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



- 1. Go to www.studentconnect.qcaa.qld.edu.au.
- 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

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My learning account	Years 11 and 12	Further education and	d training	Jobs and careers	Student stories	
Welcome	<u>Log out</u>					
WELCOME TO Y	OUR LEARN	NG ACCOUNT	<u>1</u>			
Before we can activate your information will be used if yo	learning account on S u forget your LUI or p	tudent Connect we need so assword in the future.	ome information f	rom you to help keep	your account safe and	secure. This
Personal email addre	ess					
Please enter a personal ema recover your login details if y	ail address below. QC/ you forget your LUI or	AA may use this email to co password.	ontact you with im	portant information a	bout your senior study, o	or to help you
Please do not use an email a school year (November) in Y	address supplied by a ear 12, and cannot be	school or other learning pro	ovider. Provider e of results and OPs	mail addresses are u are released (Decer	isually deactivated at the nber).	e end of the
Email:						
Repeat email:						
Password reset						
Please enter a new passwor to access your results online	d for your learning acc at the end of Year 12	count below. You'll need this so try to think of a passwor	s password and y rd that you will re	our LUI each time yo member.	u login to your learning a	account and
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	New					
	Repeat new					
	password:					
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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

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		SI	UDENT	CONN	ECT
My learning account	Years 11 and 12 Fu	rther education and training	Jobs and careers	Student stories	
Welcome	<u>Log out</u>		1		
ACCOUNT ACT	IVATION - EMAIL	SENT			
An email was sent to	@gmail.com.on.Tuesda	av 25 Sep 2018 at 01:45 PM w	vith a link to activate your leav	ming account	
t may take several minute	es or up to an hour or two for yo	ou to receive this email, depen	ding on how fast your email a	account provider proces	sses the email
Remember to check your	email spam folder in case the e	email has been incorrectly ider	tified as spam. Also rememb	er to check that your in	box is not full
Now you should log out a	ind wait for your email to arrive.				
f you do not receive the	email within the next 24 hou	rs, you can	B. Change your email addres	as and send a new activ	vation email
A. Resend your activa	ation email to @gm	all.com		Email:	1
	Resend		Rep	eat email:	
			3	Submit	
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- 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.

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Personal Details			
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Gender:	Date of bi	rth:	
Home phone:	Mobile ph	one:	
Address:	Email:		
Country: Australia			
Edit			
Personal Email Address			
Personal email address:		slims	.test@qcaa.qld.edu.au
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ace status			
Based on your current enrolments you are expected to			
be QCE eligible 🛩			
Note: You can find out more information	on on how your current enro	Iments contribute	towards your QCE on th
OP Status			
OP Status Based on your current enrolments you	are expected to be OP Flig	nible 🧹	

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.



- 1. Go to www.studentconnect.qcaa.qld.edu.au.
- 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



4.2 Click the 'I've forgotten my LUI' link



4.3 Enter your email address and click 'Submit'

Queenslar	Home Site map Contact us Help d Government QCAA Queensland Curriculum & Assessment Authority	Search
My learning account	Years 11 and 12 Further education and training Jobs and careers Student stories	СТ
(-) Login help Forgotten LUI Forgotten password Account locked (+)Accessibility	Home > Help > Login help > Forgotten LUI LOGIN: FORGOTTEN LUI If you have forgotten your LUI since you last logged into your learning account, enter your email address as set up in your account in the field below to start the online LUI recovery process. Forgotten LUI Please enter your email address as set in your account. Email address:	۰
	Submit Have you forgotten your email address or has it changed since you last logged into your learning account? If you are in Years 11, or 12: Contact your school or other learning provider. They will be able to confirm your LUI.	
	If you have completed Year 12: Email <u>learningaccounts@qcaa.qld edu.au</u> with your full name, address, date of birth, last school attended, subjects studied, LUI (if known), and attach a scan or photo of photo id (school id, proof-of-age card, driver's licence, or passport). If you have MS Word, download the help request form, fill in the fields and paste in the scan or photo of your photo id. Attach the form to your email to <u>learningaccounts@qcaa.qld edu.au</u> . • <u>Help request form (DOCX, 121 kB)</u> For privacy reasons, failure to include all details including the attachment will mean we will be unable to supply your LUI.	
	Last updated: 23-Mar-2018	

