IT Services Induction for Queen Mary Students

About Queen Mary IT Services

IT Services are here to support you whenever you need assistance. We provide IT support and equipment to ensure you can fulfil your potential.

You can find out more here: **https://www.qmul.ac.uk/its/help--support/for-students/**

1. Set up your Password

Your username will look like this: **ab12345@qmul.ac.uk**

When you start at Queen Mary you will receive an email with your temporary password.

Please change this password as soon as possible and don't let other people use it, no matter how good a reason they give you.

Follow the steps on this page to set up your password through SSPR (Self-Service Password Reset): **https://www.qmul.ac.uk/its/support/self-help/self-service-password-reset/**

2. Set up Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) adds an extra layer of security when accessing online services. You may already use this for online banking or your personal email account.

When you create or reset your password, you will be able to chose how to set up your authentication.

We recommend you use the Microsoft Authenticator app as your authenticator method.

Follow the steps on this webpage to set up your authentication:
https://www.qmul.ac.uk/its/support/self-help/multi-factor-authentication/

3. Download the Queen Mary 'QMUL' App

Download the Queen Mary 'QMUL' App which has many handy features in one place, including campus maps, attendance recording, library resources and IT service updates.

Download the app on the App Store for Apple or Play Store for Android, by searching 'QMUL'.

You can also access the app on web browsers by following this link: **qmul.ombiel.co.uk**

You can find more information here: **https://www.qmul.ac.uk/its/our-services/services-for-students/mobile-app/**

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4. Access your Queen Mary email account

All students receive a Queen Mary email address during their time here. Our email service is provided by Microsoft 365.

Official communications are sent to your Queen Mary account, so it is important you check it regularly.

🎉 You can download Office Suite on 5 devices!

You can access your email online here:
https://mail.qmul.ac.uk

You can find more useful information about email here:
https://www.qmul.ac.uk/its/our-services/services-for-students/email/

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5. Access MySIS/SITS (your student record)

MySIS is where you see your enrolment information, registered modules, financial information, personal details and provisional results amongst other things.

After enrolment, use your Queen Mary account (not your application account) to access MySIS.

It is important to keep your personal information up to date on your record.

Access MySIS here: https://mysis.qmul.ac.uk/

6. Log into QMplus (online learning environment)

QMplus is your online learning environment.

On QMplus you can access your timetable, module information, assignments and more.

You can access QMplus, and find user guides and ask for help here: https://qmplus.qmul.ac.uk/

🎉 **Sign up to QMplus Inductions run by Students!**

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7. Set up Wi-Fi - eduroam

eduroam is Queen Mary's Wi-Fi service.

To connect to eduroam follow the guidance on this webpage:
https://www.its.qmul.ac.uk/services/students/wifi/

🎉 Configuring eduroam using Configuration Assistance Tool (CAT) follow this link to the website:
https://www.qmul.ac.uk/its/media/its/images/wi-fi/eduroamCATv2.pdf

As a bonus, you will be able to use eduroam to connect to Wi-Fi in academic institutions across the UK and in many countries across the world, just by using your Queen Mary username and password.

Additional Information

More Information

Microsoft Office 365 Suite

You can download the Microsoft Office 365 Suite for free and install it on up to five personal devices. For instructions on how to get Microsoft 365 for free visit youtube.com/watch?v=58FIAelSoO4

Apps Anywhere

Queen Mary's Apps Anywhere service allows you to access specialised apps when away from your department or off campus. You can find more details here: https://www.qmul.ac.uk/its/our-services/services-for-students/apps-anywhere/

Finding PCs on Campus

There are a number of rooms on campus which contain computers you can use using your Queen Mary username and password. You can find more information here: https://www.qmul.ac.uk/its/our-services/services-for-students/finding-pcs/

More Information

Printing, Copying and Scanning

Printers are available across campus for printing, copying and scanning. How to use these can be found here: https://www.qmul.ac.uk/its/our-services/services-for-students/printing/

For large or professional print jobs students can use the Copyshop at Mile End Campus: https://copyshop.qmul.ac.uk/

LinkedIn Learning

Students can access up to 16,000 online courses for free via LinkedIn Learning: https://elearning.qmul.ac.uk/learning-applications/linkedin-learning/

Windows 11

Queen Mary uses Windows 11 Operating System as Standard.

Training on using Microsoft Windows 11 can be found here: https://www.linkedin.com/learning/windows-11-essential-training-23016950/learn-windows-11?u=52187153

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Help and Support available 24/7, 365 days a year

- **Chat with us:** https://qmul.bomgarcloud.com/

- **Phone us**: (+44) 020 7882 8888

- **Self-service portal:** https://www.qmul.ac.uk/its/services-channels/self-service-portal/

- **Email us:** servicedesk@qmul.ac.uk

Thank you