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MassBay Student Gmail: Frequently Asked Questions

1: Why did MassBay shift students from MassBay Email to MassBay Gmail?
Gmail offers much greater performance, flexibility, capability, and storage than MassBay could offer at a lower cost. Additional Google applications (Google Apps) available to students provide significant capabilities for collaborative work and information sharing in a secure, protected environment, well beyond the services MassBay could afford to support within its own infrastructure.

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2: Why should I use MassBay Gmail?
Gmail is among the best email products on the market today and features outstanding capacity and functionality. Importantly, using Gmail will also ensure that you receive official MassBay notifications. With an effort underway to limit the frequency of paper communications, MassBay considers email to be an effective method with which to communicate to students about upcoming events, activities, opportunities, policies, public safety notifications, and much more. You should regularly login to your MassBay Gmail account to read email or alternatively, configure your MassBay Gmail to forward to an email account you do review regularly (See: 15: How can I forward my MassBay Gmail to another email address?).

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3: If I currently use a MassBay.edu email account, do I have to switch to Gmail?
Yes, if you are a student, you must switch to MassBay Gmail. MassBay plans to discontinue MassBay email accounts for students (not faculty and staff members) at the end of October 2010.

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4: What Username and Password do I use for Gmail and how do I get them?
Your Gmail username follows the longstanding MassBay tradition. Student usernames are FirstInitial_LastName## (where ## are optional numerals used with some common last names). This is the same username (LoginID) that is assigned as your PeopleSoft ID and your Microsoft LoginID. Faculty usernames are the same as their Microsoft LoginID’s, typically FirstInitialLastName## (where ## are optional numerals).

NOTE: usernames are not case sensitive. However, passwords are case sensitive.

Students are assigned a 10-character, randomly assigned initial password. Students may retrieve their initial username and password by using your web browser to open the website: mbccweb.massbay.edu/info (NOTE: omit WWW). To obtain your username and password, you will need to supply your date of birth and either your MassBay ID number, or the last 4 digits of your Social Security number and your last name. If you cannot locate the necessary data, or in cases where you enter what you believe to be correct data and the website rejects your entry, then you need to contact the MassBay Enrollment Center at (781) 239-2550.

1 MassBay Email is also known as Outlook or WebMail. If a student address takes the form j_doe@massbay.edu, it is a MassBay Email account.
2 This site can only retrieve your initial password. If you lose your password after changing it, contact the Helpdesk.
3 NOTE: You must turn off popup blockers in your browser (and Google or other toolbars) to see results from your input.
Faculty and staff members should contact OIT (mailmaster@post.massbay.edu) to obtain or reset your username and password.

5: Who at MassBay uses Gmail?
All students and some faculty and staff members have Gmail accounts. Effective July 20, 2010, MassBay has set up Gmail accounts for all students who have enrolled in a credit course anytime from fall 2009 to the present. All future students enrolled in credit courses will be issued Google Gmail accounts as they register. After July 20th, no students will receive new MassBay Outlook accounts.

Members of the MassBay faculty and staff, at their option, may request Gmail accounts from OIT by sending email from their massbay.edu account to mailmaster@post.massbay.edu.

6: When can I start using Gmail?
Students enrolled in credit courses from fall 2009 through summer 2010 may begin using Gmail on July 20, 2010. Students who enroll subsequently may start using Gmail as soon as their accounts are established, typically less than five days after registering for a MassBay course.

7: How do I sign on the first time?
If you have your username and password, use your web browser to open this URL: mail.post.massbay.edu.
If you do not have your username and password, then see: 4: What Username and Password do I use for Gmail and how do I get them?

8: What should I do if I lose or forget my Password?
If you never changed your initial password as assigned, follow directions for obtaining your initial username and password: 4: What Username and Password do I use for Gmail and how do I get them?
If you have changed your initial password (We recommend you do so. See: 11: What should I do to maintain access to and security for my accounts?), the password website cannot provide assistance. You may contact the MassBay Helpdesk (781-239-2440, http://d2.parature.com/ics/support/default.asp?deptID=8258), to obtain help resetting your password.

