

Throughout the year, there are times when large numbers of students arrive, making it challenging to ensure they are all logged in, connected, and ready to use their devices. To support this process, we've created a guide to help you efficiently get students up and running.

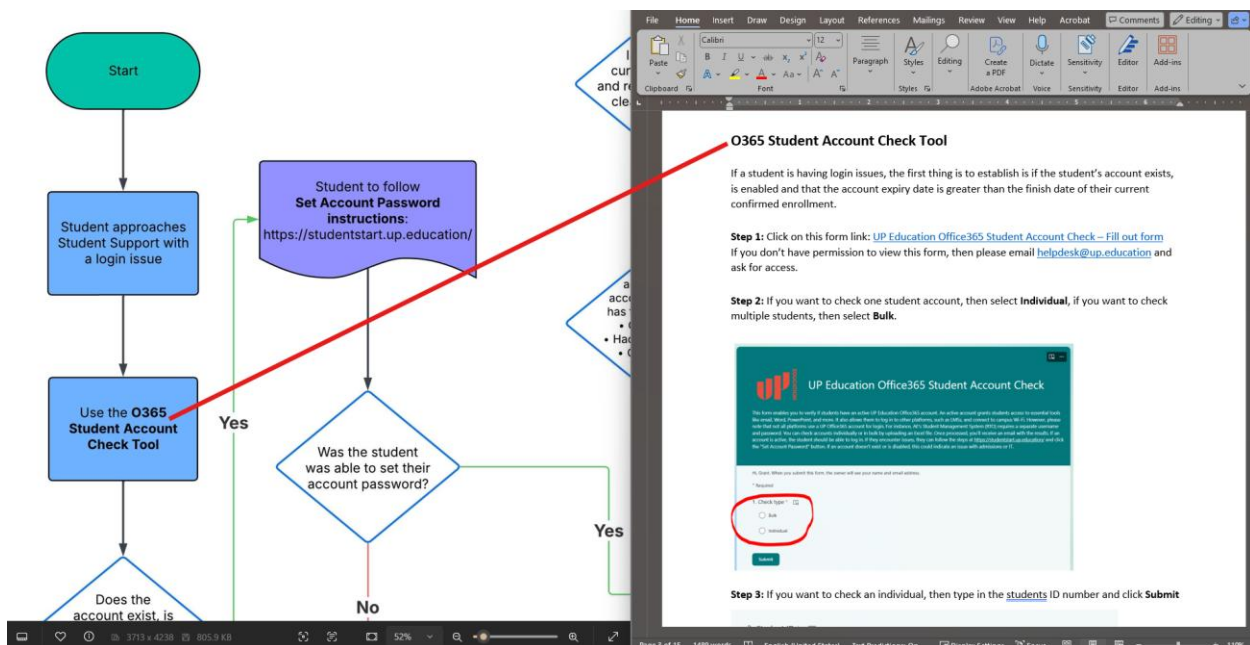
In some cases, IT is the only team that can resolve certain issues. However, in many situations, the student or Student Support teams can address the problem or implement a workaround without involving IT.

To assist with this, we've developed a document that provides clear guidance on whether an issue can be resolved directly with the student or if it should be escalated to the IT Helpdesk. This document is live and will be updated regularly to ensure you have the most current information and can be used by student service teams or tutors/lecturers trying to assist their students.

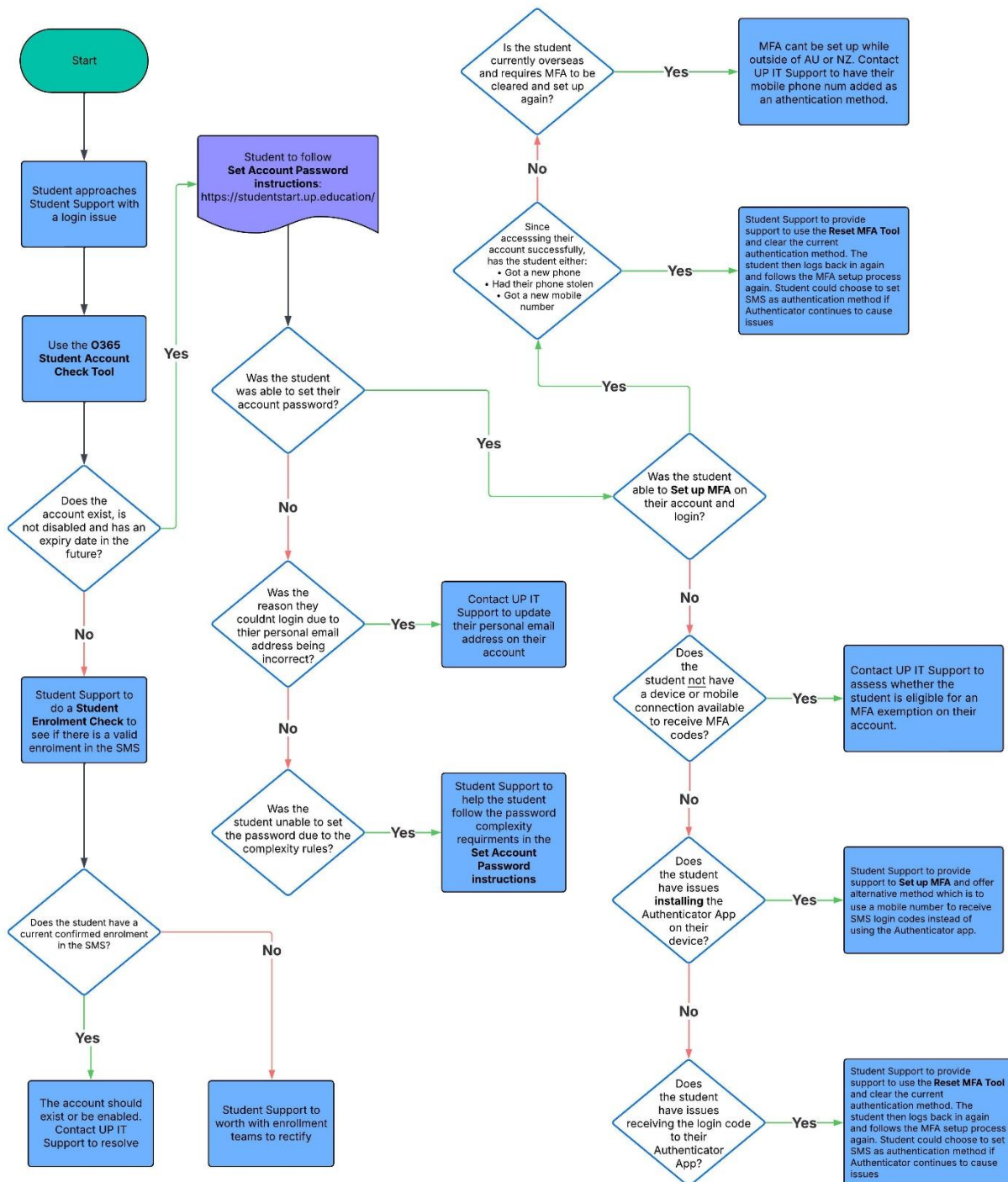
Please bookmark the link for quick and easy access.

