





You will be asked various questions that might surprise you, about your family,

< Your password must be at least 10 characters long. This makes it much more difficult for the password to be guessed or 'cracked'.

< Your password must contain **3** of these 4 types of character:

- Uppercase letters (ie A to Z)
- Lowercase letters (ie a to z)
- Numbers (ie 0 to 9)
- Non-alphabetic characters (ie \$, !, £, % etc)

An example of a suitable password would be: *Fr@nce98*

< Your password cannot be the same as your username. This would be a very insecure password, as it is very easy to guess.

< Your password cannot contain your full name or part of your name.

You will use the same username and password to access the following systems:

- < Canvas (virtual learning environment)
- < Library
- < E-Portfolio (if applicable to your course)
- < Student Portal (to see your results)
- < QMU Email
- <

**More information on MFA and a full setup guide is available on the QMU website; <https://www.qmu.ac.uk/study-here/learning-facilities/it-services/mfa/>**

You may also wish to view our online IT induction at <https://u.qmu.ac.uk/tour/>  
Note that this includes information for students who are studying on campus as well as those based at partner organisations.

**You should now be set up to use QMU systems. Further information about the various different systems is below.**

#### **4. QMU email**

Your email address is your student number followed by “@qmu.ac.uk”. An example might be 23012345@qmu.ac.uk.

If you are studying on a programme that is partly delivered by QMU then you will need to use your QMU email to communicate with QMU staff. You can access your email via our Webmail service. Go to <http://outlook.com/owa/qmu.ac.uk>

If you are studying entirely at a partner organisation, you may have less need of your QMU email. However, you will find that some other QMU systems send automatic messages to that account. Therefore you might want to consider setting up a rule to redirect some messages to another email account that you use more often. For example, it might be a good idea to redirect messages from [notifications@instructure.com](mailto:notifications@instructure.com) (Canvas). (Alternatively, you can add an additional email as a contact method in Canvas: [How do I add an additional email address as a contact method in Canvas?](#))

#### **5. Canvas**

You can log in to Canvas at <https://canvas.qmu.ac.uk/>

Here you will find a user guide for students. You should also have been added to all your modules automatically. You will get further information from your tutors about how to use Canvas and the type of information you should expect to find there.

In many programmes Canvas is used for submitting assignments. It also provides access to the similarity checking software, Turnitin.

If you have a problem with logging in, check the following:

- ◁ Has your password lapsed? (Passwords only last for 365 days) If yes, then reset as described in section 3 above.
- ◁ Can you log in but not see your modules? Contact [collaborations@qmu.ac.uk](mailto:collaborations@qmu.ac.uk) and they will add you to the right modules.

If you have any problems with using Canvas the following support is available:





## 8. Student Desktop

It is possible for you to access all the software that we provide for students on campus. This is known as the 'student desktop'. Reasons why you might want to use this service include:

<



## 10. Troubleshooting

### Problem

I can't remember my username.

### Advice

Your username is your QMU student number. It should be an 8 digit number.

I have forgotten my password.

You can reset your password by going to <https://passwordreset.microsoftonline.com/> and answering the security questions.

My password has lapsed.

You can reset your password by going to <https://passwordreset.microsoftonline.com/> and answering the security questions.

I can't remember my security questions.

Contact [helpdesk@qmu.ac.uk](mailto:helpdesk@qmu.ac.uk) for help. Once they reset your password, go to <http://aka.ms/ssprsetup> to edit your security questions.

My password is up to date but I am locked out of the student desktop.

Go to <http://aka.ms/sspr> and answer the security questions.

I tried to use the remote desktop but it is asking for additional authentication.

Set up [multi-factor authentication](#).