

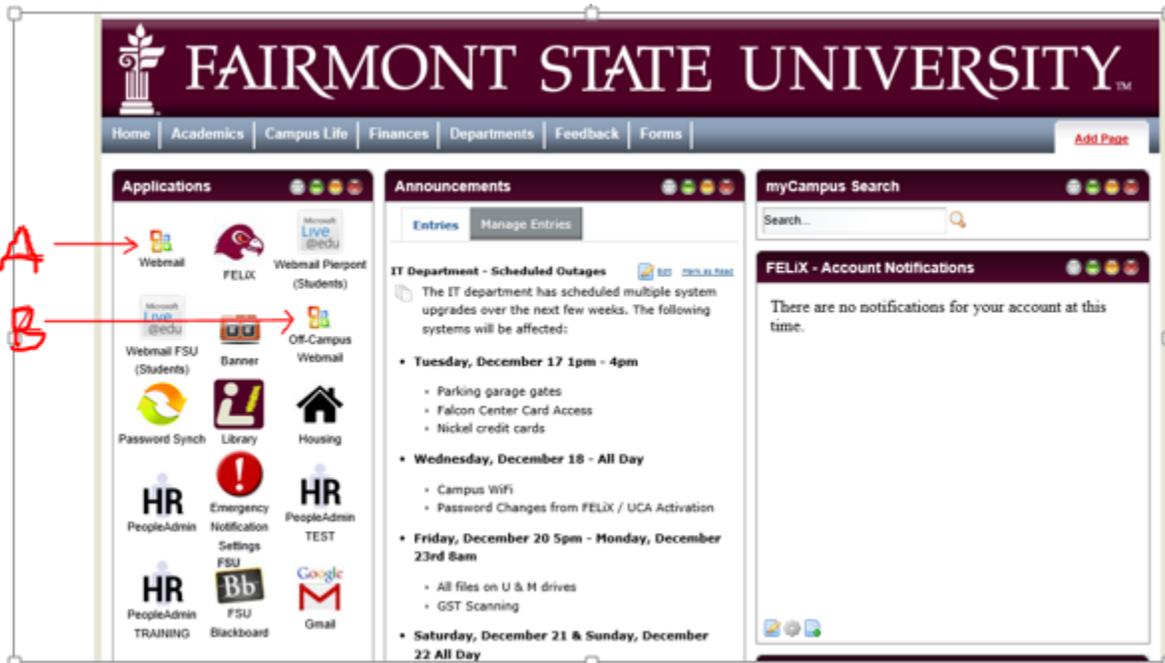
# How FSU Faculty & Staff access email

Valid email addresses are: [uca@fairmontstate.edu](mailto:uca@fairmontstate.edu)  
[Firstname.Lastname@fairmontstate.edu](mailto:Firstname.Lastname@fairmontstate.edu)

- 1) If on Campus use outlook desktop client on PC
- 2) If they are off campus go to: <https://outlook.fairmontstate.edu>

Or

- 3) Login to mycampus and use the Employee Webmail links.
  - a. If on campus use the Webmail icon
  - b. If off campus use the Off-Campus Webmail



- 4) If employee cannot get to email open a ticket.
  - a. Be sure to include uca, the school they work for, external email address, an office/cell phone number

# How Pierpont Faculty & Staff access email

Valid email addresses are: [uca@pierpont.edu](mailto:uca@pierpont.edu)  
[Firstname.Lastname@pierpont.edu](mailto:Firstname.Lastname@pierpont.edu)

Pierpont uses Google mail. Contact Jake Tennant at 3641 or Josh Ferren at 4916

# How ALL Current Students access email

All current students should be using mycampus to get to their email. We are still updating accounts but have students start here first.

Valid Current Student email addresses are: [uca@students.fairmontstate.edu](mailto:uca@students.fairmontstate.edu)  
[uca@students.pierpont.edu](mailto:uca@students.pierpont.edu)

- 1) Students should login to my campus and select the webmail icon associated with their current school.

**FAIRMONT STATE UNIVERSITY**

Home | Academics | Campus Life | Finances | Departments | Feedback | Forms | [Add Page](#)

**Applications**

Webmail FELiX Microsoft Live @edu  
Webmail FSU (Students) Banner Off-Campus Webmail  
Password Synchron Library Housing  
HR PeopleAdmin Emergency Notification Settings FSU TEST  
HR PeopleAdmin FSU Blackboard TRAINING Blackboard Gmail

**Announcements**

IT Department - Scheduled Outages

The IT department has scheduled multiple system upgrades over the next few weeks. The following systems will be affected:

- **Tuesday, December 17 1pm - 4pm**
  - Parking garage gates
  - Falcon Center Card Access
  - Nickel credit cards
- **Wednesday, December 18 - All Day**
  - Campus WiFi
  - Password Changes from FELiX / UCA Activation
- **Friday, December 20 5pm - Monday, December 23rd 8am**
  - All files on U & M drives
  - GST Scanning
- **Saturday, December 21 & Sunday, December 22 All Day**

**myCampus Search**

Search...

