

IMPORTANT INFORMATION



Dear Students,

We are writing to provide a further update regarding the ongoing global Canvas outage that continues to affect organisations worldwide, including the University.

While Canvas access has been restored at some institutions, the University will only reinstate Canvas once all systems have been verified as safe, secure, and stable. This decision has been made with the safety and security of student and staff personal information as the highest priority. The situation continues to be reassessed, and further updates will be provided as they become available.

TRIMESTER 2, 2026

While Canvas remains unavailable, classes and learning activities will continue as scheduled, including the start of **Trimester 2 on Monday, 11 May, as planned.**

For students studying face-to-face:

- Classes will commence as scheduled.
- Course Coordinators will continue to be your primary point of contact and will communicate directly with you via University email.

- Course outlines, pre-reading, and learning materials that would normally be available on Canvas will be distributed via email.

For students with online classes:

- Learning activities will continue, with some short-term adjustments to delivery while Canvas is unavailable
- Course Coordinators will provide instructions, links, and learning materials directly via email.

ADVERSE CIRCUMSTANCES

If you need to lodge an adverse circumstances application, please contact your Course Coordinator directly in the first instance. The University's priority is to ensure that no student is disadvantaged by this outage.

STAY INFORMED

While Canvas is unavailable, **University email remains the primary communication channel**, and students are encouraged to check it regularly. The University Alerts website is the central source for real-time updates:

<https://www.newcastle.edu.au/alerts>.

Students who are experiencing distress or require support are encouraged to contact the Singapore Student Central team at Singapore-StudentCentral@newcastle.edu.au.

We appreciate your patience and understanding as we work through this situation. Further updates will be shared as soon as more information becomes available.

Kind regards,

Professor Abhishek Bhati

*Pro Vice-Chancellor (Singapore) and CEO
Newcastle Australia IHE*

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100 Victoria Street, #13-01/02,

National Library Board Building, Singapore 188064

T: +65 6221 3306 | F: +65 6221 3307

E: Singapore-StudentCentral@newcastle.edu.au

W: www.newcastle.edu.au/singapore

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