

WIRELESS COMPUTER ACCESS

The Hamilton campus has a wireless network running through many of its buildings. To access this you need:

- A current Waikato University student username
- A Lightwire account for internet access
- A device (Laptop, Mobile Phone) that supports wireless networking

COMPUTER LABS

Several computer labs are available for general student use and most Faculties have computer labs. Printers are available in most labs. Use the Waikato Mobile Web to check where labs are available or check our website:

help.waikato.ac.nz/student_info/student_labs.shtml



LIBRARY SERVICES

You can access online resources and borrow books from the University libraries (Central Library, Law Library and Education Library) and the Bay of Plenty Polytechnic libraries.

MOODLE

Many papers are taught online, or have an online component. These papers and components are delivered through Moodle, which can be accessed from elearn.waikato.ac.nz, iWaikato, MyWeb or Edlinked. Log in to Moodle as early as possible to become familiar with the site.

ACTIVATING YOUR STUDENT ID CARD

To access these services, you need to activate your ID card, get your username, and set a password. You can do this at a Card Registration kiosk in the same location as the kiosks used to top up your UniCash, or at tools.its.waikato.ac.nz/newuser.html. You need your student ID card to do this. Your student ID card is valid for five years.

Once your ID card is activated, an email will be sent to your student email address with a PIN for use with Waikato IT systems. If studying in Tauranga, you will also be sent a PIN for use at the BOP Polytechnic.

If you forget your PIN, re-register your card at a Kiosk or contact the Security Office – (07) 838 4444.

Take care not to damage the magnetic strip on the back of the card or bend the card in any way. If you wish to attach the card to a key-ring, punch a hole only through the grey box shown on the card.

If you lose or damage your card, a new one can be issued at the Student Centre, Level 2, (on the Hamilton campus) or ordered at one of the Bay of Plenty Polytechnic Information Centres. You will be charged \$15 for a new card, and your old card will be disabled.

AFTER HOURS ACCESS TO BUILDINGS

If you require after-hours access into secure buildings on the Hamilton campus, you will need approval from your Faculty and pay \$15.

WMS and FOE students automatically have approval, so you just need to visit the Security Office (Building BX – open 10.30am-12noon and 1-3pm Monday-Friday) and pay the fee. Other students must go to their Faculty Office and ask them to complete an approval form. Once you have approval, take your activated student ID card to the Security Office, pay the fee and they will give you access to the appropriate buildings.

STUDYING IN TAURANGA

You can access all of the University services while studying in Tauranga at any BoP Polytechnic campus.

Your BoP Polytechnic PIN will be required to access Ako Atea after-hours, and for free access to the Aquatic Centre pool during lunch times.

You can use both the University and the BoP Polytechnic libraries. As you will be using BoP Polytechnic computers, photocopiers and printers, there is a slightly different login process to access the University network. Information about this process is available in Ako Atea and computer labs.

NEED HELP?

Contact the ITS Service Desk if you have any problems with any of these services:

- www.help.waikato.ac.nz
- Email help@waikato.ac.nz
- Phone: (07) 8384008, or ext 4008, or 374008 if you're calling from BoP Polytechnic



A Brief Guide to University IT Services

Once you complete your enrolment, you will be able to access the following University IT services:

iWAIKATO

iWaikato (www.i.waikato.ac.nz) is the University portal which offers access to information, services and applications. Check your enrolment and results, access course outlines and much more. Some faculties also have their own portals – the Waikato Management School (WMS) uses MyWeb™ (myweb.ac.nz) and the Faculty of Education (FOE) uses Edlinked (edlinked.soe.waikato.ac.nz).

EMAIL

You will be provided with your own student email account through Google (Gmail). Your email address is your username followed by @waikato.ac.nz. Check your email account at webmail.waikato.ac.nz

UNICASH

Each student has a UniCash account – all printing and photocopying costs are charged from this.

Money can be added to your UniCash account using:

EFTPOS: Use the Red Pay Station Kiosks and e-Pay stations located in:

- The Student Centre, Level 2
- WMS, MSB0 corridor and MS6.G.09
- Education Library
- Waikato Print, Village Green
- Bay of Plenty Polytechnic - Information Centre at the Bongard Centre (DT118 next to the Library)
- Ako Atea (A Block) at the Windermere campus

Cash: Use the Autoloader in The Student Centre, Level 2 or the Education Library.

Visa or MasterCard: use the Credit Card Utility found at:

- mngt.waikato.ac.nz/unicashcredit/
- the Waikato Mobile Web

Check your UniCash balance via iWaikato, MyWeb, EdLinked or the Waikato Mobile Web. No refunds are available from UniCash, so only load what you think you will need. Any unused balance will be written off after 2 years.

Please Note: You will need your Student ID card to print and photocopy in the Student Centre and Education Library.

FILE SPACE

You have 2GB of secure file space for important documents, files, assignments etc. This is often called your Home Share. You can access this on and off campus via the web, or when logged onto a University computer, it will be on the "H:" drive.

INTERNET

As part of your enrolment you will receive 1.5GB of internet data per month. This data can be used for internet on campus, both in computer labs and on personal devices such as your laptop or smartphone.

It can also be accessed around the CBD. Off campus access is listed at lightwire.co.nz under Help.

If you need more than 1.5GB of data, this can be purchased from the University's internet service provider Lightwire, either online or from several locations around campus. Access to Waikato University websites is free.

To get online

You will need a Lightwire account. To sign up visit lightwire.co.nz to associate your University of Waikato student username with your Lightwire account. This will enable your automatic 1.5GB monthly top-up.

Using Lightwire on a University computer

Your account should be automatically configured to use the Lightwire proxy. If not follow the instructions at waikato.ac.nz/go/student-internet to set up your account.

Using Lightwire on a laptop or other personal device

Lightwire is available through the 'lightwire' wireless network. Follow your device manufacturer's instructions on how to connect to the wireless network. Lightwire is available in some locations via an Ethernet cable. In these areas you can just plug in the cable to connect. Once connected just open a web browser and connect to lightwire.co.nz and follow the instructions provided.

Why internet access is not purchased with UniCash

By establishing Lightwire as the sole campus internet provider students can use their monthly 1.5GB of data, plus any additional data purchased, to go online anywhere on campus.

In the past this was split between using Lightwire in the Halls of Residence and using UniCash everywhere else.

Your student ID card is still used to top-up your UniCash for printing and photocopying.

Support for problems with internet access

Lightwire is the first point of contact for all internet related problems. You can contact them at support@lightwire.co.nz or **0800 12 13 14**. The University will continue to support all other issues relating to in-lab computer problems.

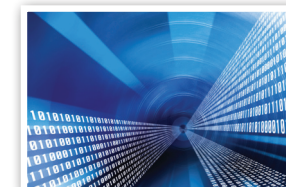
Lightwire supports Windows XP, Vista and 7 devices, but their team is happy to assist where possible with any other devices.

What happens to unused data?

Your 1.5GB of data lasts for up to a month; any unused data expires at the end of the month just as your next month's data is automatically added. Additional top-ups you buy from Lightwire will remain on your account for up to one year from the time of purchase.

What happens if you run out of data?

You can purchase additional data from Lightwire directly, either from retailers around campus or online using a credit card. Visit lightwire.co.nz for a list of resellers or instructions for online top-ups.



WAIKATO MOBILE WEB

Get essential University of Waikato information and services anytime, anywhere on your mobile device by launching your browser and going to m.waikato.ac.nz

Features: emergency information, campus maps, people directory, campus news, events calendar, Gmail and Google Apps plus check your personal details and enrolment status.