



USQConnect

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USQConnect is a computer system which provides you with convenient access to information, services and program resources relevant to your studies from a convenient, central point. This integrated approach means you are assured of wide-ranging, up-to-date information via a consistent and easy-to-use interface.

To access USQConnect, go direct to the USQConnect URL at <http://usqconnect.usq.edu.au>. You will require a username and password to access the system.

USQConnect Log on and Password

Your student number is ten (10) digits and your username is the last seven (7) characters of your ten character student number, with the leading number entered in lower case. For example:

Student Number: 0011234567 Username: q1234567

Student Number: 0031234567 Username: d1234567

Student Number: 0051234567 Username: w1234567

1=q 3=d 5=w

The University uses passwords to ensure the system is secure. Your password will have a minimum length of eight (8) characters and must contain at least one (1) number.

Your password is included on your enrolment notice which is sent to you at the beginning of each semester and whenever you make an enrolment change.

For a new password, please contact the Student IT Help Desk by telephone on 07-4631 1510 or email to usqconnect@usq.edu.au, or telephone Outreach Services on 07-4631 2285, or submit a request using the 'Ask a Question' facility at USQAssist. Before your password can be reset, staff are required to authenticate the request by checking student information such as date of birth, full name and student number, address, etc.

You should change your password every semester. Make your password a combination of letters and numbers, starting with a letter of the alphabet a to z. It is case sensitive and requires a minimum of eight (8) characters. USQ recommend you change your password at least every ninety days for security. To change your password, from USQConnect, click on USQAdmin, click on My Information, click on Change Password.

USQAssist

USQAssist a web self-serve facility for you to find answers to common questions in your own time 24/7, ask a question and update your questions. From USQConnect, click on USQAssist and click the Answer tab to view common question and answers previously asked by students. Use the key word search facility to find answers to specific questions. If you have a question, click the 'Ask a Question' tab to submit a question to the support staff of the University. The Question Type field will direct your enquiry to the relevant support staff.

To view or update the questions you have previously submitted, click on the tab 'My Stuff'.

Study Desk

Your Study Desk provides access to discussion groups, ancillary materials, telephone tutorials, course only related email access, past exam papers, the Start Up Materials for each course and much more. To access Study Desk, log into USQConnect using your username and password, then choose Study Desk. Click on Course List and icons will appear on your screen to access ancillary materials, telephone tutorials and the External Start Up Materials which include the Introductory Book and Module 1 of the Study Book for your course. The icons at the top right of the screen will advise if your course has a discussion group.

USQAdmin

From USQAdmin, you can:

- Change your password:
 - > My Information > Change Password
- Create a university email address
- View your enrolment details:
 - > Enrolment> Class Schedule. Make sure you have the correct information in the Select Search Semester fields.
- Change your contact details:
 - > My Information. Please ensure your mailing address and other contact details are always up-to-date on USQ records. This is updated immediately. It is important your contact details, including mailing address, telephone number and email address are current.
- View your assignment marks:
 - >Results>Class Results.
- View your exam timetable:
 - >Enrolments> Exam Timetable.
- Change your exam centre:
 - >My Information>Exam Address Type and make the change. If you do not have access to the web, please advise the change of the exam centre in writing. If it is urgent (close to exam time), please advise the change by telephone to the Exams Section of Student Administration on 07-4631 2205.
- View your final grade:
 - > Enrolment> Class Schedule. The final grade will also appear on the first screen of USQConnect for 48 hours after the release date. The Statement of Results is the official notification which is posted to all students shortly after the exam release date.
- Access Learning Circles:
 - > Study Resources> Learning Circles. Click on the course/s you are enrolled in to view a list of students enrolled in the same course and who have agreed to be listed on Learning Circles. Click the Search button. You do not need to enter a Class Number in the selection field.