



Frequently Asked Questions

IT Support and Services

- [I forgot my password for the campus computers and Student Portal access \(http://learning.curtin.edu.sg\)](http://learning.curtin.edu.sg)
- [I forgot my password for the Oasis access \(https://oasis.curtin.edu.au/Auth/LogOn\)](https://oasis.curtin.edu.au/Auth/LogOn)
- [How can I connect to the Curtin Singapore Wi-Fi?](#)
- [I tried to connect to the Wi-Fi through the Wi-Fi connection screen but still unable to get to the login page.](#)

**I forgot my password for the campus computers and Student Portal access
(<http://learning.curtin.edu.sg>)**

To reset your password, please follow the guidelines below:

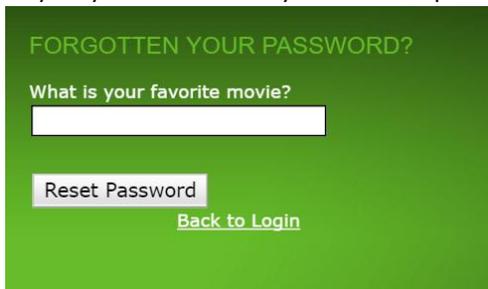
1. Visit [Student Portal](#) and click on "Forgotten your password?".



2. Key in your 8 digit <<Student ID>> and click "Next".



3. Key in your answer to your secret question and click "Reset Password".

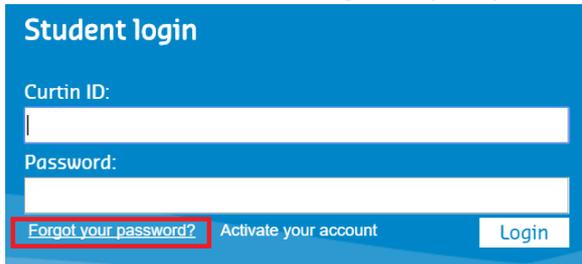


4. Your password is now reset to your date of birth in the YYYYMMDD format.
Alternative, kindly go to Student Central or Library to have your password reset.
Kindly note that your Student Portal password is different from your Oasis password.

I forgot my password for the Oasis access (<https://oasis.curtin.edu.au/Auth/LogOn>)

To reset your password, please follow the guidelines below:

1. Visit [Oasis](#) and click on "Forgotten your password?".



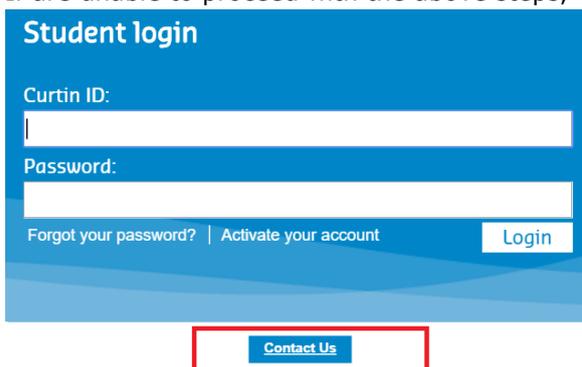
The screenshot shows the 'Student login' page. It has a blue header with the text 'Student login'. Below the header are two input fields: 'Curtin ID:' and 'Password:'. At the bottom of the page, there are three links: 'Forgot your password?' (highlighted with a red box), 'Activate your account', and a 'Login' button.

2. Key in your 8 digit <<Student ID>> and date of birth in DDMMYY format, and click "Next".



The screenshot shows the 'Password Reset' page, 'Step 1 of 2 - Identity Verification'. It has a white background with a black border. The title 'Password Reset' is at the top. Below it is the subtitle 'Step 1 of 2 - Identity Verification'. There are two input fields: 'Curtin ID:' and 'Date of Birth:'. The 'Date of Birth:' field has a placeholder '(DDMMYY)'. At the bottom, there are two buttons: 'Cancel' and 'Next >>'.

3. If are unable to proceed with the above steps, visit [Oasis](#) and click on "Contact Us".



The screenshot shows the 'Student login' page. It has a blue header with the text 'Student login'. Below the header are two input fields: 'Curtin ID:' and 'Password:'. At the bottom of the page, there are three links: 'Forgot your password?', 'Activate your account', and a 'Login' button. Below the screenshot, there is a separate 'Contact Us' button highlighted with a red box.

4. Fill in the form and click "Submit".

Kindly note that your Oasis password is different from your Student Portal password.

How can I connect to the Curtin Singapore Wi-Fi?

1. On the Wi-Fi connection screen, select "Curtin Singapore".



2. Open any internet browser (if it does not automatically open) and type in "curtin.edu.sg". You should be directed to the Wi-Fi login page.



