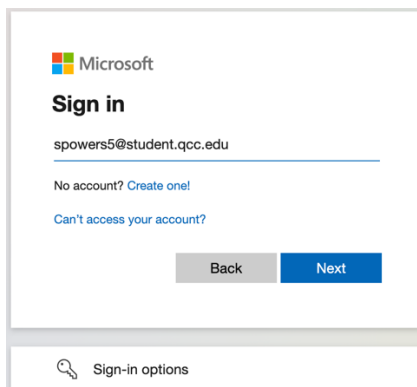


## Student Login Experience – Email and MFA (06/05/2023)

Starting on June 5<sup>th</sup>, students will be provided with a new Microsoft email address and a mailbox in the QCC M365 tenant. This will provide a platform for improved communication and collaboration. The student's existing Qmail address and the associated mailbox will remain accessible at this time. The email address change will also change how students log into Microsoft services as well as The Q and Blackboard. The following document will highlight these changes to student account access.

Student email addresses are changing to a new domain @student.qcc.edu replacing @qmail.qcc.edu.

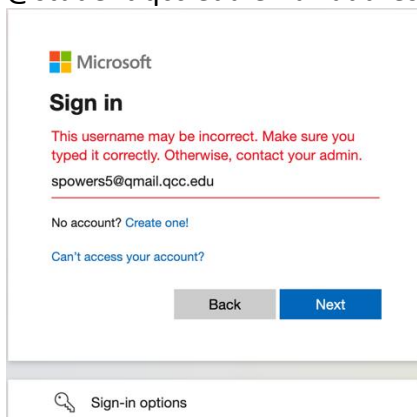
After navigating to office.com and selecting sign in, the student will be presented with the standard Microsoft login window as shown below. Here they will enter their email address with the new domain @student.qcc.edu.



The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. The email address "spowers5@student.qcc.edu" is entered in the text field. Below the text field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the form are two buttons: "Back" and "Next". Below the form is a section titled "Sign-in options" with a magnifying glass icon.

If the Qmail address is mistakenly entered, the initial login will fail as the account can no longer be located by that username.

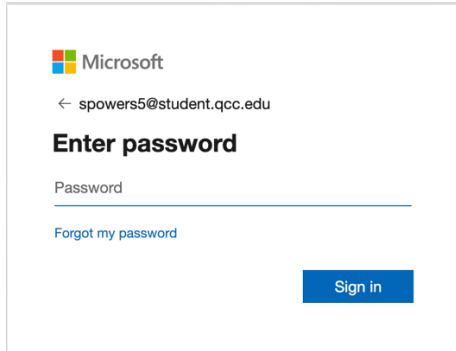
**\*\*Please note that the browser may remember the previously used Qmail address and may auto-fill that as the username. If that happens, please change the username to the new @student.qcc.edu email address.**



The screenshot shows the Microsoft Sign in page. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A red error message is shown: "This username may be incorrect. Make sure you typed it correctly. Otherwise, contact your admin." Below the error message, the email address "spowers5@qmail.qcc.edu" is entered in the text field. Below the text field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the form are two buttons: "Back" and "Next". Below the form is a section titled "Sign-in options" with a magnifying glass icon.

After successfully entering the new student email address and selecting Next, the user will then be prompted for the account password as shown below.

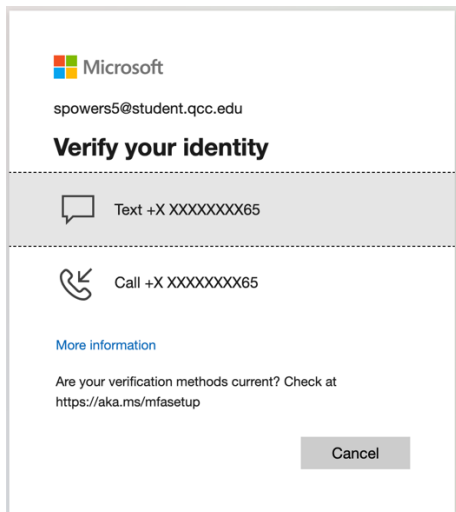
**\*\*Please note that student account passwords are NOT changing. Only the student email account/username is changing.\*\***



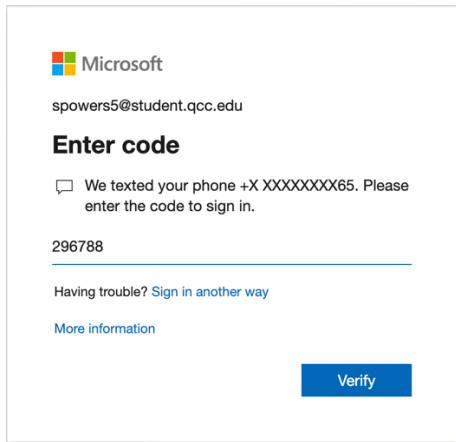
Students will also be prompted to satisfy Multi-Factor Authentication (MFA) or register and configure their account to participate in MFA from this point forward. If a student account was previously registered for account recovery with a method that can also be used for MFA, the student will be prompted to complete the MFA process.

