

[Your Name]  
[Your Address]  
[City, State, Zip Code]  
[Email Address]  
[Phone Number]  
[Date]

[Recipient's Name]  
[Department/Office Name]  
[University of Queensland]  
[University Address]  
[City, State, Zip Code]

Dear [Recipient's Name],

Subject: Report of Login Problem

I hope this message finds you well. I am writing to formally report an issue I have been experiencing with my University of Queensland login credentials.

Details of the issue are as follows:

- **\*\*Username:\*\*** [Your Username]
- **\*\*Date and Time of Attempted Login:\*\*** [Date and Time]
- **\*\*Error Message Received:\*\*** [Exact error message or description of the problem]

I have already attempted the following troubleshooting steps:

1. [Step 1 - e.g., Reset password]
2. [Step 2 - e.g., Cleared browser cache]
3. [Step 3 - e.g., Tried different browser or device]

Despite these efforts, I am still unable to access my account. I would greatly appreciate your assistance in resolving this matter at your earliest convenience, as I need access for [reason why access is important, e.g., coursework, upcoming deadlines, etc.].

Thank you for your attention to this matter. I look forward to your prompt response.

Sincerely,

[Your Name]

[Your Student ID]