Get set up
Your guide to getting started
Welcome to the UNSW family

Congratulations on enrolling in your UNSW Global Academic English Program. I am delighted to welcome you into our UNSW family, as you take the first steps towards academic success.

As a student at UNSW Global, you are at the heart of everything we do. We are passionate about ensuring you graduate with the academic and English language skills you need to thrive in your degree studies and achieve your personal and career goals.

You can look forward to being part of the vibrant, global, UNSW community, joining over 3,000 international students from 40 countries who commence their studies with us each year.

You’ll have access to a top 50 world-ranked university, and every step of the way you will benefit from the expertise of our dedicated teachers. Our Student Services, Support, and Engagement teams at UNSW Global are all ready to assist and empower you on your journey towards your degree at UNSW Sydney. This guide will help you prepare for your orientation and ensure you are set up for success.

On behalf of all UNSW Global staff, welcome to the UNSW family and best wishes as you commence your Academic English Program.

David West
Chief Academic Officer
UNSW Global
Steps to getting started

This guide is designed to prepare you for Orientation.

Orientation is an introduction to studying at UNSW Global. It includes resources, events and information sessions designed to prepare you to be successful from day one of your course.

The steps in this guide are compulsory. Get set up and be ready to succeed in your program.

**Step 1**
Register Study Location & Complete your IT Starter  

**Step 2**
Attend New Student Webinars

**Step 3**
Invite Parents and Caregivers to Information Webinar

**Step 4**
Log into your Online Learning Platform Moodle

**Step 5**
Access Orientation Course on Moodle

**Step 6**
Attend Orientation Day

**Step 7**
Attend your First Day of Classes

**Step 8**
Need more help?  
Additional Support Webinars

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**Contacts**
Find the best contact for any issues you are having.

**Glossary**
Find the definition of words highlighted in green throughout the guide.

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**Enrolled after Orientation?**
As you have missed some of the live webinars, you will have access to pre-recorded sessions and an additional support webinar. Our support team is here to help you into your first week of studies.
Step 1
Register Study Location & Complete your IT Starter

Register your study location
We are delighted that you have accepted your offer to study with us. Our live teaching takes place from 10am – 6pm, Sydney time.

To ensure that you have a better student experience whilst studying at UNSW Global, Register your study location now.

You can also scan the QR code to register:

Locate your G-ID
Your G-ID is your UNSW Global Student ID, you will use this to login to the Student Portal, view your results and access your student profile. You can find your G-ID in the subject of your email from Admissions, that contains your Confirmation of Enrolment letter (CoE).

You will use your G-ID to login to your online learning platform (Moodle).

If you are unsure of your G-ID, contact our Student Services team: enquiries@unswglobal.unsw.edu.au

Complete your IT Starter
Your IT Starter will be available 2 weeks prior to Orientation Day.

The IT Starter will walk you through how to activate your G-ID.

Click here to complete your IT Starter.

Check your setup
• Check that you have an appropriate device to complete your program. Read the Personal Electronic Device guidelines.
• Check that you have a stable internet connection. Read the Internet Connection guide.

How to connect from China
If you are living in mainland China, you can access the China Student Access Network (CSAN). This is a virtual highway that offers a more reliable, secure and consistent internet connection. Read the CSAN guide to learn how to access this.
Step 2
Attend New Student Webinars

Helpful sessions to prepare you for success
Click on the Zoom sessions below to register.

1. **Getting set up with Students Services & IT.**
   - Thursday, 3 February 2pm – 3pm AEDT
   - Join our Student Services and IT teams as they take you through everything you need to do to get set up and ready before your Orientation Day. You will have the opportunity to ask any questions you might have.

2. **Studying Online & Wellbeing.**
   - Thursday, 3 February 4pm – 5pm AEDT
   - In this session a UNSW Global Student Adviser will share useful tips on looking after your physical and mental wellbeing while studying online.

Missed the live webinars?
If you have enrolled close to or after the program start date, you can watch the webinar recordings on your 'Academic English Orientation 2022’ Course in Moodle.

Step 3
Invite Parents and Caregivers to Information Webinar

3. **Parent and Caregivers Information (bilingual).**
   - Friday 4 February 1pm – 2:30pm AEDT
   - We invite all parents and caregivers to join this session where our Student Support Team will provide an overview of important aspects of studying online with UNSW Global.

