



Australian
National
University

Toad Hall Room Guide

Residential Experience
Division

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1. Card reader

How to access your room:

The rooms at Toad Hall operate using Salto key cards and card readers. At or shortly after check in, you can have access to your room added to your university ID card. You will need your key card to gain access to your room and common spaces. To access, simply hold your card up to the provided card reader. A green light will flash, indicating access has now been granted.

Your key will need to be updated at the update point next to the front desk at least once every seven days. Failure to update will result in your card not working and an update will be required for your card to continue functioning.

Troubleshooting:

- 1. Red light is present after swiping your key card:** A solid red light represents that your key card has been declined access to this door. Typically, this is the result of a wrong key card being used or that your key has expired. In these instances, please first update your card at the update point next to the front desk, or see the friendly reception staff who can check your key and update/provide a replacement key if necessary.
- 2. Red light is flashing after swiping your key card:** A red flashing light occurs when your door lock is running low on batteries. Please notify reception of this at your earliest convenience so the batteries can be replaced as soon as possible.

2. Room Wi-Fi

How to use:

Select 'ANU-Secure 2' in your suggested Wi-Fi options. To log-in, use your university ID and password.

Troubleshooting:

1. **Trouble connecting to ANU-Secure from an Android device:** There are specific instructions on how to connect an Android device [here](#).
2. **Connected to ANU-Secure but pages not loading:** Try forgetting the network then reconnecting. If the problem persists, please contact [ANU IT](#).
3. **Can't connect a gaming console to Wi-Fi:** Unfortunately, gaming consoles such as Playstation and Xbox aren't able to connect to ANU-Secure 2 as they are not programmed to be able to connect to Enterprise WiFi. The alternative to getting gaming consoles onto the network is by plugging an Ethernet cable into them.

3. Room power

How to use:

Use the switch next to your room door to turn on your main room light. Use the switches on various power points in your room to activate the power to those power points. Your desk lamp switch is located above your desk, in between two power points.

Troubleshooting:

Power in your room switches off: This occurs when the circuit breaker in an electrical switchboard 'trips'. This is usually due to either:

1. A large volume of appliances or
2. A faulty appliance that has been connected to the power sources (power points) in your room.

These electrical switchboards are located in each block and are only accessible by hall staff. If during office hours, call or make your way down to reception and inform them that there is no power in your room. After hours, call the Community Support Officer on duty at 0411 255 983 for assistance.

4. Heating

How to use:

Make sure the wall-mounted heater is plugged in and set at the desired temperature.

Please log a maintenance job if your heater is not emitting heat or reaching the correct temperature.

5. Rangehood

How to use:

The purpose of the rangehood is to filter out odors, smoke, grease, and any other pollutants released into the air. Hence, it is highly recommended to turn on the rangehood while cooking. Most rangehoods in the building have switches to turn on both the light and fan.

Troubleshooting:

1. **Smoke in the room:** The rangehood must be used to avert large amounts of smoke that can potentially trigger the fire alarm. In case the fire alarm goes off please remove cooking food from heat, remain calm and follow evacuation procedures. Triggering the building fire alarm and will incur a cost of \$820 if it is a false alarm.
2. **Light is not working:** Sometimes the rangehood light might stop working, however, it does not usually affect the functionality of the range hood itself. If the rangehood stops working altogether, please log a maintenance job.

6. Stovetop

How to use:

Most kitchens in Toad Hall have 2 stovetops with four electric plates. There is a power switch located in all kitchens which must be turned on in order for stovetops to receive power. This switch is labeled appropriately and is usually located around the lower cupboard spaces. Once the power switch is on, please use stovetop knobs to activate heat in electric plates.

Troubleshooting:

In case the stovetop is not working, please log a maintenance job.

7. Microwave

How to use:

There are a few different brands and models of microwaves across Toad Hall. While the basic functionality of the microwave is the same, you can find the brand name on the microwave and search for a user manual online for a detailed overview of all the features. To operate, make sure the plug is connected to the socket and the switch is turned on.

You must only use containers that are microwave safe to avoid any hazards. Any containers or utensils that are not microwave safe can cause sparking, painful burns, or can be a potential fire hazard. Hence, you must not put in any stainless steel containers/cutlery, containers made of or consisting of aluminum foil, or any metal-rimmed crockery.

