

ICT SERVICES ESSENTIAL INFORMATION

0800 288 428

www.ithelp.aut.ac.nz

STUDENT ACCOUNT login details

Network login is on your acceptance letter and your ID card.

Default password is date of birth in the ddmmm format, where dd is your date of birth and mmm is the first three letters of the month in lowercase (e.g. 03aug).

Related article: ithelp.aut.ac.nz/registration

NETWORK SETUP & WI-FI ACCESS ns.aut.ac.nz

It is mandatory for all new students to reset their password and setup password recovery options by registering their alternate email and mobile phone.

Registration is required for Wi-Fi access and to get 40GB free Internet Data per month on campus.

Students can setup their account from any AUT computer or from home by logging in to <https://ns.aut.ac.nz>

Related article: ithelp.aut.ac.nz/registration

STUDENT DIGITAL WORKSPACE (SDW) sdw.aut.ac.nz

SDW is AUT's student portal for accessing online services and information from one platform.

Students can directly access online tools such as Blackboard, Arion, Library and CareerHub without having to enter their credentials.

You can view your Print/Internet balances, shuttle bus timetable and AUT emails, announcements and notices.

To login to SDW simply use your AUT email (abc1234@autuni.ac.nz) and password.

Related article: ithelp.aut.ac.nz/sdw

FORGOTTEN PASSWORD

Forgotten your password?

Visit the self-service password reset kiosks located in Tech Central areas or go to ns.aut.ac.nz to reset your password. A verification token will be sent to your registered mobile phone or alternate email setup during registration.

Related article: ithelp.aut.ac.nz/forgottenpassword

STUDENT OUTLOOK EMAIL studentmail.aut.ac.nz

All students are provided with an AUT email account. Email address is in the format networklogin@autuni.ac.nz (e.g. abc1234@autuni.ac.nz).

Emails can be accessed via SDW

Related article: ithelp.aut.ac.nz/studentmail

PRINTING AND SCANNING

Students can print their documents to any available printer at AUT provided there is money in the print account. Check print balance on SDW → My Dashboard or at the top-up kiosks located in Tech Central areas.

Students can also print from their personal device using 'Mobile printing'. Access the link to 'Mobile printing' by logging on to SDW → My Dashboard. To use mobile printing, you need to be on campus.

Per page cost of Printing/Copying are same for A4 & A3

Black & White	\$0.05
Colour	\$0.25
Scanning Cost	Free
Minimum Print Balance	\$0.25

Related article: ithelp.aut.ac.nz/printing

PRINT/INTERNET ACCOUNT TOP-UP

ns.aut.ac.nz

Students can top up their print/internet account at the self-service kiosks located near the Tech Central areas or online (credit card only) through SDW → My Dashboard. The money is loaded in the primary holding account - 'Deposit account', students can then transfer the money to their print or Internet account.

Related article: ithelp.aut.ac.nz/topup

COMPUTER FACILITIES

labbooking.aut.ac.nz

Computers and laptops are available on each campus at Tech Central.

You can walk-in and use any available computer or book a computer in advance by going to labbooking.aut.ac.nz. Students can also borrow laptops by using the self-service laptop kiosk located within the Library.

Related article: ithelp.aut.ac.nz/labs

SAVING YOUR WORK

1TB of OneDrive online file space is available to students for free. OneDrive is available via SDW and files can be accessed from anywhere.

Alternatively students get 300mb of space on their network drive, Home drive (H:Drive) to store their files. Please ensure that you save your work regularly and have a backup of important assignments.

Related article: ithelp.aut.ac.nz/myfiles

OFFICE 365

Download your free copy of Microsoft Office 365 apps via SDW for both Windows and Mac devices. To download visit SDW → View Account (click on your profile name or photo at top right corner of page) → Manage Installs → Install desktop applications

Related article: ithelp.aut.ac.nz/office365