Student Guide: How to Access Your Official College Email (Qmail)

1. Go to The Q at [https://theq.qcc.edu/ics](https://theq.qcc.edu/ics)
2. Click on Student Qmail Login

3. Enter your **username** and **password**, and then click on **Next** when done.

**Username**: Your full student email address is your Qmail username.

*Example:* John Smith – Qmail username is **jsmith@qmail.qcc.edu**

**Password**: The default password will be the first two letters of your last name, followed by the last four digits of your social security number, then the letter “Qc”.

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This password is all lowercase except for the letter Q.

*Example:* sm1213Qc

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**Need to find your username?**

1. Log onto *The Q*.
2. Click on the icon in the upper right corner, and then click on **My Profile and Settings**.
3. Click on **Contact Information** and then **Email Addresses**.
4. Click the down arrow to view email addresses.

**Need to reset your password?**

Contact the IT Service Desk at (508)854-4427 or email them at [Help@qcc.mass.edu](mailto:Help@qcc.mass.edu).

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*We recommend that you test your Qmail access one week prior to classes starting.*