Student learning accounts
Student Connect user guide for students completing Year 12 in 2018 or 2019
October 2018
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1 Introduction

1.1 About the Student Connect website

The Student Connect website www.studentconnect.qcaa.qld.edu.au gives you access to your learning account as well as information and links to help you explore your future education, training and career pathways.

1.2 About your learning account

All Year 11 and 12 students in Queensland have a learning account that contains their enrolments and results.

You can use your learning account to:

- check your personal details as recorded by your school
- view your enrolments and results
- track your progress towards a Queensland Certificate of Education (QCE)
- check your QCE and Overall Position (OP) eligibility
- find out how changes to your enrolments will affect your QCE eligibility.
1.3 About this user guide

This user guide explains:

- how to activate your learning account
- how to log in to your learning account
- how to recover your forgotten password
- how to recover your forgotten learner unique identifier (LUI)
- what is inside your learning account.
2 Activating your learning account

The first time you log in to your learning account you need to complete the account activation process.

2.1 Log in with your LUI and password

2. Enter your LUI — the 10-digit number that the QCAA uses to identify you. Ask your school for your LUI if you do not know it.
3. Enter your initial Password — your day and month of birth in ddmm format. For example, if you were born on 12 May 2002, your initial password is 1205.
4. Click Submit.
2.2 Enter your email address and reset your password

5. Enter your personal email address in the Email and Repeat email fields.

The QCAA may use this email address to contact you with important information about your senior study or to help you recover your login details if you forget your LUI or password.

Note: Please do not use a school email address. School email addresses are usually deactivated at the end of the school year (November) in Year 12, and cannot be used when the final school results and OPs are released (December).

6. Set a New password for your learning account and confirm this password. The password you enter:
   - is case sensitive
   - must use a combination of letters and numbers and be at least six characters long.

7. Click Submit.
2.3 Check your email account

8. Once you have submitted your email address and password, you will get an on-screen message telling you that an email has been sent to the email address you entered.

9. Check the email address to make sure that you entered it correctly. If you made a mistake, you can enter and submit your email address again.

10. Check your email account for an email from Student Connect. It may take from a couple of minutes to a couple of hours for you to receive this email, depending on your email provider.

11. Remember to check your junk folder. If you do not receive an email from Student Connect after 24 hours, you can log in to your learning account again using your LUI and password and resend the activation email to the same email address or an alternative email address.

12. Click on Log out.
2.4 Click the link in the email you receive

13. The email you receive from Student Connect contains a link. Click on the link to complete the account activation process.

   If you do not click the link, you will not be able to access your learning account and final results when they are released online in December.
2.5  **Set your security question and answer**

14. After clicking the link in the email you receive, you will be taken back to the Student Connect website to complete the account activation process.
   - Select a **Security question** from the drop-down menu.
   - Enter an **Answer** to the selected question for the **Submit** button to become active.
   - Click **Submit**.

2.6  **Your learning account is now active**

15. Read the on-screen instructions and click **Continue** to access your learning account.
16. The first page you will see is the **Summary** page.

![Summary page](image-url)

<table>
<thead>
<tr>
<th>Summary</th>
<th>Enrolments and Results</th>
<th>QCE Planner</th>
<th>OP Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>Personal Details</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Name: [Redacted]</td>
<td>LUI: [Redacted]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Gender: [Redacted]</td>
<td>Date of birth: [Redacted]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Home phone: [Redacted]</td>
<td>Mobile phone: [Redacted]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address: [Redacted]</td>
<td>Email: [Redacted]</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Country: Australia</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Personal Email Address**

Personal email address: sfms.test@qcaau.qld.edu.au

**Intended Learning Options**

**QCE Status**

Based on your current enrolments you are expected to be QCE eligible.

Note: You can find out more information on how your current enrolments contribute towards your QCE on the QCE Planner tab.

**OP Status**

Based on your current enrolments you are expected to be OP Eligible.
3 Logging in to your learning account

After you have logged in to your learning account for the first time and completed the account activation process, all you need is your LUI and password the next time you log in.

2. Enter your LUI (used when activating your learning account).
3. Enter your Password (the password that you entered when you activated your learning account).
4. Click Submit.
5. You will be taken to the Summary page in your learning account.
4 Forgotten your LUI?

If you have forgotten your LUI, you will be able to recover it online if you have logged in to your learning account before. If you do not have a LUI, contact your school or other learning provider.

4.1 Click the ‘Need help logging in’ link on the home page

[Image of Student Connect website]

Student Connect gives you access to your learning account and results, as well as information and links to help you explore your future education, training and career pathways.

