

# Remote Student Access to Learning@UKZN

## Introduction

Students (including UKZN staff taking a course) require an activated student LAN account to access their courses on Learning@UKZN and other campus resources. New student LAN accounts have a default password based on the day, month, and year of the student's birthdate. For example, if the birthdate is 3rd January, 1990, then the default password would be "stu03011990". This password **expires the first time it is used** and must be changed **immediately** to one of the student's choice.

## Procedure

### Change the default password FIRST!

Students using a university computer on campus are prompted to change the password immediately.

Remote students who cannot log in on a university computer must change the default LAN password FIRST before they log in anywhere else, including Learning@UKZN. Failure to do so will result in an expired default password that is no longer valid.

To change the default password, go to <https://password.ukzn.ac.za/> with a web browser. Log in using the default password. Set a new LAN password, which will remain valid for ninety days. This site can be used to change a valid password at any time.

### Expired default password

If the default password is expired because it was used before being changed as detailed above, the student is advised to contact the Student Helpdesk for assistance with setting a new password as detailed below.

### Contacting Student Helpdesk

Students without access to computers on the university network may contact the Student Helpdesk \* via e-mail or by telephone, for activation, alterations or amendments to their student account details.

The student should contact the Student Helpdesk service with valid registration details:

1. Student's Full Name i.e. First Name and Surname
2. Student's ID no. or Passport no.
3. Student's Telephone no.
4. Student's First Year of Registration
5. Current Degree for which the student is registered

These details are verified against the current registration profile before assistance can be provided.

\* Contact details for the Student Helpdesk:

Campus	Telephone Number	Email address
Pietermaritzburg	+27 (0)332605989	StudenthelpdeskPmb@ukzn.ac.za
Westville	+27 (0)312607818	StudenthelpdeskWst@ukzn.ac.za
Edgewood	+27 (0)312603498	StudenthelpdeskEdge@ukzn.ac.za
Medical School	+27 (0)312604568	StudenthelpdeskMed@ukzn.ac.za
Howard College	+27 (0)312601171	StudenthelpdeskHC@ukzn.ac.za