<https://onboard.up.education/Documents/studentaccountaccessguide.pdf>

Please note that when following the Support Process Flow Chart in this document, anything highlighted in **BOLD** points you to certain sections of this document with the same title.



Support Process Flow Chart



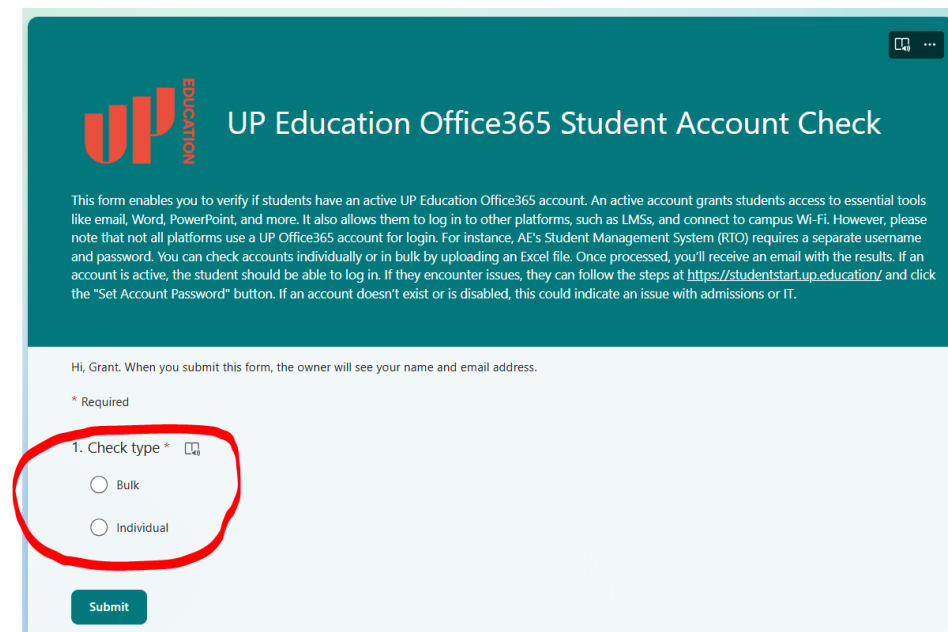
O365 Student Account Check Tool

If a student is having login issues, the first thing is to establish is if the student's account exists, is enabled and that the account expiry date is greater than the finish date of their current confirmed enrollment.

Step 1: Click on this form link: [UP Education Office365 Student Account Check – Fill out form](#)

If you don't have permission to view this form, then please email helpdesk@up.education and ask for access.

Step 2: If you want to check one student account, then select **Individual**, if you want to check multiple students, then select **Bulk**.



UP Education Office365 Student Account Check

This form enables you to verify if students have an active UP Education Office365 account. An active account grants students access to essential tools like email, Word, PowerPoint, and more. It also allows them to log in to other platforms, such as LMSs, and connect to campus Wi-Fi. However, please note that not all platforms use a UP Office365 account for login. For instance, AE's Student Management System (RTO) requires a separate username and password. You can check accounts individually or in bulk by uploading an Excel file. Once processed, you'll receive an email with the results. If an account is active, the student should be able to log in. If they encounter issues, they can follow the steps at <https://studentstart.up.education/> and click the "Set Account Password" button. If an account doesn't exist or is disabled, this could indicate an issue with admissions or IT.

Hi, Grant. When you submit this form, the owner will see your name and email address.