9: What is my email address?
For existing students, each student’s email address will change from username@massbay.edu to username@post.massbay.edu
(j_chu@massbay.edu becomes j_chu@post.massbay.edu).
Each new student is assigned an email address of the form:

4 Existing MassBay email accounts with associated addresses of the form username@massbay.edu will continue to function until MassBay terminates the student MassBay email system in October, 2010. See: 3: If I currently use a MassBay.edu email account, do I have to switch to Gmail?
username@post.massbay.edu, for example: f_smith@post.massbay.edu.

10: Is my new MassBay Gmail protected from SPAM?
Google operates sophisticated automated anti-SPAM filters for email. Individual users may review the messages Gmail has identified as SPAM and influence the behavior of the SPAM filters by marking messages appropriately.

11: What should I do to maintain access to and security for my accounts?
First, change your initial password to something only you know. This password should be at least 8 characters, preferably including some numbers (It is advised that your password not be a person or place name, or a word in any common language). It is advised that you write it down or save it so you can recover it, but keep it private. If you lose it, you will need assistance to regain access to your Gmail account.

If you are a student first receiving MassBay accounts starting fall 2010, your MassBay username and initial password will be identical for your Google account, your Peoplesoft account, and your MassBay Microsoft account (which includes Blackboard access.) You cannot change your username. However, you can change your passwords. Changing your password on one of these systems DOES NOT change your password on either of the others! Students, you may find it easier to change your passwords on each of the three MassBay systems to the same, high-quality password character string. This will make it easier for you to remember your password and will reduce the likelihood that you will need Helpdesk assistance to reset your password at some future, inconvenient moment.

12: How do I move my existing MassBay Email\(^1\) and contacts to Gmail?
There are several ways to move existing mail and contacts from MassBay Email\(^1\) (or other email services) to Gmail. The following are useful links provided by Google:

- [http://www.google.com/support/a/bin/answer.py?answer=176213](http://www.google.com/support/a/bin/answer.py?answer=176213) (Outlook)
- [https://mail.google.com/support/bin/answer.py?answer=21288](https://mail.google.com/support/bin/answer.py?answer=21288) (Fetcher)
- [http://mail.google.com/mail/help/email_uploader.html](http://mail.google.com/mail/help/email_uploader.html) (Uploader)

If you have a significant amount of email or contacts to move, please contact OIT at mailmaster@post.massbay.edu to inquire about the best approaches to consider.

13: How long can I keep my existing Massbay.edu email and contacts?
Students’ MassBay.edu (MassBay Email\(^1\)) accounts will continue to operate through October to provide students with the opportunity to save or migrate important mail and contacts to the Gmail service. After October, student access to MassBay Email\(^1\) will be terminated.

14: What alternatives do I have for accessing my MassBay Gmail account?
Most students will find accessing the native Gmail web interface most convenient. However, alternate user interfaces are also supported. You may run your own email client (e.g. Outlook, Thunderbird, etc.) on your PC/Mac and retrieve your Gmail email via IMAP or POP. In addition, you can configure to use Outlook as your interface to Gmail just as Outlook serves as an interface to Microsoft Exchange. We suggest you explore these options by starting at this web page: [http://mail.google.com/support/?hl=en](http://mail.google.com/support/?hl=en).
15: How can I forward my MassBay Gmail to another email address?
You may change these settings yourself to forward all, or a selective subset, of your incoming MassBay Gmail email to another address.

To forward all of your incoming email, click the Settings link on the upper right of your Gmail home page. Find and click the Settings header link labeled Forwarding. Fill in the required fields and then click save.

To forward a selected subset of your incoming messages based on message characteristics, you can create a filter from the Settings header link labeled Filters.

16: How can I forward my MassBay Email (Outlook) to another email address?
You may change these settings yourself to forward all of your incoming MassBay email (to addresses like j_doe@massbay.edu) to your new Gmail account, or another address, if you prefer.

To forward all of your incoming email, implement the following steps:
1. Login to your MassBay email https://webmail.massbay.edu/exchange. (The Premium radio button under Client on the login page is selected by default. Leave it selected.)
2. Select Rules in the lower left navigation bar
3. Select New across the top of the main panel to bring up the Edit Rule dialog page
4. In the top field, choose and assign your rule a Rule Name (Any text will do.)
5. In the When a message arrives section, do not change any entries
6. In the Then section, select the Forward it to radio button
7. In the field to the right, enter the email address to which you want the email forwarded. (E.g. j_smith@post.massbay.edu)
8. In the checkbox labeled: Keep a copy in my inbox you may prefer initially to check the box. However, when all is working as you like, un-checking this box will help prevent your mailbox from filling to its limit and potentially disrupting forwarding.

