

Information About Your ANC Student Email Account

Arkansas Northeastern College creates a College email account for each enrolled student. These accounts are created approximately 24-72 hours after you have registered.

Email Address	Email Password	Example
<p>Your student email login user name is your first name, a period, and your last name.</p> <p>When logging into email you must add the @smail.anc.edu to your username.</p> <p>In cases where that data has already been used, an underscore and a middle initial will be added before the period – mary_c.smith.</p>	<p>Your student email password is your Student ID. Do not use any hyphens, just the 9 digits that make up your Student ID.</p>	<p>As an example, a student with the name Mary Jane Smith and student ID of 1234-56789 would have an email address that of mary.smith@smail.anc.edu.</p> <p>mary.smith is her user name and her initial password would be 123456789.</p> <p>Notice there is a period between the first and last</p>

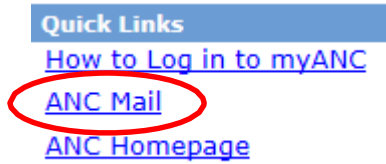
What if you use the above information and still can't access your new school email account?

- 1) First think about when your registration was completed. Be sure the setup period has passed before you try again.
- 2) If a student already has the username you should have (in our example, mary.smith) then try adding an underscore after your first name and then your middle initial (mary_j.smith). Adding an underscore and your middle initial is our normal alternative plan for students with the same first and last names.
- 3) Did you register a few years ago but never accessed your school email? If so, your email might be set up under the previous default style. The previous default password was just the last six digits of your student ID. The above user, Mary Jane Smith, would have had an initial setup of mary.smith@smail.anc.edu for her username but only the last six digits of her student ID for her password – 456789.
- 4) If you do not know your student ID, look for it on paperwork you received from the business office or student services. If you still cannot find it, try retrieving it by following these directions: Go to our homepage, <http://www.anc.edu>, use the A-Z index to find Campus Connect, log in to the student version using your SSN instead of your student ID and the last four digits of your SSN as the password. If this is the first time you are accessing Campus Connect this academic year you may need to complete the mandatory federal survey first, but once that is complete you will be able to retrieve your ID through your demographic information.
- 5) If the setup period has passed and none of the above possibilities work for you, call the help desk at 870-762-1020 ext 1207 or the IT department at 870-762-1020 ext 1150 or send an email from a different email account to ANCHelp@smail.anc.edu. Be sure to include your full name and a method of contact so we can get your issue resolved quickly.

How to Access Your ANC Student Email Account

Arkansas Northeastern College uses Google Apps as its email provider.

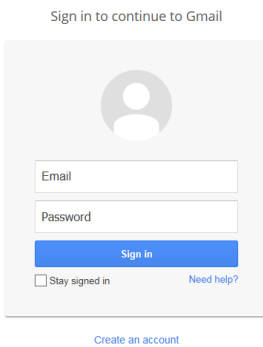
A simple way to access school email is from the myANC page. Go to the myANC login page but you don't need to log in to get your school email. Look for the ANC Mail link in the Quick Links section on the lower left of the screen.



To directly access school email accounts, go to Gmail or Google Mail. Search for it on the Internet or type in <http://mail.google.com> and you will be routed to the login page. The page can take on many looks.

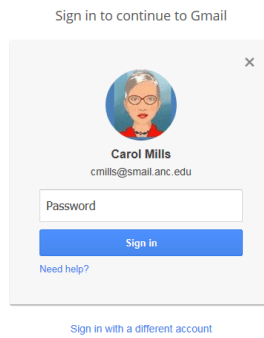
Google

One account. All of Google.



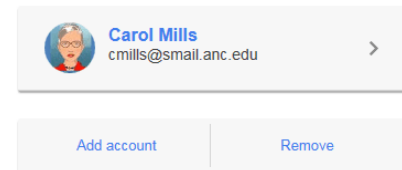
Google

One account. All of Google.



Google

Choose an account



In this first snapshot, no one on this computer is currently using google mail so just log in to your school mail as explained below.

In the second snapshot, someone else is logged in so you need to click the words "Sign in with a different account" and then log in as explained below.

In the last snapshot above click the words Add account and then log in as explained below.

To Log in:

Type in your entire email address, including the smail.anc.edu, in the Email box. Let's use our example, mary.smith@smail.anc.edu. Mary was probably asked to change her password from the default password during setup. After the initial setup using her student ID, Mary uses the new password she chose. You were probably asked to type a confirm a new password when you initially setup your email. If so, your student ID no longer works as your password and you must use your new password.

For help with the student email system, call the Arkansas Northeastern College Help Desk at 870-762- 1020 ext 1207 or email ANCHelp@smail.anc.edu from another email account. Be sure to include your first and last names in the body of your message.