

NZCCRF

Frequently Asked Questions

What web browser should I use?

- + The website has been built to work with Internet Explorer 11 and above.
- + While you are welcome to use other web browsers such as Google Chrome, Mozilla Firefox, and Apple Safari we cannot guarantee a 100% compatible user experience.
- + Using CCRF on tablets / smartphones is not recommended as there are known issues with compatibility and security, there are currently no plans to make the CCRF site mobile compatible.

Website is freezing or not responding.

- + To avoid operational difficulties we strongly recommend making sure your web browser is up to date.
- + Spending extended periods of time logged into the system has been known to cause issues. We recommend regularly logging out even if you are just going to log back in again.
- + We have identified issues with slow or unstable internet connections. If you believe your network's speed or stability might be causing issues we recommend attempting to complete the process on a different internet network.
- + The website now auto saves every 5 minutes so you will not lose your work if you log out and log in again.

I can't log in.

- + If you have previously had access to NZCCRF then contact your Superuser to have your password reset. If you have never had a NZCCRF log in, contact your school's Superuser to have an account created for you. If you cannot reach your Superuser feel free to contact us.

I need to change a submitted reference.

- + To amend a previously submitted reference you will need to contact mail@ccrf.ac.nz to have the reference reset.
- + We also strongly recommend contacting the institutions that the reference was previously distributed to (found on Section C) and informing them of the changes.

When I try to save I get an error: 'Reference already exists'

- + If you are creating a reference manually, check if the student has already requested it themselves using the online form first.
- + When making a reference manually we advise you to Save & Close the form after just filling out Applicant Details (Section A). Then open it up again and continue to the Reference Comments.
- + Another student may have used their NSN. Search by NSN using the Reports tab and update the existing reference.

I am no longer the Superuser and/or I need my account to be removed

- + You will need to transfer your Superuser permissions to another user from your school (if there are no other accounts you will have to create one). Log in, select the new user and click 'Make Superuser'
- + Once they have Superuser permissions they will have the ability to delete your account.

The student has said they have submitted a NZCCRF application but I can't see them on my list.

- + Typically this means the student has not filled out the NZCCRF student application form (www.ccrf.ac.nz/students).
- + Students commonly believe that filling out their application for accommodation will result in a NZCCRF application being automatically generated. This is incorrect as not all applicants require a reference and the NZCCRF is a separate form to the institution.

I have a reference request for a student that did not attend this school.

- + Sometimes when a student fills out the form they select the wrong school. As we do not collect any contact information for the student we ask that you contact one of the tertiary institutions they have selected in Section C. That institution will most likely have a means of contacting the student and can inform them of their mistake.

Which students require a reference?

Reference requirements differ between institutions. Please check their accommodation website or contact them directly.

- + **Lincoln University** - <http://www.lincoln.ac.nz/accommodation>
 - o accom@lincoln.ac.nz
- + **Massey University** – <http://www.massey.ac.nz/accommodation>
 - o Albany (Auckland): accommodation.albany@massey.ac.nz
 - o Manawatū (Palmerston North): accommodation.manawatu@massey.ac.nz
 - o Wellington: accommodation.wellington@massey.ac.nz
- + **Otago Polytechnic**- <https://www.op.ac.nz/students/campuses/dunedin/accommodation/>
- + **The University of Auckland**: <http://www.accommodation.auckland.ac.nz/>
 - o accom@auckland.ac.nz
- + **The University of Waikato**: <http://www.waikato.ac.nz/students/accommodation/>
 - o accom@waikato.ac.nz
- + **University of Canterbury**: <http://www.canterbury.ac.nz/future-students/accommodation/>
 - o accommodation@canterbury.ac.nz
- + **University of Otago**: <http://www.otago.ac.nz/accommodation>
 - o accommodation@otago.ac.nz
- + **Victoria University of Wellington**: <http://www.victoria.ac.nz/accommodation/>
 - o accommodation@vuw.ac.nz
- + **222 Willis (WelTec)**: <http://www.weltec.ac.nz/accommodation/>
 - o accommodation@222willis.co.nz