How do I use my email?!?

Are you an incoming student? Are you a current student with this question still unanswered? It's understandable that you may be a bit overwhelmed with this process. Here are some FAQs and tips to make sure you get those important emails and where you need them.

Is an email account created for me?

Yes! When you are accepted to a program, you are prompted to access RamWeb and create an “eid”. You MUST do this first. The “eid” is everything when it comes to accessing online student resources i.e. RamWeb, Canvas, colostate email, computer lab. Your “eid” will be the first letter of first name and last name (max 8 characters) i.e. Jsmith. The email account created for you will use that “eid” name as well i.e. Jsmith@mail.colostate.edu.

How do I set up my email?

As a Graduate Student, you will receive a Microsoft Outlook account. To start this process find the outlook log in webpage through RamWeb, ACNS, or google “outlook log in” or “office 365 log in”. When logging in, make sure to use “Jsmith@colostate.edu”. Note: As a student, you can download Microsoft Office 2016 on your personal computer FOR FREE! This has Word, Powerpoint, Publisher, Outlook, etc.

Do I have to use this email?

Yes. This is the email that CSU faculty, staff, and admin will see when they need to communicate with you. This is also how you will receive billing information from Student Financial Services and registration info from the Registrar’s office. Once you set up an outlook account, you can forward all email to your personal email. This link explains how: Forward Email. NOTE: When you respond in your personal email, that is the email the recipient will see, so it could potentially be confusing for CSU faculty and staff when you send it off.

Do I have to use the google apps account?

No. As a Graduate Student, you are given a complimentary google account (looks like “Jsmith@rams.colostate.edu”) to use. The “@rams.colostate.edu” designation is what Undergraduates must use. On the RamWeb home page (bottom left) there is a link to set up the google account and populate the google calendar with all of your classes. Note: As a Graduate Student, when CSU faculty and staff search for you in CSU databases they will see your “Jsmith@mail.colostate.edu” NOT “Jsmith@rams.colostate.edu”.

Why do I see Jsmith@mail.colostate.edu and John.Smith@colostate.edu?

The “@mail.colostate.edu” designation is your official email. Anyone can send an email to John.Smith@colostate.edu and you will receive it at Jsmith@mail.colostate.edu. The full “firstname.lastname” designation is a convenience it is not an email account itself, but rather it is an email address alias that will automatically forward mail to the email account specified in your eID even if your email account isn't on a CSU server. If you want to change this alias email, follow this link.

For more questions you can contact CSU IT Support at help@colostate.edu or (970) 491-7276.