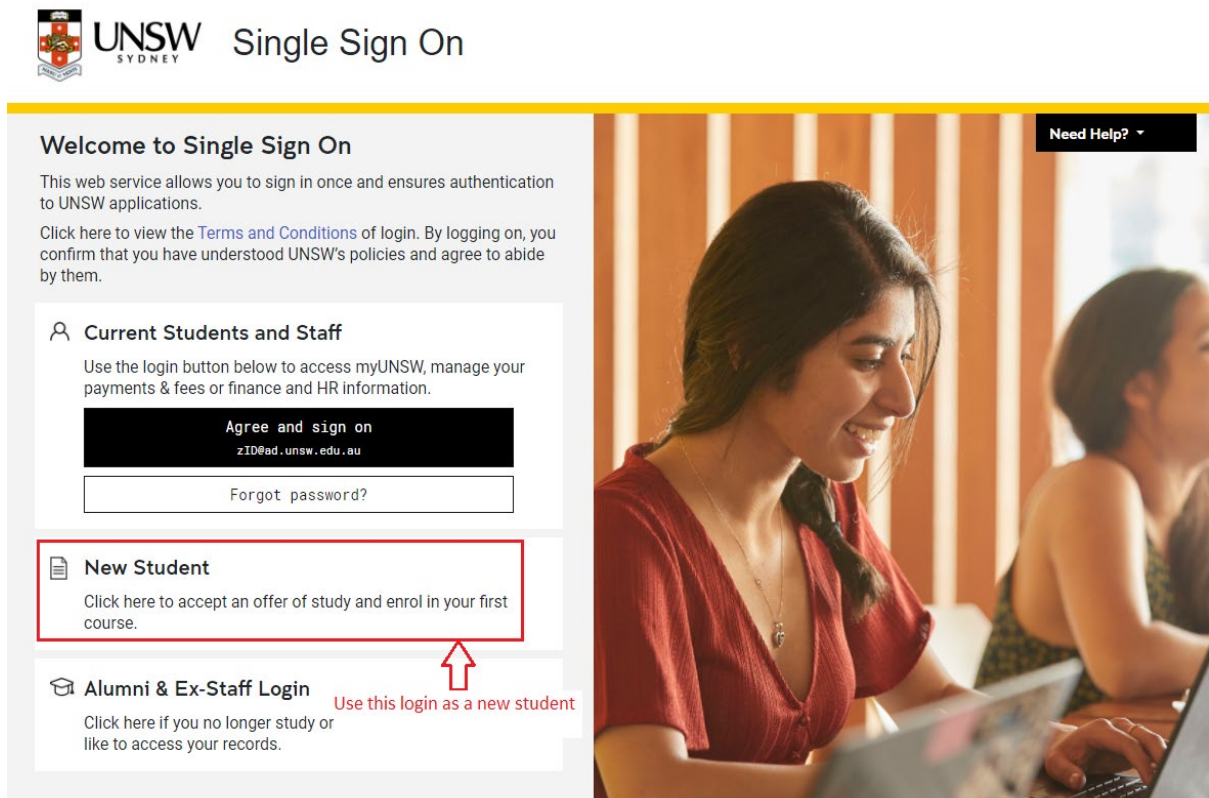
If you are still experiencing further difficulties in signing in, please contact the IT Helpdesk.

## New Student

***'I am having trouble signing in.'***

If you are having trouble signing in, this could be because:

1. You are using the wrong login section as a new student.



2. You may have also entered your password incorrectly or have not setup a password for your account. To set your account password, go to Accept Online [<LINK>](#) to 'create your password and login'.

***'What if I need additional assistance?'***

If you are still experiencing further difficulties in signing in, please contact the IT Helpdesk.

**Alumni and Ex-Staff**

***'I can't sign in with my username and password which I am sure is correct.'***



UNSW  
SYDNEY

## Single Sign On

### Welcome to Single Sign On

This web service allows you to sign in once and ensures authentication to UNSW applications.

Click here to view the [Terms and Conditions](#) of login. By logging on, you confirm that you have understood UNSW's policies and agree to abide by them.



#### Current Students and Staff

Use the login button below to access myUNSW, manage your payments & fees or finance and HR information.

Agree and sign on

zID@ad.unsw.edu.au

[Forgot password?](#)



#### New Student

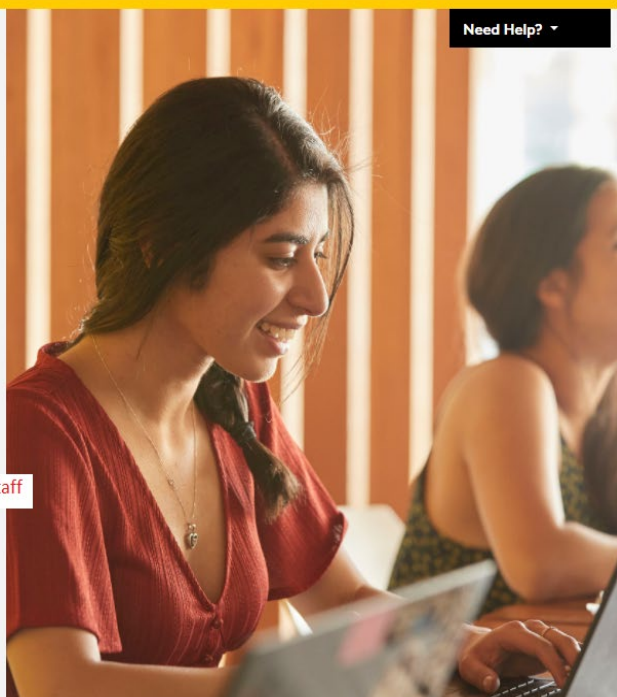
Click here to accept an offer of study course.

Use this login as Alumni or Ex-Staff



#### Alumni & Ex-Staff Login

Click here if you no longer study or work at UNSW and would like to access your records.



Need Help? ▾

1. You may have used the 'New Student' or 'Current Students and Staff' Login as opposed to the 'Alumni and Ex-Staff' Login.

2. You may have entered your password incorrectly **OR** your password may have expired.

\* Please note that passwords expire every 6 months for Alumni and Ex-staff. If this is the case, you will need to reset your password.

#### ***'What if I need additional assistance?'***

If you are still experiencing further difficulties in signing in, please contact the IT Helpdesk.