

# READY TO CONNECT



Study Support Connect Learning Management System

January 2017

## What is Connect?

**Connect** is our online Learning Management System.

You can use **Connect** to access your class notes, communicate with your teacher and other students and upload your assessments.

**Connect** is accessible both on and off campus.

## Do you need Connect?

Your teacher will advise you if they are **NOT** using **Connect** for their course.

## How do you access Connect?

Simply login online at [Connect TAFE Queensland](#)<sup>1</sup>

## What is the password for Connect?

Your **Connect** login details are the same as your TAFE student login.

### **NEW students**

You will be sent your login details via email. There will be two emails - one will contain your username (**your student number**) and the other your password.

### **CONTINUING students**

You will need to use your existing username and password.

## Need help using Connect?

1. Check out [Student Connect Help](#)<sup>2</sup> it has all the information you need, including links and some great videos
2. Speak to your teacher for extra assistance.

### Top Tip

To find **Connect** online you can also do a web search using the words 'TAFE Queensland Connect'.

### Top Tip

Customer Service can also help you if you have forgotten your password.



CONNECT  
LOGIN



CONNECT  
HELP

1300 914 754  
[tafesouthwest.edu.au](http://tafesouthwest.edu.au)



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**MAKE  
GREAT  
HAPPEN**



## Top tips for troubleshooting Connect issues

ISSUE	POSSIBLE CAUSE	TROUBLESHOOTING TIPS
Student cannot login to Connect	Not enrolled	Check that you are enrolled. If you are not enrolled, contact Customer Service on 1300 914 754 and enrol. If you are an international student and not enrolled, please contact your faculty. If you are enrolled and cannot access Connect please call Customer Service on 1300 914 754.
	Wrong website	Confirm you are accessing <a href="https://connect.tafeqld.edu.au">https://connect.tafeqld.edu.au</a> <sup>1</sup>
	Wrong login credentials	Confirm you are using your correct username (your student number) and the password that was emailed to you upon enrolment (or any updated password).
	Forgotten password	You can reset your own password via the <a href="#">TAFE Password Manager</a> <sup>2</sup> available on the <a href="#">Connect Login</a> <sup>3</sup> page. The TAFE Password Manager changes student passwords for on-campus (computers) and off-campus (Spydus Library Catalogue, Student Self-Service and Connect) resources.  You can also contact Customer Service on 1300 914 754. If Customer Service reset your password make sure you write it down.
	Password has expired	If you reset your password using the TAFE Password manager you will be emailed a new password. The new password will only be valid for a limited time and will expire. If the password expires you will need to request a new one again.
	Email not correct on enrolment system	Passwords are sent to your email. If your email is incorrect in the enrolment system, this will prevent password reset working via the TAFE Password Manager. Check that the email you provided TAFE is correct and that the email isn't in your junk folder.  To update your email contact Customer Service on 1300 914 754.
Student cannot find a specific unit/course on Connect	Teacher has not made the unit/course available in Connect	Confirm with your teacher if they are using Connect for the class (as not all classes have an online component). Please note that units/courses <i>will not be available until the official start of study date</i> . This is usually the week following the Orientation week, although the date can vary.
Student is having technical difficulty	Technical issue/ limitation of device	Check your computer/device supports Connect by visiting the <a href="#">Connect System Check</a> <sup>4</sup> web page on the computer/device you are using. If technical issues persist, try using a different web browser (e.g. Firefox, Chrome) and/or a different computer/device (e.g. library PC).
	Other technical issue	If you have tried the above troubleshooting tips unsuccessfully, contact Customer Service on 1300 914 754.

<sup>1</sup> <https://connect.tafeqld.edu.au/>

<sup>2</sup> <https://passwordreset.tafeqld.edu.au/default.aspx>

<sup>3</sup> <https://passwordreset.tafeqld.edu.au/default.aspx>

<sup>4</sup> <https://connect.tafeqld.edu.au/d2l/systemCheck>