ITS Service Guidelines and Information
University Username/ID Card

The University Username/ID Card form is to request a username for people who are not in the University HR/Payroll system or are not enrolled as a student of the University of Otago.

A University of Otago username is required to:
- access services provided by the University (e.g., Blackboard, email, Library, eVision, etc.)
- obtain a University ID card (building access and Library borrowing)
- authenticate (identify) a person.

Multiple Usernames
If multiple usernames are required, please contact AskOtago directly as individual applications for each person may not be necessary (e.g., if ten or more usernames are to be created).

Access to IT Services
- In order to facilitate access to some University IT services, a University email account will also be created. The email address is of the format username@otago.ac.nz (e.g. bonja007@otago.ac.nz).
- Separate requests and authorisations are required for access to other IT services (e.g., Blackboard, REDCap, Financial Systems, eVision, etc.) and if a personalised email address is required. Service application forms are available on the ITS website (www.otago.ac.nz/its/forms).
- The applicant is required to comply with the:
  - University's Information and Communications Technology Regulations 2014 (http://www.otago.ac.nz/administration/policies/otago081840.html)
  - Identity Card Issuing Policy (http://www.otago.ac.nz/administration/policies/otago003321.html).

Library eResources
A separate authorisation is required for access to Library electronic resources – see the "Off-Campus Access to Library E-Resources" application form. In addition to the information on that form, please note that staff whose contracts have not yet been processed by HR and so don't have an active staff username are not eligible to have access to electronic resources using an external username as an interim means of gaining access as this would be a breach of the agreements that the University has with the vendors.

Where staff require access to electronic resources for preparation for teaching or similar, departments normally make arrangements with HR for the contract dates to be amended or put in place an additional/temporary contract.

Any questions about access to Library electronic resources should be directed to:
  Helen Brett
  Client Services Manager
  Phone: +64 3 479 8914
  Email: helen.brett@otago.ac.nz

Completing the Form
Applicant Details – the following information is required:
- Last/Family name
- First Name(s)
- Date of Birth
- Address
- A contact phone number (ideally your mobile phone number)

- Email address
- Campus Code – the University campus you are associated with (Dunedin Wellington or Christchurch).

Application Type
The available types are:
- Centre for Innovation – for people based in the Centre for Innovation and needing building access
- Non-Otago Student – please check whether you are covered by the Visiting Students Policy. If so, please use the Sojourn application to make your request for a username and ID Card. A link to Sojourn is on the "Visiting students at Otago" webpage (https://www.otago.ac.nz/study/student-visitors). Alternatively, if you will require an ID card or access to Student Support Services on the Dunedin campus (e.g. Student Health and Unipol Sports Centre), Sojourn must be used to make your request. More information and the current fee is available on the Student Services webpage (https://www.otago.ac.nz/studentservices/otago626140.html).
  Otherwise, please provide an explanation of why this username type is needed.
- Non-Otago staff – for people who are not employed directly by the University or whose interaction/relationship with the University is not arranged via a formal offer from HR, but is staff-like (e.g., RSL visitor from another university/research institution)
- Otago Graduate/Retired staff (physical Library borrowing only).

Department Details
- ID cards are obtained from the ID Card Office located in the Information Services Building. Photo ID (Passport, Driver's Licence (NZ Only), 18+ Card or Firearms Licence) is required for verification.
- An ID card is required for Library borrowing and after-hours building access (including 24 Computer Areas) and access to Student Support Services on campus (including Student Health, Recreation Services and Unipol Sports Centre.) After-hours building access is organized through your department.
- Username/ID card Termination Date. The maximum termination date is two years from the date of creation.

Authorisation Details
The request must be approved by the Head of Department or Delegated Authority.

Further Information or Assistance
Please allow five working days for the application to be processed.

Please contact Ask Otago if you have any questions (email: university@otago.ac.nz, phone: 0800 80 80 98, web: https://ask.otago.ac.nz).