

# Frequently Asked Questions (FAQ)

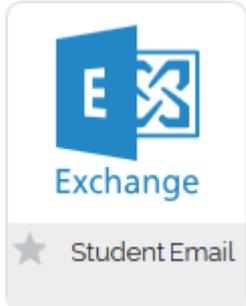
Student

Exported on 04/15/2020

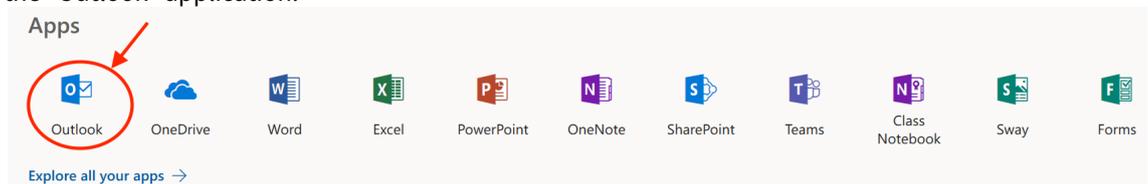
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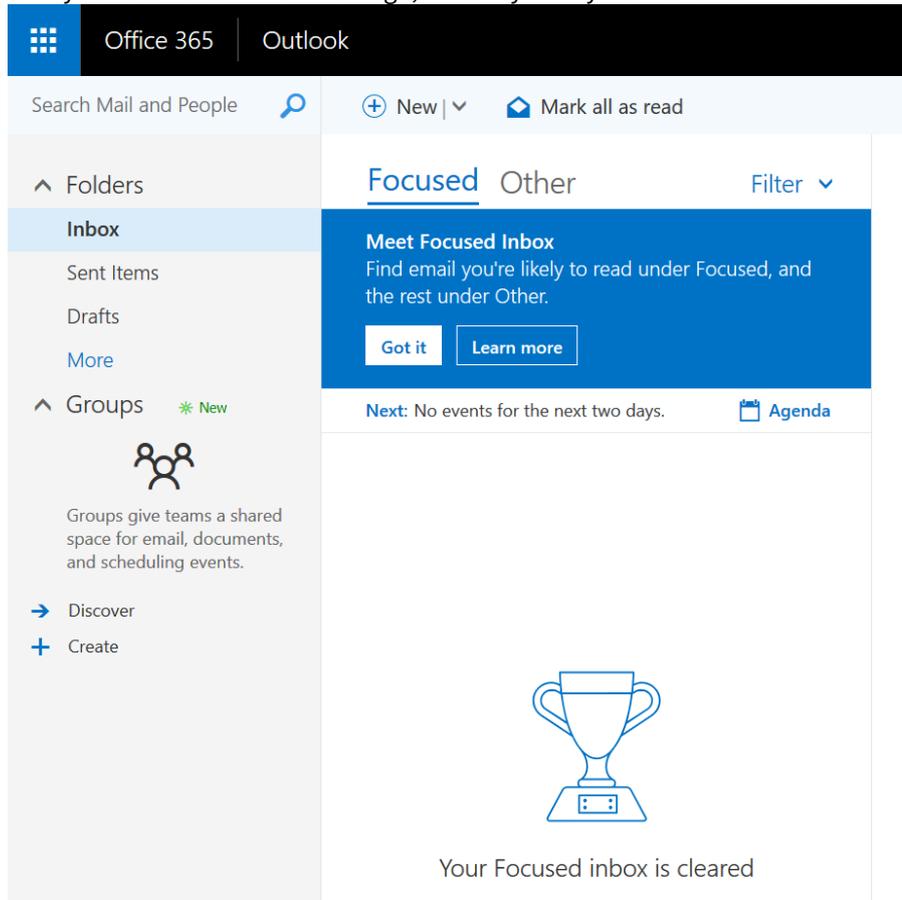
1. **Does submitting the request to get student email account cost me money?**
  - a. Nothing at all.
2. **How would I submit my request to get a "Student Email Account"?**
  - a. Go to MyPortal and locate the "Student Email Application" tile.



- b. Click on the tile, under the "Request Your Student E-mail Account" section click on "Submit Request" link.
  - c. Please [READ](#) and follow the instruction on the new page that opens up in your browser to avoid any future issue\s.
  - d. After clicking on the second confirm button your request will be submitted.
3. **How long after submission of my request, I would be assigned an account?**
  - a. Usually it would take less than a business day.
4. **How would I be notified that my account has been generated?**
  - a. You will receive an email to your Primary/Personal email address to get notified.
5. **Will the school's emails and notifications go to my Student Email Account after I got my student email set up?**
  - a. The school's emails and notifications will go to the email account that YOU have set it up as your Primary/Preferred Email Address. It could be your Student Email Account or any other.
  - b. In order to change your Primary Email Address:
    - i. Go to Myportal.
    - ii. Locate the "Student Registration" tile.
    - iii. Find the link "Update my personal information" in "My Profile" section.
    - iv. Click on "View Email Address" link.
    - v. Update the email address as needed.
6. **How do I log in to my Student Email Account?**
  - a. Try to log in, at least one hour, after you receive the notification email to your personal email address. You may fail to log in before that.
  - b. Go to MyPortal and locate the "Student Email Application" tile.
  - c. In the "Login to Your E-mail Account" section, click on "Login" link.
  - d. You will see the list of Microsoft applications that has been provided to you by the college. Look for the "Outlook" application.



- e. After you click on the "Outlook" logo, it takes you to your INBOX that should look like this.



7. **What is the password for my Student Email Account?**
  - a. The same password as what you use with your Student ID/CWID to log in to MyPortal.
  - b. The easiest way to log in to your account is using the "Login" link.(Question6)
8. **Can I change my Student Email Account password?**
  - a. No. Since your Student Email Account password is the same as your Student ID/CWID password, it will be affected by what you have chosen as your Student ID password.
9. **Is it possible to choose what I like as my email alias? e.g, myFirstName@student.deanza.edu**
  - a. No, it is not possible. It is the same pattern for all students which is:  
 LastNameFirstName@student.foothill/deanza.edu
  - b. You may choose your preferred First Name if you have it already on your record confirmed with A&R, as it has been described in the request form, NOTE section. That your email address will be :  
 LastNamePrefferedFirstName@student.foothill/deaza.edu
10. **How to set up my student email account on iPhone?**
  - a. In the step 2 of the instruction you may use *studentID@student.deanza.edu*<sup>1</sup> or *studentID@student.foothill.edu*<sup>2</sup> as your email account.
  - b. Click on this link to read the instructions. <https://support.office.com/en-us/article/set-up-email-in-outlook-for-ios-mobile-app-b2de2161-cc1d-49ef-9ef9-81acd1c8e234>

1 <http://foothill.fhda.edu>

2 <http://foothill.fhda.edu>