* Required

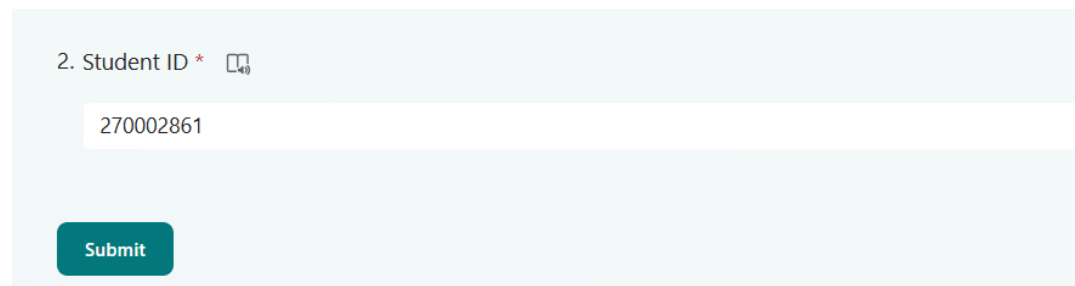
1. Check type *

☐ Bulk

☐ Individual

Submit

Step 3: If you want to check an individual, then type in the students ID number and click **Submit**

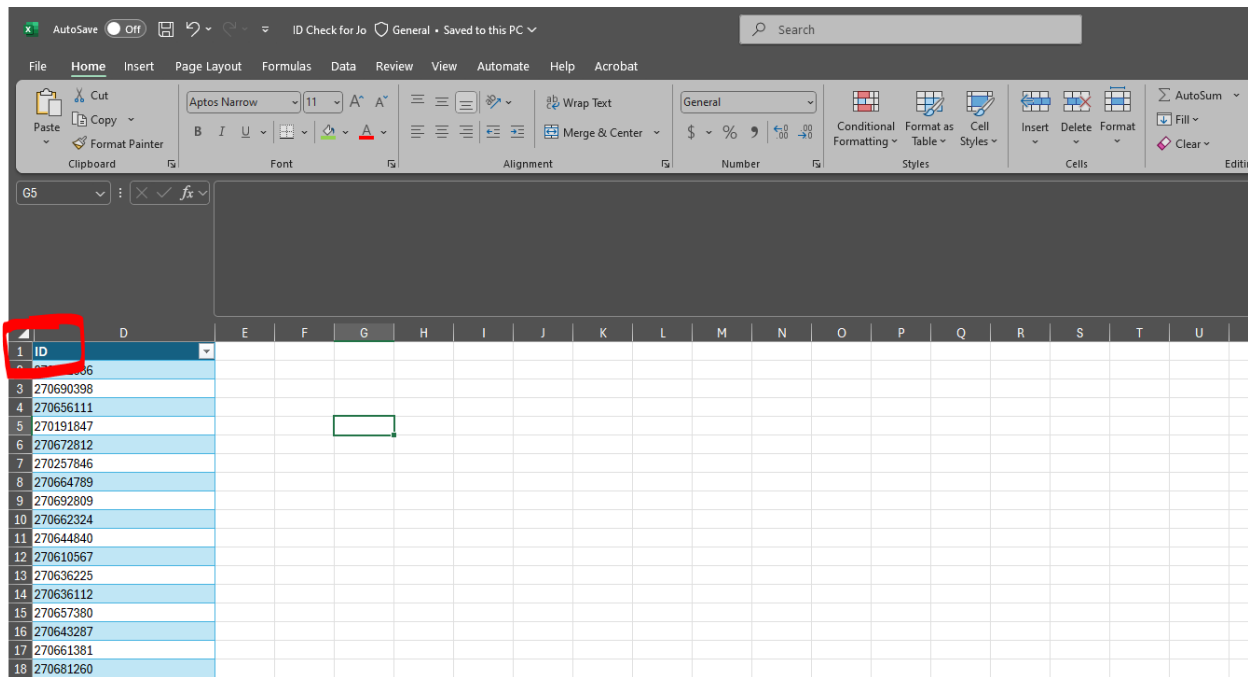


2. Student ID *


270002861

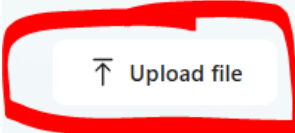
Submit

If you want to check multiple students at once, then create and save a .xlsx file with one column that has all the student IDs in it. Make sure that column is titled **ID**.

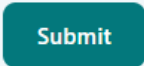


Click the Upload file button and browse to the file location to upload it and then click **Submit**.

2. Upload Student ID list (XLSX file with Column heading 'ID') (Non-anonymous question) 

 Upload file

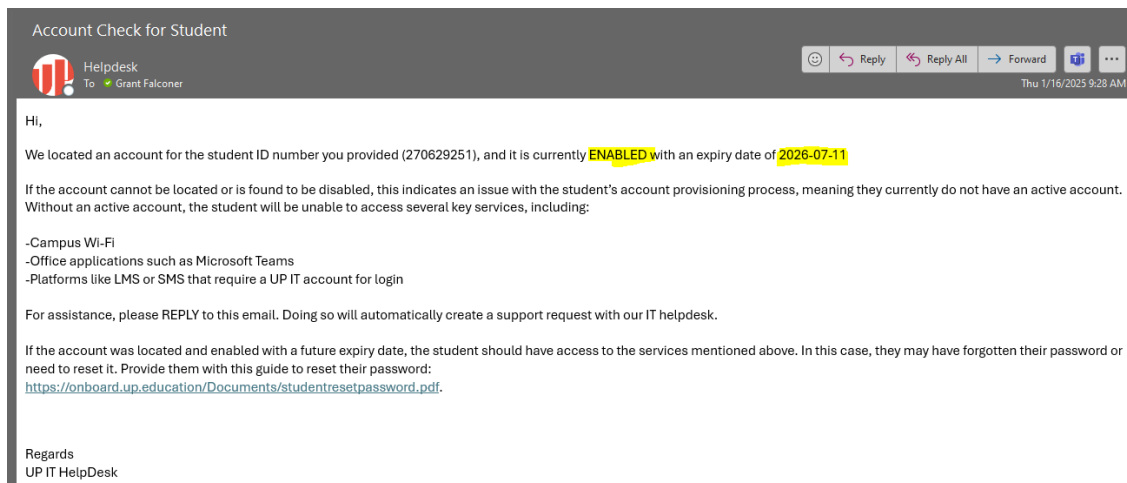
File number limit: 1 Single file size limit: 10MB Allowed file types: Word, Excel, PPT, PDF, Image, Video, Audio