For this test, the student user account was previously registered with a primary mobile phone number and therefore, after successfully providing the new username and account password, the Microsoft login is requesting that the student select to receive a call or text to further validate their identity as shown below.

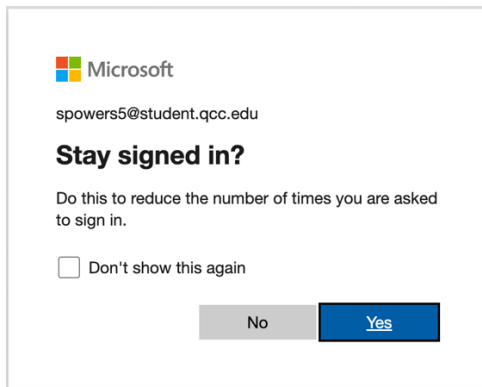
Select text or call from the options.



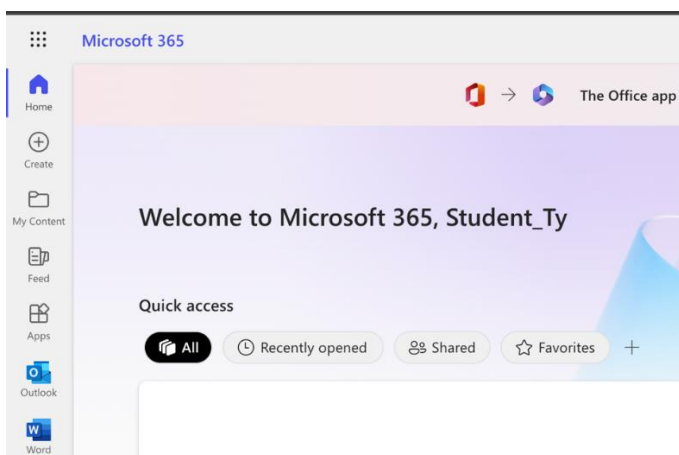
Enter the code that was received (in this case via text message).



Choose to stay signed in if desired.



After successfully signing into Microsoft Office (office.com), students should see Outlook in the menu of available apps as shown below.



The login process can also be initiated by navigating to The Q (<https://theq.qcc.edu/ics>) and entering the student ID for the username. If the student has already completed the login above by accessing Office.com, entering the student ID and selecting "continue" will log directly in.

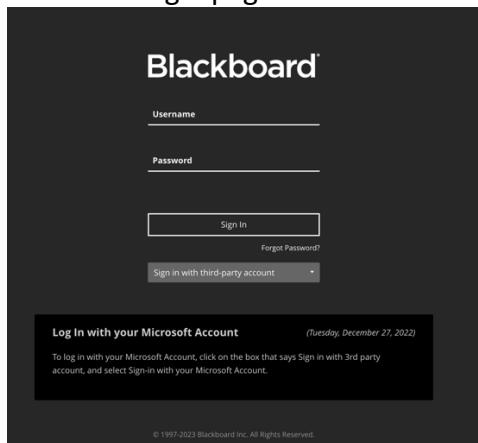
Beginning June 5th, student email accounts are being moved to Microsoft. On this date all student email addresses (Microsoft account) will end with @student.qcc.edu (i.e. jsmith@student.qcc.edu). Logging in to the Q and Blackboard will remain the same except that your login will be the new address that ends in @student.qcc.edu. The M365 password remains the same. If you cannot log in, contact the QCC IT Service Desk at 508-854-4427 or help@qcc.mass.edu.

Blackboard can be accessed from The Q by clicking on the link on The Q home page after logging in.

Online and Blended Course Login - All My Courses



When prompted to sign in, the student will be presented with a sign in page similar to the Microsoft login page as shown below.

A screenshot of the Blackboard login page. The page has a dark background with white text. At the top, the word 'Blackboard' is displayed in a large, bold font. Below it are two input fields: 'Username' and 'Password'. Under the 'Password' field is a 'Sign In' button. To the right of the 'Sign In' button is a link that says 'Forgot Password?'. Below the 'Sign In' button is a dropdown menu with the text 'Sign in with third-party account'. At the bottom of the page, there is a section titled 'Log In with your Microsoft Account' with a date '(Tuesday, December 27, 2022)'. Below this title is a paragraph of text: 'To log in with your Microsoft Account, click on the box that says Sign in with 3rd party account, and select Sign-in with your Microsoft Account.' At the very bottom, there is a small copyright notice: '© 1997-2023 Blackboard Inc. All Rights Reserved.'

Here it is imperative that the student clicks on the option at the bottom of the window “Sign in with third-party account” and selects the Sign in with Microsoft account option.