Student learning accounts
Student Connect user guide
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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, which contains your 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.

When you are in Year 10 or turn 15, (whichever comes first), your school will register you with the QCAA and a learning account will be opened for you. Your school will give you a Learner Unique Identifier (LUI) — a 10-digit number that the QCAA uses to identify you — so you can access your learning account.

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 LUI
- what is inside your learning account.
2 Activating your learning account

The first time you log into 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 1996, 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 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.

   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 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. Depending on your provider, it may take several minutes or up to an hour or two for you to receive this email.

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 alternate email address.
2.4 Click the link in the email you receive

12. 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

13. 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 dropdown menu.
   - Enter an answer to that question.
   - Click Submit.

2.6 Your learning account is now active

14. Read the on-screen instructions and click Continue to access your learning account.
3 Logging into your learning account

After you have logged into 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 — the 10-digit number that the QCAA uses to identify you. Your school or learning provider would have given you your LUI.
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

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 10, 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

![Image of Student Connect home page]

5.1 Click the ‘Need help logging in’ link on the home page
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 (i.e. too many attempts) or changed your email address since you last logged into 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 in the New password box. 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. Repeat your 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 into 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 in the Summary screen once you are no longer active with a school or a provider.
6.2 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 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.