

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 to login to myUNSW.

Current Students and Staff

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

The screenshot shows the UNSW Single Sign On page. At the top left is the UNSW Sydney logo. The main heading is 'Welcome to Single Sign On'. Below this is a paragraph explaining the service and a link to the Terms and Conditions. There are three main login sections: 'Current Students and Staff', 'Applicant Login', and 'Alumni & Ex-Staff Login'. The 'Current Students and Staff' section has a blue button labeled 'Agree and sign on zID@ad.unsw.edu.au' which is highlighted with a red box and an arrow. A text box with the text 'Use this login as Current Students and Staff' points to this button. The footer contains links for Privacy Policy, Copyright & Disclaimer, Accessibility, Sitemap, and Site Feedback, along with contact information for UNSW Sydney.

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.
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

'What if I need additional assistance?'

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

Applicant

'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 an Applicant.

The screenshot shows the UNSW Single Sign On page. The page has a yellow header with the UNSW Sydney logo and the text 'Single Sign On'. Below the header, there is a 'Welcome to Single Sign On' section with a brief description and a link to the Terms and Conditions. There are three main login sections: 'Current Students and Staff', 'Applicant Login', and 'Alumni & Ex-Staff Login'. The 'Applicant Login' section is highlighted with a red border. A white callout box with the text 'Use this login as an Applicant' and a white arrow points to the 'Applicant Login' section. The background of the page features a photograph of two women sitting at a desk with laptops, smiling. In the top right corner, there is a 'Need Help?' button. At the bottom of the page, there is a footer with links for Privacy Policy, Copyright & Disclaimer, Accessibility, Sitemap, and Site Feedback, along with contact information for UNSW Sydney.

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** via your email 'Accept Offer instructions' 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.'

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](#)
z1D@ad.unsw.edu.au

[Forgot password?](#)

Applicant Login
Click here to accept an offer of study and enrol in your first course.

Alumni & Ex-Staff Login
Click here if you no longer study or work at UNSW and would like to access your records.

Use this login as Alumni or Ex-Staff

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Authorised by the Chief Digital Officer, UNSW
Last updated: 13th June 2019

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1. You may have used the 'Applicant' 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**.