

Frequently Asked Questions

Welcome email and Credentials

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A. WELCOME EMAIL

I have not received my Welcome email and credentials – what should I do?

We will begin sending out the Welcome email to your personal email address from the last week of August. Your Welcome email may be delayed due to late admission into the University, public holidays or extenuating circumstances.

If you have not received your Welcome details by **7 September**, please contact the student helpline on 028 9097 3223 or by email reghelp@qub.ac.uk.

My Welcome email contains the wrong information. How do I inform the University?

If it is your personal details (name, date of birth, home address), we will amend the student records system once you have verified your identify with us during your on-site registration day.

If any other changes are required, please call our student helpline on 028 9097 3223 or by email reghelp@qub.ac.uk.

B. PASSWORD & LOGGING IN

I have received my Welcome email but my password is all * (asterisks)**

This will only happen if you were a previous student at the University. If you do not remember your password, please phone 028 9097 3223 and follow the instructions to receive assistance with passwords.

What accounts do I have access to?

Queen's Email - owa.qub.ac.uk
Queen's Online (QOL) - qub.ac.uk/qol
Queen's Student Information System (Qsis) - qsis.qub.ac.uk
Canvas canvas.qub.ac.uk

My username and password do not work- what should I do?

Your username is your student number. The password should be a mixture of letters and numbers (case sensitive). This applies to your Queen's email, Queen's Online (QOL) and Queen's Student Information System (Qsis).

Need further assistance? Please phone 028 9097 3223 and follow the instructions to receive assistance with passwords.

How can I change my password?

Log into Queen's Online (QOL) and click on Change Password link visible on the left hand side of the page.

C. REGISTRATION

I have logged into Qsis but cannot see the Registration page.

Check the online registration opening dates on our website www.qub.ac.uk/welcome/EnrolmentAndRegistration.

Some courses may require early enrolment. Check your Queen's email account regularly for any instructions from your School.

If you are unable to access online registration after opening dates, please contact the student 028 9097 3223 or by email at reghelp@qub.ac.uk.

I am having difficulties completing the online registration. What can I do?

ONLINE HELP - Guides are available on our website at www.qub.ac.uk/welcome/EnrolmentAndRegistration.

STUDENT HELPLINE – Call us on +44(0)028 9097 3223 or email reghelp@qub.ac.uk.

How can I check that I have completed registration?

On successful completion of the all stages of registration, you will receive an email to confirm this.

New students (or previous students starting a new course) will also need to complete Onsite Registration as detailed on your Welcome email. You will be issued with a new student card on successful completion of all registration stages.