How to Activate UTS Student Account using a Mobile phone

If you have a valid Offer from UTS, this guide will help you with the activation of your UTS student account. For a better user experience in navigating the activation process, we recommend you use a laptop or desktop.

⚠️ IMPORTANT

1. Please use the Guide: *How to Activate UTS student account using a Laptop/Desktop*, if you are using your laptop or a desktop to activate your UTS account.

2. If you are a current student at UTS or UTS College or an Alumni of UTS or UTS College, you do not need to activate your UTS student account. Please use your UTS student email (if you are a current student) or your UTS Alumni email if you are an Alumni. Go to https://login.uts.edu.au and follow the on-screen prompts.

3. If you are an Alumni or a Former student and have forgotten your Alumni or UTS student email, contact IT Support using the details outlined below.

4. If you are unable to proceed further with any of the steps outlined here, contact IT Support using the details outlined below.

Note: If you are an international student, please follow the instructions provided to you in your Pre-Departure Instructions.

IT Support Phone : +61 2 9514 2222
Hours of Operation (in AEST/AEDT): Mon- Fri between 8:00 AM and 9:30 PM
    Sat- Sun between 9:00 AM and 5:00 PM
IT support Centre Location : Broadway, Building 10, Level 2, Room 212 (CB10.02.212)
Hours of Operation (in AEST/AEDT): Mon- Fri between 9.30 AM and 4:30 PM

1. If you are in https://start.uts.edu.au page, click on the **"Activate your UTS account"** blue button, which will open a new browser and navigates to UTS sign-in page.

2. In the UTS Sign in page (as shown below),

- If you are <u>new to UTS,</u> click on '***Activate your UTS Account'*** as pointed below.
Note: If you are a <u>current or former student</u> or an <u>Alumni,</u> enter your UTS/UTS College student email or UTS Alumni email and click **"Next"** to proceed to **Step 9**. Follow on-screen prompts. If you haven't set up MFA (Multifactor Authentication) already, you will be prompted to set up one. You will need your mobile phone to complete the MFA set up.
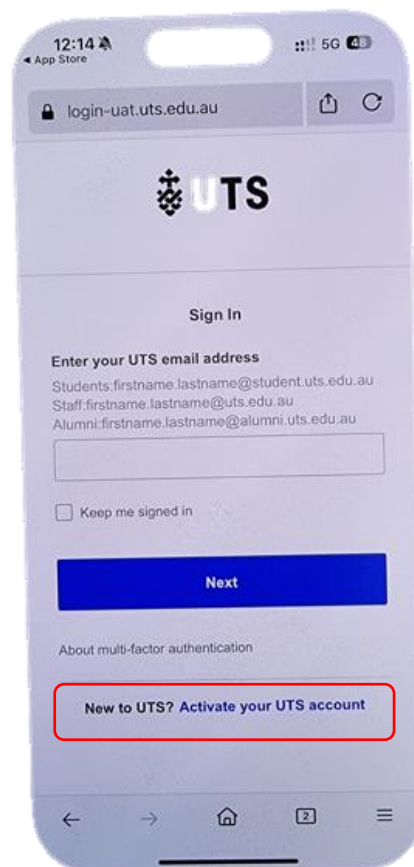
3. All new UTS students, in the 'Activate your UTS Account screen' enter your **personal email address** and click Send.
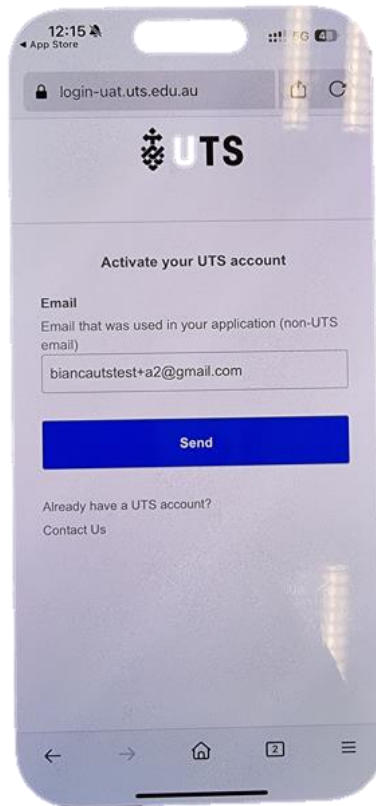
4. Check your personal email address for the **Activation email**.
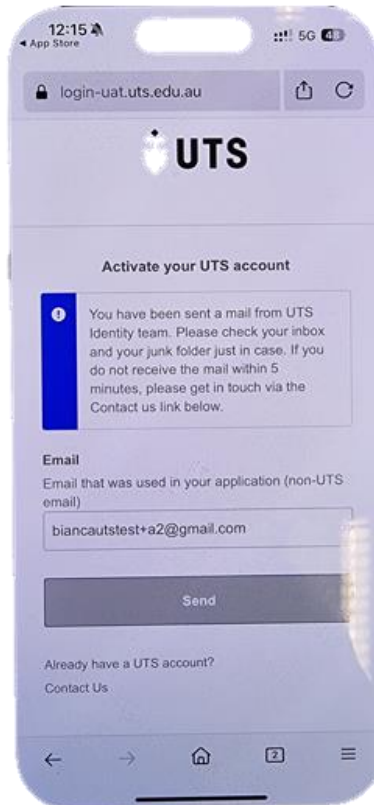
5. If the personal email address you've entered is same as the one you've provided to UTS, you will receive an **Activation email** as shown here. Click on "***Set Password***" button to proceed.

