

FREQUENTLY ASKED QUESTIONS

Q. What is UNIFIED?

UNIFIED, the Student Portal is a gateway to all student resources in one location. It offers an integrated, personalised working environment through single sign on (eliminating the need for multiple logins), simplified navigation and reduced searching to find the desired information or service. Features include:

- √ Access core systems like MyUni, Access Adelaide, CS Forums, ShowOff
- √ Announcement from the university and student associations
- √ Email messages from the university
- √ Maps of the university campuses
- √ Calendar displaying critical dates
- √ News from the university and faculties about the upcoming events
- √ Enrolled course information and online learning via lecture playlists
- √ Library catalogue search and library news
- √ Library summary - items on Loans, Requests, Payment Outstanding and Demerit Points. Also include the ability to renew items and cancel requests
- √ Important links to university resources like - Accommodation, Employment, and Adelaide University Union, Adelaide University Sports Association
- √ More services will be made available over time.

Q. Who can access UNIFIED?

1. All Students with an active account at the University of Adelaide;
2. Selected Staff from Student Services at the University of Adelaide to publish announcements.

Q. How do I log-in to UNIFIED?

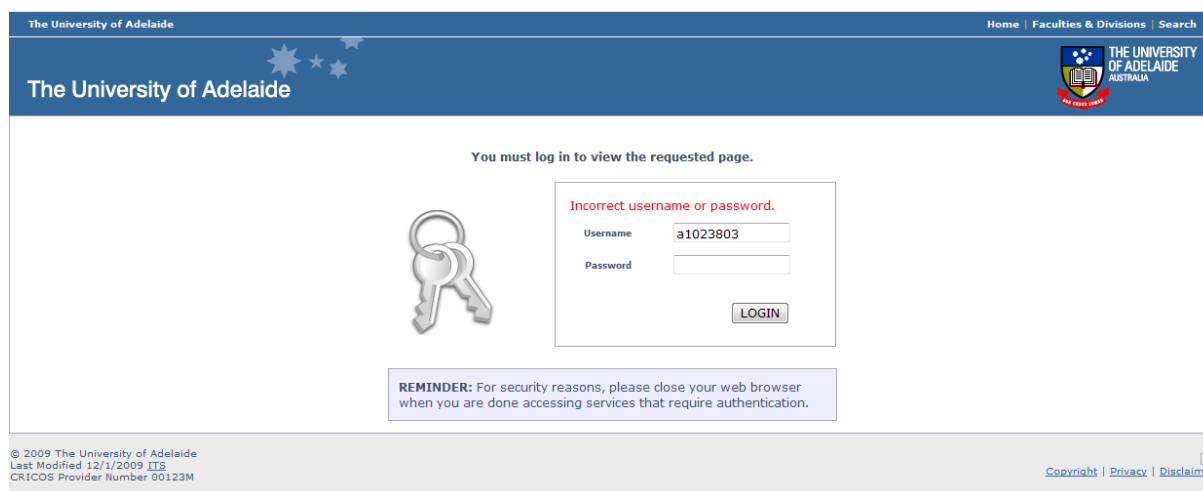
UNIFIED is available 24x7 from any computer with an Internet connection. Go to <http://unified.adelaide.edu.au/> and enter your Student or Staff Username (this is a 7 digit number preceded by a lower case "a" for example username: a1234567) and Password.

Q. Which web browsers should I be using?

If you experience problems once you have accessed *UNIFIED*, then they could be related to the web browser or operating system you are using. Check the following:

1. Internet Web Browser:
 - Internet Explorer 7.0 or 8.0
 - Firefox 3.0 or 3.5
 - Safari 4.0
2. Operating System
 - Microsoft Windows XP, Vista
 - Apple Mac OS 10.x
3. Recommended custom zoom for any web browser is 100%.

Q. I get an error 'Incorrect username or password. What should I do?



The screenshot shows the University of Adelaide login page. At the top, there is a navigation bar with 'The University of Adelaide' on the left and 'Home | Faculties & Divisions | Search' on the right. Below the navigation bar, the main content area has a blue header with 'The University of Adelaide' and the university crest. The main content area contains a message: 'You must log in to view the requested page.' To the left of the login form is an image of two keys. The login form has a red error message: 'Incorrect username or password.' Below this, there are two input fields: 'Username' with the value 'a1023803' and 'Password'. A 'LOGIN' button is located below the password field. At the bottom of the form area, there is a blue box with a 'REMINDER: For security reasons, please close your web browser when you are done accessing services that require authentication.'

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- √ Make sure your Username is entered correctly
- √ Make sure your Password is entered correctly
- √ If you have entered all the information correctly and still unable to proceed, ring the Service Desk on (08) 8313 3000 during hours of operation (8am – 6 pm, Monday – Friday) and report the problem.
- √ For information on changing your password, please see the following [website](#). Password resets are handled by Card Services (08) 8303 3363 rather than ITS. You can visit Card Services in person, or submit a password reset form via facsimile.

Q. What Security issues do I need to be concerned with when using UNIFIED?

Using the Portal requires you to log-in to gain access. It is equally important to log-off from the Portal when you end your session on the computer. There is an automatic log-off triggered to end the single sign on session (default page expiration time = 30 min).

Privacy Concerns with Shared computers

For users who access the Portal on computers that are shared with others, logging out and clearing browser information is critical to fully ensure privacy. To clear data in *Internet Explorer* (Tools -> Delete Browsing History); *Firefox* (Tools -> Clear Private Data); *Safari* (Menu -> Preferences -> General -> Remove History Items -> select the best option from drop down).

Q. I have a suggestion for or feedback on UNIFIED.

We encourage and welcome your feedback or suggestions. UNIFIED has its own portlet for this purpose. You can find this within the 'Help' tab.

Q. Who should I contact for any problems with UNIFIED?

For any assistance you should ring the Service Desk on (08) 8313 3000 during hours of operation (8am – 6 pm, Monday – Friday) or mailto: servicedesk@adelaide.edu.au