

1. I cannot log in to Connect / I have forgotten my password

- Your ten-digit student number (user id) is your unique username across all TAFE Queensland systems. Your student number and a temporary password will be emailed to the email address you registered with TAFE Queensland.
- If you have not received this via email within 24 hours of enrolling please contact Student Services for assistance.
- You may obtain a new password by following the instructions on the Connect logon page:



- Please note: Your new password will be emailed to the email address you registered with TAFE Queensland. If you cannot remember this email address or believe our records may be out of date, please contact Student Services on **1300 656 188**.

2. My program does not appear on Connect

- Please speak with your teacher. You will need to confirm that online content is available for the program you are studying. You will also need to confirm that you have been correctly attached to the online program and confirm which Learning Management System you need to access.

3. I need help with a feature of Connect

- Please review the instructional videos within the Connect Student Resource Centre – a link to this resource is available on the right hand side of your program (under Student Links) when you are logged on.

Student Links

[Student Self Service](#)

[TAFE Support Services](#)

[Connect Student Resource Centre](#)

[YourTutor help](#)

[Unit Overview](#)

[TAFE East Coast Library Catalogue](#)

[TAFE East Coast Student Support](#)

[TAFE Student Rules](#)

4. I need help with my course work

- Please speak with your teacher. Your teacher has many years of experience within their industry and they are available to assist you. You will find contact details for them in the Unit Study Guide on the Overview page within your unit.

5. I have an urgent question about my course and it is outside of business hours

- Whether you're struggling with writing and grammar, or maths in electrotechnology – accounting, marketing, statistics or referencing – you can get immediate, one-to-one help from an expert tutor.
- A link to YourTutor is available on the right hand side of your program (under Student Links) when you are logged on.
- YourTutor is totally free for TAFE Queensland East Coast students.

6. I have a non-education or non-technical question (e.g. relating to my enrolment)

- Please contact customer care on 1300 656 188 Monday to Friday 8:00am - 4.30pm (Thursday 9.00am - 4.30pm). Alternatively:
 - Email us at information.eastcoast@tafe.qld.edu.au
 - Visit our website at tafeeastcoast.edu.au
 - Visit one of our customer care centres at one of our convenient locations throughout the Sunshine Coast and Wide Bay region– details available on our website.