Troubleshooting:

1. **Microwave plate is not spinning/came off:** If you notice that the plate inside the microwave is not spinning, check to see if it has come off from its fitting. You can usually adjust this by yourself, however, if the problem persists you can log a maintenance job.
2. **Light is not working:** Sometimes it is possible for the microwave light to stop working. This is caused by two reasons: the light has fused or there is loose wiring. In either case, please submit a maintenance request.

8. Urgent maintenance issues

When it comes to urgent maintenance issues, it is recommended that you escalate them to the reception as soon as possible so that the matter can be investigated promptly. Alternatively, non-urgent maintenance issues can be logged via the QR code provided on the last page.

Whilst this is not an exhaustive list, some examples of urgent issues include flooding in the room or water seeping into the carpets, broken/damaged water pipes, power outages, bed bugs, etc. To assess whether the maintenance issue is urgent or not, ask yourself the following questions:

1. Does this issue pose a safety or a security risk?
2. Is this issue causing significant disruption?
3. Can this issue wait until the next day?

If the issue does pose a safety or a security risk, is causing significant disruption, and cannot wait until the next day, you must inform the Community Support Officer on duty immediately.

9. Frequently asked questions

Who do I contact if I need help after office hours?

If you need help after office hours, you can contact the Community Support Officer (CSO) on duty. CSOs are trained in wellbeing, escalation, and reception duties, and are allocated to specific residences within the University to build relationships with the residential community.

You can find the CSO at reception or by contacting them through the 'duty phone.' You can find these phones on all upper floor levels in E Block (next to each E Block staircase) and in the foyer of the ground floor.

Where do I dispose of my personal garbage?

The bin in your room is for your personal rubbish and you should empty it into one of the four big green bins located at the back of the bike enclosure, which you will see if you exit the building near G Block staircase.

The green bin with a yellow lid at the back of the bike enclosure is for recyclable materials only. The cleaners empty the kitchen recyclable materials waste into this bin. Personal rubbish should not be put into this bin.

There are various other types of garbage bins located around the Hall, including your kitchen. If you are unsure of what to use these bins for, please look for the signs nearby to direct you, or refer to the Toad Hall policies and procedures handbook for more information.

Where can I do my laundry?

Laundries are located at the bottom of A/B, C, E, F and G stairwells. They contain washing machines, dryers, irons and ironing boards. They also contain large sinks for washing your clothes by hand - the only place in the Hall where it is acceptable to hand wash clothes. Drying lines are provided outside E, F and G ground floor blocks and where possible should be used instead of high electricity consumption dryers.

The use of laundry facilities is included in your weekly tariff, although you are required to provide your own powder/detergents.

9. Frequently asked questions

Where do I collect my mail?

Mail is delivered on weekdays to the Hall in the morning. It will then be placed in the alphabetical slots opposite the office. Parcels will be held at the office and can be collected during office hours. For after hours collection, please contact the Community Support Officer on duty at 0411 255 983. Upon delivery of a parcel, an email will be sent notifying you that there is mail awaiting your collection.

If you are to be away for a short time or are expecting an important item in the mail, you can ask the office staff to hold it for you.

Incoming mail should be addressed to:

Mr/Mrs YOUR NAME

Toad Hall - The Australian National University

30 Kingsley Street

ACTON ACT 2601

Quick guide to bathroom etiquette:

Only flush

- Toilet paper
- Personal waste (wee and poo)

down the toilet.

Do not place used toilet paper and paper hand towels in the sanitary bin.

Please do not flush

- Tampons
- Sanitary napkins
- Paper hand towels
- Other foreign materials and chemicals

down the toilet.

Use sanitary and paper waste bin provided.

How to use:

- Lift the toilet lid if you are standing to use the toilet.
- Flush the toilet after use.
- Use the brush if you have left any remains behind in the toilet bowl.
- Clear away any whiskers or hair in or around the sink area or shower.
- Wipe up any spills or splashed water after use in all areas.

Still experiencing problems after consulting this guide?

Click [this link](#) or scan the QR code to submit a maintenance request or contact reception at 6125 6060. After hours, contact the Community Support Officer on duty at 0411 255 983.



Contact us

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