Getting a UQ Username

Overview: This guide explains the process of getting a UQ Username. A UQ Username allows you to access the Internet and resources outside of the college network.

Preparation: Before you begin, make sure you have the following information:
- Name
- Student ID Card

Procedure: UQ Students
1. UQ Students automatically receive a UQ Username when you are accepted into your course. The information you received with your official offer will contain information about your UQ Username.
2. Your UQ username will take the following format: s + the first 7 digits of your student number. For example if your student number is 12345678, then your UQ Username is s1234567.
3. If you cannot find or have lost this information, you will need to call the UQ Connect Helpdesk on 3365 6000. They will ask for your Student number and reset your password.

Procedure: QUT/Griffith (Non-UQ) Students
1. You will need to go to the UQConnect office (Building 42, Prentice Building) and ask for a College Commercial Internet Account. This will give you 1GB per month at a cost of $4/mt (must be paid in 3 month instalments)
2. Once you have your UQ Username, make sure you let your college office staff know so that we can process a ResnetID for you.

**NOTE:** You will not be able to access the Internet until you have both your UQ Username and a ResnetID. If you do not have a ResnetID it is because the office does not have your UQ Username.

Procedure: Returning Students
1. If you have forgotten your UQ password, you will need to call the UQ Connect Helpdesk on 3365 6000 to have it reset.

Further Assistance: For further assistance please contact the helpdesk.
E-mail: help@citg.uq.edu.au
Phone: (07) 3878 0777
Tie Line: 777 from any college phone