

## GENERAL FAQs FROM THE GOOGLEAPPS@MARICOPA LINK

- **Who is eligible for a Google Apps@Maricopa account?**  
*Any student affiliated with MCCCDC is eligible for an account. An account will be automatically provisioned when a student receives an MEID.*
- **When will communication be available for all MCCCDC about this new service?**  
*Internal messages to the MCCCDC community will go out the in early April. A news release to media is scheduled for April 15th, 2009. Additional announcements to faculty, staff and students will follow.*
- **I've heard MCCCDC is doing a "soft launch" of new student email accounts. What does this mean and where can I access my account?**  
*The "soft launch" means that students can experiment with their new email accounts before full implementation is rolled out. Accounts can be accessed at [google.maricopa.edu](http://google.maricopa.edu) and MCCCDC welcomes feedback from your experience. Please send feedback to [google.feedback@domain.maricopa.edu](mailto:google.feedback@domain.maricopa.edu).*

## MEID/PASSWORD QUESTIONS

- **What is an MEID?**  
*MEID stands for Maricopa Enterprise Identification; it is a unique username that allows MCCCDC students and employees use to access various MCCCDC computer systems related to their position in at Maricopa Community Colleges.*
- **How do I find my MEID?**  
*If you are a first time user, you will need to know your Maricopa Enterprise ID (MEID). To discover your MEID go to the [Student Personal Administration Tool \(SPAT\)](#) discover MEID area.*
- **I forgot my MEID ?**  
*If you have forgotten your MEID go to the [Student Personal Administration Tool \(SPAT\)](#) forgotten MEID area.*
- **I forgot my password?**  
*If you have forgotten your password you will need to reset it. To reset your password go to the [Student Personal Administration Tool \(SPAT\)](#) forgotten password area.*

## ACCOUNT & ACCESS QUESTION FOR GOOGLE APPS@MARICOPA

- **What is my email account ?**  
*Your official MCCCDC e-mail account is <MEID>@Maricopa.edu*
- **How do I create an account?**  
*Before you can login, you must have an MEID at Maricopa Community College District. New students can register for an MEID. When your MEID registration is complete, you can login to [Google Apps@Maricopa](#). Existing or former students can [discover their MEID here](#).*
- **What password do I use?**  
*To access Google Apps@Maricopa, use your MEID and related password. This is the same password that you use to access your Student Center account in SIS.*
- **Why can't I log into my account through the Google site?**  
*Google Apps@Maricopa is MCCCDC installation of the Google Apps for Education software suite, which Google offers to educational institutions and non-profit organizations. Due to account customization and security requirements, users must log in through MCCCDC authentication system.*
- **How come my Google Apps@Maricopa account doesn't have the same applications as my personal Gmail account?**  
*Your Google Apps@Maricopa account is part of a software suite called [Google Apps for Education](#), which*

Google offers to educational institutions and non-profit organizations. Google determines the services to include in the Google Apps for Education software suite.

- **How long can I keep my Gmail account at MCCCC?**  
*This is an e-mail for life. You can keep your e-mail even after your affiliation with MCCCC has ended*
- **If I have a question about my student email account, what do I do?** *Support for student email accounts is obtained through [Gmail Help Center](#). Contact options are available on the right-hand column of this page.*
- **Who gets a MCCCC student email account?**  
*Email accounts have been provisioned for any student that has been enrolled at MCCCC during the past three years.*
- **What if I attended MCCCC more than 3 years ago?**  
*If you have not attended MCCCC in more than 3 years, you will need to discover your MEID and set your password before you can access this service. You can visit [Maricopa's SPAT](#) tool to discover your MEID and set your password.*
- **What will the MCCCC student email accounts be used for?**  
*Student email accounts will be used to communicate MCCCC business. Beginning July 13, 2009, MCCCC official communication "might" include financial aid, enrollment and password information. Please refer to the college you are attending for more information.*
- **Where can I find my email account in the Student Center?**  
*The student email account can be found in as part of your personal information in the Student Center. This information will be available starting July 13th, 2009. Your email account is <MEID>@Maricopa.edu*
- **I see that my MCCCC student email account contains my MEID. How can I change that?**  
*The initial release of Google Apps@Maricopa will not support 'Nicknames.' We expect that a future Fall 2009 release will include this functionality. MCCCC is populating the first and last name upon account creation so users receiving your emails will be able to tell who the sender is.*
- **Can I use my student email account in Blackboard?**  
*The new MEID@Maricopa.edu email accounts will be loaded into Blackboard in the near future.*
- **Will other MCCCC systems use this email address?**  
*Colleges that now use a different email account for students will be transitioning over the summer of 2009 to the new format. Additional information will be available from your college.*
- **How can I set filters to help manage my incoming messages?**  
*Please visit "[Setting Filters](#)" for instructions on setup.*

