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 your Student ID number in the username field, click Continue or press [Enter] and then you will be 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 Qmail account name (username@qmail.qcc.edu) Your Microsoft account name is your Qmail address. Click Next.

The next prompt is the Microsoft Office 365 password. Please note, this is NOT your Qmail or portal password:
★ **New accounts** are set to the default of: The first two letters of your last name in lower case, followed by the last four digits of your SSN, then Qc. Ex. ab####Qc.

★ **During initial setup** A message will appear that states: “More information needed…” Click **Next** and continue with account recovery setup – text message is recommended. Follow the prompts to completion.

★ **Existing accounts** use your Microsoft Office 365 password (**NOT your Qmail or portal 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:

![Pick an account](image)

Your Qmail account should be listed. Select that account **OR** select **+ Use another account** and continue. In this case, we’ve selected **+ Use another account** and are prompted to enter a valid Qmail address:
Enter your full Qmail account name (username@qmail.qcc.edu). Your Microsoft account name is your Qmail address. Click Next.

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

Enter your Microsoft Office 365 password (NOT your Qmail or portal password). Click Sign in.
Phase Two of Two 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 press [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.

- **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. An Incident will be logged so that we can check into and resolve the issue.

Legacy Login process

Students are prompted to enter their username (**Student ID number**) and a password for the portal to login to **The Q**. Also, students may use the “**I forgot my password**” link if they’ve forgotten their password and a new one will be sent to your Qmail.

Once you enter the username and password for the portal and click [Login] or [Enter], you are immediately logged in to **The Q** and are shown the **Student Welcome** page.