



Te Pūtahi Mātauranga | Faculty of Arts & Education

The Doctoral Students' Guide

Contents

1. [Starting point](#)

1.0 Information for new doctoral students	3
2.0 Username and password	3
3.0 Wahapū	3
4.0 Layout of City campus	3
5.0 Campus (ID) card	4
6.0 Other services	
6.1 Enrolment queries	4
6.2 Student Hub – Other questions	4
6.3 Student support and engagement	5
6.4 University Health and Counselling Service	5
7.0 International Office	5
8.0 The Library	5
9.0 Postgraduate research skills	6
10.0 Wifi network	6
11.0 Postgraduate Students' Association (PGSA)	6
12.0 Emergency Information	6

2. [A Doctorate at Arts & Education](#)

13.0 Faculty of Arts and Education (A&ED)	7
14.0 IT Services	
14.1 User account	7
14.2 OneDrive	7
14.3 Caution: Back up obligations	8
14.4 Software that can be used at home	8
14.5 Printing from a personal device	8
15.0 Staff profile	8
16.0 Use of doctoral hubs (rooms) – hours of study	8
17.0 Student Support Funds	
17.1 Postgraduate Research Student Support (PRESS account)	9
17.2 Doctoral Research Fund	9
18.0 Other facilities within the Faculty	
18.1 Staff and PhD lunchrooms	9
18.2 Print rooms	9
18.3 Bike store locations	9
19.0 Contacts	10
20.0 Paid employment – work opportunities	10

1. Starting point

1.0 Information for new doctoral candidates

Check out the link below. It's essential reading as you begin your research journey as a doctoral candidate (PhD or named doctorate).

[Information for new doctoral candidates - The University of Auckland](#)

The webpage details the resources available to all University doctoral students including information about confirmation milestones, doctoral induction and Wahapū (the university's comprehensive digital system for managing doctoral candidature).

2.0 Username and password

To access certain pages of the University website, you often need to enter your username and password.

The username is usually based on the first letter of your first name, the first three letters of your surname followed by three digits. This is sometimes referred to as your UPI (Unique Personal Identifier).

You can find your username and password in your Acceptance of Application email.

3.0 Wahapū

(Wahapū is a word in te reo Māori meaning eloquence, articulateness)

[Wahapū is a comprehensive digital system](#) to enable students to manage their doctoral candidature. It is also used by supervisors, academic heads, and service providers.

Wahapū support

Visit the [Wahapū Support](#) page on the Staff Intranet to access a list of practical, step-by-step System Step Guides and accompanying Guidance Notes.

4.0 Layout of City campus

The City campus is divided into four zones, commonly referred to as sectors– namely 100, 200, 300 and 400.

Refer to the [map of the city campus for the location of the zones](#)

Building and room numbers

The buildings in these zones start with the prefix of the zone.

For instance, the main building of the Faculty of Arts and Education is in zone 200 and the building number is 201.

You may also see a 'B' for building before the building number, for instance B201.

The location of specific rooms is linked to the building and the placement of the room within the building.

For instance, 201-552 indicates a room in building 201 and the second set of numbers, denotes the position of the actual room:

1. The first digit designates the floor, in this case level 5; and
2. The next two numbers, stipulates the room – room 52.

Use the [online navigation map](#) to find your way around campus.

5.0 Campus (ID) card

You can apply for a Campus Card [Online](#)

The Campus Card is used for identification, photocopying and printing, access and borrowing books from the library.

6.0 Other services

6.1 Enrolment queries

Any queries about enrolment, contact doctoraladvice@auckland.ac.nz

In your email, please include your Student ID and username, so the helpdesk can readily look up your records.

6.2 Student hub - Other questions

If you have any other questions, go to the Student Hub on the ground floor of the General Library (B109) on the corner of Princes Street and Alfred Street.

The Student Hub can assist with a wide range of information and services, including:

- Help and advice with fees, transcripts, and visa enquiries.
- Understanding and navigating University life.
- Library services and student IT support.
- University support options, including connection to wellbeing, disability, and engagement services.

Refer to the link: [Student Hubs](#)

6.3 Student support and engagement

Location: 201-419 (to the right of the main lifts on Level 4)

The faculty's Student Support and Engagement team provide pastoral and personal support for all Faculty of Arts and Education students. This includes mentoring, wellbeing, equity, emergency funding, and dedicated support for different student groups.