Note:

- The Set Password link expires after 7 days. You can generate this *Activation email* again if the need be, by following the steps above.
- If you haven't received the *Activation email*, contact IT Support.
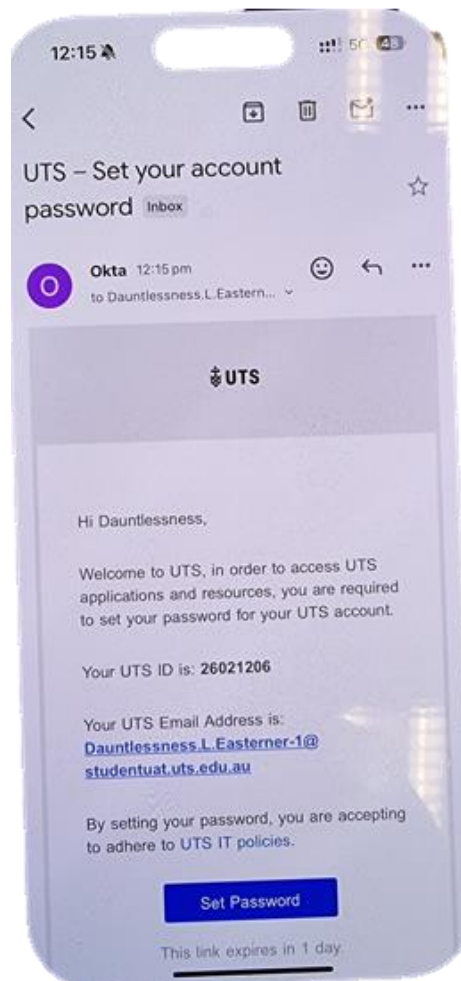
6. Create a password as per instructions provided on-screen and then click on "**_Reset Password_**". You will be prompted to set up MFA (Multifactor Authentication) for which you will need your mobile phone.

7. An email confirmation will be sent to your personal email address confirming the password reset and **advising your UTS Student email** (A sample email is shown here). **This will complete your UTS student email activation.** To proceed to accept your Offer, continue to next steps. If you are a domestic student, you may also have the option to defer your offer.

   Note: You will need to set up MFA (Multifactor Authentication) to continue from here. Should you decide not to proceed further at this stage, you can sign in to https://login.uts.edu.au using your **UTS student email** anytime you want to continue. Your UTS student account will remain active until your Offer is valid.
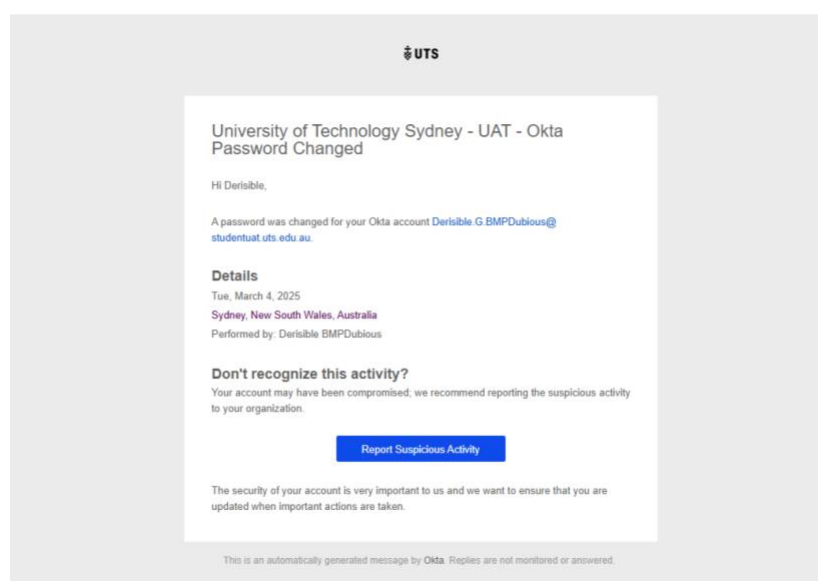
8. **Setting up MFA:**

