1.1 What is LookUp?

LookUP is a web-based information service for students currently enrolled at UniSA. It provides secure access to the information relating to your life and study at UniSA.

1.2 What information can I access?

- **Course enrolments** - code, study mode, home campus, stage of course etc.

- **Results** – **Provisional results** are available on LookUP immediately after your assessment has been marked. **Final results** for courses completed are available on LookUp approximately 2 weeks following Academic Review. Contact your UniSA program team for Academic Review dates.

- **Credit Granted** - for study undertaken in another institution or course

- **Awards Gained** - year graduated, conferral date, whether you have applied/are eligible to graduate, Honours grades.

- **Personal Details** - full name, date of birth. Please note: All correspondence to transnational students is dispatched via your divisional office, school or local program team, for this reason your home address is not included in the database. Please do not change this information by notifying UniSA.

- **Statistical Information** - ethnicity, citizenship, tertiary/secondary education etc.

1.3 What do I need to use LookUp?

- A computer with internet access and either Netscape 6.0 (or later) or Microsoft Internet Explorer V5.0 (or later)

- A UniSA Network username and password.

If you do not have the appropriate version of Netscape or Internet Explorer you may not be able to use LookUP properly. You can download this software FREE from the UniSA web site - via the ITS home page: [http://www.unisa.edu.au/its/home.asp](http://www.unisa.edu.au/its/home.asp) - it may take quite a while to download though.
1.4 Your username and password

**Username:** Your Username is your Email ID. You will find your Email ID printed on the top of your enrolment form. **You will need to add domain “uninet!” when accessing LookUp’s first screen ‘My Home Page’, you do not need to add domain when accessing your personal information. If there is a separate field for domain you should add ‘uninet’ there and only your Email ID in the username field.**

**Password:** Your password is worked out by taking the first 4 letters of your surname and the day/month of your birth date. For example if your family name is Chang and you were born on 15th July 1972 your password would be "chan1507". However, if the surname is 2 or 3 letters only, substitute the blanks with an X, e.g. Mr Ng = "ngxx". Your password should always be typed in lower case letters.

**You should change your password from the default format straight away.** You can change your password by selecting the link “How do I change my password” link on the LookUp Home Page. **Please ensure** that you only use lower case, a combination of letters and numerals or letters only. Do not use numerals only and it must always start with a letter.

Please note that changes made to your Network password in LookUp apply to all UniSA network areas. It is recommended that you change your password at the end of a working session to enable the change to take effect on all UniSA systems.

1.5 Is LookUp secure?

**YES.** You are the only person who can access your information in LookUp as long as you:

1. Don’t share you username and password with anyone **AND**
2. Close all Web browsers completely when you have finished using LookUp

1.6 What if the information I find in LookUP is incorrect?

Change it STRAIGHT AWAY!! Except for your address. **All correspondence to transnational students is dispatched via your divisional office, school or local program team.**

It is important that the information the University has about you and your study is correct. If your record needs amending please contact your program administration team. Please do not contact Campus Central or Student Administration Services staff at the University of South Australia; these contact details are for students studying on campus in South Australia only.
1.7 Logging on to LookUP

1.7.1 In your program website or student resource page there will be a link to LookUp which will take you to the LookUp home page (Figure 1.)

Figure 1.

1.7.2 From the LookUp home page (Fig1), select the LookUp logon icon/link.

1.7.3 When the logon screen appears enter your username and password. Add domain “uninet” in front of your email id or access will be denied. If domain appears as a separate field enter “uninet” in that field and your email id only for username.

If you are having trouble logging on to LookUp please make sure of the following:

- Are you entering the correct username and password?
- Are you a current student at UniSA - i.e. have you enrolled / re-enrolled this year?
If you are not sure of your enrolment status or you are definitely enrolled and still can’t log on (perhaps you’ve forgotten your password) - contact your program administration team.

1.7.4 Once you have successfully entered your password your “My Home Page” will appear (see Figure 2.1).

FIGURE 2.1 My Home Page

2. My Home Page

The ‘My Home Page’ (Figure 2.1) section provides you with links to information relevant to your study.

2.1 My Information (on left hand side of the Home Page)

2.1.1 Change Password screen
Click on Change Password to change your password (see Figure 2.2). Enter your username, your old password, your new password, then confirm your new password and then click on change. **Don’t forget to write down your new password!**
FIGURE 2.2  Password screen

Please ensure that you change your password at the end of a working session as it takes approximately 30 minutes to synchronise between University systems and access during this time may interfere with the change password process.

2.1.2 Grades, Enrolments, Personal Information
Please refer to Section 3 My Information – Grades, Enrolments and Personal Information for more information about this area.

2.2 My UniSA resources
Provides links to other areas of interest within the University of South Australia’s online environment.

