

Students - How to Login to *The Q* with Universal Login

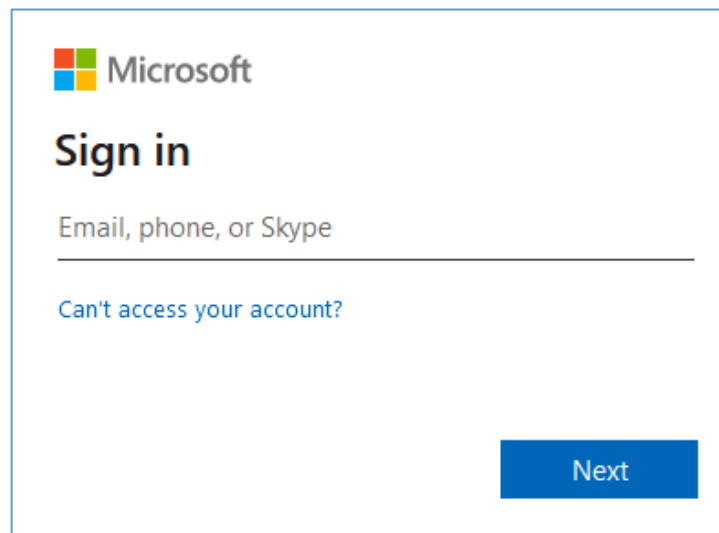
With Universal Login, students are prompted to enter **only their username (Student ID number)**. You do **NOT** have the ability to change your password from this page.



Enter the **Student ID number** in the username field and Click **[Continue]** or **[Enter]** then user is prompted for their Microsoft login.

Using a new computer or browser

When using a new computer or browser, the following prompt is shown;



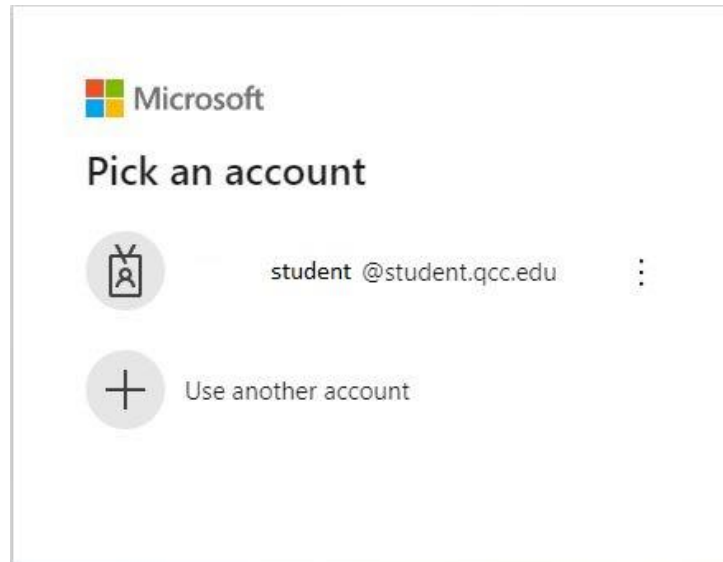
Enter your full student email account name (username@student.qcc.edu) Your Microsoft account name is your student email address. Click **[Next]**.

The next prompt is the **Microsoft Office 365 password**.

- ★ **New accounts** are set to a random password that is emailed to the students personal email on file.
- ★ **During initial setup** a message will appear that states: "More information needed..." Click **[Next]** and continue with account recovery setup – the **Microsoft Authenticator app is recommended**. Follow the prompts to completion.
- ★ **Existing accounts** use your **Microsoft Office 365 password** and Click **[Sign in]**.

Using a computer or browser you've used before

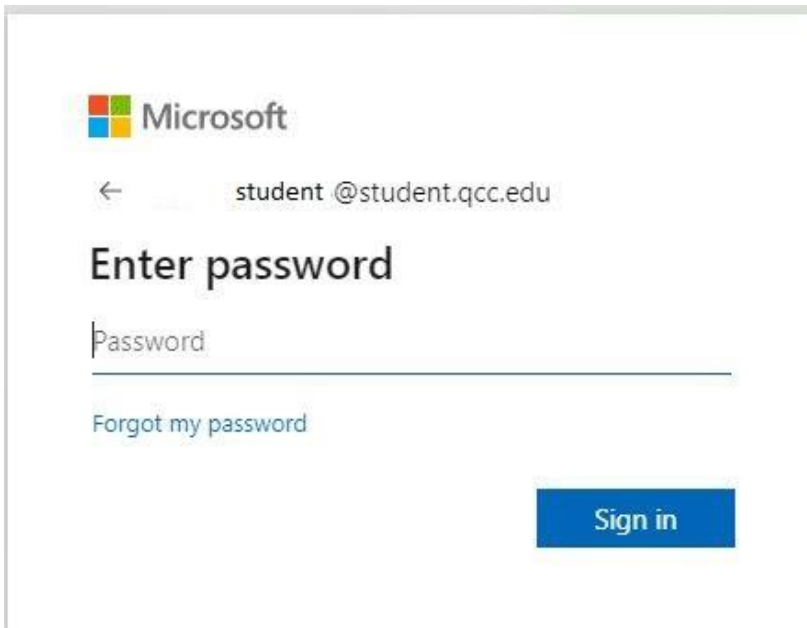
When using a computer or browser you've used before, the prompt below will be shown:



Your account should be listed. If another account is listed, select **+ Use another account** and continue. In this case, we've selected **+ Use another account** and are prompted to enter a valid student email address and password.