8.1 Click on "*Set up*" against one of the three options shown on screen.
Note: The following on-screen instructions will vary depending on your chosen MFA set up method. For options 1 and 2, you will need to install the Google Authenticator or Okta Verify App on your phone. If you haven't already, you will be prompted to install the relevant App when you select that option. For detailed instructions on how to set up MFA, refer to the MFA Set Up guide here.
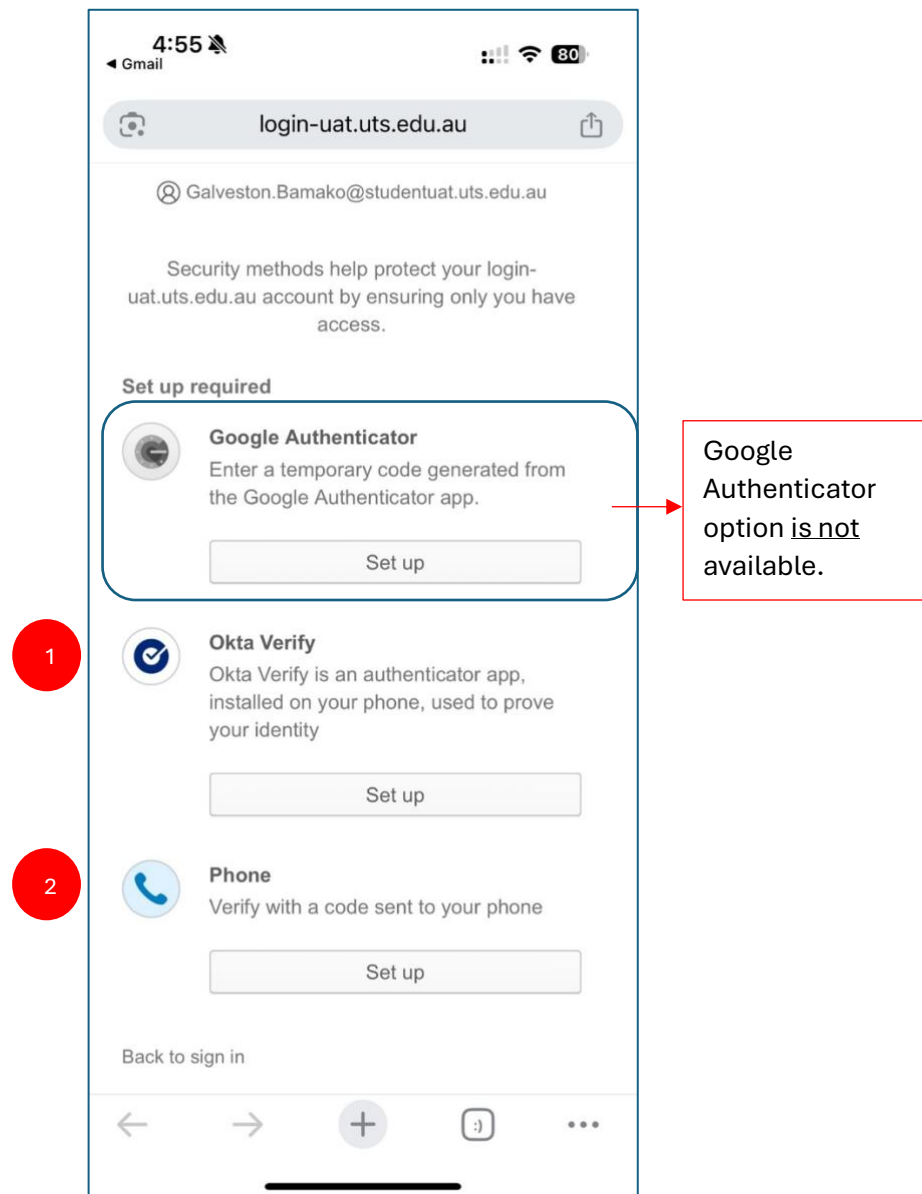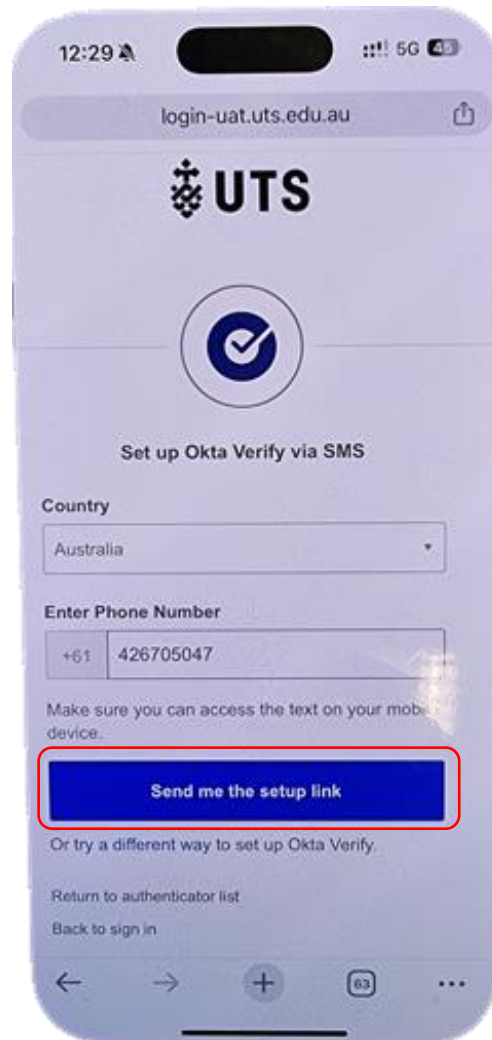
8.2 Option 1: Okta Verify
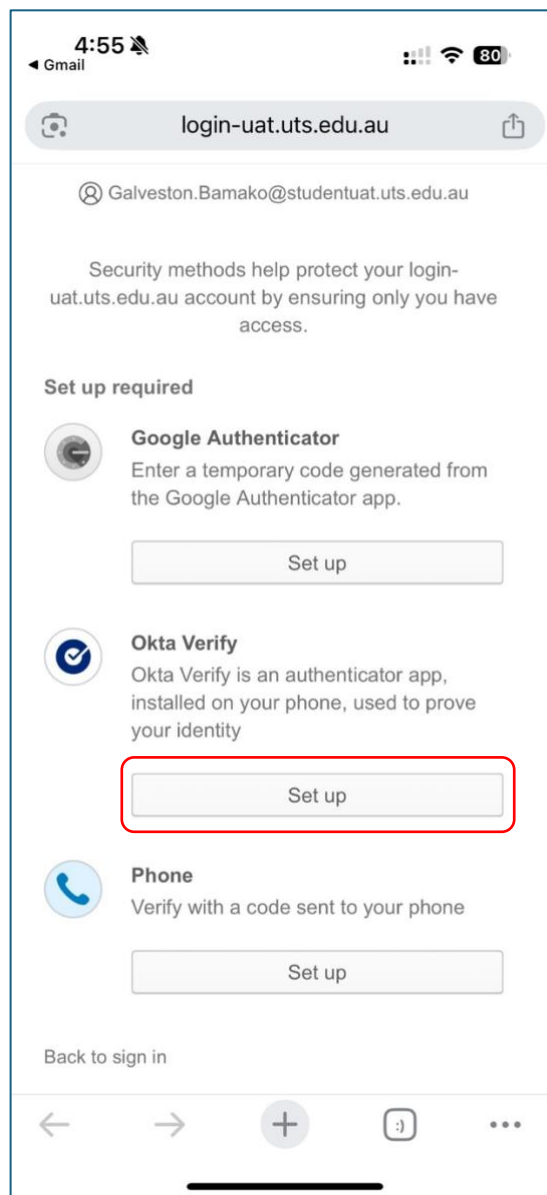
8.2.1   If you choose to complete the MFA setup via Okta Verify App, **<u>do not</u> select 'Email me a setup link'** , instead **select 'Text me a setup link',** otherwise you will not be able to proceed further.
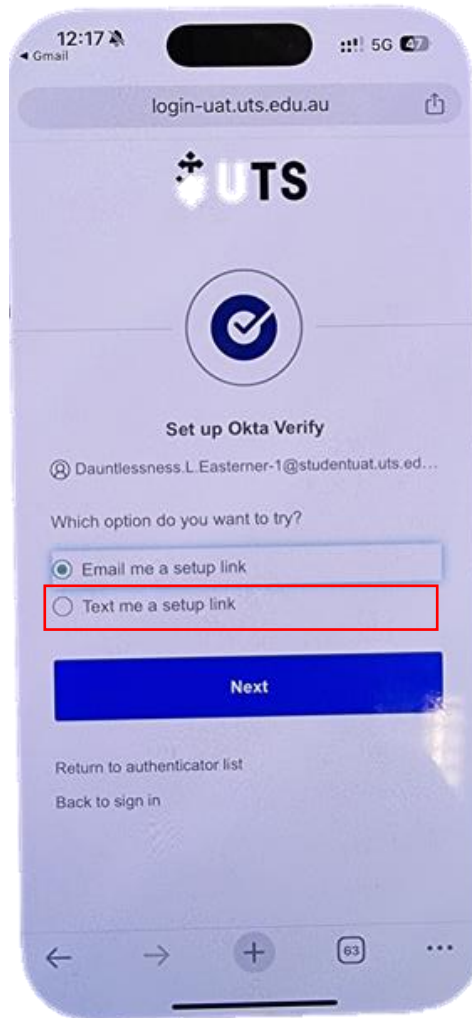
8.2.2   Select your **Country** from the drop-down options and **Enter Phone Number**.
           Click on **Send me the setup link** to proceed.