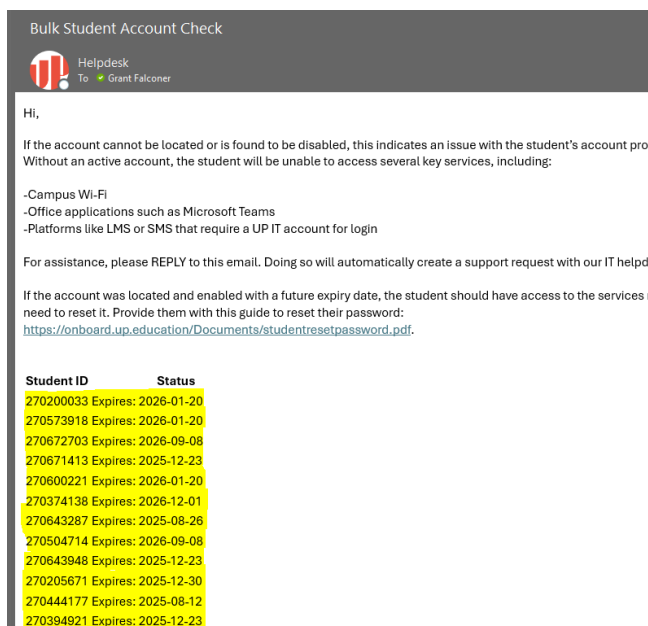
Step 3: Whether you use the individual or bulk feature, you will receive an email with 3 possible outcomes.

- The **account exists** and is enabled with an expiry date in the future.
- The account exists but its **disabled**.
- The account **doesn't exist**.

Account Exists Individual Check - If you get this response, then follow **Student Self Resolve** section of this document.




Account Exists Bulk Check - If you get this response, then follow **Student Self Resolve** section of this document.

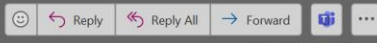


Account exists but is disabled Individual Check - If you get this response, then follow the **Student Enrolment Check** section of this document.

Account Check for Student



Helpdesk
To Grant Falconer



Mon 1/20/2025 10:10 PM

Hi,

We located an account for the student ID number you provided (1039977), and it is currently **DISABLED** with an expiry date of **2024-12-27**.

If the account cannot be located or is found to be disabled, this indicates an issue with the student's account provisioning process, meaning they currently do not have an active account. Without an active account, the student will be unable to access several key services, including:


- Campus Wi-Fi
- Office applications such as Microsoft Teams
- Platforms like LMS or SMS that require a UP IT account for login

For assistance, please REPLY to this email. Doing so will automatically create a support request with our IT helpdesk.

If the account was located and enabled with a future expiry date, the student should have access to the services mentioned above. In this case, they may have forgotten their password or need to reset it. Provide them with this guide to reset their password:
<https://onboard.up.education/Documents/studentresetpassword.pdf>.

Account exists but is disabled Bulk Check - If you get this response, then follow the **Student Enrolment Check** section of this document.

