

QCC Online Course Access for Students

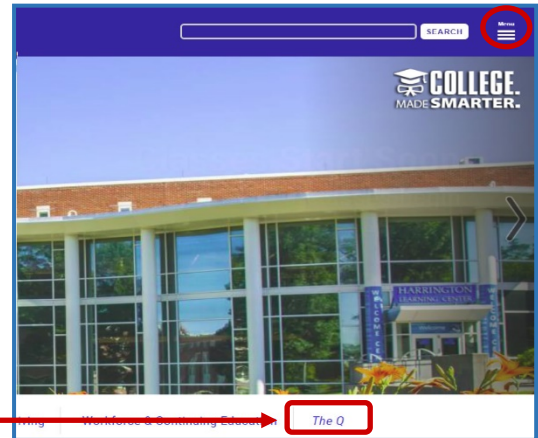


STEP 1: Log into "The Q" Student Portal

- Go to <http://www.qcc.edu> and click on "The Q" link under the image
- You can also go directly to "The Q" Student Portal <https://theq.qcc.edu>

NOTE: With either option, you **must login** to "The Q" to be able to see the Blackboard Login icon and access your **Blackboard Learn Online Course** or **Community. Blackboard Learn** is QCC's learning management system where you will access your online courses.

Easily access your **Starfish** account through Blackboard!! 

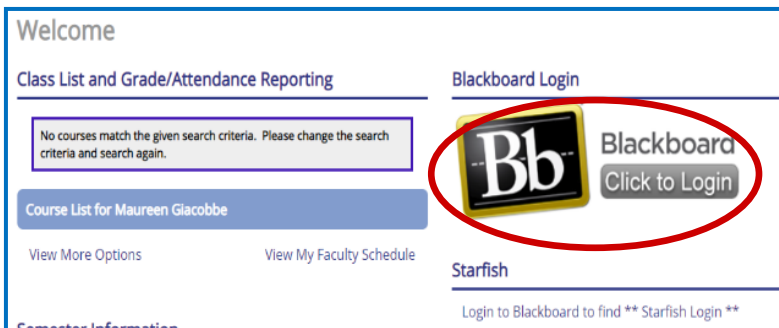


- Once you are at **The Q**, login with your username and password.

TYPICAL USERNAME & PASSWORD FOR STUDENTS
 Username: Student ID number
 Password: First two letters of your last name followed by the last four digits of your social security number followed by Qc (lowercase).
IF YOU DO NOT HAVE YOUR USERNAME AND PASSWORD Use the "I forgot my password link shown above or contact the Help Desk, info below.

STEP 2: Once you successfully log into "The Q," locate the Blackboard Learn icon

- Click on the Blackboard icon or text to access the online learning system, Blackboard Learn



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STEP 3: Resources for Success in Your Online Course

QCC IT Service Desk

Phone: 508-854-4427, 24/7 Blackboard Support

- If you are a student and need your password reset, press 1 at the first phone prompt, then press 1 again at the second prompt for password reset for The Q, Qmail and Blackboard.
- Other options are available, please listen and follow phone prompts.

Regular Hours: Monday – Friday, 8 am-5 pm, closed weekends and holidays

Summer Hours: Monday - Thursday, 8 am-5 pm, Friday, 8 am-12 pm (June through mid-August)

Help Chat or Web Ticket: <http://www.qcc.edu/blackboardsupport>

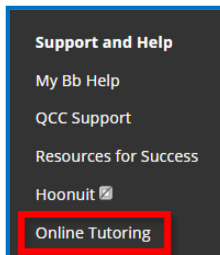
Email: help@qcc.mass.edu

ONLINE COURSE SUPPORT

For help finding your way around your online course, questions about the Blackboard Learn system, or assistance being successful in your online course, contact the QCC online liaison, Lissa Walls.
TEXT or CALL 774-285-3754

FREE ONLINE TUTORING

Once you are logged into Blackboard, you have access to free online tutoring. Look for the link **Online Tutoring** in your left side navigation panel (shown below).



ON CAMPUS TUTORING SUPPORT (Main Campus, Worcester, MA)

For help on campus, the following resource is available to you:

QCC's Tutoring Centers, located on the second floor of the Harrington Learning Center (HLC). For additional information and hours, visit their website at <https://www.qcc.edu/services/tutoring>

Email: tutoringcenters@qcc.mass.edu



ARE YOU READY FOR ONLINE LEARNING?

Check your readiness online:

<http://www.ala.org/alcts/confevents/upcoming/webcourse/webctready>