8.2.3   Follow the on-screen message. To continue, go to the SMS received from Okta.
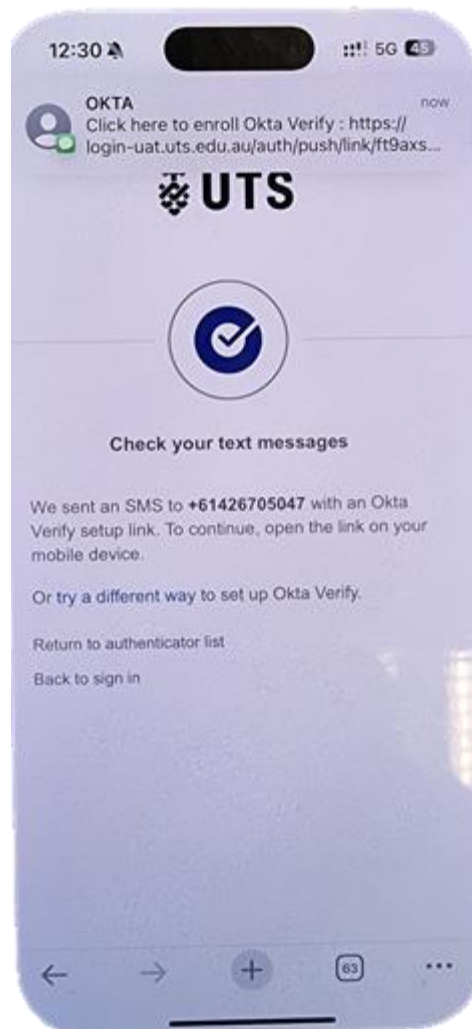
8.2.4   Click the link to open.
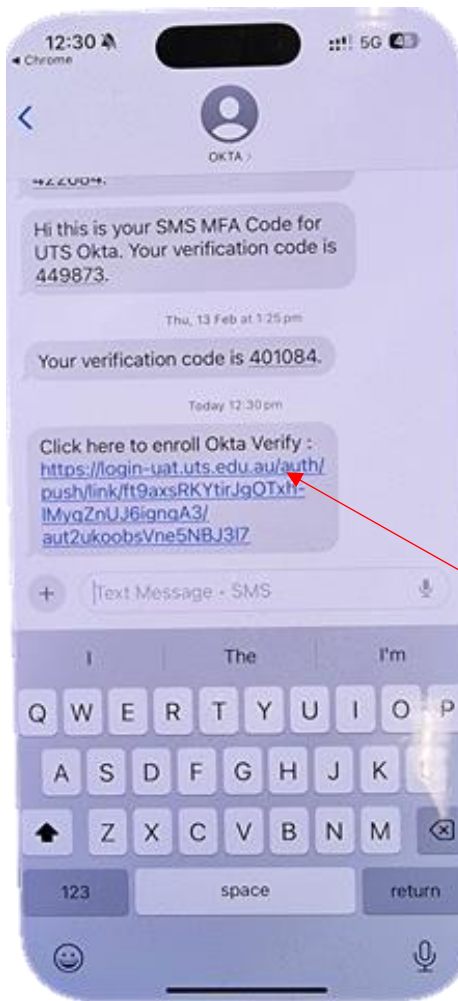
8.2.5 Click *Allow* to proceed.
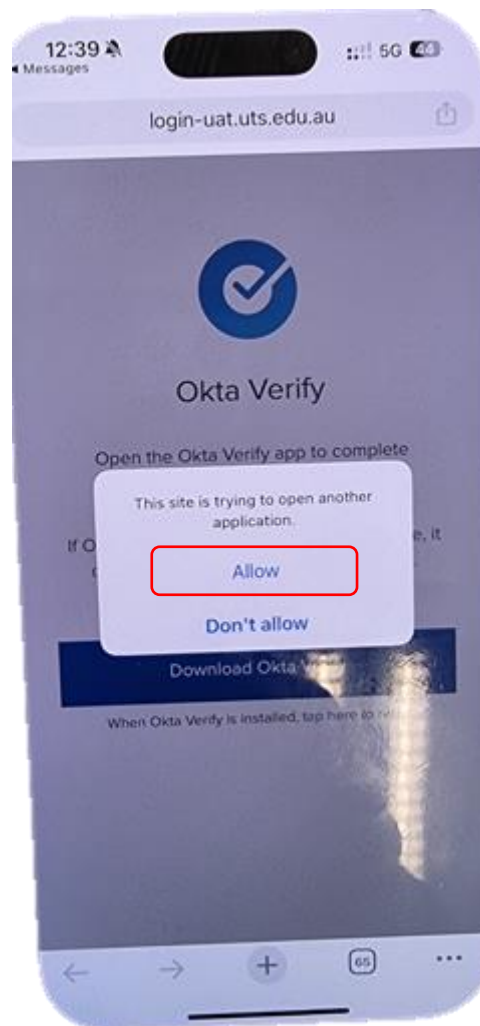
8.2.6 Click on *Get Started*

