



Queen Mary  
University of London

# Get Connected with IT Services

- Your username, password and email address
- Connecting to eduroam Wi-Fi
- Printing
- E-Learning
- Email
- Stay Cyber Safe

[qmul.ac.uk](http://qmul.ac.uk)



## Your username and email address

- Your username is a combination of letters and numbers e.g. ab12345@qmul.ac.uk
- Your email address will be initials.surname@facultyyear.qmul.ac.uk e.g. r.begum@se19.qmul.ac.uk
- Your username and email address will be emailed to you prior to enrolment



## The Wi-Fi service is called eduroam

To establish a secure Wi-Fi connection use the eduroam Configuration Assistance Tool (CAT)

- Android users must install the eduroam CAT app – available from the Play Store
- All users go to <https://cat.eduroam.org>
- Choose Queen Mary University of London from the institution list
- Click on the installer
- Enter your username plus @qmul.ac.uk e.g. ab12345@qmul.ac.uk



## Stay Cyber Safe

We will never ask for your password or personal information by email. You can forward suspicious emails as an attachment to [phish@office365.microsoft.com](mailto:phish@office365.microsoft.com)

Ensure your personal devices have up to date antivirus software installed. Do not let your devices become vulnerable to threats from the internet, emails and infected files.

You can find further information about Cyber threats at [its.qmul.ac.uk/support/cyber-security](https://its.qmul.ac.uk/support/cyber-security)



## E-Learning

QMplus is the Virtual Learning Environment (VLE) used across Queen Mary. There is a wide range of guidance materials on the help and support pages [elearning.qmul.ac.uk/application/qmplus](https://elearning.qmul.ac.uk/application/qmplus)



## Password

Self Service Password Reset (SSPR) allows you to manage your password at any time. When you receive your initial password take a couple of minutes to register for SSPR. There are short video guides online

## Printing

Print Credit: £10 is added to your account at the start of each academic year. To activate this credit, swipe your ID card at a printer. Top-up online and check your balance at [myprint.qmul.ac.uk](https://myprint.qmul.ac.uk)

Print wirelessly from [myprint.qmul.ac.uk](https://myprint.qmul.ac.uk) or direct from any student PC. Once you have sent your document(s) to print, you can pick them up from any printer on campus within 24 hours.

For any bespoke printing requirements, please visit [copyshop@qmul.ac.uk](mailto:copyshop@qmul.ac.uk)



## Email

Outlook Web App (OWA) is the simplest way you can access your Queen Mary email and calendar, using a web browser

- Login at [mail.qmul.ac.uk](https://mail.qmul.ac.uk)
- Enter your username plus @qmul.ac.uk e.g. ab12345@qmul.ac.uk
- Enter your password



Information about our services is available on the IT Services website: [its.qmul.ac.uk](https://its.qmul.ac.uk)

You can check the status of services at: [status.its.qmul.ac.uk](https://status.its.qmul.ac.uk)

Get Office 365 for Free:  
[its.qmul.ac.uk/owa](https://its.qmul.ac.uk/owa)

## IT help and support

**Self-help:** [its.qmul.ac.uk/support/self-help](https://its.qmul.ac.uk/support/self-help)

**Live Chat:** [its.qmul.ac.uk](https://its.qmul.ac.uk)



**Call 24/7:** 020 7882 8888

**Submit a ticket:** [servicedesk.qmul.ac.uk](https://servicedesk.qmul.ac.uk)

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IT help and support  
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email: [servicedesk@qmul.ac.uk](mailto:servicedesk@qmul.ac.uk)

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