**FELIX - Account Notifications**

There are no notifications for your account at this time.

- 2) If they cannot get to their email

- a. What is the error?
- b. Login to : [portal.microsoftonline.com](http://portal.microsoftonline.com) and using the TLC PW Reset Account Credentials and verify:
  - i. Which school cloud the acct is in
  - ii. Is the account in the correct cloud? (Fairmont State student in Fairmont State Cloud or Pierpont student in Pierpont cloud).
  - iii. Is the correct address in the cloud (current students should have [uca@students.fairmontstate.edu](mailto:uca@students.fairmontstate.edu) in the Fairmont Cloud or [uca@student.pierpont.edu](mailto:uca@student.pierpont.edu) in the Pierpont cloud)
  - iv. If the correct address is listed does the acct have a license assigned? If no license then assign the license and have student to try to access mail again.
  - v. If they are still unable to access mail open a ticket
    1. Be sure to include: UCA, Phone #, Alternate email address, current enrolled school and what webmail icons they have list in mycampus, which school cloud their account is in.

# Students who have recently changed schools

If a student has recently changed schools they will need to check their mail in two locations:

First go to my campus and select:

- a. The Old School webmail icon to see if it is still working
  - i. If this icon is still working open ticket
    1. Be sure to include: UCA, Phone #, Alternate email address, current enrolled school and what webmail icons they have list in mycampus, which school cloud their account is in.
  - ii. If the account is not working, go to instructions on how Alumni access email.
- b. The New school webmail icon to see if it is working
  - i. If this icon is NOT working open ticket
    1. Be sure to include: UCA, Phone #, Alternate email address, current enrolled school and what webmail icons they have list in mycampus, which school cloud their account is in.

# How Alumni Students access email

All students trying to access alumni accounts have to use this URL: [portal.microsoftonline.com](https://portal.microsoftonline.com)

They will sign in with their full alumni email address:

[UCA@studentsfairmontstate.onmicrosoft.com](mailto:UCA@studentsfairmontstate.onmicrosoft.com) for FSU Alumni

[UCA@studentspierpont.onmicrosoft.com](mailto:UCA@studentspierpont.onmicrosoft.com) for Pierpont Alumni

If Student does not know PW, TLC can reset it by going to: [portal.microsoftonline.com](https://portal.microsoftonline.com) and using the TLC PW Reset Account Credentials and performing a PW reset on the Alumni Accounts only. Remember, PW reset is not an option for current students account.

- 1) TLC can go to: [portal.microsoftonline.com](https://portal.microsoftonline.com) and using the TLC PW Reset Account Credentials and verify:
  - a. Which school cloud the acct is in?
  - b. Is the correct address is in the correct cloud?
    - i. Remember Alumni should have [uca@studentsfairmontstate.onmicrosoft.com](mailto:uca@studentsfairmontstate.onmicrosoft.com) or [uca@studentspierpont.onmicrosoft.com](mailto:uca@studentspierpont.onmicrosoft.com) addresses assigned
  - c. If the correct address is listed does the acct have a license assigned? If no license then assign a license and have student to try to access mail again.
    - i. If they are still unable to access mail open a ticket
    - ii. Be sure to include: UCA, Phone #, Alternate email address, current enrolled school, which school cloud the acct was found in.
  - d. If the wrong address is assigned in the cloud
    - i. Incorrect addresses for alumni are any address besides: [uca@studentsfairmontstate.onmicrosoft.com](mailto:uca@studentsfairmontstate.onmicrosoft.com) or [uca@studentspierpont.onmicrosoft.com](mailto:uca@studentspierpont.onmicrosoft.com)
    - ii. Do NOT assign a license, if address is not [uca@studentsfairmontstate.onmicrosoft.com](mailto:uca@studentsfairmontstate.onmicrosoft.com) or [uca@studentspierpont.onmicrosoft.com](mailto:uca@studentspierpont.onmicrosoft.com)
    - iii. Open a ticket.
      1. Be sure to include: UCA, Phone #, Alternate email address, current enrolled school, which school cloud the acct was found in.

TLC PW Reset Account Credentials they can perform PW resets & assign license for Alumni users ONLY.