

***Does every student automatically get an email address?***

Yes, when they register, an email account will automatically be generated.

***What is the standard address format? If a student's is different from that, why and how can the student find out what it is?***

The address format for student emails is student's [webid@elcamino.edu](mailto:webid@elcamino.edu) .

- *webid* is the student login to the portal – **firstname\_lastname**
- For duplicate names there are numbers at the end of the last name.
- Example: Johnny Jones would be Johnny\_jones@elcamino.edu

***Can students use email to communicate to & from off-campus?***

Absolutely !

***Roughly, how much email storage will students have? This is particularly important for art classes.***

This answer is subject to change upon further discussion. Currently, they have no space limit but there is a email lifespan of 180 days (six months). We're open to discussion on the limitation but as it sits today this is the setting.

***If students have problems with email, who do they contact?***

Don't know...This is where ITS has been for the past two years lobbying for a "Student help desk." The need just keeps growing and no one seems to be able to address this. We've been lobbying for a helpdesk that can answer (at least directly) any student question technical or otherwise – ex: How to clear prereq? Why is there a hold? Etc.

***And for MyECC, how do students find out their loginID & pwd. I seem to recall that it's on some correspondence, but if they don't have that, how can they find out?***

Students can retrieve their *webid* and reset their password from the front page of the MyECC web site (<http://myecc.elcamino.edu>).

**More questions below that have been asked by students before –**

***Can students access email using POP ?***

NO, they cannot. The only access they have is via the portal.

***Will student email be filtered by SPAM filter?***

The answer is twofold –

- If the email is within El Camino (that is, an email from one @elcamino.edu address to another @elcamino.edu) then there is NO filtering.
- If emails are coming from outside of El Camino then, yes, the emails go thru a spam filter.

***How does the student Login to email?***

There is no additional id or password for them to remember nor do they have to login. One login to the portal is all is needed.