

## **Accessing Your Postgraduate Subject Materials Using Janison.**

The platform used to deliver postgraduate on-line subjects in the Faculty of Education is called Janison.

You need to be formally enrolled in the subject, in the correct session, to be able to access the Janison site for that subject.

Check the Janison FAQ links for more assistance:  
<http://www.uow.edu.au/educ/janison/faq/index.html>

**The steps for accessing the subject material are as follows:**

1. From University Home page: <http://www.uow.edu.au> go to Faculties, then to the Faculty of Education. <http://www.uow.edu.au/educ/>
2. On Faculty of Education Home page under the Heading **Links** at the bottom of the page go to Janison logon.
3. In the next page: <http://www.uow.edu.au/educ/janison/> use your university login and password.
4. Your subjects for 2009 will be on the left hand banner.
5. Click on the required subject and read the welcome
6. Download the subject outline and read this, and follow the instructions from there.

**You can obtain Janison guides and support by navigating to**  
<http://www.uow.edu.au/educ/janison/faq/>

### **Encountering Problems with Your Course?**

Please contact the following:

#### **Problems accessing your subject ?**

1. Check you have a current UOW userid and active password by trying to sign into SOLS,
2. Check you are enrolled in the correct subject, and subject instance.(ie correct session, and flexible or distance delivery)
3. If this is correct and you still have problems, contact the Janison support team:  
Email: [janison\\_support@uow.edu.au](mailto:janison_support@uow.edu.au)
3. If you have a problem with your UOW user id or password, you will need to contact the University's ITS.  
There is a specific team that will look after distance students, and they will be able to respond quickly for you.  
The contact email is: [dsu@uow.edu.au](mailto:dsu@uow.edu.au), or phone (61-2-) 4221 4169  
You need to provide the following information to confirm your identity as a student:
  - Full Name
  - Student Number
  - Course
  - UOW user name
  - Bar code, or address as it shows on the UOW system
  - Any additional information that can confirm your identity, eg phone number as it shows on the UOW system, but preferably NOT your date of birth!
  - A description of the problem. If it is a password problem, the new password will be sent to you by email, but will be indirect, as information that only you should know- eg set as "your date of birth"

**Problems access to the library catalogue?**

Margaret Williams in ereadings  
Email: [mwilliam@uow.edu.au](mailto:mwilliam@uow.edu.au)

**Problems with your enrolment ?**

Debbie McGavin  
Student Services Centre  
[dmcgavin@uow.edu.au](mailto:dmcgavin@uow.edu.au)

**Problems with the subject material and the subject?**

In order of priority:

1. Subject Co-ordinator (see subject description on the University subject database, which is linked to your enrolment record in sols)
2. Specialisation Co-ordinator (see list below)
3. Dr Irina Verenikina, Director, Graduate Program.  
Email: [irina@uow.edu.au](mailto:irina@uow.edu.au)  
Ph: 4221 4285  
67.307

<b>Specialisation</b>	<b>Co-ordinator</b>	<b>Contact Details</b>
Adult Education/VET/Higher Education	Peter Kell	<a href="mailto:pkell@uow.edu.au">pkell@uow.edu.au</a> 4221 3857 67.310
Educational Leadership	Narottam Bhindi	<a href="mailto:nbhindi@uow.edu.au">nbhindi@uow.edu.au</a> 4221 5477 67.330
Information Technology	TBA	Contact Irina Verenikina (see above)
Literacy and Language	Pauline Jones	<a href="mailto:paulinej@uow.edu.au">paulinej@uow.edu.au</a> 4221 3322 67.322
Physical and Health Education	Phil Pearson	<a href="mailto:pearson@uow.edu.au">pearson@uow.edu.au</a> 4221 3889 23.G10
Special Education	Rose Dixon	<a href="mailto:roselyn@uow.edu.au">roselyn@uow.edu.au</a> 4221 4434 67.314
TESOL	Honglin Chen	<a href="mailto:honglin@uow.edu.au">honglin@uow.edu.au</a> 4221 3941 67.318