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

- 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



5.2 Click the 'I've forgotten my password' link



5.3 Submit your LUI and date of birth

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Queenslar	nd Government	Queensland & Assessme	d Curriculum ent Authority					
		ST	JDENT	CONN	ECT			
My learning account	Years 11 and 12	Further education and training	Jobs and careers	Student stories				
(-) Login help	Home > Help > Login	help > Forgotten password						
Forgotten LUI								
Forgotten	LOGIN: FOR	GOTTEN PASSWORD						
Account locked	enter your LUI and da	te of birth in the fields below to start the	online password recovery					
[+]Accessibility	Forgotten passwo	rd		l.				
	Please enter your L password recovery	UI and your date of birth (in format dd/m process.	m/yyyy) to start the					
	Date of birth (dd/mn	η/γγγγ):						
			Submit					
	Have you also f your learning a	orgotten your LUI since you ccount?	last logged into					
	If you are in Years 1 be able to reset your	1, or 12: Contact your school or other le password.	arning provider. They will					
	If you have complete full name, address, da and attach a scan or p passport). If you have paste in the scan or p learningaccounts@gg	ed Year 12: Email learningaccounts@qr ate of birth, last school attended, subject ohoto of photo id (school id, proof-of-age MS Word, download the help request fn hoto of your photo id. Attach the form to aa.qld.edu.au.	caa.qld.edu.au with your ts studied, LUI (if known), e card, driver's licence, or orm, fill in the fields and your email to					
	Help request form (DOCX, 121 KB)							
	For privacy reasons, failure to include all details including the attachment will mean we will be unable to reset your password.							
	Please note: if you ha password, which is yo	ve never logged into your learning account you ur day and month of birth in ddmm format.	can use your initial					
	Last updated: 23-Mar-2018	k.		-				

- 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

1000	15 / I	Hon	ne Site map Contact u	s Help	Search
Queensla	nd Government	QUeenslan & Assessm	d Curriculum ent Authoritu	10.5	
		ST	UDENT	CONN	ECT
My learning account	Years 11 and 12	Further education and training	Jobs and careers	Student stories	
Welcome	Log out			20	
RESET YOUR F Please enter a new passw to access your results onli New password: Use a combination of lette Repeat new password:	PASSWORD word for your learning acc ine at the end of Year 12 ers and numbers at least	count below. You'll need this password a so try to think of a password that you w 6 characters long	nd your LUI each time yo ill remember.	u login to your learning	account and
Submit					
		© The State of Queensland (Quee	<u>Copyright</u> ensland Curriculum and Assessr	<u>Disclaimer</u> <u>Access keys</u> (nent Authority) 2018 <u>Queens</u>	Other languages and Government

- 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.

Queensla	nd Government		nsland Curriculum	9.0
	CG-1	G	TUDENT	CONNEC
learning account	Years 11 and 12	Further education and trai	ning Jobs and careers	Student stories
loome	Log out	5.	din .	29 - 22
	LEA	RNING ACCOUNT	р 4	
Summ	nary Enro	olments and Results	QCE Planner	OP Status
Personal Details	3			
Name:		LUI		
Gender:		Dat	e of birth:	
Home phone:		Mo	bile phone:	
Address:		Em	ail:	
Country:	Australia			
Country: Note: Please le	Australia et your school/learr	ning provider know if you	r personal details have	changed or are incorrect.
Country: Note: Please le Personal Email /	Australia et your school/learr Address	ning provider know if you	r personal details have o	changed or are incorrect.
Country: Note: Please le <mark>Personal Email /</mark> Personal email a	Australia et your school/learr Address iddress:	ning provider know if you	r personal details have o	changed or are incorrect. s.test@qcaa.qld.edu.au
Country: Note: Please le ⁹ ersonal Email <i>J</i> Personal email a Edit	Australia et your school/learr <mark>Address</mark> iddress:	ning provider know if you	r personal details have o	changed or are incorrect. s.test@qcaa.qld.edu.au
Country: Note: Please le Personal Email . Personal email a Edit ntended Learni	Australia et your school/learr Address uddress: ng Options	ning provider know if you	r personal details have o	changed or are incorrect. s.test@qcaa.qld.edu.au
Country: Note: Please le Personal Email A Personal email a Edit ntended Learnin QCE Status	Australia et your school/lean Address iddress: ng Options	ning provider know if you	r personal details have o	changed or are incorrect. s.test@qcaa.qld.edu.au
Country: Note: Please le Personal Email / Personal email a Edit ntended Learnin QCE Status Based on your ct enrolments you a be QCE eligible	Australia et your school/lean Address address: ng Options urrent are expected to	ning provider know if you	r personal details have o	changed or are incorrect. s.test@qcaa.qld.edu.au
Country: Note: Please le Personal Email / Personal email a Edit ntended Learnin QCE Status Based on your co enrolments you a be QCE eligible Note: You can fir QCE Planner tab	Australia et your school/lean Address address: ng Options urrent are expected to ind out more inform).	ning provider know if you	r personal details have of slims	changed or are incorrect. s.test@qcaa.qld.edu.au towards your QCE on the
Country: Note: Please & Personal Email & Personal email a Edit ntended Learnin QCE Status Based on your co enrolments you a be QCE eligible Note: You can fir QCE Planner tab	Australia et your school/lean Address address: ng Options urrent are expected to of out more inform).	ning provider know if you	r personal details have of slims	changed or are incorrect. s.test@qcaa.qld.edu.au towards your QCE on the
Country: Note: Please & Personal Email & Personal email a Edit ntended Learnin QCE Status Based on your co enrolments you a be QCE eligible Note: You can fir QCE Planner tab DP Status Based on your co	Australia et your school/lean Address address: ng Options urrent are expected to and out more inform b. urrent enrolments	ning provider know if you nation on how your currer	r personal details have of slims	changed or are incorrect. s.test@qcaa.qld.edu.au towards your QCE on the

