**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](http://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 an 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.