Table of Contents

No headings included in this document
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.
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. (Question 6)

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: LasNameFirstName@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: LastNamePreferredFirstName@student.foothill/deanza.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.edu¹ or studentID@student.foothill.edu² 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

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¹ http://foothill.fhda.edu
² http://foothill.fhda.edu