2.3 News
Provides links to UniSA newsletters and other online news media.

2.4 Feedback
Your comments, concerns and feedback are important to us. Follow this link to access a series of electronic feedback forms, simply complete the one that is most relevant for your particular need. Your feedback will be treated with strict confidentiality and we will endeavour to respond to you with 48 hours.

Please Take Note!!!

- New passwords will be converted to lowercase.
- Passwords MUST start with a letter, and include only letters or digits between 6 to 32 characters in length.

If you have problems or questions regarding passwords, click here.

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2.5 Help – add a new window or edit an existing window

UniSA has provided a facility where you can add your own links to websites of interest. Unlike bookmarks, you can always access your favourite pages through My Home Page when using different browsers. Access this Help link for more information about adding and editing your own windows.

3. My Information – Grades, Enrolments and Personal Information

3.1 LookUp Menu

When you click on the link – Grades, enrolments and personal information your personal information page will appear with a series of links in the left hand menu.

FIGURE 3.1 LookUp Menu

To either view another page or return to your home page click on the menu on the left hand side of the page (see Figure 3.1)

3.2 Program Information

Click on the program code link (eg. OMBA in figure 3.1) for your program information page to appear. This page is divided into the following sections:

- Program Details
- Course Enrolments/Results
- Credit Transfer
- Graduation Details
- Program Enrolments
- Program Terms

3.2.1 Course Enrolments/Results
### 3.2.2 Credit Transfer

If you have received course credit in recognition of prior learning it is listed here.

**Figure 3.3**

<table>
<thead>
<tr>
<th>Course</th>
<th>Area</th>
<th>Catalog Number</th>
<th>Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounting, Decisions and Accountability</td>
<td>ACCT</td>
<td>1005</td>
<td>4.5</td>
</tr>
<tr>
<td>Broadening Education S2</td>
<td>TEDU</td>
<td>2001</td>
<td>4.5</td>
</tr>
<tr>
<td>Communication and the Media</td>
<td>COMM</td>
<td>1006</td>
<td>4.5</td>
</tr>
<tr>
<td>Elective 1</td>
<td>SA</td>
<td>2001</td>
<td>4.5</td>
</tr>
<tr>
<td>Elective 2</td>
<td>SA</td>
<td>1001</td>
<td>4.5</td>
</tr>
<tr>
<td>Elective 3</td>
<td>TEDU</td>
<td>3001</td>
<td>4.5</td>
</tr>
<tr>
<td>Elective 4</td>
<td>TEDU</td>
<td>3002</td>
<td>4.5</td>
</tr>
<tr>
<td>Work and Organisation</td>
<td>BUSS</td>
<td>1030</td>
<td>4.5</td>
</tr>
</tbody>
</table>
3.2.3 Graduation Details

Your eligibility to graduate appears here. The Name recorded here is the name and order that will appear on your parchment, if it is incorrect please contact your program administration team.

**Figure 3.4**

Graduation Details Help
Student Parchment Name: (Student Name)

<table>
<thead>
<tr>
<th>Graduation Status</th>
<th>Ceremony Date</th>
<th>Ceremony Time</th>
<th>Conferral Date</th>
<th>Parchment Details</th>
<th>Plan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Not yet eligible to graduate</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

3.3 Personal Information

The personal information link in the LookUp menu will load a page that contains your name, date of birth, mailing address.

**Figure 3.5**

Student Name: My Name    Student Id: My Uni Id    Username: My Username

Personal Details Help

<table>
<thead>
<tr>
<th>Gender:</th>
<th>Birth Date:</th>
<th>Birth Country:</th>
<th>Citizenship Status:</th>
<th>Arrival Year:</th>
<th>Home Spoken Language:</th>
<th>Perm Resident:</th>
<th>Network User Name:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Female</td>
<td>04/04/1970</td>
<td>Hong Kong</td>
<td>Resides Overseas</td>
<td>2000</td>
<td>Cantonese</td>
<td>Not Perm Res or Perm pre 1996</td>
<td>CHASY046</td>
</tr>
</tbody>
</table>

3.3.1 Name History

There are three ways your name can be recorded on the UniSA student record system.

- Primary – Your Legal Name
- Preferred – The name you prefer to be addressed as
- Degree Name – The name that will appear on your parchment.

The order of names printed on parchments is first name, middle name, family name, for this reason we manually reorder Chinese names so that they are printed correctly.
3.3.2 Address

It is important to note that the University of South Australia does not hold your personal address in its database. All correspondence with Transnational students is dispatched via your program administration team and for this reason your address is not included in the Lookup records.

4. What to do if information is incorrect.

Please do not email the UniSA Campus Central Offices or Student Administration Services to have your record changed. All requests should go through your local program administration team in the first instance.