

STUDENT GUIDE TO PARTICIPATING ONLINE

GET READY TO CONNECT ONLINE DURING O-WEEK

Many of Curtin's Orientation sessions will be held online this Semester. This is part of Curtin's response to the COVID-19 restrictions. For COVID-19 updates from the University, visit [Curtin's COVID-19 website](#). There is a jam-packed line up of online events so it's important that you read through and understand this guide to help prepare you to connect online throughout O-Week.

GETTING SET UP!

Here are a few tips to make sure you're ready for O-Week:

1. Activate your [OASIS](#) account to view your Personalised Orientation Planner.
2. Set up a dedicated study space or plan where you're going to connect online during O-Week. ([Check your internet is working at a reasonable speed](#) at this location).
3. [Download your Curtin WebEx app](#) on your computer or mobile ([Android](#) or [Apple](#)).
4. Download at least two browsers that are supported by Curtin's online systems. We recommend using the latest editions of [Mozilla FireFox](#), [Apple Safari](#) and [Google Chrome](#).
5. Check your audio and camera devices are working prior to O-Week. You may need these to engage with your peers and staff. Follow the instructions to check your microphone on [PC](#) or [Mac](#).

HOW TO LOGIN TO VIEW YOUR ONLINE SESSIONS

1. Your O-Week sessions will be available to view through your Personalised Orientation Planner in [OASIS](#). Click on the session to find the live link.
2. To access sessions in Echo360, login with your student email username e.g **12345678@student.curtin.edu.au**.
3. To access sessions in Blackboard Collaborate, you'll need your eight digit student ID (e.g. 12345678) and password.
4. To access sessions in WebEx, you'll need your name and student email username e.g **12345678@student.curtin.edu.au**. View the [WebEx guide](#) for more information on how to login.

NAVIGATING TECHNICAL ISSUES

Try the following troubleshooting steps if you're experiencing an issue:

1. Try another browser! We recommend [Mozilla FireFox](#), [Apple Safari](#), and [Google Chrome](#).
2. If you're having trouble logging in with your student credentials, you may need to reset your password in [OASIS](#).
3. If your online session is lagging or if you're unable to connect to the session, then we recommend you reset your internet settings. Follow the instructions to check your internet connection status on a [PC](#) or [Mac](#).
4. If you're in China and having trouble accessing your learning materials or O-Week sessions, please contact [Curtin Connect](#).

WE'RE HERE TO HELP!

If you're still experiencing technical issues, you can:

1. Contact Curtin Connect by submitting an [online request form](#) or call **1300 222 888 (AWST)** Monday to Friday, 8.30am to 4.30pm.
2. If you are calling from China please call: **+86 400 120 8943** Monday to Friday, 8.30am to 4.30pm.
3. If you are calling from any other country outside of Australia please call: **+61 8 9266 5888** Monday to Friday, 8.30am to 4.30pm.
4. Check out these [tips to stay safe online](#) and protect yourself from cyber criminals.
5. If you have a disability, you can access a range of support and services to assist you through O-Week and beyond. Contact [AccessAbility Services](#) for more information.

You can catch on O-Week sessions on the [Orientation website](#) from Monday 1 March.