Welcome to the Curtin Singapore Wireless

Curtin Singapore students may access the wireless network using their computer login accounts

Please contact IT support at 6593 8061 if you experience any problems

User Name:

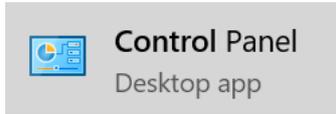
Password:

3. Key in your 8 digit <<Student ID>> as the User Name and key in your<<Password>> and click "Submit". Kindly note that password is the same as your campus computer and Student Portal password. If you are have forgotten your password, please follow in the instructions [here](#) to reset your password.
4. You should be directed to the Curtin Singapore homepage curtin.edu.sg and you are now logged into Curtin Singapore Wi-Fi.

Repeat the above steps if you have multiple devices (Applicable for mobile phones and tablets).

I tried to connect to the Wi-Fi through the Wi-Fi connection screen but still unable to get to the login page.

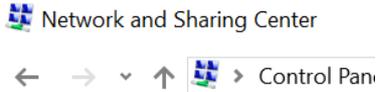
1. Go to "Control Panel".



2. Select "Network and Sharing Center".



3. Select "Change adapter settings".

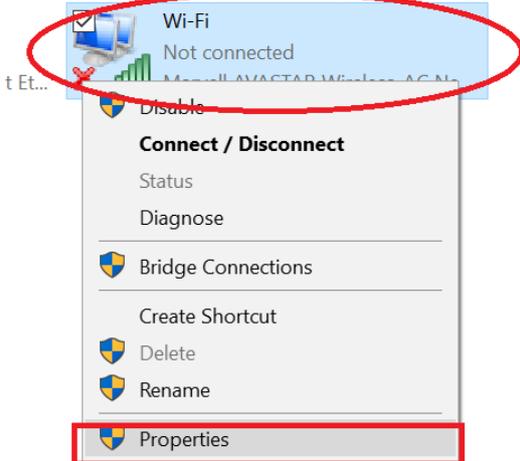


Control Panel Home

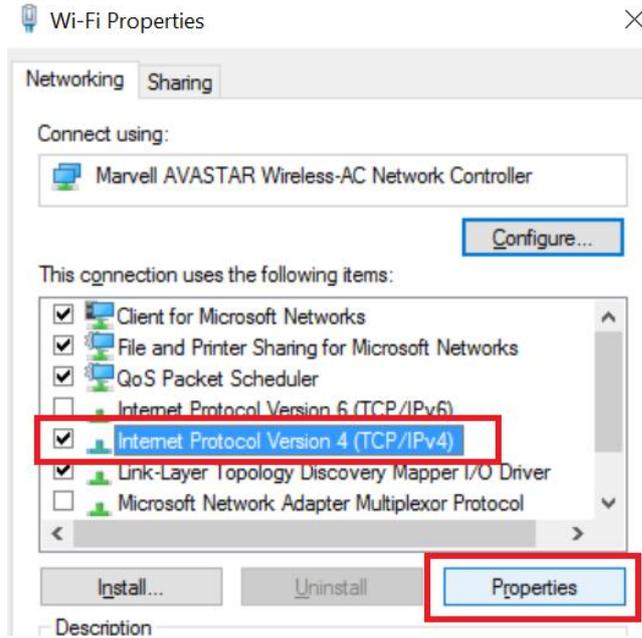
[Change adapter settings](#)

Change advanced sharing settings

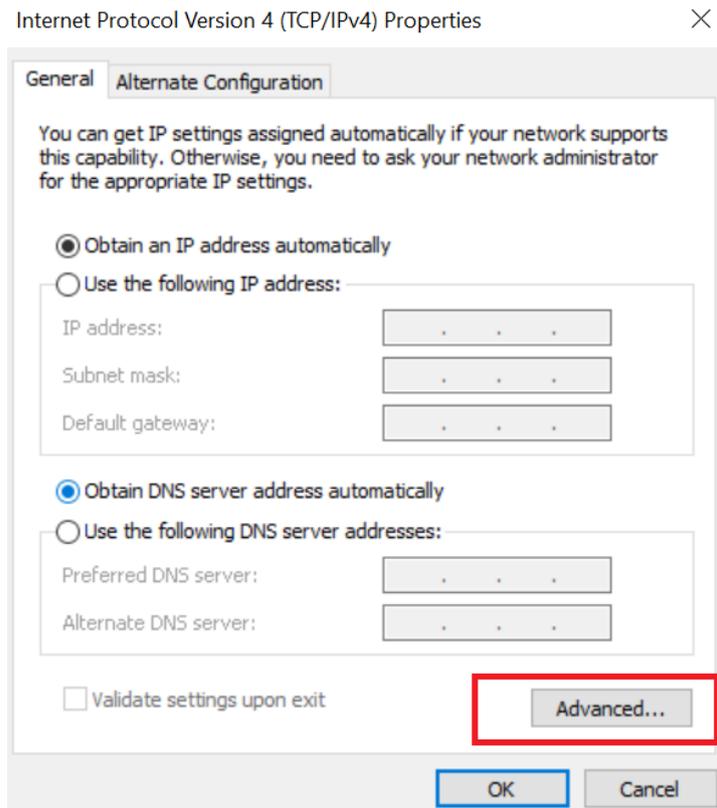
4. Right click on your Wi-Fi Adapter and select "Properties".



