



Student ECCC Gmail Accounts Q & A

Q: When does my student email account get created?

A: Once you are registered in a class, the account should be available within 24 hours.

Q: What is my student email address supposed to be?

A: The email address is your first name + . + last name + the last 4 digits of your student ID# + @students.eccc.edu

EXAMPLE: Jane Doe with ID# 123456 will have an EC email address of jane.doe3456@students.eccc.edu

Q: What is my student email address password?

A: The password is initially set to your myEC password. You have the option to change that password. If you change the password, we are unable to look it up for you. But you can request it to be reset by emailing ithelpdesk@eccc.edu

Q: Will the password be overwritten to match your myEC password?

A: No. We used to do this, but we no longer replace the password with your myEC password.

Q: What if I am not able to login?

A: Use the Forgot Email link on the login page. If your are unsuccessful, email ithelpdesk@eccc.edu to request that it be reset back to your myEC password.

Q: How do I check my email on a PC?

A: Go to www.gmail.com and login using your email address and password.

Q: How do I check my email on an iphone or android using the Gmail app?

A: Download the Gmail App. Then follow the instructions on screen or shown below.

Instructions to add your ECCC email to the Gmail app:

<https://support.google.com/mail/answer/8494?hl=en&co=GENIE.Platform=iOS>

Q: How long will my email account be active?

A: We keep your email active for up to one year following your last term enrolled.

Q: Is it ok to forward my EC email to my personal email and is that a good idea?

A: Yes it is ok. It is your choice to do it either way. The instructions to forward your EC emails to your personal email is shown below.

Instructions to Forward Your EC Email to your Personal Email Account:

<https://support.google.com/mail/answer/10957?hl=en>

Q: How do I move my emails to my personal email?

A: Follow the instructions at the link shown to move your emails.

Instructions to Move ECCC Emails to My Personal Account:

<https://support.google.com/mail/thread/24406345?hl=en>