Frequently Asked Questions

What is MyUQ/MySiNet/Blackboard/ECP?

**MyUQ:** my.uq.edu.au

- It is the University’s student portal and will take you to many different UQ online services.
- Access email, access Blackboard (Learn.UQ), view your timetable, check your student records, browse news and events, view your calendar and bookmarks, submit certain forms through ‘My Requests’ and find shortcuts to UQ apps and websites.

**MySiNet:** sinet.uq.edu.au

- It is the student information network.
- Use mySi-net to enrol in courses, view your course profiles, view your timetable, sign-on to classes (such as tutorials), pay your fees, apply for financial assistance and view your results.

**Blackboard:** learn.uq.edu.au

- Learning management system
- View lecture notes and recordings, submit assessments (e.g. Turnitin), read messages from course coordinators, and view assessment results.
Electronic Course Profile (ECP):
- Accessible through Blackboard or via the Programs and Courses at my.uq.edu.au/programs-courses. Click on a subject and on the left side bar there is an option “course profile (ECP).”
- Provides details about the subject: contact details for lecturers and tutors, what the subject is about, textbooks required and all assessment for the semester (it is helpful to save this and note due dates and the weighting of assessment pieces).

How do I access my emails?
- Log onto MyUQ, go to ‘MyUQ dashboard”. Click on ‘emails’ on left hand side. Click ‘Continue to log in’.

How do I check my timetable?
- On mySI-net click onto ‘enrolments and timetable’ and check that the courses you have enrolled in do not clash.
- You can also use UQ timetable planner (timetableplanner.app.uq.edu.au) to enter the courses you have enrolled in and help you plan your week.
- Your timetable may change, so it is important to check weekly.

What should I do if I miss a Lecture/Tutorial/Practical?
Attendance is highly recommended at all sessions.

Lecture:
- You can watch lecture recordings online on Blackboard. It’s important to not always rely on this as technical difficulty can arise.
- Find online lectures on Blackboard. Click on a course, then learning resources and then lecture recordings.

Tutorial (Tute)/Practical (Prac):
- Email your tutor if you know you are going to be missing a tute/prac. Sometimes missing a tute/prac will require you to provide a medical certificate. Check the ECP for full details on attendance.
What should I do if I am having trouble with a course?

• Email the Course Coordinator to discuss your options.
• Alternatively, in most courses, you will find a discussion board on Blackboard. This is where you will find conversation threads with lecturers and other students. It is where you can go to post questions (sometimes you can post anonymously) or see what other students have wanted to know as well.

What should I do if I fail a subject?

• DO NOT FREAK OUT! If you fail a subject there are a number of options:
  1. You may be eligible for a supplementary exam: this is when you get a second chance to do the exam.
  2. Repeat the subject the next semester if it is offered.
• Options can be discussed with your Course Coordinator and/or the HMNS Student Administration Team.

Guide to:

Wifi hook-up

• In wifi setting choose “eduroam”
• Put in your UQ account username (e.g. s1234567@uq.edu.au)
• Enter your UQ account password
• For more steps/info go to: my.uq.edu.au/information-and-services/information-technology/internet-and-wifi/connecting-wifi

On campus Printers:

POD station:

• In the Duhig Tower
• Print off computers available and pay at desk OR upload files online and pay for printing and pick up at your convenient.

pod.uq.edu.au

Library Printers:

• web.library.uq.edu.au/library-services/it/print-scan-copy
• Log into your print account to top up credit using UQ student log-in.
• Tap student card on printer/scanner to complete print.
Finding past exam papers:

- Some courses allow you to access past exam papers to use as study material
- Follow instructions on: web.library.uq.edu.au/library-services/students/past-exam-papers
- If you want to search a specific course use the full course code (e.g. ENGG1002)

UQ online Library:

- www.library.uq.edu.au
- Use UQ library to find and access all types of research material (Journal articles, data bases, books)
- You can also chat online to library staff to help you with any research/book related issues.

Study spaces:

- Biological Sciences Library (BSL) – open 24/7
- Walter Harrison Law Library or UQ Law Library – open 24/7
- HMNS Student Learning Centre (level 1 HMNS Building)
- Dorothy Hill Engineering and Sciences Library – 8am – 6pm
- MANY MORE SPACES TO STUDY!
Helpful Apps:

- UQ Nav – map.
- CellOPark – pay for on campus parking: Ensure you have the correct number plate and find a sign that says what ‘colour’ zone you are in.
- Translink – public transport organiser.
- Blackboard – useful if you don’t have access to your laptop.

Support Services

Support services are available for help/advice with matters that affect your life or studies.

Student Services:

- Student services offers free help, facilities or advice in the following areas: Accommodation, Disability (including ongoing medical conditions, mental health conditions and temporary injuries, international students support, learning and studying, wellbeing).
- Building 21 D / Phone: 07 3365 1704 / Email: ss@uq.edu.au
- uq.edu.au/student-services/

HMNS Student Administration

- Level 2 HMNS building (26 B)
- General and student specific inquiries for the BHSPE program
- Phone: 07 3365 6240 / Email: hmns@enquire.uq.edu.au

Student Help on Campus (SHOC)

- A source for help and advice (run by UQU) with Education and equity, employment, gender and sexuality, legal matters, migration and visa matters, general welfare.
- uq.com.au/student-support
**UQ Health Care**
- On campus GP
- Bulk billing
- Phone: (07) 3365 6210 / Level 1, Gordon Greenwood Building (32)
  
  www.uqhcstlucia.com.au

**UQ Sport**
- Discounts for students on gym memberships and different sports
- Joining a team is easy and a great way to make friends
- Games run most weeknights
  
  uqsport.com.au

**BSHPE 2019 Guide to Thriving**
available online at:
hmns.uq.edu.au/guidetothriving