



STUDENT e-mail

Powered by: Google

Frequently Asked Questions

What is changing with student e-mail?

Gateway student e-mail is now powered by Google providing students with gigabytes of storage and access to the full suite of Google Apps. You will continue to log in to student e-mail the same way using your Student ID and password via <http://mail.gtc.edu>. Once you've logged in, you will be accessing your new mail box.

In addition, Gateway will be communicating all important information for students via Gateway student e-mail accounts, including financial aid notifications, admissions status notifications, student activities announcements, and communication from instructors.

When will the change occur?

September 3, 2009

What does this mean for my non-Gateway e-mail address I have been using in WebAdvisor and Blackboard?

With this change all non-Gateway email addresses that have been entered into Blackboard and WebAdvisor will revert to Gateway student email addresses. You will need to check your Gateway student e-mail account to receive communications from your instructors.

Your non-Gateway email address will remain on file and be utilized should you need to reset your password.

What is my username and password for logging into my e-mail account?

Your username and password will remain the same with the new e-mail system. You will use the same sign on and password as is used on Blackboard and WebAdvisor.

Username: Your Gateway Student ID

Password: "My Gateway" password

Will my e-mail address change?

Your e-mail address will remain the same with the new e-mail system: xxx@mail.gtc.edu.

How do I know what my e-mail address is?

You can find your e-mail address on your class schedule or by logging into WebAdvisor.

How do I log in to my e-mail account?

E-mail account access will remain the same with the new system. All students can log in through the “My Gateway” button on the website or by visiting <http://mail.gtc.edu>.

Username: Gateway Student ID

Password: “My Gateway” password (same as WebAdvisor and Blackboard)

What if I’ve forgotten my password?

You will have to request a replacement password using the WebAdvisor “What’s my Password” link. Note: WebAdvisor, Blackboard, student e-mail, and wireless computer access use the same sign-on and password. Changing your password via WebAdvisor will change your password to WebAdvisor, Blackboard, student e-mail, and wireless access.

How do I retrieve my e-mail from my old Gateway e-mail box?

Student will be able to log in to their “old” e-mail boxes via <http://oldmail.gtc.edu>. You will use the same Username and Password to log in.

Students should reference the FAQ (Frequently Asked Questions) on the sign-in page for details about saving e-mail messages from their “old” student e-mail account.

Students may access their “old” e-mail boxes thru November 9th.

How do I forward my Gateway e-mail messages to another e-mail account automatically?

Google Apps. e-mail lets you automatically forward incoming mail to another address.

Here is how to forward messages automatically:

1. Sign in to your Gateway e-mail.
2. Click **Settings** at the top of any Google Apps. e-mail page.
3. Click on the **Forwarding and POP/IMAP** tab.
4. Enter the e-mail address to which you would like your messages forwarded.
5. Select an action you would like your messages to take from the drop-down menu. You can chose to keep a copy of the message in your inbox or you can send it automatically to All Mail or Trash.
6. Click **Save Changes**.

What are Google Apps and how do I use them?

Visit <http://google.com/support/a/users/?hl=en> for details and assistance in using the full suite of Google Apps.

Need additional help or have further questions about your Gateway e-mail account?

Check out <http://mail.google.com/support/?hl=en> for Google Apps E-mail Help.

If you are unable to find the answer to your Gateway e-mail questions there, you can contact [Betty Altenburg](#) at (262) 564-2972 or [Mike McCrary](#) at (262) 564-2982.