Refer to the following link: [Student support - The University of Auckland](#)

6.4 University Health and Counselling Service

The service is a general practice which provides comprehensive community-based, and continuing patient-centred health care to patients enrolled with them. This is called primary care and is available to both New Zealand and International students.

Note : The service is only available to students enrolled at the University – it does not extend to family or relatives of a student.

The services include the diagnosis, management and treatment of health conditions, continuity of health care, health promotion, prevention, screening, and referral to hospital and specialists.

For more information, refer to [Why enrol in University Health and Counselling - The University of Auckland](#)

7.0 International Office

International students with an enquiry, should either

- a. contact the office online at [AskAuckland - University of Auckland](#); or
- b. if you are on campus, please visit the Student Hub in the Library building.

8.0 The Library

Our library is awesome! You can search the catalogue at library.auckland.ac.nz

The University has dedicated research services advisers that can help you to find the materials that you need. [Contact the library for research support](#).

If the library does not have what you are looking for, you can request material from other libraries all over the world using [Interlibrary Loans](#).

9.0 Postgraduate research skills

Use the site: [Postgraduate Skills Hub](#) to access online resources to help you get started with your postgraduate and doctoral studies and research projects.

10.0 WiFi network

Unlimited, free and high-speed access is available to all University students – you can connect to the UoA-WiFi network by using your username and password.

[Information about University WiFi](#)

11.0 Postgraduate Students' Association (PGSA)

The PGSA is an incorporated society dedicated to strengthening the postgraduate community at the University. It is run by volunteer committees, both University-wide and in each Faculty.

It serves and represents all postgraduates, from honours students to doctoral candidates, on University-governed committees, and collaborates with University and faculty partners for academic, networking, and social activities.

As the official University of Auckland Postgraduate Students' Association, the PGSA can help you foster connections with other like-minded students, researchers, and staff to discuss your academic pursuits, interests and feedback. The PGSA covers everything from providing you with support throughout your studies, to bringing you entertainment and exploration. [Postgraduate Students' Association](#) webpage link

12.0 Emergency Information

UoA Alert is the official emergency and safety app of the University of Auckland. The app will send you important safety alerts and provides instant access to campus safety resources, information and other useful links. [UoA Alert app](#)

Reporting concerns, incidents and hazards

Make sure you [report concerns, incidents and hazards](#) as soon as possible. It's essential information for the University and helps keep everyone safe.

In the event of an emergency

Please [familiarise yourself with the local arrangements](#) for what to do in an emergency.

2. A Doctorate at Arts & Education

13.0 Faculty of Arts and Education (A&ED)

The Faculty of Arts and Education operates across three campus locations – Auckland City (City Campus), South Auckland (Tai Tonga) and Whangarei (Te Tai Tokerau).

There are five schools within the Faculty.

School	Building
Education and Social Practice	113, 114, 201, 207
Social Sciences	201
Humanities	206
Te Wānanga o Waipapa (Māori & Pacific Studies)	253, 273
Creative Arts	201, 250, 431, 432, 433, 804, 820

In each school, the Group Service Coordinators provide administrative support for the school and staff.

14.0 IT Services

14.1 User account

An IT user account will be set up for you, and you will then be provided an AIO (All in one) Windows based computer at your workstation.

You will also be provided:

- One drive storage.
Note: On logging on you are automatically linked to your personal One Drive account
- access to the Microsoft office suite of programs; and
- the capability to download research data software (such as SPSS Amos and Endnote 21) and other programs. Refer to the **Software Centre** shortcut on the Desktop.

Please note that the installation of your computer may take up to five working days – IT will contact you to finalise the set up and discuss the protocols around the use of the University computer.

14.2 OneDrive

OneDrive is the recommended choice for storing your University work. It integrates with Microsoft 365 including MS Teams and is easier for you to share files and folders with other students and staff if you decide.

Refer to the [following link for more information about OneDrive](#).

You can also [access your One Drive personal account from your own personal device](#) on or off campus.

Sign in using the following format: ssmi569@uoa.auckland.ac.nz

14.3 Caution: Back up obligations

It is recommended that you back up all files you create whether on OneDrive or on your University computer to your own personal device, or to another cloud-based location or on an external hard drive.

