

## FREQUENTLY ASKED QUESTIONS

### **Where can I get my documents stamped (e.g. Department of Social Protection Forms etc.)?**

Documents will be stamped at the Student Enquiry Desk located within the Registration Department and/or at the ID Card Office located adjacent to the Institute Library. Please ensure that you have a current Student ID Card to hand so that your documents may be stamped.

### **How do I get a letter to say that I'm a registered student at AIT?**

Letters of registration are available on request from the Student Enquiry Desk located within the Registration Department. You can also email [registration@ait.ie](mailto:registration@ait.ie) with your request, quoting your student ID number on all correspondence. Please allow two working days for the request to be processed. Letters of registration can be picked up at the Student Enquiry Desk.

### **Where can I access my Elective Form?**

Please ensure that you register for your elective(s) by downloading the form at [www.ait.ie/electiveforms](http://www.ait.ie/electiveforms). Completed forms must be returned to the Faculty Administrator's Office no later than the last Friday in September.

### **How do I access my student timetable?**

Student timetables are available to download at [www.ait.ie/timetables](http://www.ait.ie/timetables)

### **How do I log onto my student email account?**

AIT uses Microsoft Office 365 as its student email system. The format of all AIT student email addresses is your student ID number, followed by @student.ait.ie (e.g. A00123456@student.ait.ie).

The initial password for your student email account is your eight digit date of birth, ddmmyyyy. Your AIT email account can be accessed from anywhere by clicking into the 'quick links' menu on the AIT homepage ([www.ait.ie](http://www.ait.ie)).

You are advised to check your AIT student email account on a regular basis. Email is one of the main forms of communication between AIT and students when it comes to examinations information, amendments to timetables etc.

### **Where can I get my Student ID Card?**

Once you have become a registered student of the Institute, you can collect your Student ID Card at the ID Card Office located adjacent to the Institute Library just off the main canteen. The Student ID Card is the official identification card for students. This card is multi-functional and can be used for library, printing, photocopying, point-of-sale (at cash tills), and access control (access to specific classrooms, language laboratories, science laboratories etc.). Should you require door access control, please contact a member of administration staff within your faculty, i.e. Faculty of Engineering and Informatics, Faculty of Science and Health Science, or Faculty of Business and Hospitality.

### **How can I lodge funds to my Student ID Card, and how can I keep track of my balance?**

Depositing money to your student card account is quick and easy. You can do this at any of the points-of-sale (cash tills) or alternatively online at <http://campuscard.ait.ie/>

Once you place your student ID card into the print/copy device or at a point of sale (cash till), the balance on the card is displayed. You can also view your balance and your transaction history online at <http://campuscard.ait.ie/>

### **What should I do if I lose my card?**

If you lose your Student ID Card, please log on to <http://campuscard.ait.ie/> and block your card. Alternatively, please call to the Card Office to have your card blocked. If you subsequently find your Student ID Card, you can have the card unblocked at the Card Office. Replacement cards are available from the Card Office. A replacement fee of €10 applies.

### **Why do I no longer have access to Moodle?**

Loss of access to IT systems and to Moodle generally ensues when a student has outstanding fees. The Institute will have communicated with the student prior to the loss of IT facilities and will make every effort to accommodate the student in the payment process. In exceptional circumstances, there may be a technical error accounting for the loss of IT services, and in this instance, every effort will be made to restore facilities at the earliest opportunity.