Getting a ResnetID

Overview: This guide explains the process of getting a ResnetID. A ResnetID consists of a username and password that identifies you on the college network.

Preparation: Before you begin, make sure you have the following information:
- Name
- UQ Username - QUT and Griffith students will need to get a UQ Username from UQConnect. See the factsheet Getting a UQ Username

Procedure: New Students
1. Ask for your ResnetID at the college office.
2. If a ResnetID has already been processed, staff will hand you a letter with your ResnetID username and password.
3. If you do not have a letter, a request will be sent through to CITG for processing.
4. During busy times, requests may take up to 24 hours. Please return to the office after this time to pick up your ResnetID letter.

NOTE: If the college was supplied with your UQ Username before your arrival at College, a ResnetID will have already been created for you.

Procedure: Returning Students
1. If you have never had a ResnetID, follow the procedure for New Students.
2. If you have had a ResnetID, ask for your ResnetID at the office. Staff will be able to re-print your original letter. This will automatically reset your password.

Further Assistance: For further assistance please contact the helpdesk.
E-mail: help@citg.uq.edu.au
Phone: (07) 3878 0777
Tie Line: 777 from any college phone