



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



Watch our Welcome  
to Queen Mary IT  
Services video

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



## Your username and email address

- Your username is a combination of letters and numbers followed by @qmul.ac.uk, e.g. ab12345@qmul.ac.uk
- Your email address will be initials.surname@facultyyear.qmul.ac.uk e.g. a.sample@se24.qmul.ac.uk
- Your username and email address will be emailed to you prior to enrolment



## 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 [qmul.ac.uk/its/our-services/services-for-students/password](https://qmul.ac.uk/its/our-services/services-for-students/password)



## Multi-Factor Authentication (MFA)

Multi-factor Authentication (MFA) adds an extra layer of security when accessing some online services. Is it really you?

For seamless login and cybersecurity hygiene, download the Microsoft Authentication app.



## The Wi-Fi service is called eduroam

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

- Android users must first install the eduroam CAT app – available from the Play Store
- All users go to <https://cat.eduroam.org> then click on Click here to download your eduroam® installer
- Choose Queen Mary University of London from the institution list
- Click on the installer and follow the on-screen prompts
- When prompted, enter your username plus @qmul.ac.uk e.g. ab12345@qmul.ac.uk

See [qmul.ac.uk/its/our-services/services-for-students/wifi](https://qmul.ac.uk/its/our-services/services-for-students/wifi) for more detailed instructions



## 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



## Stay Cyber Safe

- We will never tell you we have changed our bank account details
- We will never ask for your password or personal information by email. You can forward suspicious emails as an attachment to [report-phishing@qmul.ac.uk](mailto:report-phishing@qmul.ac.uk)

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



## Printing

Print Credit: £10 is added to your account at the start of the first year – you will receive a top-up back to £10 at each new academic year thereafter.

To activate this credit, first swipe your ID card at a printer. Top-up online and check your balance at [myprint.qmul.ac.uk/user](http://myprint.qmul.ac.uk/user)

Print wirelessly from [eprint.stu.qmul.ac.uk](http://eprint.stu.qmul.ac.uk) or from the student PCs. Once you send your document(s) to print you can pick them up at any student printer on campus within 24 hours.



## E-Learning

QMPlus is Queen Mary's virtual learning environment and it will be one of the first things you log onto as a student, watch our brief introduction to QMplus here:



QMPlus Induction



## LinkedIn Learning

Queen Mary provides free access to LinkedIn Learning platform for all students enrolled on undergraduate and postgraduate degree programmes.

Go to [linkedinlearning.qmul.ac.uk](http://linkedinlearning.qmul.ac.uk) and enter your Queen Mary username, e.g. [ab12345@qmul.ac.uk](mailto:ab12345@qmul.ac.uk) to join your learning adventure.

Get Office 365 for free: [qmul.ac.uk/its/support/self-help/software/free-and-discounted-software/office365-proplus](http://qmul.ac.uk/its/support/self-help/software/free-and-discounted-software/office365-proplus)



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## IT help and support

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

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

Live Chat: [qmul.ac.uk/its/services-channels/its-live-chat](https://qmul.ac.uk/its/services-channels/its-live-chat)

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

Information about our services: [qmul.ac.uk/its/our-services/  
services-for-students](https://qmul.ac.uk/its/our-services/services-for-students)

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

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