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.

learning acco	bunt Years 11 and 12 Further education and tr	aining Jobs and career	rs Student s	tories
come		1		
	Summary Enrolments and Results	QCE Planner	OP	Status
School P	rogram		01/01/2	2016 - 31/12/201
Code	Subject	Enrolment Date	Result Date	Result
10.10	Biology	01/01/2016	31/12/2017	High
1042		01/01/2016	31/12/2017	Very High
1042 10	Chemistry	01/01/2010		Very High
1042 10 74	Chemistry Engineering Technology	01/01/2016	31/12/2017	vory riigh
1042 10 74	Chemistry Engineering Technology English	01/01/2016 01/01/2016	31/12/2017 31/12/2017	Very High
4042 40 74 1	Chemistry Engineering Technology English German	01/01/2016 01/01/2016 01/01/2016 01/01/2016	31/12/2017 31/12/2017 31/12/2017	Very High Very High
4042 40 74 1 3 37	Chemistry Engineering Technology English German Mathematics B	01/01/2016 01/01/2016 01/01/2016 01/01/2016 01/01/2016	31/12/2017 31/12/2017 31/12/2017 31/12/2017 31/12/2017	Very High Very High Very High
4042 40 74 1 5 37 11	Chemistry Engineering Technology English German Mathematics B Physics	01/01/2016 01/01/2016 01/01/2016 01/01/2016 01/01/2016	31/12/2017 31/12/2017 31/12/2017 31/12/2017 31/12/2017 31/12/2017	Very High Very High Very High Very High

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

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		EARNING ACCO	DUNT			
Summary	En	rolments and Results	s Q	CE Planner	0	P Status
Queensland Certificat	e of Educa	ation	(Minimun	n 20 credits) (QCE Eligibili	ity 🖋
Add Learning Recalcu	late QCE Elig	ibilty Reset QCE PI	lanner			
Literacy 🧹	• Co	ore (Minimum 12	credits fro	m completed	courses T	otal: 🗹
English		of study)			2	8
Skills (QCS) Test	• Scl	hool Program				
		Authority Subject	t	Amount	Result	Credit
Numeracy 🥩		40 - Chemistry		4 semesters	Very High	4
Mathematics B Queensland Core		74 - Engineering Technology		4 semesters	Very High	4
Skills (QCS) Test		1 - English		4 semesters	Very High	4
		6 - German		4 semesters	Very High	4
Legena		37 - Mathematics	В	4 semesters	Very High	4
Enrolments in your learning account	۵	41 - Physics		4 semesters	Very High	4
can not be deleted but you may					Sub-total:	24
or amount of		External Subject		Amount	Result	Credit
learning. Enrolments added		4042 - Biology	(Completed	High	4
via this planner may be changed or deleted.				•	Sub-total:	4
¥ Not Eligible						
Eligible	200					
Coloured credits	Prepar	atory	No enrol	ments		
Un-coloured credits are actual	Enrich	ment	No enroli	ments		
Banked						

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

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0.02		ST	UDENT	CONNEC	T
My learning account	Years 11 and 12 Furthe	r education and training	Jobs and careers	Student stories	
	LEAF		1		
Summa	ry Enrolments	and Results Q	CE Planner	OP Status	
Overall Position	(OP)				
		OP			
		5			
		5			
Field Positions	(FPs)				
A Eligib	Extended written express	ion involving complex anal	ysis and synthesis of id	eas	
B Eligib	Short written communicat language le	lion involving reading, com	prehension and expres	sion in English or a foreign	
C 4	Basic numeracy involving	simple calculations and g	aphical and tabular inte	rpretation	
D Not Eligib	Solving complex problem	s involving mathematical s	ymbols and abstraction	S	
E 3	Substantial practical perfo	ormance involving physical	or creative arts or expr	essive skills	
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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.