VICTORIA UNIVERSITY

THE NEW WAY TO DO UNI

VU APP FAQS

TROUBLESHOOTING COVIDSAFE CHECK-INS ON VU APP

GO TO:

- Enabling location services
- Connecting to VU wifi (eduroam)
- Operating system requirement
- Contact

Enabling location services

Apple

Enabling Location Services on Apple Devices

1. Open the Settings App on your phone
2. Scroll down and select the 'VU' app from the list of installed apps
3. Select the 'Location' button
4. Choose 'While using the app'
5. Toggle the 'Precise Location' to ON
6. Quit the VU App, wait one minute and open it again

Android

Enabling Location Services on Android Devices

1. Open the Settings App on your phone
2. Select 'Apps' from the list
3. Select 'VU' from the list of apps
4. Select the 'App Permissions' button
5. Toggle 'Location' to ON
6. Quit the VU App, wait one minute and open it again

Connecting to VU wifi

Connect to eduroam WiFi with these three steps:

1. Choose eduroam from the list of networks
2. Enter your username in the following format s1234567@vu.edu.au (for students) or e1234567@vu.edu.au (for staff)
3. Enter your password (same as MYVU) and accept the certificate if requested.

You should now be connected to the Internet.

Operating system requirements

Apple

The VU App compatibility as listed on the App store is as follows:

'Requires iOS 11.0 or later. Compatible with iPhone, iPad and iPod touch'

(See it here: Victoria University App on the App Store)

iOS 11 is from 2017 and is the oldest operating system we can use that still allows the app features to function correctly, so you will require a device that is suitable for this in order to have the VU App.

Android

The VU App compatibility as listed on the Google Play store is as follows:

'Requires Android 7.0 and up'

(See it here: Victoria University App – Apps on Google Play)

Android 7.0 is from 2019 and is the oldest operating system we can use that still allows the app features to function correctly, so you will require a device that is suitable for this in order to have the VU App.

To find out your operating system number, please take the following steps:

1. Open the settings app
2. Scroll down and press the 'About Phone' or 'About Device' button
3. Press the 'Software Information' button
4. Your Android version will be listed as 'Android Version: X.X.X'

Who can I contact for further support?

VU IT Customer Support

Call 9919 2777 or contact the ITS service help desk