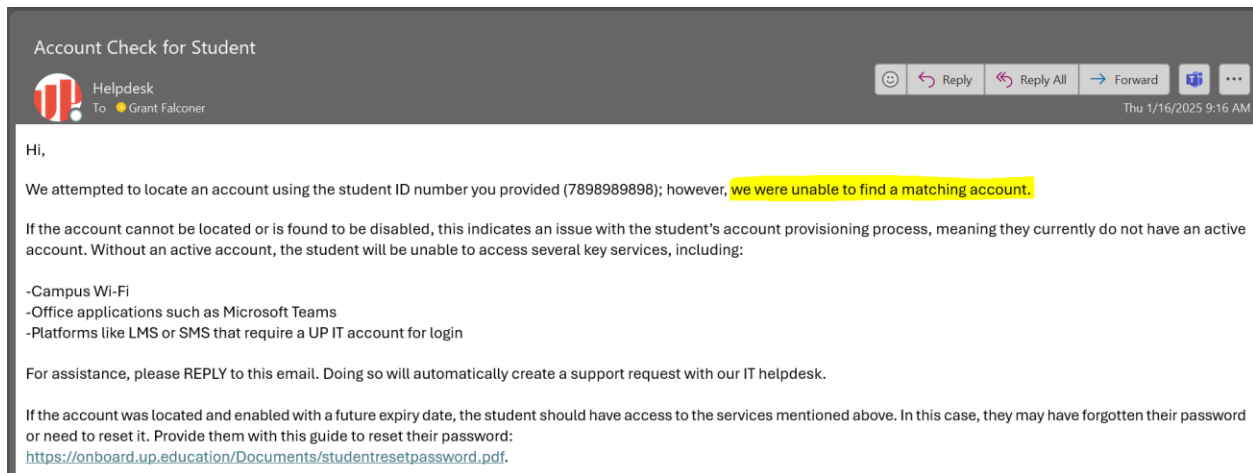
Bulk Student Account Check



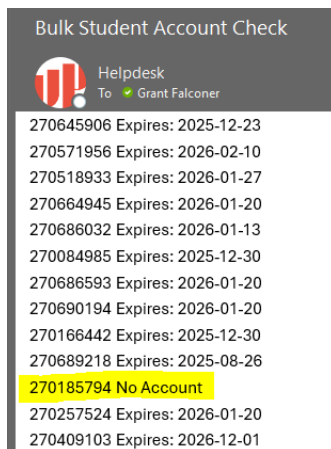
Helpdesk
To Grant Falconer

270651015	Expires: 2025-12-30
270671069	Expires: 2025-08-12
270662324	Expires: 2025-08-26
270274525	Expires: 2025-12-23
270636112	Expires: 2025-08-26
270006464	Expires: 2025-12-23
270670168	Expires: 2025-08-12
270096755	Expires: 2026-02-10
270670141	Expires: 2026-09-08
270666696	Expires: 2025-08-12
270164766	Expires: 2026-01-20
270082754	Expires: 2025-12-30
270087422	Expires: 2026-01-20
270426055	Expires: 2026-02-10
270585776	Expires: 2025-12-23
270649761	Expires: 2025-12-30
270164115	Expires: 2025-08-12
270690812	Expires: 2025-12-30
270214224	Expires: 2026-12-01
270000749	Disabled, Expired: 2024-08-29
270645906	Expires: 2025-12-23

Account doesn't exist Individual Check - If you get this response, then follow the **Student Enrolment Check** section of this document.



Account doesn't exist Bulk Check - If you get this response, then follow the **Student Enrolment Check** section of this document.

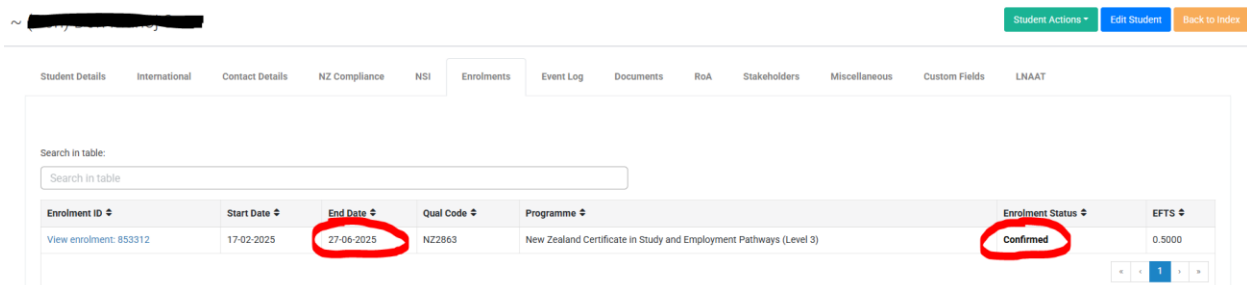


Student Enrolment Check

If you get a response from the **O365 Student Account Check Tool** that says the account exists but is disabled or that the account doesn't exist at all, then follow the steps below.

Step 1: Open the student management system used by your organization. Search for the student record and look at their enrolments. Check to see if the student has a current Confirmed enrolment. If they don't have a current confirmed enrolment, then this is not an IT issue, the issue needs to be resolved by the department that enrolls your students. Please contact the appropriate team within your business to have the enrolment processed correctly.

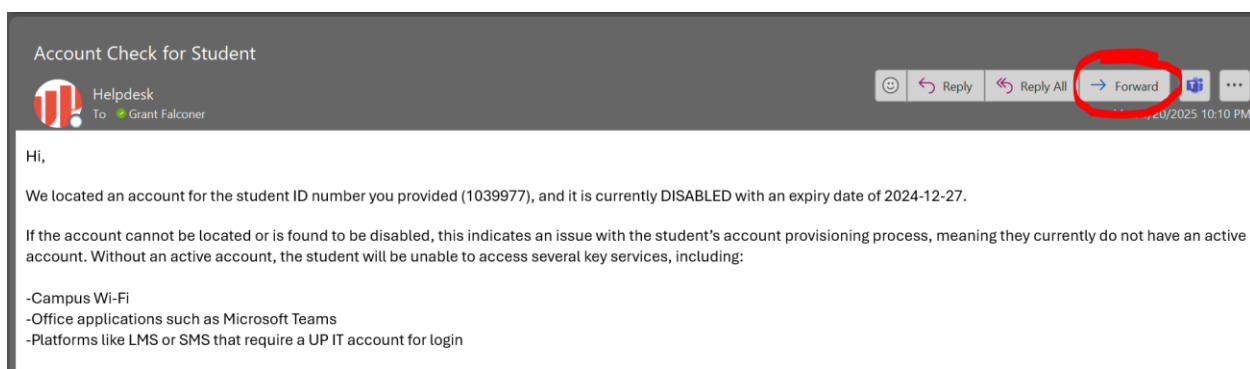
Example of the confirmed enrolment status and course end date in SELMA



