

Student Portal

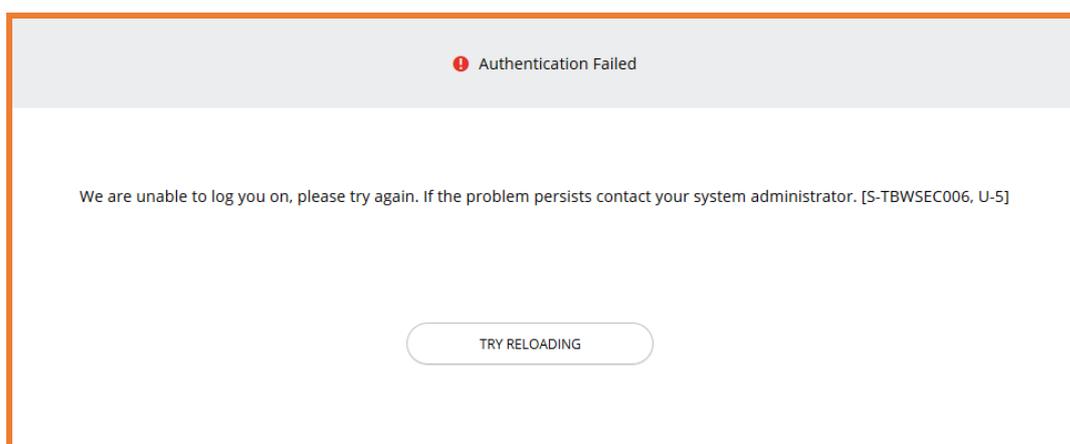
Authentication Fix for Students

Students - please note the following:

For this solution to be effective, you must first contact a TAFE Queensland staff member on **1300 308 233** to have your student login temporarily reset in our system. This must be performed on the same business day that you are completing the steps below. This process will only be effective until **midnight of the business day you first contacted us**. If for any reason you are unable to complete this on that day, you will need to contact TAFE Queensland again to restart the process.

Student Portal - 'Authentication Failed'

If you (as a student) see the following message (below) when attempting to log in to the Student Portal, you must follow the below steps to work with us to **reactivate your access**.



1. Contact a **TAFE Queensland Staff member** and tell them the error you see (e.g. "I see a message saying 'Authentication Failed' when I try to log in to the Student Portal")
2. The staff member will apply a short-term fix on our end so you can temporarily get back into the Portal. You have access until **midnight that night** to follow the following instructions.
3. Return to the Student Portal: <https://tafeqld.t1cloud.com/>
4. Go to the **top-right** of your Student Portal (desktop version shown **right**) where your name is displayed (see below).



5. Select this to show the dropdown menu. Select **My Account** from the menu (**right**).
6. Your **Log On Details** screen will show. If you see **'Disconnect'** under this menu (see **below right**), your Portal Log On setting is **incorrect**.
7. Select **Disconnect** (**below right**) to **reset this to the correct setting** (shown **below**).



Your original access settings should now be restored. You should not need to access this page again.

Note: Students do not need to access this page or change any settings under regular circumstances. If you navigate to this page and it appears as shown **below**, do not make any changes.

Making changes on this page will **stop you from logging on to your Student Portal**.

Log On Details

Access Details

Alias User
Primary Email EMAIL@EXAMPLE.COM
Federated Identifier
Portal \$S1_STU (Student)



Log On Details

Access Details

Alias User
Primary Email EMAIL@EXAMPLE.COM
Federated Identifier
Portal \$S1_STU (Student)

