

# READY TO CONNECT 2018



Study Support Connect Learning Management System

January 2018

## What is **Connect**?

**Connect** is our online Learning Management System (LMS).

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 via the internet and across devices including smart phones.

## Do you need **Connect**?

The majority of our programs use **Connect**.

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

## How do you access **Connect**?

Simply login online at <https://connect.tafeqld.edu.au>.

## What is the password for **Connect**?

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

### **NEW students**

After you enrol, you will receive an email with your username and a link to **Student Self Service** where you can set your password.

### **CONTINUING students**

You will need to use your existing username and password.

## Need help using **Connect**?

1. New students should check out the [Online Student Orientation](#)<sup>1</sup>. It has all the information you need, including some great videos on how to use **Connect**.
2. Attend a **Student Connect Orientation workshop**. Availability will be advertised at the start of the semester via the **Online Student Orientation**.
3. Visit [Student Connect Help](#)<sup>2</sup> for detailed instructions about using **Connect**.
4. 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

Call Customer Service on **13 72 48** for help if you have forgotten your password.

### Top Tip

Visit the Online Student Orientation to access useful orientation information, join discussions with other students and learn how to use **Connect**.

New students will have access to the **Online Student Orientation**. If you don't have access please call Customer Service on **13 72 48**.

Continuing students are also welcome to request access to the **Online Student Orientation**. It's easy - just call Customer Service.



CONNECT  
LOGIN



CONNECT  
HELP



ONLINE STUDENT  
ORIENTATION

**1300 308 233**  
tafeqld.edu.au



## Top tips for troubleshooting **Connect** issues

ISSUE	POSSIBLE CAUSE	TROUBLESHOOTING TIPS
Student cannot login to <b>Connect</b>	Not enrolled	Check that you are enrolled. If you are not enrolled, contact Customer Service on <b>13 72 48</b> 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 <b>13 72 48</b> .
	Wrong website	Confirm you are accessing <a href="https://connect.tafeqld.edu.au">https://connect.tafeqld.edu.au</a> .
	Wrong login credentials	Confirm you are using your correct username ( <b>your student number</b> ) 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>3</sup> available on the <a href="#">Connect Login</a> <sup>4</sup> page. The TAFE Password Manager changes student passwords for on-campus (computers) and off-campus (Spydus Library Catalogue, Student Self-Service and <b>Connect</b> ) resources.  You can also contact Customer Service on <b>13 72 48</b> . 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.
Student cannot find a specific unit/course on <b>Connect</b>	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 <b>13 72 48</b> .
	Teacher has not made the unit/course available in <b>Connect</b>	Confirm with your teacher if they are using <b>Connect</b> for the class (as not all classes have an online component). Please note that units/courses will not be available until the official start of study date. This is usually the week following the Orientation week, although the date can vary. The Online Student Orientation is usually available at least one week before Orientation week.
Student is having technical difficulty	Technical issue/limitation of device	Check your computer/device supports <b>Connect</b> by visiting the <a href="#">Connect System Check</a> <sup>5</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 <b>13 72 48</b> .

<sup>1</sup> <https://connect.tafeqld.edu.au/d2l/home/107042>

<sup>2</sup> <https://connect.tafeqld.edu.au/shared/help/student/content/en/index.html>

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

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

<sup>5</sup> <https://connect.tafeqld.edu.au/d2l/systemCheck>