The forwarding you set will be terminated 10/31/2010, the same time your access to MassBay Email (Outlook) terminates, so let your colleagues and friends know your new address at MassBay Gmail. Also note that you need to avoid filling your MassBay mailbox with accumulated email (20 Mb storage limit), or forwarding may be disrupted. Once you are satisfied that your mail is forwarding successfully, it is best to change the setting (Step 8. above), to NOT keep copies in your MassBay mailbox. This helps prevent your mailbox filling to its storage limit.

17: What policies govern my use of my MassBay Google account?

Your use of Gmail and the other Google Apps is subject to your complying with the policies stated in the MassBay Student Handbook, Federal and State laws, and other applicable MassBay institutional policies and regulations. Violation of any of these policies may lead to suspension of your privileges to use MassBay Google services, disciplinary procedures, and legal actions, as appropriate.

Among inappropriate uses, MassBay considers the following behaviors serious violations subject to aggressive enforcement. MassBay Google account holders are hereby warned to avoid using Google services in the post.massbay.edu domain to:
1. Violate video, music, or other intellectual copyrights by sharing copyrighted music, video, or other content;
2. Store, propagate, or share pornography in any form;
3. Harass or violate the privacy or civil rights of anyone else, whether or not that person belongs to the MassBay community.

18: Who manages Gmail and Google Apps for MassBay?

19: What else can I do with my post.massbay.edu account at Google?
You can use Google Apps to create and share word-processing documents, spreadsheets, presentations, and drawings, construct and share web sites, and work jointly in real time using Google Waves. See the links in: 20: How do I login to each of the Google Applications?

20: How do I login to each of the Google Applications?
When you login to Gmail, links to most of the other applications (excluding Wave\(^5\)) will appear on your home page. The direct links to each application follow:

- [http://mail.post.massbay.edu](http://mail.post.massbay.edu)
- [http://calendar.post.massbay.edu](http://calendar.post.massbay.edu)
- [http://docs.post.massbay.edu/](http://docs.post.massbay.edu/)
- [http://sites.post.massbay.edu](http://sites.post.massbay.edu)
- [http://wave.post.massbay.edu](http://wave.post.massbay.edu)

21: How do I share my content with people outside MassBay?
You may send email to any valid internet email address, and you can receive email from any valid internet email sender. However, at present, MassBay restricts sharing Google Docs, Sites, and Waves to members of the MassBay community.

22: Where can I get help using Gmail and the other Google Applications?
Google supplies extensive documentation and guidance on using each Google Application as well as providing support for mobile devices and migration from or continuing use of Microsoft Outlook as a user interface to Gmail and Calendar.

We suggest that you start your search at:

- [http://mail.google.com/support/?hl=en](http://mail.google.com/support/?hl=en) for Gmail, and
- [http://google.com/support/a/users/?hl=en](http://google.com/support/a/users/?hl=en) for Google Apps.

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\(^5\) Wave is a relatively new Google offering providing a dynamic, shared, collaborative workspace. The Wave application is still under development and thus is not tightly integrated with the other Google Apps. This explains why you need to enter a separate URL into your browser to use the Wave application.
23: I already have a Gmail account. Do I need a MassBay account too?
Yes, you do need the MassBay Gmail account. MassBay will use your MassBay Gmail account for official communications. Also, your MassBay account enables you to access content (documents, websites, waves, chat, etc.) shared by other MassBay Google users. A lot of this content cannot be shared with you if you do not have a MassBay account.

24: How do I close my MassBay Google account?
OIT will suspend and subsequently delete your Google account upon your request if you are no longer a student enrolled at MassBay. However, OIT will take steps to verify that you, as the person requesting this action, are in fact the owner of the associated account. OIT appreciates your assistance in the authentication process.

25: May I continue to use MassBay Gmail after I leave MassBay?
Both MassBay and Google agree to provide you with ongoing access to MassBay Gmail and Google Apps, free, without advertisements, after you complete your studies at MassBay, subject to your compliance with the then-current terms, conditions, and MassBay policies applicable to the service. (See: 17: What policies govern my use of my MassBay Google account?)