How to access your emails

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

To access your email:

Log in to Microsoft Online

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

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

How to redirect your email

Forwarding email to another account

Where do I get more information?

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

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