   The focus of this session is to talk about what supports are available to all students throughout their study journey. Participants will also have the opportunity to ask questions about support services. This session will be presented in English and Mandarin.
Step 4
Log into your Online Learning Platform Moodle

The Friday before Orientation, you will have access to Moodle. You will need to log into Moodle using your G-ID through My.UNSW Global.

TIP: Take some time to have a look around Moodle.

Step 5
Access Orientation Course on Moodle

Navigate to your ‘Academic English Orientation 2022’ Course in Moodle.

Review your online Orientation material and complete the required steps. You must complete these steps before your first day of classes.

Reminder
You must complete the IT Starter to activate your G-ID in Step 1 before Orientation Day.
Step 6
Attend Orientation Day

Monday, 7 February 2022

Check your personal email on the morning of Orientation Day. All required links will be included in the email sent by UNSW Global at approximately 8am AEDT.

If you have not received the email please contact Student Services.

Attend live webinars
Attend the compulsory live webinars, meet your academic team and peers and learn about your program.

1. **Meet and Greet**
   12pm – 1pm AEDT
   Meet your Teachers, Student Services and Support teams and understand more about studying at UNSW Global. Your teachers will explain your course and what academic support is available to you. Learn more about wellbeing and social activities at UNSW Global and ask any questions.

2. **Learning Online- UEEC & EAE**
   3pm – 4pm AEDT
   This session introduces you to your studies at UNSW Global and will provide you with essential information about the structure and operation of the program.

3. **Fun and Activities for Everyone**
   4pm – 5pm AEDT
   Get to know your new classmates and make some new friends at our Ice Breaker session! You will get to meet the Student Activities & Engagement team and your new classmates over some fun games.
   **TIP:** This is a fantastic opportunity to make new friends.

**Under 18 Students**
The Student Support team is here for you throughout your journey at UNSW Global.

For more information about the different supports available, visit the 'Students Under 18 Information' section on your ‘Academic English Orientation 2022’ course in Moodle.

If you have any other questions, please contact our friendly Student Support team.
Step 7
Attend your First Day of Classes

Tuesday, 8 February 2022

- Log into Moodle using your G-ID, via My.UNSW_Global
- Go to Student Consultations Course.
- Read Daily Announcements.
- Check in before your first class.
- Check your timetable for your first class location.
- Go to your subject course on Moodle or OpenLearning.
- Attend your first class.

Step 8
Need more help? Additional Support Webinars

Live support sessions (optional)
In your first week of classes, take part in a range of support webinars to ensure that you are set up for success. You will receive more information by email.

- Friday, 11 February 2022 (1pm - 2pm AEDT)
  Virtual Support Session through Zoom
  In this session you can meet one-on-one with our support team. Ask Student Services, timetabling or IT any question you might have.
# For issues about...

<table>
<thead>
<tr>
<th></th>
<th>UNSW Global contact</th>
<th>Please include...</th>
</tr>
</thead>
</table>
| **Systems access and troubleshooting:** | IT Helpdesk  
helpdesk@unswglobal.unsw.edu.au | 1. Full name  
2. G-ID  
3. Screenshot of the issue |
| Moodle | | |
| Zoom | | |
| Student Portal | | |

| **Accessing UNSW platforms** | UNSW IT  
Phone: +61 2 8936 2215 | 1. Full name  
2. G-ID  
3. Screenshot of the issue |
|-----------------------------|--------------------------|-------------------|
| **General and orientation enquiries** | enquiries@unswglobal.unsw.edu.au  
Phone: +61 2 8936 2222  
(Monday - Friday, 9:30am - 5:00pm  
Sydney time) | 1. Full name  
2. G-ID |

| **Accommodation** | accommodation@unswglobal.unsw.edu.au | |
| **Under 18 students** | under18@unswglobal.unsw.edu.au | |

| **Current students:** | Student Support - request an appointment through Moodle or email  
Student.support@unswglobal.unsw.edu.au | 1. Full name  
2. G-ID |
| Adjusting to life at UNSW Global (home sickness, cultural, social and academic adjustment) | | |
| General study skills | | |
| Personal and family issues | | |
| Financial difficulties | | |
| Enrolment changes while studying | | |
| Understanding UNSW Global policies and procedures | | |
| Support if you are experiencing distress | | |
| Advice about services available and where to get help | | |
| Requesting education adjustments if you need additional support for your studies | | |
## Important student contacts