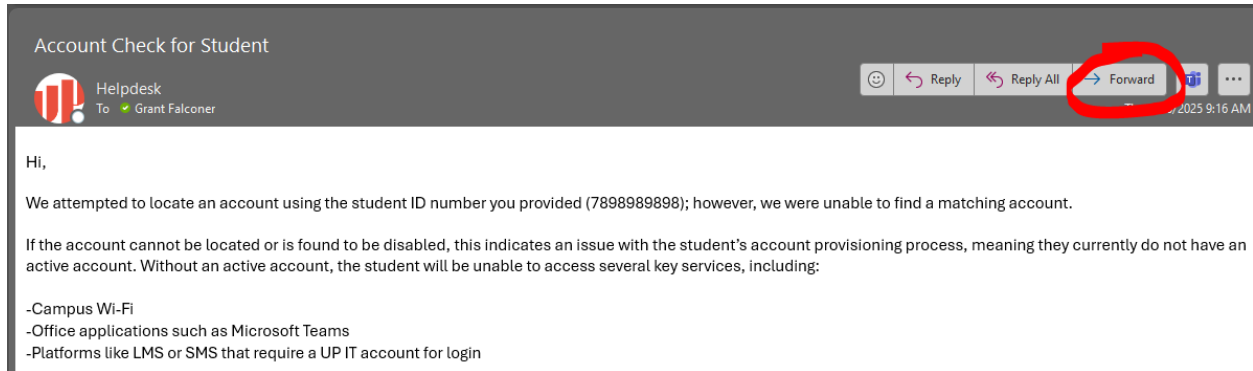
The screenshot shows the SELMA system interface. At the top, there are tabs for Student Details, International, Contact Details, NZ Compliance, NSI, Enrolments (selected), Event Log, Documents, RoA, Stakeholders, Miscellaneous, Custom Fields, and LNAAT. Below the tabs is a search bar labeled 'Search in table:'. A table displays enrolment data with columns: Enrolment ID, Start Date, End Date, Qual Code, Programme, Enrolment Status, and EFTS. The first row shows an enrolment with ID 853312, start date 17-02-2025, end date 27-06-2025, Qual Code NZ2863, Programme New Zealand Certificate in Study and Employment Pathways (Level 3), Enrolment Status Confirmed, and EFTS 0.5000. The end date and status are circled in red.

Enrolment ID	Start Date	End Date	Qual Code	Programme	Enrolment Status	EFTS
View enrolment: 853312	17-02-2025	27-06-2025	NZ2863	New Zealand Certificate in Study and Employment Pathways (Level 3)	Confirmed	0.5000

Step 2: If they have a current **Confirmed** enrolment, and the **end date** of the current confirmed enrolment is greater than the disabled accounts expiry date then there is an IT issue with the account not updating its expiry date. Please forward the account check email to helpdesk@up.education



If they have a current **Confirmed** enrolment and the students account doesn't exist, then there is an IT issue with the account not being created. Please forward the account check email to helpdesk@up.education



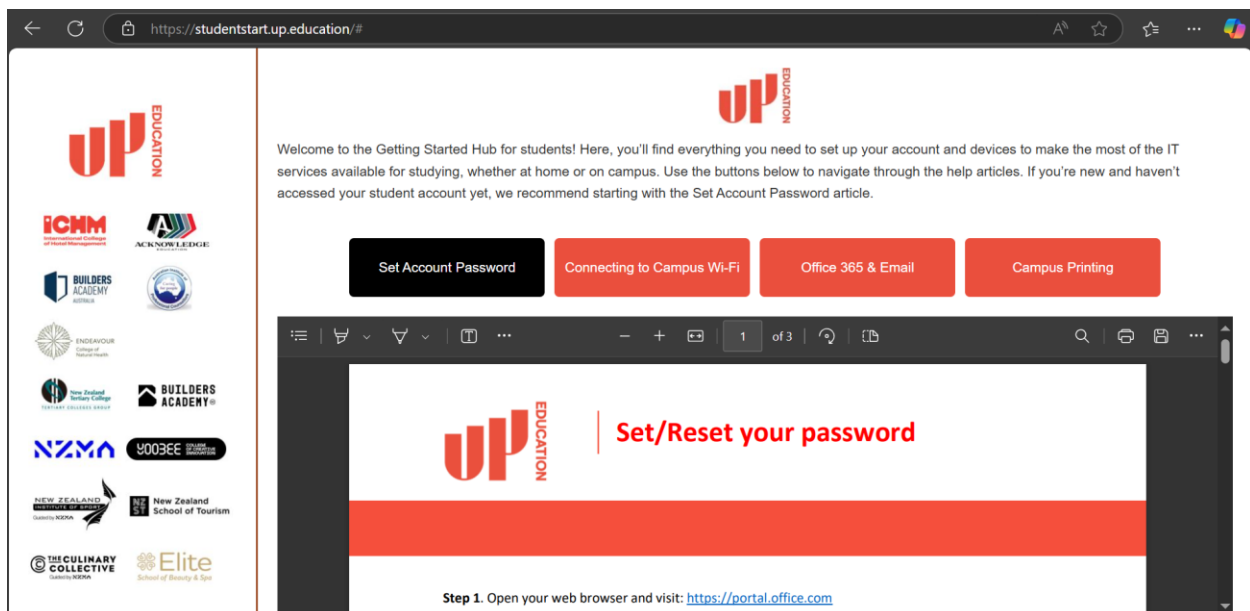
Set Account Password Instructions

If it's a student's first day studying on campus or starting an online course, they should have already received communication during the enrollment process about their login credentials and password setup. This process varies between brands, so we assume that by now, they know their login and password.

All students can access the following site to get started. Whether they already know their login credentials or not, this site can help them gain access to their account and provides essential information about the IT services available to them as part of their UP-Education student account.

