ICT SERVICES
ESSENTIAL INFORMATION

0800 AUT ICT (0800 288 428)	www.ithelp.aut.ac.nz
NETWORK LOGIN/ PASSWORD	Your Network login is on your acceptance letter and your ID card. The default password is your date of birth in the format ddmmm, where dd is a 2-digit number and mmm is the first three letters of the month in lowercase (eg 03aug) Related article: ithelp.aut.ac.nz/mylogin
IT ACCOUNT REGISTRATION ns.aut.ac.nz	Setting up your IT account is mandatory and can be done online from any computer at AUT or off campus by logging on to ns.aut.ac.nz. Related article: ithelp.aut.ac.nz/registration
Wi-Fi	AUTwifi offers full internet access and is available for students to use on their own laptops and handheld devices on campus. Once you have completed your IT account registration you are ready to start using your 20GB per month free internet data. Related article: ithelp.aut.ac.nz/wifi
COMPUTER FACILITIES labbooking.aut.ac.nz	Computers and laptops are available on each campus at "Tech Central". These computers can be booked online at labbooking.aut.ac.nz. Related article: ithelp.aut.ac.nz/labs
IT HELP ithelp.aut.ac.nz	IT HELP is AUT's online system that allows you to search the knowledgebase for user guides and FAQs relating to your query. You can also log a request or an incident through this system. Related article: ithelp.aut.ac.nz/onlinehelp
PRINTING AND SCANNING SERVICES	Printing and scanning facilities are also available for students at "Tech Central". Printing/Copying Cost: Black & White = $0.05 Colour = $0.25 Scanning Cost: Free Related article: ithelp.aut.ac.nz/printing

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TOPPING-UP YOUR ACCOUNTS ns.aut.ac.nz	Your deposit account is your primary account where you load money for your internet and print accounts. You can deposit money using self-service kiosks (EFTPOS & credit card only) situated at various locations on campus or online using credit card. Related article: ithelp.aut.ac.nz/topup
UNICENTRAL unicentral.aut.ac.nz	UniCentral is a single access point for all your essential IT resources. You can gain access to your online courses, academic details, timetable, Outlook email, lab-booking, printing/internet balances and Library resources. Related article: ithelp.aut.ac.nz/unicentral
SAVING YOUR WORK	You can save your work in two places: in your OneDrive account where you have 1 TB of file storage, or in your network drive (H:Drive) where you have an additional 300MB of file storage. To get OneDrive, you'll need to download the free Microsoft Office 365 package. Regardless of where you save your work, you can access your files from any location. Always make backups using USB memory storage devices. Related article: ithelp.aut.ac.nz/myfiles
STUDENT OUTLOOK EMAIL studentmail.aut.ac.nz	All students are provided with an AUT email account. Your email address is your networklogin@autuni.ac.nz e.g. abc1234@autuni.ac.nz Related article: ithelp.aut.ac.nz/studentmail
OFFICE 365	Microsoft Office 365 ProPlus is free for all AUT students and includes the latest versions of Office applications such as Word, Excel, PowerPoint, OneNote and OneDrive for Business. You can work on your files from any location and any device and you can share them with other students and work on them together. You also get 1 TB of file storage with OneDrive for Business. To download, go to unicentral.aut.ac.nz Related article: ithelp.aut.ac.nz/office365
ONLINE GUIDES	Password Resets — ithelp.aut.ac.nz/mypassword Blackboard — ithelp.aut.ac.nz/blackboard Software for students — ithelp.aut.ac.nz/freesoftware Office 365 — ithelp.aut.ac.nz/office365 FAQ's — ithelp.aut.ac.nz/faq