Frequently Asked Questions
IT Support and Services

- I forgot my password for the campus computers and Student Portal access (http://learning.curtin.edu.sg)
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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?".

![Password reset form](image1)

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

![Password reset form](image2)

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

![Contact Us button](image3)

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?

Connecting to Curtin Singapore WIFI (iPhone)

1. During the WIFI connection selection, select “Curtin Singapore”

2. Key in <<Your Student ID>> as the username and <<Your Password>> for the password and click "Join".

(Do note that your password to key in is different from your Oasis password)

3. Please click "Trust" to trust the certificate.

4. If you are have forgotten your password kindly visit Student Central or Library to have your password reset.
Connecting to Curtin Singapore WIFI (Android)

1. During the WIFI connection selection, select “Curtin Singapore”

2. Ensure CA Certificate is “Do not validate”. Key in <<Your Student ID>> as the username and <<Your Password>> for the password and click “Connect”.

3. If there any request to trust certificate. Please click “Trust”

4. If you are have forgotten your password kindly visit Student Central or Library to have your password reset.
Connecting to Curtin Singapore WIFI (Notebooks)

1. During the WIFI connection selection, select "Curtin Singapore" and click "Connect".

2. Key in <<Your Student ID>> as the username and <<Your Password>> for the password and click "OK".

   (Do note that your password to key in is different from your Oasis password)

3. If you are have forgotten your password kindly visit Student Central or Library to have your password reset.

Troubleshooting steps if still unable to get to Login Page

4. Go to “Control Panel”.

5. Go to "Network and Sharing Center".
6. Go to “Change adapter settings”.
   - Network and Sharing Center
   - Control Panel > Change adapter settings

7. Right Click on your WIFI Adapter and go to “Properties”.

9. Ensure settings are as shown below and click on “Advanced…”. 

10. Go to “DNS” tab and ensure settings are as shown below and click “OK”.

11. Click “OK”.

12. Click “Close”.

13. Repeat step 1.

14. If you are still having trouble connecting to the campus WIFI after going through the steps above, feel free to call IT at 6593 8061 from Mondays to Fridays between 9am to 6pm.
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".

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

8. Click on “OK”.
9. Click on “Close”.

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

![Wi-Fi Properties](image1)

![Wi-Fi Connection Screen](image2)
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.

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.