For students who are currently in Sydney, Australia

<table>
<thead>
<tr>
<th>Name of service</th>
<th>Contact details</th>
<th>When to use this service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Police, Fire and Ambulance</td>
<td>000</td>
<td>For an emergency.</td>
</tr>
<tr>
<td>UNSW Campus security (24/7)</td>
<td>+61 2 9385 6666</td>
<td>For urgent assistance on campus or to report an incident.</td>
</tr>
<tr>
<td>UNSW Health Service</td>
<td>+61 2 9385 5425</td>
<td>To book an appointment to see a doctor or have any health concerns/questions.</td>
</tr>
<tr>
<td>UNSW Psychology and Wellness</td>
<td>+61 2 93855418</td>
<td>For psychological support, if needed.</td>
</tr>
<tr>
<td>UNSW After Hours Mental Health Student Support Line</td>
<td>1300 787 026</td>
<td>For support when UNSW Health and Counselling Services are closed. This service operates 5pm–9am and 24hrs on weekends, public holidays, and university shutdown periods.</td>
</tr>
<tr>
<td>NSW Mental Health Line (24/7)</td>
<td>1800 011 511</td>
<td>For you or someone you know who requires urgent mental health assistance and advice.</td>
</tr>
<tr>
<td>Medibank Student Support Line (24/7)</td>
<td>1800 887 283</td>
<td>For urgent assistance in any area of student life such as:</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Health assistance</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Counselling services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Living in Australia support</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Interpreter service</td>
</tr>
<tr>
<td>National Home Doctor Service</td>
<td>13 SICK (13 7425)</td>
<td>For requesting a doctor to visit you in your house. Booking lines are open from 6pm weekdays, 12pm (noon) on Saturdays and all-day Sunday and public holidays.</td>
</tr>
<tr>
<td>Kingsford Legal Centre</td>
<td>+61 2 9385 9566</td>
<td>For seeking legal advice (free service).</td>
</tr>
<tr>
<td></td>
<td>Email: <a href="mailto:legal@unsw.edu.au">legal@unsw.edu.au</a></td>
<td></td>
</tr>
<tr>
<td>Redfern Legal Centre</td>
<td>+61 2 9698 7277</td>
<td>For seeking legal advice (free service).</td>
</tr>
</tbody>
</table>

For students who are currently outside Australia

<table>
<thead>
<tr>
<th>Name of service</th>
<th>Contact details</th>
<th>When to use this service:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Medibank Student Support Line (24/7)</td>
<td>+61 2 8905 8387</td>
<td>For urgent assistance in any area of student life such as:</td>
</tr>
<tr>
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</table>
Glossary

AEDT
Australian Eastern Daylight Time equals UTC + 11. This is the time zone in Sydney, Australia over the summer months and ends at 2am on the first Sunday in April every year.

AEST
Australian Eastern Standard Time equals UTC + 10. This is the time zone in Sydney, Australia over the winter months and ends at 2am on the first Sunday in October every year.

NOTE: All classes are scheduled based on Sydney’s time zone, if you’re studying from overseas remember to convert to your country’s time zone.

Blackboard Collaborate
Blackboard Collaborate is a virtual classroom system instructors can use to host live chat sessions. You, your peers and the instructor can interact in these sessions via voice, chat, video and other features such as screen sharing or interactive whiteboard.

CoE
Confirmation of Enrolment. This is your official letter of enrolment from our admissions team. Use this to locate your G-ID and enrolment details.

G-ID
This is your UNSW Global Identification Number. You will use this to view your timetable and the Student Portal.

Microsoft Teams
Every enrolled student at UNSW has free access to most programs in this suite, including Microsoft Teams.

Microsoft Teams enables you to call, direct message (online chat), have video conferences, schedule and have online meetings, share documents and collaborate.

Moodle
Your learning platform. You will be using this to access your course materials, online classes and exams.

OpenLearning
OpenLearning is an online learning Platform. Depending on the program you are studying, you may use OpenLearning to access some of your course materials and online classes.

Zoom
A video conferencing software. You will use this for your tutorials, webinars and online examinations.