If a student hasn't accessed their student account yet, it is recommended that they first use the **"Set Account Password"** link on the site to set their password. This will allow them to log in and access the other IT services available to them. If a student cannot set their password and gain access to their account after following this document, then follow the steps in the rest of this document.

Students can access this site on mobile phones, tablets and computers without having to login: <https://studentstart.up.education/>



If the Account exists and is enabled with an expiry date in the future, then the student should be able to gain access to their account, **as long as their personal email address is correct on their account.**

There are two main scenarios when students may contact you raising the alarm that they have a login issue.

1. They arrived on campus for their first day
2. Before they arrive on campus, and they have tried to login from home

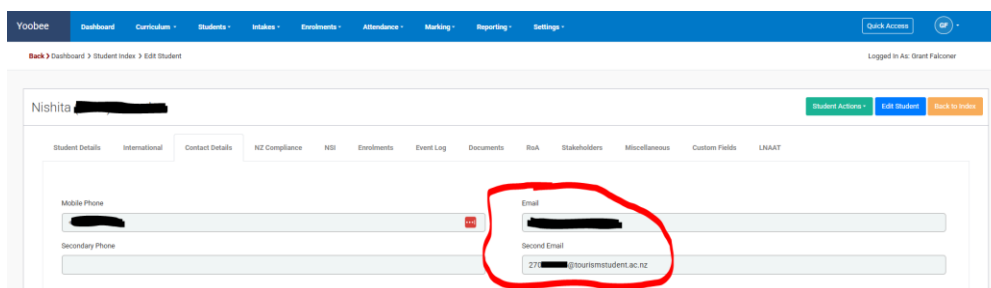
They arrived on campus for their first day

This scenario is more challenging because if the student can't login to Wi-Fi, how can they set their password? This is why it is recommended that students login prior to arriving on campus.

Step 1: You need to find and communicate to the student their student email address and confirm their personal email address. They will need these in order to gain access to their account. The systems to obtain the email addresses can vary for our institutions but are generally found against the students record in either a CRM or SMS.

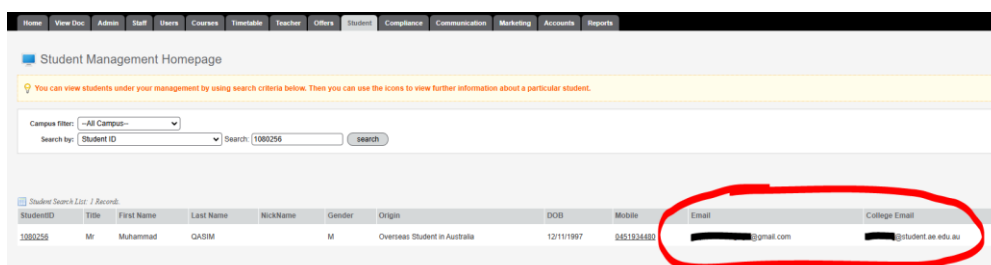
Below is an example of student's study and personal email addresses in a few of our SMS platforms used by various providers. All student email addresses follow the format <<studentID>>@<<institution email domain>>

SELMA



The screenshot shows the SELMA system interface. At the top, there is a navigation bar with links like Dashboard, Curriculum, Students, Intakes, Enrolments, Attendance, Marking, Reporting, and Settings. Below this, the student's name 'Nishita' is displayed. The main content area shows various tabs for student details, including Contact Details, NZ Compliance, NBI, Enrolments, Event Log, Documents, BSA, Stakeholders, Miscellaneous, Custom Fields, and LNAAT. The 'Contact Details' tab is active, showing fields for Mobile Phone, Email, and Secondary Email. The 'Email' field contains a redacted address, and the 'Secondary Email' field contains the address '27111111@ourismstudent.ac.nz', which is highlighted with a red circle.

Meshed (RTO, HE)



The screenshot shows the Meshed system interface. At the top, there is a navigation bar with links like Home, View Doc, Admin, Staff, Users, Courses, Timetable, Teacher, Others, Student, Compliance, Communication, Marketing, Accounts, and Reports. Below this, the 'Student Management Homepage' is displayed. A search bar is visible with the text 'You can view students under your management by using search criteria below. Then you can use the icons to view further information about a particular student.' The search criteria are set to 'Campus filter: All Campus' and 'Search by: Student ID' with the value '1080256'. The search results are displayed in a table with columns: StudentID, Title, First Name, Last Name, NickName, Gender, Origin, DOB, Mobile, Email, and College Email. The 'Email' and 'College Email' columns for the student with ID 1080256 are highlighted with a red circle.

StudentID	Title	First Name	Last Name	NickName	Gender	Origin	DOB	Mobile	Email	College Email
1080256	MR	Muhammad	QASIM		M	Overseas Student in Australia	12/11/1997	0451934881	[Redacted]@gmail.com	[Redacted]@student.ac.edu.au

Step 2: You can respond to the student with something similar shown below:

Dear <<type student name>>

We apologize you are having issues with your login. Please follow the steps below to gain access to your account. You will need to perform the steps below either from your home network or on a mobile device with cellular connectivity as you currently won't be able to connect to the Wi-Fi on campus until you set/reset your password.

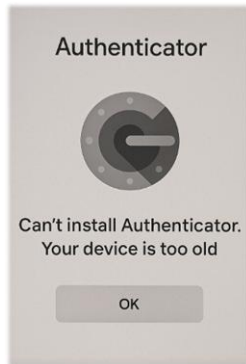
1. Visit <https://studentstart.up.education/>
2. Click on **Set Account Password** and follow the steps
3. When following the steps you will need to know your student email address. Your student email address is: <<type student email address>>
4. An account recovery code will be sent to your personal email address. Your personal email address we currently have on record is <<type personal email address>>. If this email address has been changed or is inaccurate, send an email to helpdesk@up.education and provide the following: the old email address, the new email address and your student ID number.

