Wireless computer access
The Hamilton and Tauranga campuses have a wireless network running in most buildings. To access this you need:
• a current Waikato University student username
• to be currently enrolled
• a device that supports wireless networking

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, Google Apps and check your personal details and enrolment status.

Computer labs
The computer labs in the Hamilton Student Centre and Tauranga Ako Atea 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 waikato.ac.nz/ict-self-help/guides/student-computer-labs.

Library services
You can access online resources and borrow books from the Hamilton Campus libraries (Central Library and Teaching Resources Library) and the Tauranga Campus libraries.

Waikato Reading Lists
Waikato Reading Lists (waikato.ac.nz/library/reading-lists) is a quick and easy way to access your course reading lists. Visit the Student Help page (waikato.ac.nz/library/reading-lists/students) for more information.

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, the Student Homepage, iWaikato, MyWeb or Edlinked. Login to Moodle as early as possible to become familiar with the system.

After hours access to buildings – hamilton
If you require after-hours access into secure buildings on the Hamilton campus, you will need approval from your Faculty.
Management (WMS) and Education (FOE) students automatically have approval and just need to visit the Security Office with your student id card to get access. Other students must go to their Faculty Office and ask them to complete an approval form. For those who need after hours access to the Level 2 Computer Area in the Student Centre, you need to go to the Enquiries desk on Level 2 for an authorization form.

Once you have the relevant approval form, take it with your student id card to the Security Office (Building BX – open Monday to Friday 10.30am - 12noon and 1 - 3pm) and they will give you access to the appropriate buildings.

Need help?
Go to ICT Self Help – Your Guide to ICT Services:
waikato.ac.nz/ict-self-help/
Log your own job with the ITS Service Desk using the LANDesk Self Service tool at landesk.waikato.ac.nz and monitor its progress or contact the Service Desk if you have problems with any other ICT service:
• Web: help.waikato.ac.nz
• Email: help@waikato.ac.nz
• Phone: 07 838 4008, or ext 4008, or 37 4008 if you’re calling from a Tauranga campus.

Support for Lightwire:
• You can contact them direct at support@lightwire.co.nz or phone 0800 12 13 14.
A Brief Guide to University IT Services

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

Activating your student account

Once your enrolment is complete and we have a photo of you, your ID card will be printed and can be collected from the Student Centre, Level 2 of the Library on the Hamilton campus or email idcards@waikato.ac.nz and they will post it to you. You need your ID card for Library book issues, scanning, printing and afterhours door access as well as normal academic ID purposes. Your student ID card is valid for five years.

Once your ID card is printed, an email will be sent to your student email address e.g. username@student.waikato.ac.nz with a PIN used to access some services outlined in this e-Guide. If studying in Tauranga you will also be sent a PIN for use at the Tauranga campuses. No PIN can be changed.

If you forget your ID card PIN, Hamilton students, contact the Security Office on 07 838 4444 and Tauranga students, contact Bongard or Windermere Information Centres in Tauranga and they will be able to provide it after you provide answers to security questions.

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 your card, let us know so we can disable it to avoid misuse. A new card can be issued at the Student Centre, Level 2 on the Hamilton campus or ordered at the Bongard or Windermere Information Centres in Tauranga. There is a $10 charge for a replacement card.

To logon to your account for the first time follow the instructions online at tools.its.waikato.ac.nz/cgi-bin/newuser/newuser.

iWaikato

iWaikato (iwaikato.ac.nz or link on Student Homepage) is the University portal which offers access to information, services and applications. You can also 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 @students.waikato.ac.nz. You can choose to forward your student email to your preferred email address so that you don’t miss out on any communications, you can do this when you login to Gmail via Settings -> Settings -> Forwarding. You can check your email at webmail.waikato.ac.nz.

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 Drive, (link on Student Homepage) or when logged onto a University computer, it will be on the “H:” drive.

Also, you have unlimited storage in Google Drive using your student Gmail account.

Unicash – printing & photocopying

Students have a UniCash account which is accessed via your student ID card and is used to pay for printing and photocopying. Tauranga campus students use UniCash for printing only, and Uniflow for photocopying. To photocopy swipe your card and use the PIN you received when you registered your card. You can top up your Uniflow account at the cashiers in the Information Centre or through staff at Ako Atea.

To add money to your UniCash account you need a credit card or bank account with internet banking (we suggest one of the major banks). To add the money, you need to visit payments.its.waikato.ac.nz and follow the prompts.

Please Note: If you close your browser too soon during this process your UniCash account may not be credited for up to 15 minutes.

Check your UniCash balance via iWaikato, MyWeb, EdLinked or the Waikato Mobile Web.

Use the Autoloader in the Hamilton Campus Student Centre, Level 2, to top up with cash.

No refunds are available from UniCash so only load what you think you will need. Any unused balance will be written off after two years.

Internet

Enrolled students have access to a free shared Internet service via UOW Students when using WiFi and lab computers on both the Hamilton and Tauranga campuses. For students in Halls of Residence see the e-Guide for Halls Students Internet. For this service there is a fixed amount of bandwidth for shared use. Students who unfairly use excessive Internet will impact service for all students, so students are requested to moderate their use.

University Computers - Your account will be automatically configured to use the UOW Students network when you login on campus (not in the Halls of Residence, see the e-Guide for Halls Students Internet) using your student username (don’t add @ students.waikato.ac.nz) and your password.

Wireless Network Access - To access the internet simply connect your wireless device to the UOW Students wireless network on campus. Login using your University of Waikato student username. If you are based in Tauranga there are two different ways to login, it depends on the computer/laptop you are using. You will either login by typing waikato\username and your password or if you receive the login window below you would use just your username and password.

Lightwire Users – Students who live near campus can use Lightwire as their home ISP. They must register with Lightwire.

Students and visitors can purchase Lightwire data plans and use the plans via Lightwire wireless on campus or from one of Lightwire’s off-campus sites, including the CBD, DHB and key public areas (basically anywhere Lightwire is available).

Additional data can be purchased online using a credit or debit card at prepay.lightwire.co.nz. Alternatively, top-up cards can be purchased; a full list of resellers is available at prepay.lightwire.co.nz.

Lightwire is a shared service there is a fixed amount of bandwidth for shared use.