

# Welcome to the New Student E-Mail System

## When Can I Access My Account?

The student e-mail service begins fall quarter of each calendar year. If you are a new student, your e-mail service will be available one week prior to the beginning quarter that you have registered for. Late registration may delay your e-mail access.

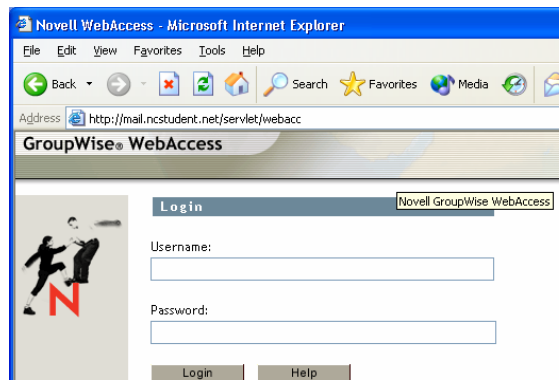
## Account User Name

Your student e-mail user name will be the first five letters of your last name, followed by the first initial of your first name, followed by your birth month and date (using 2 spaces for each). For example: If a student, Jessica Monroe, had an e-mail account with the birthday of September 8th, her e-mail user name would be: **monroj0908**. You can also login using the full name that you registered for class with, for example: jessica Monroe.

## Password

Your password has been initially set to the **last four digits of your social security number**. We strongly suggest you change this password the first time you use your account.

## How do I access it?



You can access your e-mail account through My NCStudent or directly from the web at: <http://mail.ncstudent.net>. (You will need to have Internet Explorer version 5.5 or higher, or Netscape 6.0 or higher.)

## Account Address

Your e-mail address will be your account user name with @ncstudent.net. For the Jessica Monroe example, the e-mail address would be: [monroj0908@ncstudent.net](mailto:monroj0908@ncstudent.net).

## Who Can Access My Account?

Anyone can send you a message at your e-mail address. However, your account will be password protected and will not be accessible by anyone else to read messages unless you give them your password.

## Trouble Accessing Your Student E-mail Account?

If you can get to the Student E-Mail server at <http://mail.ncstudent.net> but can't log in, the following could be the problem:

### 1. Your Account has not been established yet.

If you registered for class *within two weeks of the beginning of the quarter*, chances are your account has not been established yet. Please allow 1-2 weeks *after* the quarter begins for your account to be established. If you still can't get into your account by the end of the second week of the quarter please call the IT Help Desk.

### 2. Do you have AOL?

If you have AOL, you will need to use it to make your internet connection then minimize it and click on Internet Explorer. AOL interferes with the login procedure.

### 3. Your password may be incorrect.

If your password (last four digits of social security) begins with a 0, you may have trouble logging in. On rare occasions your password could have been inputted into the system incorrectly. Please contact the IT Help Desk for a password change.

**For more trouble shooting tips please visit the online help at:**

[www.ncstatecollege.edu/it/sudents](http://www.ncstatecollege.edu/it/sudents)

## Program Help

The student e-mail system has extensive on-line help available once you are logged in.

## Step-by-Step Help

Instructions are available on-line at: [www.ncstatecollege.edu/it/students](http://www.ncstatecollege.edu/it/students) for questions ranging from accessing your account to creating an e-mail message.

## Where can I get Additional Help?

An on-line help request form can be found at:

[www.ncstatecollege.edu/it/students](http://www.ncstatecollege.edu/it/students).

Or

### Contact

#### IT Help Desk

[helpdesk@ncstatecollege.edu](mailto:helpdesk@ncstatecollege.edu)

419-755-4734

Monday -Friday

8:00 a.m. to 5:00 p.m.



North Central State  
COLLEGE

419-755-4800

[ncstatecollege.edu](http://ncstatecollege.edu)

North Central State  
COLLEGE  
2441 Kenwood Circle  
Mansfield, Ohio 44901

The logo features a stylized globe in the background with a blue and green color scheme. Overlaid on the globe is the text 'NCSTUDENT.NET' in a large, green, serif font. Below this, the words 'Student E-Mail System' are written in a smaller, green, serif font. The entire logo is set against a white background.

NCSTUDENT.NET  
Student E-Mail  
System

*What is it?*

*How do I access it?*