Be sure to include the "z" when you sign on (i.e. z1234567)

Forgot password?

The **Identity Manager (IDM)** site allows you to change your zPass and UniPass passwords.

This [guide to changing your zPass](#) provides step-by-step screen shots and information for how to change your password.

System unavailability

- [Outages for Moodle and other eLearning systems](#)
- [IT service interruptions and planned outages](#)
- myUNSW is generally available, except for [system maintenance](#) between 12:45am and 1:45am Sydney time. Moodle and other [eLearning systems are generally still available](#) during a myUNSW outage. See [More FAQs for myUNSW](#)

Alternate access

If you can't log in, please try another browser/computer. If you encounter difficulty with sign-on to myUNSW, Moodle or the Identity Management (IDM) system, it does not necessarily mean these systems are unavailable. You may still be able to access these systems via these alternative links:

- **myUNSW**
  - [http://my.unsw.edu.au](http://my.unsw.edu.au)
  - [https://my.unsw.edu.au/portal/adfAuthentication](https://my.unsw.edu.au/portal/adfAuthentication)

- **Moodle**

- **Identity Management (IDM)**
  - [https://idm.unsw.edu.au](https://idm.unsw.edu.au)

- **Email**
A limited number of computers are available in the Library for student use. Students can also connect to the UNSW wireless network.

Contacts for IT support

Contact IT support if you encounter issues.

See also

- Stay Smart Online
- Acceptable use of information and communication technology resources
- IT, apps and eLearning