

## 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.

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#### 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).

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#### 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@external.otago.ac.nz (e.g. bonja007@external.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 via the AskOtago Service Portal (<https://ask.otago.ac.nz>).
- The applicant is required to comply with the:
  - University's Information and Communications Technology Regulations 2014 (<https://www.otago.ac.nz/staff/policies/policy-collection/information-and-communications-technology-regulations-2014>)
  - Identity Card Issuing Policy (<https://www.otago.ac.nz/staff/policies/policy-collection/identity-card-issuing-policy>).

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#### Library eResources

Access to Library eResources to those who are not University of Otago staff or students is restricted.

Access to the Library's electronic resources for staff not on the University's payroll system is automatically provisioned for Clinical Lecturers and other Non-OU Staff members.

This access is made available solely for the individual's personal research purposes. Use for commercial purposes, paid or unpaid, including commercial research is not permitted.

Access to electronic resources for visiting students is not permitted.

Access for others requires approval via the Library eResources form (<https://ask.otago.ac.nz/knowledgebase/article/KA-10004624>).

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#### 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/student-services/otago626140.html> ). Otherwise, please provide an explanation of why this username type is needed.
- *Contractor* – Use for people engaged as consultants/contractors and who:
  - never physically visit campus (e.g. those providing remote equipment/systems/applications support/development), or
  - visit campus but are only in office buildings (e.g. project managers), or
  - are supervised visitors (always in the presence of a University staff member).
 Usernames/ID cards for other types of contractors who do physical work on campus (including non-office locations) are managed by Health, Safety and Wellbeing. For more information see the “Contractors and subcontractors” webpage on the University website: <https://www.otago.ac.nz/health-safety/hazards/contractor-management>
- *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 or a contract/professional services agreement, but is “staff-like” (e.g. an RSL visitor from another university/research institution).
- *Otago Graduate/Retired staff/ULANZ* - 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 organised 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.

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### Further Information or Assistance

Please allow five working days for the application to be processed.

Please contact AskOtago if you have any questions  
(phone: 0800 80 80 98, web: <https://ask.otago.ac.nz>)