Enter your full Microsoft student email name (student@student.qcc.edu). Your Microsoft account name is your student email address. Click **[Next]**.

You are then prompted to enter your **Microsoft Office 365 password**.

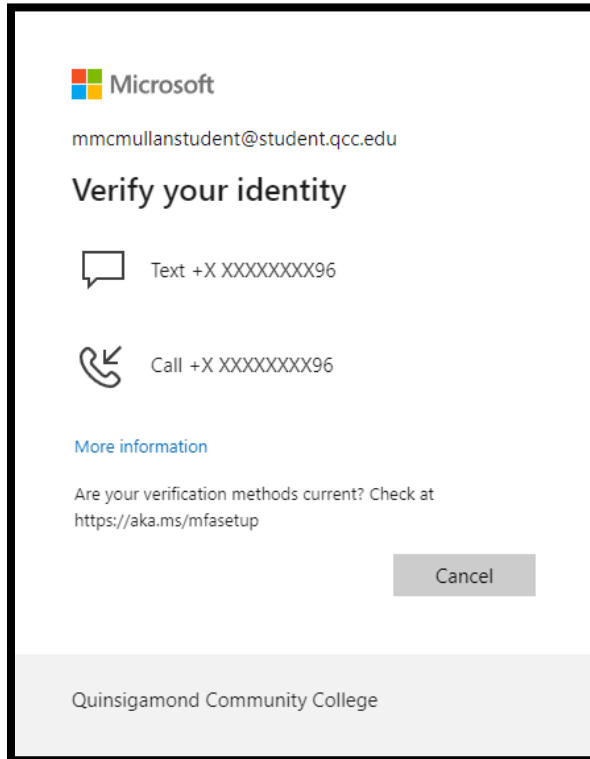


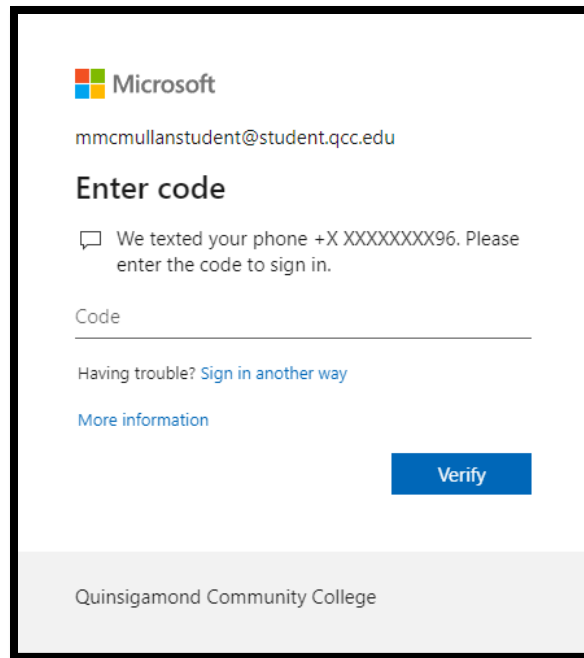
Enter your **Microsoft Office 365 password** and Click **[Sign in]**.

Multi-Factor Authentication:

The following screen is displayed:

Select either **Text +X XXX-XXX-XXXX** or **Call +X XXX-XXX-XXXX** and enter the six-digit code sent to you in the space provided and Click **[Verify]**. In this example, we clicked on **Text +X XXX-XXX-XXXX**:





You will receive a text containing a six-digit code on your cell phone. Enter the six-digit code in the space provided. Click **[Verify]**, you will be logged in to **The Q** and land on the **Student Welcome** page.

- ★ **Note:** If you are already logged into **Microsoft Office 365**, you will be immediately logged into **The Q** once you enter the username and click **[Continue]** or **[Enter]**. When you log out of The Q or your Microsoft account, you will be prompted for your Microsoft login again.

Typical issues:

- **Case 1** - Enter the **Student ID** in the username field and click **[Continue]** or **[Enter]** The old username and password field is now displayed -
 - **Problem: The student entered an invalid ID number** – Go back to the original screen and enter the **Student ID** number again and continue.
 - **Case 2** - Enter the **Student ID** in the username field and click **[Continue]** or **[Enter]**, the old username and password field is now displayed -
 - **Problem: The student is not a currently registered student. See below for information to contact the IT Service Desk.**
 - **Case 3** - Enter the **Student ID** in the username field and click **[Continue]** or **[Enter]**, the Microsoft login is prompted along with password, after this an error occurs stating “JICS error”.
 - **Problem: There is an error in the student account. See below for information to contact the IT Service Desk.**
 - **Case 4** – The default password does not work when attempting to login to Microsoft.
 - **Problem: Your password must be reset. See below for information to contact the IT Service Desk.**
- ★ **For technical assistance or password reset, please call 508-854-4427** or email help@qcc.mass.edu with your name and Student ID number along with a phone number where you may be reached. State that you attempted to log into **The Q** but were unable to do so. A Ticket will be logged so that we can check into and resolve the issue.