ACCESSING QMU SYSTEMS

Key steps for getting started:
Ø   **Matriculate**
Ø   **Register with the password management service**
Ø   **Change your password**
Ø

1. Getting your account

You will receive a QMU student number (also known as your matriculation number) and a temporary password. The University will email this to you, along with a link to the website for online matriculation.

Take a note of your QMU student number as you will need this throughout your time studying with us.

Your QMU student number will consist of eight numbers, the first two being the year you first registered with QMU. So a student who first registers in 2024-25 might have a number 24012345.

Your email address is your student number followed by "@qmu.ac.uk". So the student above would have the email address 24012345@qmu.ac.uk.

The first thing you need to do is matriculate online. Then you will have access to all QMU systems.

2. Matriculation

Full guidance about the online matriculation process can be found on our Matriculation web pages. You will need access to the internet and the following information:

> QMU student number
> Date of birth in the Western (Gregorian) calendar (day-month-year)
> Address details

Your name and date of birth will have been entered into the system on the basis of the information provided to our staff. If you see any mistakes, please notify Collaborations@qmu.ac.uk

Please note that the name that appears on your degree certificate will be the 'Forename' and 'Surname' recorded on the system. If this is not how you want your name to appear, please notify Collaborations@qmu.ac.uk

You will be asked various questions that might surprise you, about your family, your previous education and your personal circumstances. We have to ask these questions for equality monitoring.

Some notes on specific questions:

> Address – it is important that we have contact details for you, although most of your contact will come direct from the partner organisation with which you are studying. In particular, we will use the contact email address you supply to invite you to complete our annual student survey. Source of funding – for most partnerships you should select 'Other'. This is because you will pay your fees to the partner organisation. The partner organisation then passes on part of that fee to QMU. (Some programmes have a different arrangement - see footnote.)[1]

Note that to complete the matriculation process you must agree to follow QMU regulations. You also agree to allow us to process your personal data to the extent that is needed for us to manage your programme and issue your award. This includes sharing data with the partner organisation delivering your course. We do not share your personal data with anybody else without your permission.

3. Password management and multi-factor authentication (MFA)

The next thing you have to do is register with our password management service. Visit http://aka.ms/ssprsetup in your web browser and complete the sign-up process using your @qmu.ac.uk email address and the temporary password you were given.

You will be asked to provide answers to three security questions. **It is very important that you answer the security questions with information that is memorable to you. You will need this when you reset your password.**

Security questions include:

> A memorable date
> Your favourite colour
> The name of your first pet

Note that there are different ways of writing dates so you might want to take a note of the format you have used. (Eg 23 August 2019 or 23/8/19)

Next, you need to change your password to something that is personal to you. This will stop anybody else logging in to your account. To change your password go to https://passwordreset.microsoftonline.com/

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[1] Students on the following programmes will be invoiced by QMU for fees: MSc Play Therapy, MSc Advanced Clinical Practice (dissertation element), all Palliative Care programmes. This means that you will need to answer the questions about funding so that we send the invoice to the right place.

10. Troubleshooting

Problem	Advice
I can't remember my username.	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/