Are you seeing the following error message when trying to access My Student Identity:

We're sorry, but something went wrong. Error ID # [daf5315a-00c7-476d-aace-e80b8bc64300]

We've been notified about this issue and we'll take a look at it shortly. Thank you for your patience.

Students may experience the above error message (or similar) when trying to access My Student Identity – this is being caused by load on our servers coming from the heavily increased traffic during this peak period. We have escalated a ticket to our service provider as a priority and have been assured that they are working on a solution.

In the meantime, if you encounter the error please try the following workarounds:

- Delete cookies and clear the cache from your browser.
- Try accessing the form via a private browsing or incognito window.
- Try another browser or device.
- Try accessing the form again at a later time.

We sincerely regret any inconvenience caused and are working to have the issue resolved as soon as possible. If you continue to experience issues accessing the form please contact the Student ID Card Team.

Contact us

- Phone: +61 2 9385 8500
- Email: student.id@unsw.edu.au

See also

- How to get a Student ID card
Experiencing issues accessing My Student Identity?

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