Tokorangi: eWānanga Orientation 2022

Nau mai haere mai ki Te Whare Wānanga ō Awanuiārangi

What is eWānanga?

eWānanga is the online study platform available at Te Whare Wānanga o Awanuiārangi.

Why eWānanga?

As a tauira or student, you will use the Learning Management System (LMS) to access your online course, to complete tasks and communicate with your teacher/lecturer and other course peers. eWānanga is available 24/7 from anywhere in the world.

How can I get online help with eWānanga?

Pouako as kaiako, teachers or lecturers, are your first point of call. To use the eWānanga Help desk well you will need to know (from us) how to:

- Reach the eWānanga Helpdesk
Click the following link https://helpdesk.ewananga.ac.nz/support/home to reach the eWānanga Help desk.

- Use the eWānanga Knowledge Base
Utilise the eWānanga Knowledge Base (within the Helpdesk), to find information for yourself. A *knowledgebase* is a simple self-serve online library of products, services or topics. If you can't find what you are looking for, then you can ask us for help.

- Submit a support ticket for eWānanga assistance
Click the link https://helpdesk.ewananga.ac.nz/support/home to reach the eWānanga Help desk. From there you create a new support ticket. Provide as much information as you can, then click SUBMIT. A member of our eWānanga team will contact you.

NEED MORE HELP?

1. Talk with **your first point of call** ie: your Pouako, Kaiako (Teacher/ Lecturer) OR;
2. Go to the eWānanga Help Desk: http://helpdesk.ewananga.ac.nz/ use the smart search to locate more help files and create a new support ticket OR;
3. Click the **Contact us** button (as seen on every course page), to complete an enquiry OR:
4. email the Help desk directly helpdesk@ewananga.ac.nz OR:
5. Contact the eWānanga team on 0508 392 6264 (during the hours of 8.30-4.30 weekdays).