How to access your student emails

Published: 25 February 2019

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 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

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Document Version Date 25/02/2019
UNSW CRICOS Provider Code: 00098G
https://student.unsw.edu.au/emails