## GOOGLE APPS FUNCTIONALITY

- **How do I forward from Gmail to my other e-mail accounts?**  
*Gmail lets you automatically forward incoming mail to another address, if you'd like. [Click here](#) for these instructions.*
- **If I don't want to use the MCCCC student email as my preferred contact, what options do I have?**  
*The official e-mail for all students attending MCCCC is going to be <MEID>@Maricopa.edu. Students are responsible for communications sent to this email address. Students have the option to 'forward' email going to this address to their 'preferred' email address.*
- **How can I export my contacts to other mail providers?**  
*Instructions for exporting contacts to other mail providers are available by clicking on the [Address Book](#) help link on the Google Apps@Maricopa website.*

- **Can I use other email programs to access my Google Apps@Maricopa email?**  
*You can [forward your messages](#) to another, more frequently check, address.*
- **How do I share documents with students or others who have Google Apps@Maricopa accounts?**  
*You can share documents with anyone who has a Gmail account by listing the person's Gmail address in the **Share This Document** screen. If you enter an email address of someone without a Gmail account in the **Share This Document** screen, that person will receive an invitation to create a Gmail account.*
- **What browsers are supported for my Gmail account?**  
*[Supported browsers](#) can be located on the Gmail help pages.*

## MISCELLANEOUS

- **What options are available for Faculty/Adjunct Faculty and employee use?**  
*The initial release of these services is being offered to students only. A faculty or staff member would only have access to this service if they have been a student at MCCC.*
- **Can I setup mobile access?**  
*Mobile devices can most certainly be used in accessing your student email account through Google. You will use the same URL and Google will determine what type of device you are using.*
- **There are concerns about SPAM especially when students attend multiple colleges. What plans in the project are there to address this concern?**  
*This is a new service for students at MCCC. It is only meant for official MCCC business. We will be working closely with stakeholders to develop processes and best practices in order to minimize inappropriate use of this service.*
- **I've heard that the my.maricopa.edu portal will be replaced? Is this true, when and what can I expect?**  
*my.maricopa.edu will continue as is. There are no immediate plans to replace it. This new service offers a Portal solution to students. Students may find that this solution to be flexible and extensible.*
- **Faculty Use of Google**  
The MCCC's [Google for Students project](#) team recognizes that faculty may want to assist students by using this service as well. Because this service is intended only for students, the recommendation is for faculty to obtain a commercial gmail account from Google, and explore using GoogleApps in that way. Brief testing has been successful in having a normal Gmail account and working with student accounts that are "maricopa.edu" accounts. Some faculty members may discover that they do have maricopa.edu accounts already set up. This is because of their previous interactions with Maricopa in the role of being a student or prospective student. No faculty accounts have been set up, and there are no current plans to do so.
- **Section MEID/Password Questions**  
MCCC's [Google for Students project](#) team recognizes concerns in the use of MEID as part of the student email account. MCCC's practice in this regard essentially makes the information public. The security for our systems is not based on keeping the MEID private but rather based on our authentication infrastructure, strong password rules, and password expiration policies. We follow similar practices as other educational institutions such as Arizona State University and Pima Community College. While enabling strong password policies in the MCCC directory may cause some occasional inconvenience for students and staff, they are a necessary factor to limiting risk.

Password security and education is especially important. Individuals need to keep their passwords private and not share them. As an additional note, MCCC does not provide passwords or personal information to Google. Google receives MEID, first and last names only. All password resets are performed and maintained through secured MCCC systems. Password guidelines are further detailed in the login disclaimer.