While COVID-19 still has most of us studying from home, it’s important to ensure that our contact details are up to date in myUNSW.

If you forget your password or have access issues, UNSW IT needs to confirm your identity remotely and keep your data safe. IT does this by sending a verification message to your mobile phone or your personal email address. But if you don’t have these details in myUNSW, it’s incredibly hard for us to confirm your identity.

If you haven’t already, please take some time now to navigate to myUNSW and check your contact details are up to date.

Simply log in with your zID and password and select My Student Profile > Personal Information. From here, you can select Phone Numbers and Email Addresses from the side navigation bar and update your details. The process takes less than two minutes.
We don’t use your contact details for anything other than identity verification, emergency contact or if you have indicated you prefer to be contacted using these.

If you do not provide contact details and you end up requiring a password reset, you may have to attend campus to confirm your identity.

This is a small thing that will make a big difference! So make sure you update your details today!

Update my details