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We're here to help

Kia ora Amelia,

We hope you are doing well and are adjusting to the latest Level 4 lockdown restrictions enacted by the government last night. We know that this is a period of rapid change and the wellbeing of our University community is our highest priority. We ask that you follow the direction given in relation to self-isolation, and that you come together as a strong, virtual community to support each other wherever you are.

We can support you when you're off campus

There are many different ways the University can support you to study remotely. These include academic support through Libraries and Learning Services, career advice, and IT support.

[Read more](#)



Worried about money?

Level 4 restrictions can affect your ability to work and the management of your day-to-day financial situation. If this is the case for you, the University may be able to provide you with financial support.

[Learn more](#)



Virtual UHCS services

University Health and Counselling Services is open for virtual consultations at Alert Level 4. Please ring the clinic as a first step and stay safe at home until instructed otherwise.

[Learn more](#)



Student Disability Services

SDS work to assist students with disabilities. If you think you may need extra guidance to study online, please reach out to us for support.

[Find out more](#)

Useful tools

- [Learning Essentials](#) - information on developing your study and research skills
- [Flex IT](#) - access software applications from any device at any time
- [AskAuckland](#) - your online help and support centre
- [Sport and Recreation](#) - online classes for an active body, focused mind

Stay in the loop!

The VC will be sharing another University-wide update later this afternoon by email. All updates will also be shared on the University's official social media channels.

Make sure you check Canvas for academic updates.

[Stay updated](#)

Important note - services unavailable at this time

At Level 4 there will be no student laptops or wifi devices provided due to instability of courier services. The Student Contact Centre will still accept and review device requests. Please complete the form below to make an application for technology support.

[Laptop and device request form](#)

Be kind

Don't forget to be kind. As we all work together to minimise the spread of the virus, remember to support and take care of each other.

Kia kaha, he waka eke noa.

Stay strong, we're all in this together.



We're here to help every step of the way. For all general enquiries, including admission, enrolment, and course advice, contact our student support team.

Email: studentinfo@auckland.ac.nz

Phone: 0800 61 62 63



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