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**UOW USER ACCOUNT**

As a student of the University of Wollongong you are allocated a UOW User Account at the time of enrolment which you will need to self-activate. This account gives you access to personal information as well as resources such as email and SOLS. Your UOW User Account also allows you to login and manage your password, check your internet quota and gain access to the UOW wireless network.

www.uow.edu.au/its/accounts

**PASSWORD MANAGEMENT**

In order to protect your privacy and the University’s systems, your UOW password and username are used to confirm your identity when accessing the University’s online facilities. The UOW self-service password management tools allow you to manage your password with secure online recovery options, including SMS and alternate email.

Note: all passwords should be 8 characters in length.

www.uow.edu.au/its/accounts

**EMAIL**

The UOWmail service provides advanced online communications and collaboration for students of the University. You get email and calendar access with UOWmail for life. It provides UOW students with access to UOW supported core email and calendar functions. Current students also enjoy free access to Office 365 Web Apps, SharePoint, Lync Online and SkyDrive Pro. You can access your UOWmail via the Current Students portal, or from the UOWmail login page.

www.uow.edu.au/its/uowmail

**SOLS**

SOLS is the University’s online interface which allows students to manage their enrolment and personal information online as well as functions such as timetabling, tutorial enrolment and e-Learning. SOLS mail is used as a messaging tool by the University for official communications. However your UOWmail account is also used by faculties in some instances. You should regularly check both.

www.uow.edu.au/its/accounts-access/sols

**INTERNET ACCESS & QUOTA**

Internet access is available to all holders of an active UOW account. An internet usage quota applies which is generated on a six monthly allocation at the beginning of each year and mid-year. If you run out of quota you can apply for more to support your study needs. The Internet Access Guidelines set out what we think is and isn’t acceptable use. No quota is imposed for Postgraduate research students.

www.uow.edu.au/its/accounts-access/quota

**GET ONLINE**

The University of Wollongong provides a fast & reliable wireless network for students to access a vast array of online services. The wireless network enables staff, students and guests to connect on the Wollongong & remote campuses. You can connect to the internet with your own mobile device if you bring it to uni.

http://www.uow.edu.au/its/network

**IT’S EASY AS!**

Accessing technology at UOW is as easy as!

Visit our website for all the IT services you’ll need to make your UOW experience as smooth as possible.

www.uow.edu.au/its
SUPPORT SERVICES
IT Service Centre staff (Wollongong Campus) are available to assist students with laboratory equipment and software, email, eLearning, wireless connection and more. In order to help students who do not have a lot of experience using computers, there are Roving Helpers in the labs during Autumn and Spring sessions. Userguides are provided for students, and there is a Helpline you can call on +61 2 4239 2000 or visit the Student Computer Labs at Wollongong campus in Building 17, Level 1. For remote campus on-site support information, please see your campus website.
www.uow.edu.au/its/support

PRINTING & PHOTOCOPYING
Printing and copying services are available to students and visitors via the Prepaid Print Model. The UOW Prepaid Printing & Copying service enables students and casual users to print and copy regardless of campus or location on campus. Using either a current student UOW ID card or a purchased Casual Copy Card all users are able to add credit to personal Print / Copy accounts via a secure website protected by PIN.
www.uow.edu.au/its/prepaidprint

STUDENT LABS & APPS
The Student Central Computer Labs are located on Level 1 of Building 17 at the Wollongong Campus. These provide you with access to computer and print and copy facilities and have many apps installed that you may need to use. More facilities are available in the Library and faculties run their own labs with additional course specific apps. For remote campus locations, please see your campus website. If you need some advice on labs or apps please feel free to visit the Student Central Computer Labs for assistance.
www.uow.edu.au/its/accounts-access/labs

POLICIES & GUIDELINES
The University of Wollongong is committed to the appropriate use of Information Technology and Services in support of its teaching, research, administrative, and service functions. IT Policies are in place to enable the efficient and effective operation of the University’s IT Services for its staff, students and guests. The policies cover all aspects of IT services including acceptable use, email, telephones, user account management, music, video and software piracy and more.
www.uow.edu.au/its/accounts-access/policies

BUYING TECHNOLOGY
As a student of the University you can access discounted hardware and software products. For more information on what discounts you may be entitled to, visit technology companies websites. Some department stores will also offer discounts.

STUDENT RESIDENCES
The University of Wollongong provides a range of IT services to students living in the University residences. This is to ensure that the technology available to students both on campus and in residences blends seamlessly to create a favourable study environment. Facilities include computer outlets in most rooms, computer lab facilities and internet services as well as IT local support where available. A full list of available IT Services at UOW residences is available to download.
www.uow.edu.au/its/accounts-access/residences