FAQ's about CAMS (College Account Management System) @ Queens College

What does CAMS stand for?
CAMS is an acronym for College Account Management System.

What is this system used for?
CAMS (College Account Management System) is used to manage your accounts at Queens College. From this page you may perform activities such as activating an account or changing a password for an account.

How long does it take for my account to be activated?
For your **QC_Username** account (which is your Active Directory network and Wi-Fi account) it takes about 30 mins.
For your **QC_Email account** (which is your Lotus Notes email account) it could take up to 48 hours

How long does it take for password to get changed?
For your **QC_Username** account less than 10 mins
For your **QC_Email account** it ranges from 15 mins to a few hours

I tried to login but could not, why?
Please read this in its entirety -- If you have never logged into CAMS before, then you are considered a first time user and need to click the link on the logon screen entitled:

I am a first time CAMS user and do not have an account

Once there, you will need to **VERY** carefully:

1. Enter your Last Name and First Name.

2. Enter your Date of Birth as MM/DD/YYYY. *Please make sure to include the slashes!*

3. Enter the last 4 digits of your Social Security number.

4. Select your status in the college which is either STUDENT, FACULTY or STAFF. If you are a 'faculty' member and thus selected 'faculty' as your status, and could not log in, try it once again but this time select 'staff' in its stead. The same applies if you are a 'staff' member.

5. Be certain to check the box entitled **I accept the terms of service and privacy policy**.

If you tried logging in with this method and are still unsuccessful, then the following are the most likely of possibilities:

- Your information is not currently in the system at all (if you are a faculty/staff please contact the OCT help desk at (718) 997-4444
- Your CAMS access has been suspended (a message will appear above the login box)

Once you log in you will be able to activate your accounts and change the passwords.

Please note: If there are any hyphens, periods, or spaces in your name, **DO NOT** include them when typing up your name. CAMS strips this information out of the user's name.

For Example: John Smith-Jones becomes John Smithjones

If you require assistance with CAMS you can always contact the [help desk] at (718) 997-4444 where an OCT staff member would be happy to assist you.

QC_Email (Lotus Notes)

What is a Lotus Notes account used for?
Primarily email but also other communication features such as calendaring, group scheduling, and information management.

Where can one access his/her new lotus notes email account?
Students: https://qcmail.qc.cuny.edu/

Faculty/Staff: https://mail.qc.cuny.edu/

What will my new email address be like?
Student Example: John.Doe100@qc.cuny.edu

Faculty/Staff Example: John.Doe@qc.cuny.edu

QC_USERNAME (Active Directory Network Account)

What is QC_USERNAME used for?
QC_Username is used to login to computers on campus and access network resources.

How do I login to QC_Username?
Once you activate your QC_Username via CAMS, it will display your login name on the screen. Once you log in, locate the appropriate line on the screen that is indicative of QC_Username. It will resemble one of the following:

Students: Using a lab computer, enter the username (ex. JDoe100), password, and also be sure that "Log on to" field is set to INSTR

Faculty: Using a lab computer or your office computer(if migrated to Active Directory) enter the username (ex. JDoe), password, and also be sure that "Log on to" field is set to INSTR

Staff: Using a lab computer or your office computer(if migrated to Active Directory) enter the username (ex. JDoe), password, and also be sure that "Log on to" field is set to QC