8.2.7   You may either choose to **Enable** Face ID or Passcode now or select **Not Now** if
you choose not to do so.
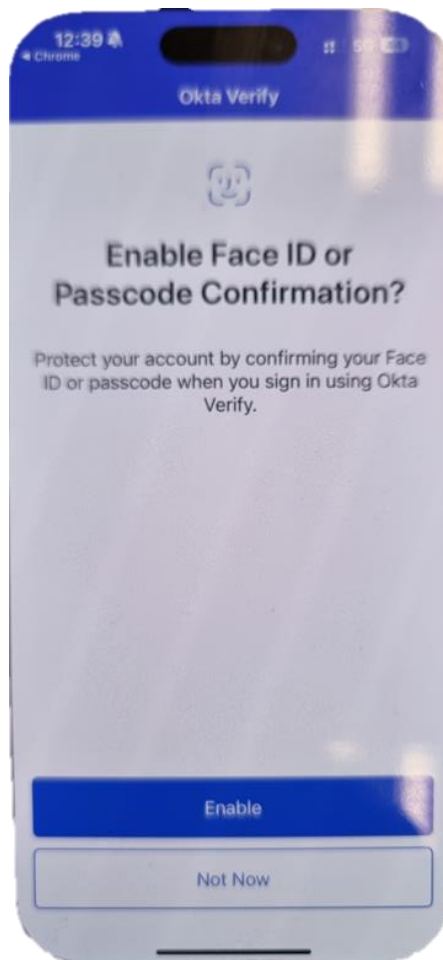
8.2.8   Click **Done** to complete the MFA set up.
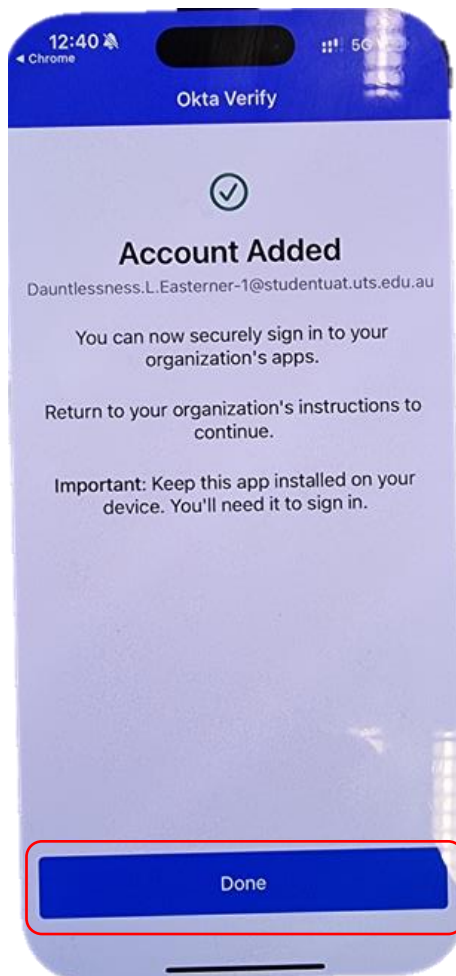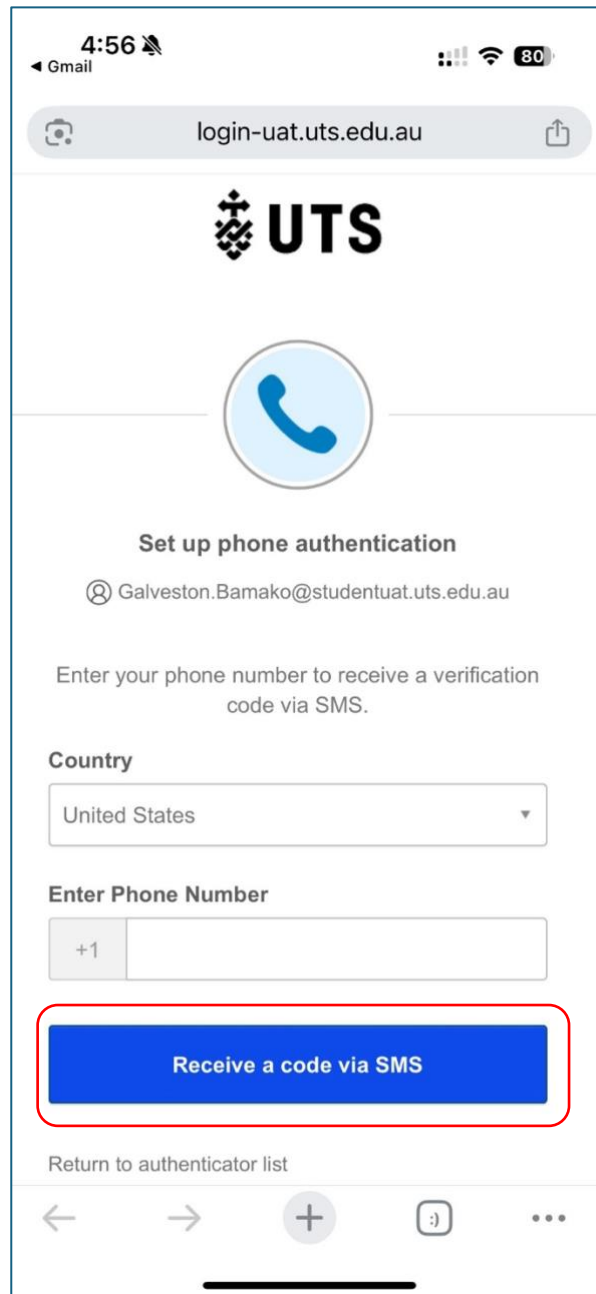
8.2.9   To continue to *My Student Admin (MSA) Dashboard* to accept your