Submission

The date you submit is considered the end of your enrolment. Within a short period after that date, you will lose access to your files on Onedrive. You therefore need to copy all your files that you created on Onedrive, if you have not done so.

Files on the computer hard drive

Please note that any files you create and any data you store on the hard drive of your University computer (at your allocated workstation) are not backed up. You should back these files up regularly.

14.4 Software that can be used at home

A number of University software licences have "work at home" (WAH) rights which makes software available (free or at a reduced price) for staff or students to install on their home personal computer and use for University work carried out at home.

Note the software will no longer be available when you leave the University.

[Software you can use at home](#)

14.5 Printing from a personal device

Detailed Instructions for printing on different personal devices can be found at

[Printing, copying and scanning - The University of Auckland](#)

15.0 'Staff' profile

Doctoral students are provided a similar profile to 'staff' within the University system.

As such students can access both the student and staff portals on the University home webpage.

You will also be able to access the [staff intranet](#) where you can submit a SSC (Staff service centre) request for various services and book rooms through the Space and resource booker. Other services are generally available only to authorised staff.

Note booking of rooms must be for University related activities and is subject to an approval and confirmation process.

16.0 Use of doctoral hubs (rooms) – hours of study

Doctoral students can study in their doctoral hub (room) **every day of the week from 5.00am to 12.00am (midnight)** including on public holidays except for the Christmas-New Year holiday period.

17.0 Student support funds

17.1 Postgraduate Research Student Support (PReSS account)

Doctoral candidates are provided an annual research fund and account to assist with their study. The stipend is intended to help cover direct research costs and the amount is dependent on the doctoral subject area.

If you have any questions about the PReSS account, ask your supervisor.

And more information is available at:

[Postgraduate Research Student Support \(PReSS\) - The University of Auckland](#)

17.2 Doctoral Research Fund

The fund is additional funding available to support research expenses over and above your PReSS account. All applications will be considering application quality, research needs, supervisor support, project appropriateness, and total research funds available.

Refer: [Doctoral Research Fund \(DRF\)](#)

18.0 Other facilities within the Faculty

18.1 Staff and PhD lunchrooms

Kitchens and lunchrooms are available to doctoral students and are generally situated close to the doctoral hubs.

Note the University provides coffee, tea, milk and sugar for all the kitchens.

18.2 Print rooms

Print rooms are also available to doctoral students and are generally situated close to the doctoral hubs. And students are welcome to use the stationery items stored in the rooms.

18.3 Bike store locations

E-scooters and e-bikes are not permitted in UoA buildings. They must be locked up in [designated bike store locations](#).

E-scooter charging poses a significant fire risk due to malfunctioning or damaged lithium-ion batteries, which can cause intense, rapid-fire, or explosions.

19.0 Contacts

Key contacts

Faculty of Arts and Education
Any general queries

Your Supervisor should usually be the first point of contact for any queries.
Group Services Coordinator for your school

Academic related issues,
follow ups with the School of
Graduate Studies

Doctoral Coordinators
email: aeddoctoral@auckland.ac.nz

School of Graduate Studies:

doctoraladvice@auckland.ac.nz

International Office:

int-questions@auckland.ac.nz

Other contacts

IT services

0-9 373 7999 Ask for Staff Service Centre
Once connected, press Option 3

Security, access issues

0800 373 7550 (Toll free)

Maintenance and Cleaning

[Staff Services](#) – Property Services - Maintenance & Cleaning request

20.0 Paid employment – work opportunities

There are three avenues within the University to investigate for casual or part-time employment.

Graduate Teaching Assistant

A fantastic opportunity to work alongside academic staff, assisting in the delivery of tutorials and marking for undergraduate courses.

[Work as a Graduate Teaching Assistant - The University of Auckland](#)

Within the Schools and other departments

Some of the schools/departments seek Research assistants and other positions from time to time.

If you are interested, advise the following people that you are seeking casual work:

- a. Your supervisors; or
- b. the Group Services Co-ordinator for your school.

Other University positions

And then there is the University job site.

Check out positions out at: <https://jobs.auckland.ac.nz/>

If you are considering seeking any type of employment (within or outside the University) you must apply online to Inland Revenue (a government department) for an IRD number. It is a straightforward and simple process.