



IT STUDENT HELPDESK

IT Systems and Services Info for Distance Students

IT Student Helpdesk: Who are We?

IT Client Services provides an IT Student Support Helpdesk here at AUT. This is a team of eight full time staff members working to provide assistance and help to all students. We also have a number of AUT students that work as Attendants in the Labs part-time to compliment our team and provide coverage outside of core hours. Supervision of the Services is with Sunita Taneja (ext 8924). For all your password resets or help on any other IT issues, please feel free to call the Student Helpdesk, Monday to Friday 7am to 10pm.

*To contact the Student Helpdesk, simply call us on (09) 917 9953
or email help@aut.ac.nz*

Passwords

As a student here at AUT there are three kinds of usernames and passwords that you need. What you will use these three for are explained briefly here and in more detail below.

1. **AUT Internet account** – This is used to access your AUT webmail and as well as some library resources. To open this account contact the Student Helpdesk on (09) 9179953 or email us at help@aut.ac.nz.

AUT Internet account: Username/Login _____

Password _____

2. **AUT Computer account** – This is used to access AUTonline (Blackboard) as well as some library resources. You can find your username/login on the front of your student ID card. If you don't have your ID card, contact the Student Help Desk (09 917 9953 or email help@aut.ac.nz). The password for this is two digits (the date of your birthday) followed by three letters (the first three letters of your birth month). So somebody born on 14 Decemeber would have a password of 14dec. If they were born on 1 December it would be 01dec.

AUT Computer account: Username/Login _____

Password _____

3. **AUT Arion account** –You can use Arion to enrol online for any AUT courses, make fee payments, update your personal details, and view your academic results. Whenever you move or change your email address you should update your details in Arion so we can send your course materials to the correct address.

AUT Arion account: Username/Login _____

Password _____

Registering for an Internet Account

If you are a new student and do not yet have an Internet account, you can register for one online. Just go to the following location:

<http://distance.aut.ac.nz/> - then click on "Register Online"

You will need the internet account to:

- get access to AUT webmail
- gain access to some Library resources

Internet Registration Form

Important: PLEASE have your AUT student ID card with you as complete this registration page.

Please enter your student ID number, your first name and your last name EXACTLY as they are printed on your AUT student ID card - **even if the spelling on your ID card is wrong.** This registration will only work if the details you enter here match those on your ID card with 100% accuracy.

Student ID The first thing we need to know is your student ID number, if you do not know what it is then look on your ID card, it is printed on there. It should be a seven digit number.
ID:

First Name Next we need to know your first name. Eg. If your full name is "Johann Sebastian Bach" all we want here is "Johann". If you have a preferred name as well as a legal name we need the one that is on your ID card (which is usually your legal name).
First Name:

Last Name And now we need to know your last name. Eg. If your full name is "Johann Sebastian Bach" all we want here is "Bach".
Last Name:

Date of Birth And now something completely different - your date of birth. Please select the day and month from the provided selections.
Day: Month:

From there simply follow the easy to use instructions to create yourself an Internet account. You will need your student ID number and AUT Computer Login username. If you do not yet have your ID card with your username, please call the Student Helpdesk with your ID number and they will be able to assist.

You should be aware that if you use your Web-mail account to email people outside of AUT on a regular basis you will need to put further credit onto your account in the future (you get \$1 free to begin with). You can do this with a credit card online, just go to the Login page and click on the "Top up Internet" button.

Please ensure you read the Policies thoroughly during the registration process

AUT's Student Email System: Webmail

When you register for an Internet account, your webmail account is automatically created for you. Your username and password are the same as that of your **AUT Internet account**. To login to webmail, go to the following location: <https://webmail.aut.ac.nz>

AUT Student WebMail

Server:
Language:

You can access the webmail from home.
Your email address will be username@aut.ac.nz

Set up mail forwarding: You can set up mail forwarding so that email sent to your AUT Webmail account will be forwarded to another nominated email account.

WebMail: g0000139@aut.ac.nz
Your Mailbox is less than 1% full.

The first step is to login to the AUT Internet account then click on the "Change Settings" button. Enter your new email address in the "Forward my email to" box and click on "Change my delivery method. Click on OK. The things to note before setting up mail forwarding are:

- You cannot have both mail forwarding and a Webmail account.