Offer, click on *Launch Dashboard* as highlighted here, then go to *Step 9*, to proceed.
If you are a domestic student, you may also have the option to defer your Offer via MSA.
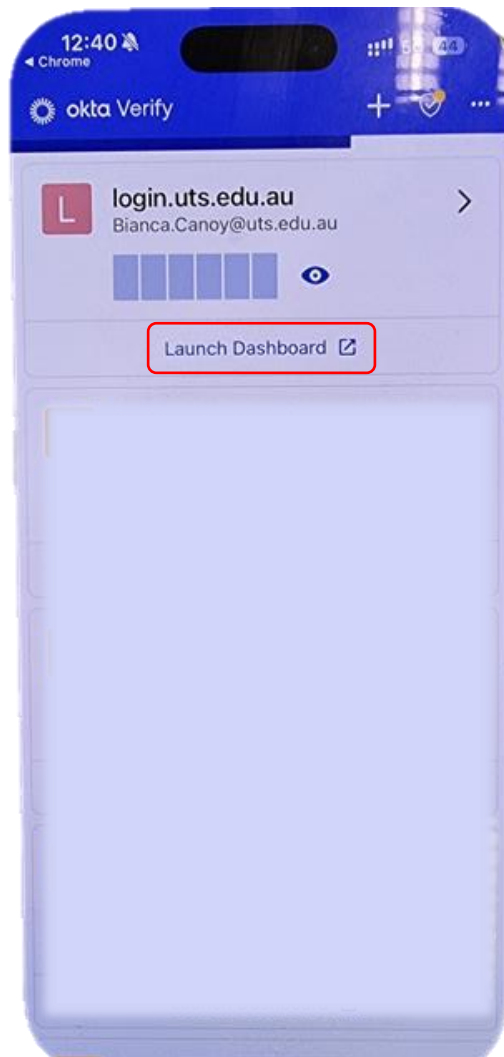
8.3 Option 2: Phone
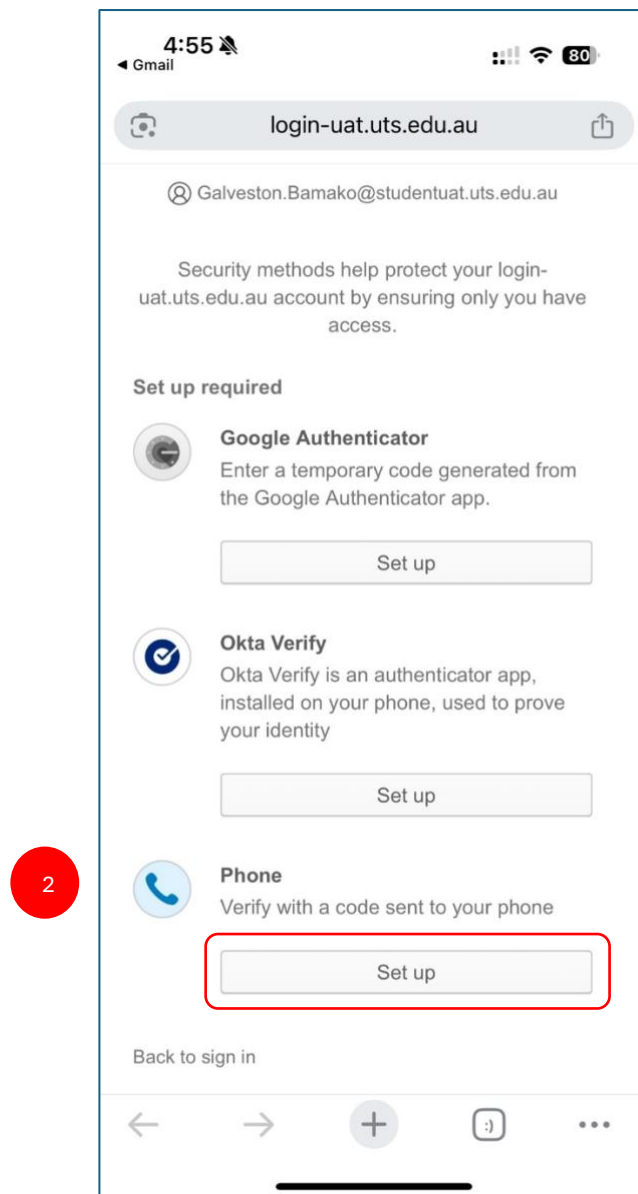
8.3.1 Select your *Country* and *Enter Phone Number* and click on *Receive a code via SMS.*