5. Select "Internet Protocol Version 4 (TCP/IP)" and click on "Properties".



6. Ensure settings are as shown below and click on "Advanced...".



7. Go to "DNS" tab and ensure settings are as shown below and click on "OK".

Advanced TCP/IP Settings

IP Settings **DNS** WINS

DNS server addresses, in order of use:

The following three settings are applied to all connections with TCP/IP enabled. For resolution of unqualified names:

Append primary and connection specific DNS suffixes

Append parent suffixes of the primary DNS suffix

Append these DNS suffixes (in order):

DNS suffix for this connection:

Register this connection's addresses in DNS

Use this connection's DNS suffix in DNS registration

8. Click on "OK".

General **Alternate Configuration**

You can get IP settings assigned automatically if your network supports this capability. Otherwise, you need to ask your network administrator for the appropriate IP settings.

Obtain an IP address automatically

Use the following IP address:

IP address:

Subnet mask:

Default gateway:

Obtain DNS server address automatically

Use the following DNS server addresses:

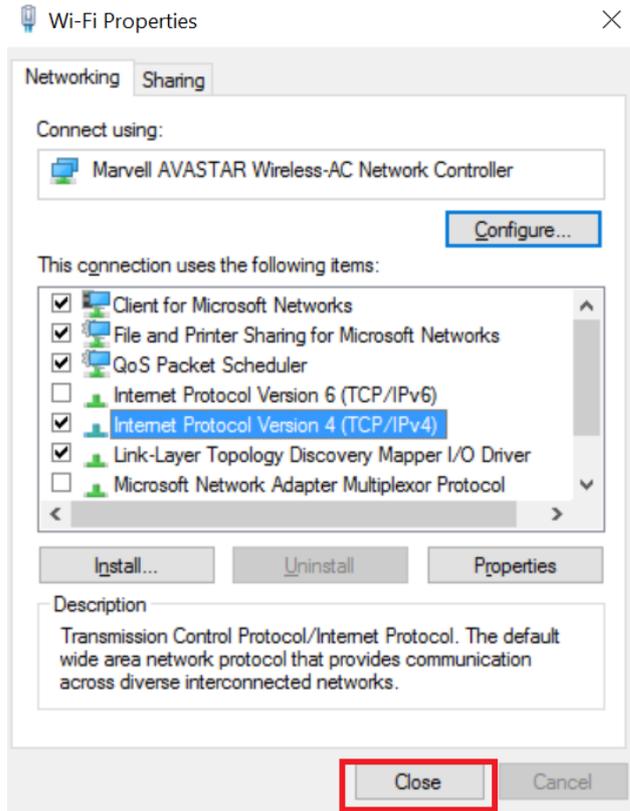
Preferred DNS server:

Alternate DNS server:

Validate settings upon exit



9. Click on "Close".



10. Go to the Wi-Fi connection screen, select "Curtin Singapore".



11. Open any internet browser (if it does not automatically open) and type in "curtin.edu.sg". You should be directed to the Wi-Fi login page.



Welcome to the Curtin Singapore Wireless

Curtin Singapore students may access the wireless network using their computer login accounts

Please contact IT support at 6593 8061 if you experience any problems

User Name:

Password:

12. Key in your 8 digit <<Student ID>> as the User Name and key in your<<Password>> and click "Submit". Kindly note that password is the same as your campus computer and Student Portal password. If you are have forgotten your password, please follow in the instructions [here](#) to reset your password.
13. You should be directed to the Curtin Singapore homepage curtin.edu.sg and you are now logged into Curtin Singapore Wi-Fi.

If you are still having trouble connecting to the campus Wi-Fi after going through the steps above, kindly contact IT at 6593 8061 from Mondays to Fridays between 9am to 6pm, excluding public holidays.