How to access your student emails

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Please remember to check your UNSW student email mailbox for important notifications.

To access your email:

Log in to the Microsoft Online website

- **Username**: zID@ad.unsw.edu.au
  (Note: This is Not an email address)
- **Password**: Your zPass

Remember your email address is zID@student.unsw.edu.au or name@student.unsw.edu.au (e.g. z1234567@student.unsw.edu.au or j.smith@student.unsw.edu.au).

To check your email address or to update your email alias, please go to **Identity Manager**.

Forgot password?

The **Identity Manager (IDM)** site allows you to change your zPass password. This [guide to changing your zPass](#) provides step-by-step screen shots and information for how to change your password.

Where do I get more information?

For more information please visit our [Frequently Asked Questions](#).
Who can I contact?

Please report any issues to the IT Service Centre via:

- Phone: (02) 9385 1333
- Email: servicedesk@unsw.edu.au
- IT support