**LATEST NEWS**

**Understanding SAs**
Schools will publish SAs on 21 November 2018. Find out what they mean and why you should check them.
4.2 Click the ‘I’ve forgotten my LUI’ link

4.3 Enter your email address and click ‘Submit’

1. On the Login: Forgotten LUI screen, enter your Email address as set up in your learning account and click Submit.
Note: If your email address has changed since you last logged in, you will need to click on the Help request form link on the bottom of this screen.

2. Once you have submitted your email address, you will be taken to a screen that confirms that your LUI has been sent to the email address you entered.

4.4 Check your email account

3. Check your email account for an email from Student Connect. This email will contain your LUI. Make a note of your LUI and keep it somewhere safe and secure for when you next need it.

4. Go back to the Student Connect home page and try logging in again with your LUI and password.
5 Forgotten your password?

If you forget your password, you can recover it online using the email address you set up in your learning account.

If your email address has changed since you last logged in, and you:

- are in Year 11 or 12, contact your school. They will be able to reset your password for you.
- have finished Year 12, request a password reset via learningaccounts@qcaa.qld.edu.au.

5.1 Click the ‘Need help logging in’ link on the home page

![Student Connect login page](image)
5.2 Click the ‘I’ve forgotten my password’ link

5.3 Submit your LUI and date of birth
1. Enter your LUI and Date of birth in dd/mm/yyyy format.

2. Click Submit.

3. You will get a message confirming that you have been sent an email with password recovery instructions.

**Note:** If you have been locked out of your learning account (e.g. for making too many login attempts) or changed your email address since you last logged in to your learning account, click on the learningaccounts@qcaa.qld.edu.au email link and include your LUI, full name, date of birth, last school attended and subjects studied.

### 5.4 Check your email account and click on the link

4. The email you receive contains a link to the **Reset your password** page on the Student Connect website.

5. Click on the link and follow the instructions to reset your password. This link expires after 14 days, so make sure you click on the link as soon as you receive it.

### 5.5 Reset your password

6. Enter a **New password.** The password you enter:
   
   - is case sensitive
   - must use a combination of letters and numbers and be at least six characters long
   - must not be the same as a password you have used before on the Student Connect website.
7. To confirm that the password matches, **Repeat new password**.

8. Click **Submit** and you will be taken to the **Summary** page in your learning account.
6 Inside your learning account

6.1 Summary page

Each time you log in to your learning account, the first page you will see is the **Summary** page.

Here you can view your:

- Personal Details
- Intended Learning Options
- QCE and OP eligibility status.

**Note:** Check your personal details and intended learning options carefully. If something is incorrect, contact your school or other learning provider to update your information. You will only be able to **Edit** information on the **Summary** page once you are no longer active with a school or learning provider.
6.2 Enrolments and Results page

On the Enrolments and Results page, enrolments are grouped by learning provider.

**Note:** Check your enrolment details carefully. If something is incorrect, contact your school or other learning provider to update your information.
6.3 QCE Planner page

On the QCE Planner page, you can:

- view your current enrolments
- track your progress towards a QCE
- find out how changes to your enrolments will affect your QCE eligibility.

If you need help using the QCE Planner in your learning account or you have questions about your enrolments and QCE eligibility, talk to your teachers and/or career guidance officer.
6.4 OP Status page

On the OP Status page, you can:

- view your current Authority subject enrolments
- find out if changes to your Authority subject enrolments will affect your OP or Field Position (FP) eligibility
- confirm your OP eligibility
- confirm which FPs you are eligible to receive.

If you have any questions about your enrolments and OP eligibility, talk to your teachers and/or career guidance officer.

<table>
<thead>
<tr>
<th>Field Positions (FPs)</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Not Eligible</td>
<td>Extended written expression involving complex analysis and synthesis of ideas</td>
</tr>
<tr>
<td>B Not Eligible</td>
<td>Short written communication involving reading, comprehension and expression in English or a foreign language</td>
</tr>
<tr>
<td>C 4</td>
<td>Basic numeracy involving simple calculations and graphical and tabular interpretation</td>
</tr>
<tr>
<td>D Not Eligible</td>
<td>Solving complex problems involving mathematical symbols and abstractions</td>
</tr>
<tr>
<td>E 3</td>
<td>Substantial practical performance involving physical or creative arts or expressive skills</td>
</tr>
</tbody>
</table>

On the OP Status page, you can:

- view your current Authority subject enrolments
- find out if changes to your Authority subject enrolments will affect your OP or Field Position (FP) eligibility
- confirm your OP eligibility
- confirm which FPs you are eligible to receive.

If you have any questions about your enrolments and OP eligibility, talk to your teachers and/or career guidance officer.