Troubleshooting for online course material and library access problems
Information for administrative and academic staff at RMIT offshore partner institutions

Background information:
RMIT staff and students in offshore partner institutions can use their login and password for three areas:

- To access the RMIT intranet, perhaps to view official detailed course guides
- To access resources from library databases or e-Reserve
- To access course materials

Student access to the RMIT intranet web site and to library databases and e-reserve depends only on their student ID and password. To access course materials from the Learning Hub, their details must also have been entered into the Learning Hub database. This usually happens via automatic linking from the enrolment database (AMS), but can sometimes be done manually.

Change password:
When staff or students receive their ID numbers and login information, they should immediately change their password to something secure.

Go to the RMIT manage your password web site (http://www.rmit.edu.au/its/password). Set a challenge question to enable you to reset your password if it expires or is forgotten. Then use the Change Password facility. The system will require a change of password every 90 days.

Steps for resolving access problems

Step 1:
The quickest way to test the login is to try to log in to the main RMIT website.

If a student or staff member cannot log in to the main RMIT website, they should go back to the public access web site and use the challenge question information to reset their password.

If that still does not work, send full details of their ID number, what they think their password should be, and the exact message that appeared on the screen (save a screen grab as a jpeg file if possible) to the helpdesk (helpdesk@rmit.edu.au) cc to the local partner coordinator and to the RMIT Melbourne administration contact. They should mention the country they are in, and also the location of the computer they were trying from (eg partner institution, workplace or home).

Step 2:
If the login works, but they have trouble accessing a particular library database, it may be that the database is temporarily unavailable. Check to see if others are having the same problem, and perhaps send a message to the library using e-Query.
**Step 3:**

If a student can get library access but not the courses they think they should be seeing on the Learning Hub, then there are three possible explanations:

a. That particular course is not "live" on the Learning Hub. Check to see if any other student in the class can see it. If the course is not live on the Learning Hub, contact the Melbourne course coordinator.

b. The student is not correctly enrolled in the course. Administration staff can check this. It may be possible to manually add the student to a course while the enrolment change is pending, provided they have an RMIT student ID. Ask the Melbourne administrator to arrange this via the Helpdesk.

c. Something has gone wrong with the AMS - Learning Hub automatic communication. If this seems to be the explanation, send full details as above (ID, password, screen grab of error message, and location of failed access) to the helpdesk. An accompanying message from an administration person stating that the enrolment is correct will help speed up the diagnostic process.

If a staff member cannot see the courses they think they should have access to, they should send a request via the Melbourne administrator. The Melbourne administrator can then forward the request to the Helpdesk.

Note that some programs allow only student access for offshore tutors. This will automatically expire at the end of semester, and must be renewed each semester as appropriate.