If you are unable to gain access to your account, please let us know.

Kind Regards

Set up MFA

If a student is unable to install the Authenticator app, for example, because their mobile phone's operating system is outdated, it is recommended that they select the **phone (call or text)** option as their MFA method instead.

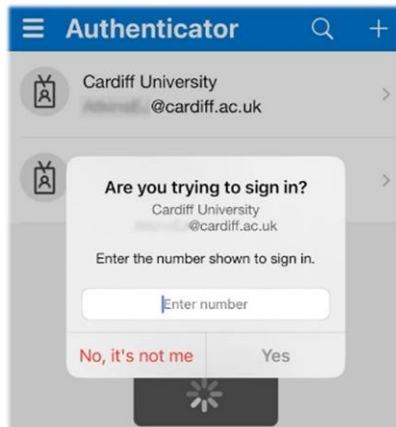


When the student logs in and starts the MFA set up process, guide them to use the **Phone** method below.

A screenshot of the initial MFA setup screen. It shows the UP logo, the email "1@test.up.education", and the heading "Let's keep your account secure". Below this is a "Next" button. At the bottom, there is a disclaimer: "By accessing this system, you agree to comply with all applicable laws and UP Education policies."A screenshot of the "Microsoft Authenticator" selection screen. It says "Start by getting the app" and provides instructions to download the app. A "Next" button is at the bottom right. A link at the bottom says "I want to set up a different method", which is circled in red.A screenshot of a dialog box titled "Choose a different method". It lists two options: "Microsoft Authenticator" and "Phone". The "Phone" option, which includes the text "Get a call or text to sign in with a code", is circled in red.A screenshot of the "Phone" verification setup screen. It asks for a phone number and provides fields for "Country code" (set to "United States (+1)") and "Phone number". It also has a "Choose how to verify" section with a radio button for "Receive a code". A "Next" button is at the bottom right. A link at the bottom says "I want to set up a different method".

Reset Student MFA Tool

If the student isn't receiving the notification prompt on their Authenticator App when attempting to log in, it may indicate an incomplete setup or a temporary glitch. Use the MFA reset tool below to remove their registered devices so they can restart the MFA setup process.



Step 1: Click on this form link: [Reset student MFA – Fill out form](#) If you don't have permission to view this form, then please email helpdesk@up.education and ask for access.

Step 2: Enter the students' study email address (not personal email address) and click submit.

Reset student MFA

Use this form if a student is experiencing MFA issues with the Microsoft Authenticator app, or if their phone has been lost, stolen, or their number has changed. Once you provide the student's email address and clicked submit, all existing authentication methods for that account will be removed. The student will then be prompted to re-register their MFA settings the next time they sign in. After you click submit, please wait 2-3 minutes for the current methods to be removed before getting the student to try and sign in again.

If the student cannot remember their password, they can reset it themselves by visiting: <https://studentstart.up.education/> and following the **Set Account Password** instructions.

Hi, Grant. When you submit this form, the owner will see your name and email address.

* Required

1. Student login *

Please enter an email

Submit

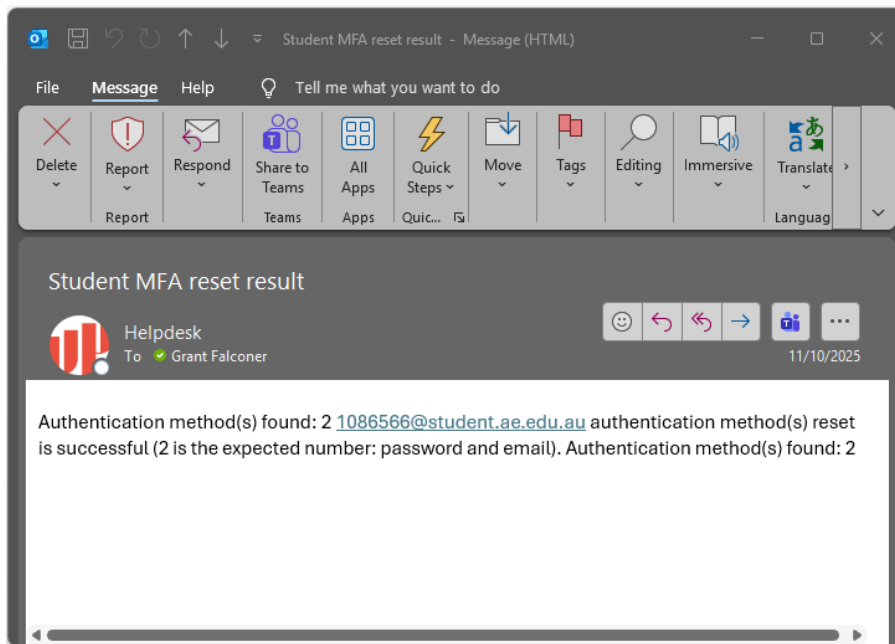
Microsoft 365

This content is created by the owner of the form. The data you submit will be sent to the form owner. Microsoft is not responsible for the privacy or security practices of its customers, including those of this form owner. Never give out your password.

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Step 3: Wait 3-5 mins until you get the reset result notification email from helpdesk and then get the student to log in again.



When the student logs in, they should get this screen to start the MFA set up process again.