8.3.2 Enter the verification *Code* received from Okta via SMS and click *Sign In.*

8.3.3   Your MFA Set up is complete. To proceed to **My Student Admin (MSA)**
Dashboard to accept your Offer, click **Set up later** as highlighted here.
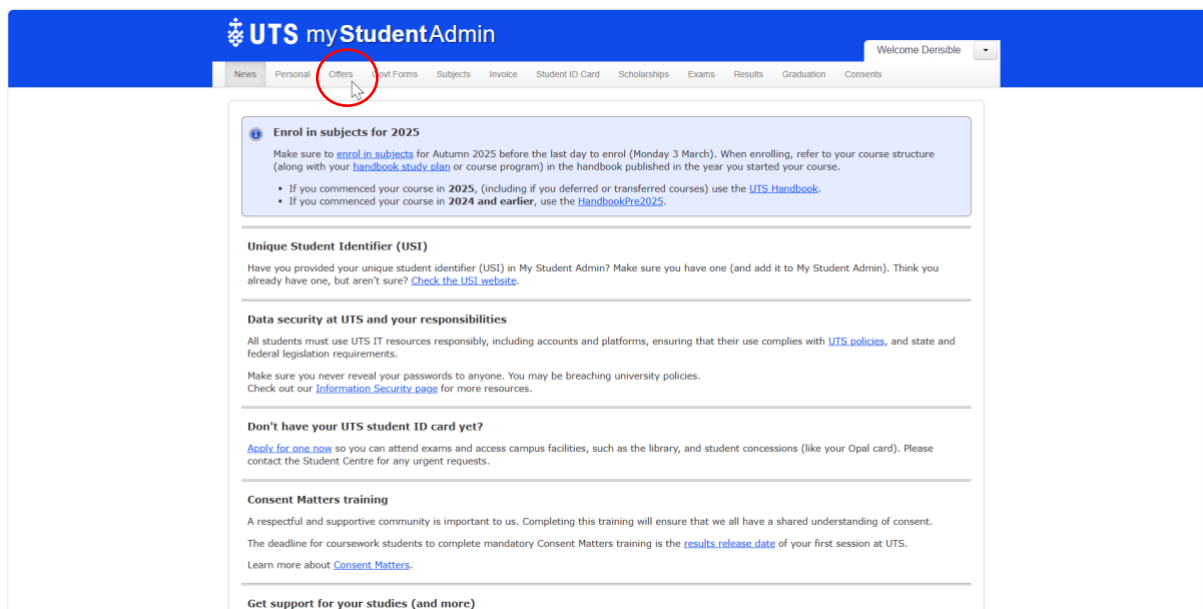If you are a domestic student, you may also have the option to defer your
Offer via MSA.
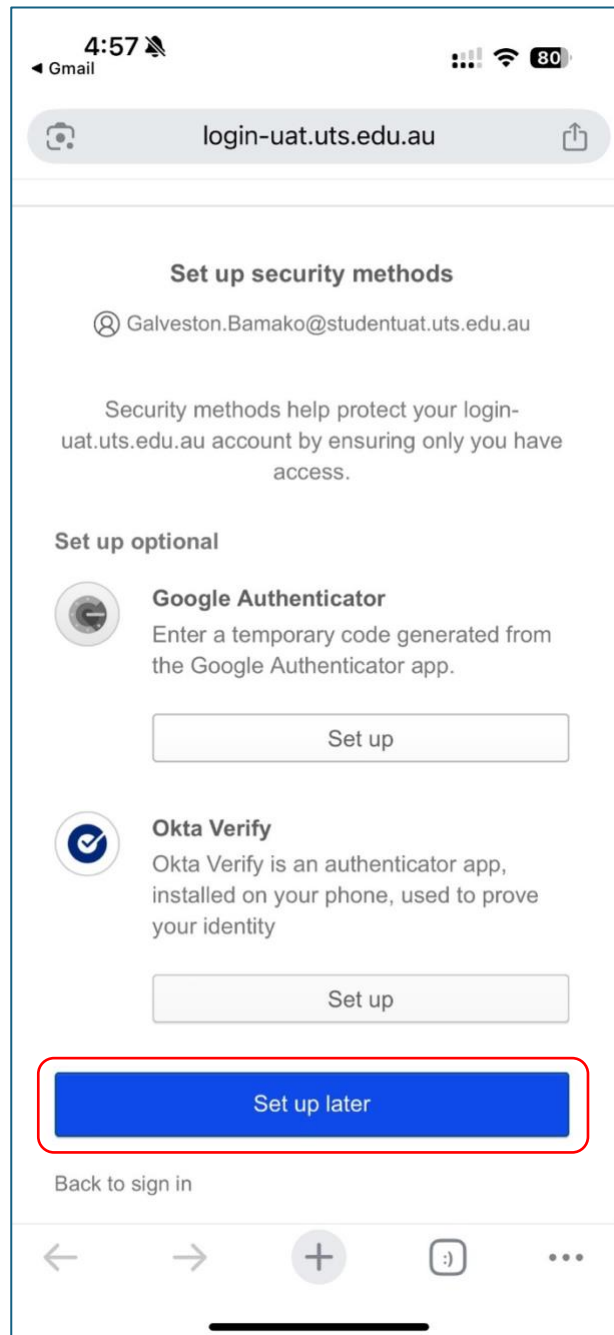
8.3.4 You will be able to see the *My Student Admin App* in your Dashboard as shown here. Click on *My Student Admin* to proceed to accept your Offer and go to **Step 10** to continue. If you are a domestic student, you may also have the option to defer your Offer.
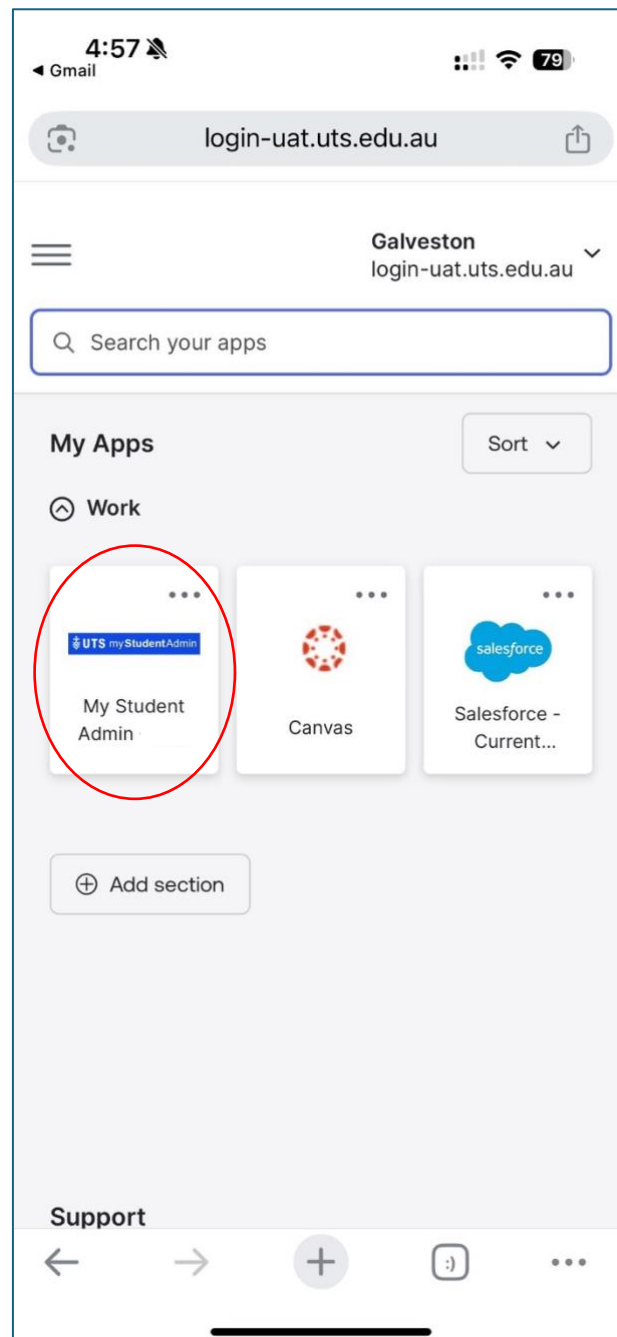
