

Welcome back & network computer login reminder

We extend a warm welcome to all staff and students, whether you are attending for the first time or returning to Whitireia after the summer break.

If you are having trouble logging into the Whitireia computers, your password to the Whitireia computer network has probably expired or your network login is not yet activated because your enrolment is incomplete.

What to do: If your login has expired you can have your password reset. To do so:

Wineera Drive & Mohuia campuses, Porirua: Go to ICT services in Room C324 — at the far side of the campus by the campus car park opposite the Warehouse, OR see the staff member the Poutama Academic Services reception desk just inside the entry to the Library. *Take identification with you: preferably your previous year's student ID card.* Staff will **not** reset your password without some form of positive identification.

Alternatively, phone the ICT Services Helpdesk, 0800 944847 ext 3783, OR 04 2373100 ext 3783, OR email helpdesk@whitireia.ac.nz . Have your student number ready when you ask to have your password reset.

Auckland, Wellington, Kapiti campuses & Distance students: Phone the ICT Services Helpdesk freephone, 0800 944847 ext 3783, OR 04 2373100 ext 3783 OR email helpdesk@whitireia.ac.nz

Distance students: You will receive your log in details with your enrolment acceptance letter. Contact your tutor in the first instance if you experience any problems.

All students

Once your computer network login is sorted, remember that you need to change your password every 40 days. You have several alternative ways to change it.

If you don't attend a campus, or you habitually use the Wireless network, you can change your password by using the *Change password* button in your Whitireia Online (Moodle) profile. Note that your network user name and password and your Whitireia Online (Moodle) username and password *are the same*: if you change the password in one place, it will automatically change in the other. (You cannot change your username.)

There is a *Change password* option under *Quicklinks & Logins* on the Whitireia website, but it can only be used if you have a valid cell phone number or email address in Artna, the student management system at Whitireia: go to [Password reset request](#)

At a Whitireia computer, before the password expires, you can change it. When you are logged in, stay in the log in screen, press and hold CTRL-ALT-DELETE and follow the prompts.

You must log in to Whitireia Online (Moodle) at least once before you can be enrolled into your Whitireia Online (Moodle) course, so make sure you log in to Whitireia Online (Moodle) as soon as you can after receiving your student number and password. Look for your course and, if you can self-

enrol into it, do so. If not, wait for your tutor to enrol you. If you cannot get into your Whitireia Online (Moodle) course after a few days, contact your tutor.

Note: ICT Helpdesk deals only with computer log ins. Contact your tutor or the Information and Enrolments officers for help with your enrolment.