- By setting up mail forwarding you will permanently delete all email that is currently in your Webmail account, so you may wish to save or forward this email before continuing.
- We do not recommend that you forward your AUT email to restricted free email accounts such as hotmail or yahoo.

Access to AUTOnline (Blackboard)

To access AUTOnline go to the following location:
<http://autonline.aut.ac.nz>

To login to AUTOnline you need to use your **AUT Computer account** username and password (see above).

Minimum Computer Requirements

Pentium PC with Windows 98 or Mac Power PC – System 8.6, 800x600 monitor resolution, 56k modem, Internet Explorer 5.0 or Netscape Navigator 4.6, Java and Java Script enabled, Adobe Acrobat Reader, Apple Quick Time, Macromedia Flash Player, Microsoft Excel Viewer, Microsoft Media Player, Microsoft Powerpoint Viewer, Microsoft Word Viewer, StuffIt Expander. For further information and download sites, please visit the AUT Website.

Troubleshooting

- If you get a password error then please contact the Student Helpdesk.
- If you get an LDAP error while logging on to AUT Online, then you need to go back to the faculty office or programme administrator and get them to look at your enrolment status for your papers. If you haven't returned your offer of place form they will be in Unapproved status too. Please remember that once it has been approved then you will have access automatically overnight.
- If they get the following error: No authentication credentials were provided with the request, its generally caused by your Internet settings on your home/office PC. Make sure that the cookies are enabled and there is no firewall blocking the site, this problem generally occurs when you try logging in from work.

Access to Arion

Arion is the student database with multifunctional online service. With Arion you can enrol online for any AUT courses, make fee payments, update your personal details, view your academic results.

To login to arion go to the following url:
<https://arion.aut.ac.nz>

You should have received your **AUT Arion account** password in the mail (it should be on your enrolment Invoice). If you do not have your password please contact the Student Helpdesk and they will reset the password for you.

To get information on your grades, courses, programmes or your enrolment status, just go to the **"Academic Details"** menu.

To change your password for this system, use the **Arion Options** menu, this is also where you logout.

Access to Library Resources Online: E-Library

Library catalogue

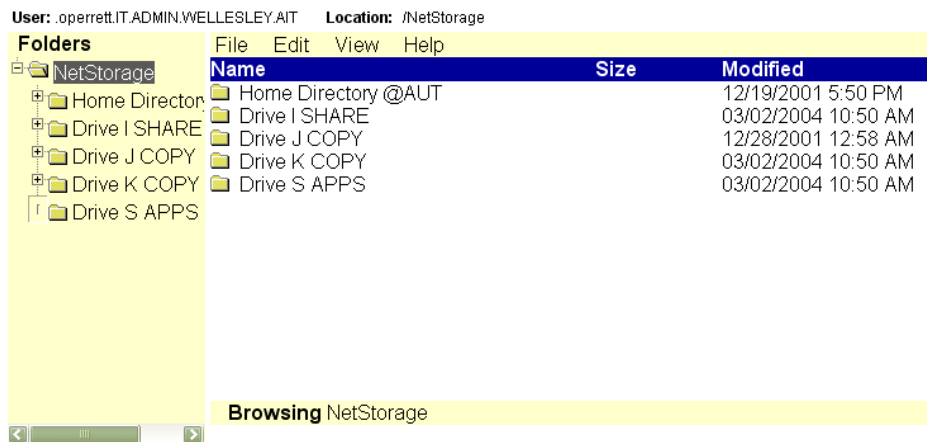
- To access your personal record in the Library Catalogue use your **AUT Computer account** username and password (see above).
- To access Exam papers from the Library Catalogue use your **AUT Internet account** username and password (see above).

Library Databases and E-journals

The Library provides a range of services to support distance students. For more information, please visit http://www.aut.ac.nz/library/flexible_delivery/index.shtml

Getting Access to your AUT Files Remotely: MyFiles

You do have the ability to be able to access your AUT files from home if you have Internet access. Simply go to: <https://myfiles.aut.ac.nz> and login with your **AUT Computer account** username and password. Your AUT Computer account username can be found on the bottom right side of your student ID card and your password is set to your default date of birth, ie: two digits of the date and three letters of the month. Eg. if your date of birth was 3rd of March then your password will be 03mar.



This will give you access to all the drives that you would normally see logged in here at AUT. The H: drive is your personal space on our network to store your files, the other drive that is very useful to know about is the K: drive, which is a shared space that your Faculty may use to share files and information relevant to you and your programme.