



Australian
National
University

Ursula Hall Main Wing room guide

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Room and building access

The rooms at Main Wing operate using Salto key cards and card readers. You will need your key card to gain access to the building, common spaces, and your own room. To access, simply tap your card on the card reader. A green light will flash, indicating access has been granted.

You are the only resident who can access your room. However, there will be occasions when staff, cleaners, or other contractors may need to access your room. This will happen only when necessary, such as for scheduled room inspections, maintenance or fire evacuations, and you will be notified in advance. They will announce themselves by knocking three separate times before respectfully entering.

Troubleshooting

Solid red light after tapping your key card: A solid red light means your key card has been declined access to this door. This may be because the wrong key card has been used or your key access has expired. Reception staff can check and update your key access, or provide a replacement key if necessary.

Flashing red/green light after tapping your key card: A red/green flashing light means your door lock is running low on batteries. You will still be able to access your room. Listen for a click a second after you tap your key card, then push the handle down. Please notify reception at your earliest convenience, so the batteries can be replaced.

No light visible: If no light is visible after tapping your key on the reader, the door batteries have likely expired and your room will be inaccessible until the batteries have been replaced. Before visiting reception, try again. If it still doesn't work, contact reception to arrange for a maintenance team to address the issue.



Update point



Room lock

Room Wi-Fi

Students can connect to ANU-Secure or eduroam using their University ID (e.g. 'u1234567' for ANU-Secure and 'u1234567@anu.edu.au' for eduroam) and password.

You may also have an Ethernet port in your room to which you can connect your devices.

You must not use personal routers, switches, or any devices that extend the network within your room. These devices can cause 'network loops' which disrupt Wi-Fi connectivity for other residents.

Visitors to ANU

Guests who are not ANU students or staff can access eduroam using their own university's username (use 'u1234567@youruni.edu.au') and password.

For conference attendees/guests requiring temporary access to ANU-Secure, please submit an ANU [Service Desk ticket](#).

Troubleshooting

If you are experiencing network issues, try forgetting the network and then reconnecting. You can also see device-specific Connection guides at the bottom of the [Get Connected at ANU](#) website.

Other issues:

- You may have too many devices connected to Wi-Fi. Turn them off or disconnect them from the Wi-Fi.
- Bluetooth and Hotspot interference may cause issue with your connection. Make sure they are turned off.
- Gaming consoles such as PlayStation and Xbox cannot be connected to ANU Wi-Fi. They are not programmed to connect to Enterprise Wi-Fi, such as ANU-Secure. Instead, connect the console to the network using an Ethernet cable, if this option is available.

If the problem persists, please contact the ANU Service Desk at +61 2 612 54321 or log a [Service Desk ticket](#).

Heating

The heater control dial is located behind the small access panel, typically located under your window. Turn the dial to adjust the heat up or down.

Troubleshooting

Heater provides no heat: All heating across ANU campus is deactivated during summer and early autumn and is typically only turned on around 25 April – ANZAC Day. Outside of these times, if no (or low) heat is coming from the heater, please check the setting and adjust accordingly. If the problem persists, connect with reception to submit a maintenance request.

Heater emits a rattling or suction noise: This may occur when air or pressure builds up in the system, or problems have arisen due to pressure. Please submit a maintenance request with reception to have this fixed.



Heater access panel



Control knob

Microwave

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

To avoid hazards, you must only use containers that are microwave safe. Containers or utensils that are not microwave safe can cause sparking or painful burns, and may be a potential fire hazard.

You must not put any of the following in the microwave:

- Stainless steel containers or cutlery.
- Containers made of or consisting of aluminium foil.
- Metal-rimmed crockery.

Troubleshooting

Microwave plate has come off or is not spinning: If you notice that the plate inside the microwave is not spinning, check to see if it has come off its fitting. You can usually adjust this yourself. If the problem persists, connect with reception to submit a maintenance request.

Light is not working: If the light in the microwave has stopped working, it is most likely because either the light has fused or there is loose wiring. In either case, please submit a maintenance request with reception.



Room sink and tap

To use the tap, pull the handle up to release water.

Troubleshooting

A bad smell: When a sink has not been used for some time, the seal created by water in the plumbing begins to diminish, allowing odours to come up through the system. To fix, simply turn on your tap for a minute or two. This will reset the seal.

Leak: If you ever notice water dripping continuously from the tap, even when it is closed, please submit a maintenance request as it may result in a leak.

Communal toilets

All the bathrooms at Main Wing are installed with the dual-flush toilet, with half-flush and full-flush options. Dual-flush toilets save around 67 percent of water used compared to regular toilets.

Do not flush excessive of toilet paper down the toilet, as it can cause a blockage.

Troubleshooting

Toilet is clogged/not flushing: If your toilet is clogged or you notice the flushing mechanism has stopped working, please submit a maintenance request. Typical causes include a blockage in the plumbing system, old pipelines, or flushing non-flushable items. Don't flush anything but toilet paper down the toilet.

Water leaking around the toilet bowl: If you ever see water leaking around the toilet bowl, immediately connect go to or call reception. This may be caused by issues with the valves or tubes in the toilet tanks, which can be fixed by our maintenance team.

Pest control

While this is not common, it is possible for pest infestations to occur if general room hygiene is not maintained. To avoid pest infestation, you should follow the below general hygiene guidelines:

- Keep your room clean at all times, especially the bin and any food storage you may have, and make sure no food crumbs are left around the room overnight.
- Dispose of your garbage, specifically organic waste, promptly.
- Clear out the kitchen sink, bathroom sink, and shower drain regularly.
- Vacuum the room and deep clean the kitchen/bathroom at least once every fortnight.

In case you do notice any form of pests in your room, you may wish to invest in a bug spray, such as Mortein, Raid, First Force, etc. Such sprays are available at most supermarkets.

If you have followed all the steps and are still have pests in your room, please submit a maintenance request.

Important: If you ever notice bedbugs, immediately notify reception to arrange pest control.



Ursula Hall courtyard



Urgent maintenance issues

If you are experiencing an urgent maintenance issue, you should notify reception (in person or by phone) as soon as possible, so the matter can be investigated promptly. Any non-urgent maintenance issues can be logged with reception via email.

While this is not an exhaustive list, some examples of urgent issues include: flooding in the room; water seeping into carpets; broken/ damaged water pipes; power outages (that do not reset using the above instructions); bed bugs.

How do you tell if your maintenance issue is urgent? Ask yourself the following questions:

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

If the issue poses a safety or security risk, or if it is causing significant disruption and cannot wait until the next day, it is urgent: inform reception staff immediately.

If an urgent maintenance issue occurs after hours, contact the Community Support Officer on duty immediately.

Contact us

Ursula Hall

50 Daley Rd, Acton ACT 2601

Still experiencing problems after consulting this guide?

Visit or call reception to submit a maintenance request
or ask for help.

T 02 6125 6200

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