9. You will be able to see your **Student Dashboard** as shown here. Click on **My Student Admin** to proceed to accept your Offer. If you are a domestic student, you may also have the option to defer your Offer.
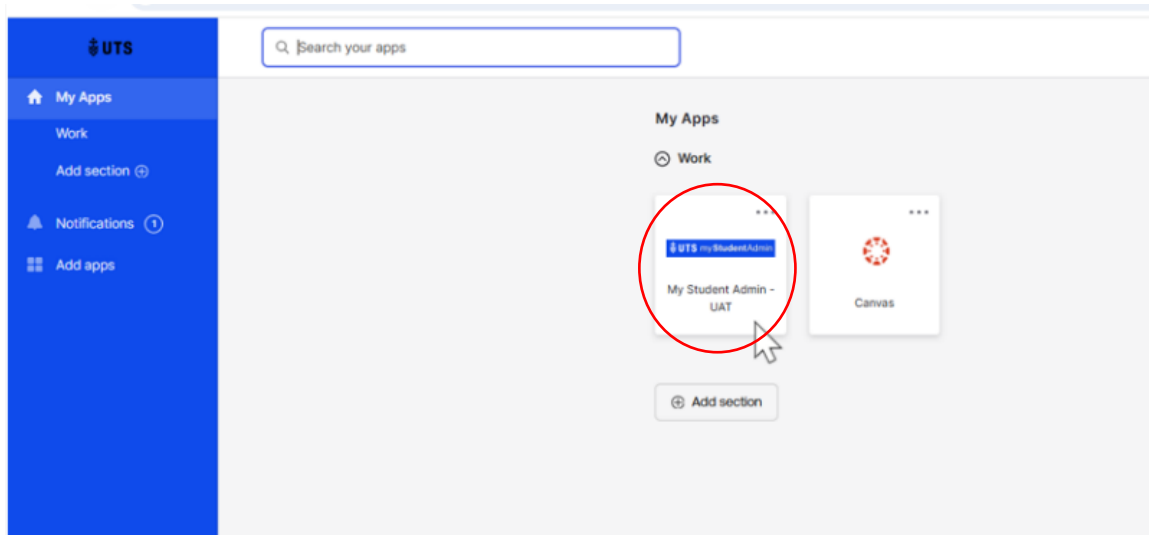
10. Click on '**Offers'** tab

11. Click on '*Start'* to proceed.

12. Select your Course and click on *Continue*.

13. Accept/Defer your Course Offer.
    Note: if you are an international student, contact your Admissions office to defer the course.

14. You will receive an on- screen confirmation of your action. Below is a confirmation of an Offer being successfully accepted. If you've accepted you Offer, click on ***Continue*** to complete the **Steps 2 to 6** highlighted here, and follow the on-screen prompts. Congratulations! You are now officially a UTS student.