UniClubs FAQ

Q. Who do I contact regarding an issue on the website?

A. Have a read through our 'UniClubs FAQ' and UniClubs handbook to see if your question can be answered there. If your question can not be answered, email pulse-uniclubs@uow.edu.au for help.

Q. I have been locked out of the UniClubs website, what do I do?

A. If you have been locked out, you can email pulse-uniclubs@uow.edu.au to re-gain access.

Q. I am trying to log on to the website for the first time, I have clicked on forgot password and have not received an email. What do I do?

A. Make sure you are using your entire email, not just the username. Check other email folders, such as your junk and spam folders as sometimes the email might get sent there. If those two options fail, email pulse-uniclubs@uow.edu.au to help you gain access.

Q. What password do I use to log in to the UniClubs website?

A. If you have never logged in to the UniClubs website, you will need to click on 'forgot password' to receive an email to reset the password. Passwords to other sites, such as sols, will not work and a new password will need to be created.

Make sure you are using your entire email, not just the username. Check other email folders, such as your junk and spam folders as sometimes the email might get sent there. If those two options fail, email pulse-uniclubs@uow.edu.au to help you gain access.

Q. How do I know if I have executive access to the UniClubs Website?

A. When you log into the UniClubs website through 'My Account', if you have an 'Executive area' you have executive access to the website. When you go to complete task, such as create an event, it will ask you to select the club you are an executive of.

Q. I am an executive but I can't see executive area when I log in to my UniClubs Account?

A. For incoming executives to receive executive access to the UniClubs website, current executives will need to upload the executive list to the website.

To add new executives go to 'My Account' -> 'Add more executives to your club' -> read the 'instructions to fill template' and download the template -> fill out and submit the template.

After the template is submitted UniClubs will either approve or deny the template. You will be notified via email regarding the outcome.

Check with your current executives that they have completed the process. If they have, make sure you are using the same email the executives had when uploading the executive template to the website. If all these steps have been taken, email pulse-uniclubs@uow.edu.au for help.

If you have an 'Executive area' you have executive access to the website. When you go to complete a task, such as create an event, it will ask you to select the club you are an executive of.

Q. Where are the UniClubs templates?

A. All Club templates, handbook and policies can be found under 'resources' on the UniClubs website.

Q. How do I give my incoming executives access to the executive area of the UniClubs website?

A. Log in to the UniClubs website through 'My Account' -> Scroll down to executive area -> click on 'Add more executives to your club' - > choose the club -> download the template and follow the instructions to fill it out. Once uploaded it might take up to 5 business days to receive approval from UniClubs.

Q. I submitted an event application 2 days ago and still haven't received a confirmation regarding the event?

A. Please allow a minimum of 7 business days for event applications to be approved and go live on the UniClubs website. Due to UOW becoming a secure campus, it takes a few days for room bookings to be approved. If you receive an email from the UniClubs team asking for more material for the event, please provide it as soon as possible to ensure we can get the event approved quickly.

Q. How do I create a ticket for an event on the UniClubs website?

A. When you create an event, you choose if the event is, free no RSVP, free RSVP, or paid. If paid, a ticket will automatically be set up for the club event when UniClubs approves the event.

To check your event registrations, go to 'Event Registrations & Ticket Sales' under 'Executive area' of your account.

Q. When I apply for an event, do I need to separately apply to book a room?

A. With the new event form, when you create an event you are completing a room booking request at the same time. UniClubs will send through a room booking request when we receive the event creation. Please allow a minimum of 7 business days for events to be approved. Again, if you receive an email from the UniClubs team asking for more material, such as a COVID safety plan, please provide it as soon as possible to ensure we can get the event approved quickly.

Q. How do I find out how many current members my club has?

A. Log in to the UniClubs website through 'My Account' -> Scroll down to executive area -> click on 'download member or executive list' -> fill out the form to download the member list. Make sure to download this list regularly as people are always joining and the new site has made this even easier.

Q. Why am I not a member of the club I am an executive of?

A. Your membership with the club has most likely run out. Re-join the club by looking the club up on the Directory and clicking 'Join'. If you have an 'Executive area' you have executive access to the website. When you go to complete a task, such as create an event, it will ask you to select the club you are an executive of.

Q. Why can I no longer access silverstripe?

With the new UniClubs website, silverstripe is no longer available. Anything your club had on silverstripe can no longer be accessed by club executives.

Q. What size should our club logo or other promotional material should be?

A. Ideal size for the UniClubs website is 300 x 300 pixels.