CCSF Student Gmail Accounts: What instructors need to know

If you want to take your class into a lab to make sure they can login to their CCSF students Gmail accounts, here’s what you might want to cover. Important Gmail information (a FAQ) as well as a link to login to CCSF Gmail can also be found on the MyCCSF page on the CCSF Web site.

General Background

- All registered credit and non-credit students have been given a CCSF Google Gmail account
- As students register, CCSF Gmail accounts are created for them. All official CCSF email will be sent to this account, and not to any other email, so it is important that students know about and log into their CCSF Gmail. Once in, they can set Gmail to forward to another address (see separate handout).
- In 2 emails sent to whatever email address they listed when they registered, students are given the access URL, logon and password information. The emails contain:
  1. Notification that they have an email account
  2. The address, login name and initial password for the account
     - Address to login: http://mail.google.com/a/mail.ccsf.edu
     - Login: Normally, the first initial of the first name followed by the last name. If the result is duplicated, numbers are added to make the login unique.
     - Initial password: Available in the 2nd email and also on Web4. They will need to change it.
     - It is very important to log in at this address, not the normal Gmail address.
     - Their email address: login@mail.ccsf.edu
  3. A description of the steps necessary to accept and activate the account. Setting up the account involves navigating a standard validation screen and activating through their initial email.
  4. Instructions on how to change their password and on how to reset it if forgotten.
  5. Once inside the account, an initial email contains many Help links on Gmail features.

Potential problems (that you can help solve):

- If a student has not put down an email address on their registration forms, there is no way of notifying them about their Gmail account.
- If the data entry on their registration is wrong or incomplete, we sometimes cannot contact the student.

Solution: Web 4 contains the information about the student’s Gmail address and initial password. All students should know how to log on to Web 4:

  1. Open a browser and go to www.ccsf.edu
  2. Click MyCCSF (Top right in the header)
  3. In the For Students column, click Web4 and login:
     - Students need their CCSF ID number from registration.
     - If they have never logged in, the password is their birthdate in the form: MMDDYY (note 2 digit year)
  4. Under either Student Services or Personal Information there is a Google Student email link.
  5. The display includes their email address and initial password. There are also links to login, to reset their password and to the Student Gmail Help FAQ (also available form MyCCSF).
The full process

Students receive 2 emails from mailhelp@ns9.ccsf.cc.ca.us at the address put down during registration.

Setting up their new Gmail account involves navigating a standard validation screen:

![Gmail Welcome Screen](image)

Once inside the account, an initial email contains many links about the features of their new email:

![Gmail Initial Email](image)

The text of the initial CCSF emails—[] indicate comments:

1: [The Address and Access URL email]: City College of San Francisco has created an email account for you. Your email address is jdoe@mail.ccsf.edu. Your password will be sent to you in another message. City College will send all official communications to you at this account. Therefore, it is important that you either check this account periodically or forward the email to another email address (steps on how to forward are listed below).

The link to access your email is: http://mail.google.com/a/mail.ccsf.edu

You will be asked to sign in. Enter your username (do not include the @mail.ccsf.edu) and your password. The first time you log in, you will be asked for two items: your preferred language; and to enter a text picture. If you agree to the terms and conditions, click on the "I accept. Create my account" button to create your account.

If you forget your password, the instructions for resetting it are listed below.

Forwarding your email

- Sign-in to your mail.ccsf.edu account (if you are not already)
- Click on "Inbox"
- Click on "Settings"
- Click on "Forwarding and POP/IMAP"
- Select "Forward a copy..."
• Enter the email address you want the mail forwarded to in the "Enter Address" box
• Click "Save Changes"

Resetting your password
• Sign-in to WebStars [Web4 – available from the MyCCSF link on www.ccsf.edu]
• Click on "Personal Information" or "Student Services & Financial Aid"
• Click on the "Reset Password" button
• New password will display

Changing your password
• Sign-in to your mail.ccsf.edu account (If you are not already)
• Click on "Email"
• Click on "Settings"
• Click on "Accounts"
• Click on "Change Password"
• Follow the instructions
• Click "Change Password" when done

2: [The password email]: The initial greeting and first paragraph are repeated from the first message. Instead of the address, the password is listed:

Your email password is apty9446 [insert actual password here. You can see why they need to change it right away—who could remember this one?].

[The address, sign-on, acceptance and password instructions are repeated from the first message.]