



## How Do I Know What Email to Use?

Check which applies below to determine what email address the University will use to contact you. This email will be used by your advisor, faculty, the Graduate School, Student Financial Services, the College, etc. to communicate important information.

You were an undergrad at CSU

You took courses through CSU Online and were classified as Continuing Education/Undergraduate

@rams.colostate.edu

You are entering a Graduate Program and have never taken courses at CSU before.

You took courses through CSU Online and were classified as Continuing Education/Graduate

@mail.colostate.edu

\*These are *most likely* the emails the school will use to communicate with you. The best way to make sure you are using the correct email is to log in to the eIdentity page following the instructions below.



# Steps to Finding Your Email on Record

1. Go to “Change E-mail Address” in eIdentity. You will be prompted to enter you eID and password.

2. You will then be at your eIdentity page showing your CSU email address of record. This is the address that faculty, instructors, and staff will find when they want to contact you.

If you have more than one CSU email address, you will have the option here to change your email address of record. Simply click on the radio button and hit submit. If only one option is available and you prefer another, see the FAQ for how to create an @rams account (optional) and how to set up an @mail account.

You can also access the eidentity site through RAMweb.

- Sign into RAMweb with your EID, click on “Manage My Student Record” and “Change my Email Address”. You will be at the eIdentity login page. Follow the steps above.



# FAQs and Tips

If your email is  
@rams.colostate.edu

If your email is  
@mail.colostate.edu

Is an email account created for me?

Yes!

This will be the same email given to you as an undergrad or if you took classes classified as an undergrad.

Yes!

When you are accepted, you have to make an eID in RAMweb. The eID allows you to access all online student resources i.e RAMweb, Canvas, colostate email, and the computer lab.

Your eID will be the first letter of your first name and your last name (Jsmith). Your email created will also use this eID name ([Jsmith@mail.colostate.edu](mailto:Jsmith@mail.colostate.edu)).

How do I set up my email?

As a Graduate Student, you will have the option of using your previous @rams email account or making an Office 365 account (@mail).

To start this process find the outlook log in at [RamWeb](#), [ACNS](#), or google “outlook log in” or “office 365 log in”. When logging in, make sure to use “Jsmith@colostate.edu”.

You can see which email CSU communicates with by following the directions on [page 2](#).

*Note: As a student, you can download Microsoft Office 2016 on your personal computer FOR FREE! This has Word, Powerpoint, Publisher, Outlook, etc.*

As a Graduate Student, you will receive an Office 365 account. To start this process find the outlook log in at [RamWeb](#), [ACNS](#), or google “outlook log in” or “office 365 log in”. When logging in, make sure to use “Jsmith@colostate.edu”.

You also have the option of creating an @rams account and can access this through [ACNS](#). You can see which email CSU communicates with by following the directions on [page 2](#).

*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 the email listed under my eidentity?

Yes.

This is the email that CSU faculty, staff, and administration will use 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.

You can forward all your @rams emails to your personal email. This link explains how: [Forwarding @rams email](#).

*NOTE: When you respond in your personal email it can be confusing for CSU faculty and staff because it will appear to them as the personal email address and not your school email; be sure to include your full name and ID number.*

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This is the email that CSU faculty, staff, and administration will use 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.

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# FAQs and Tips

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If your email is  
@mail.colostate.edu

Do I have to use the google apps account?

No.

Since you were listed as an undergrad you will have an @rams account, but once accepted into a graduate program you are given a complimentary Office 365 account option.

On the [ACNS](#) page there will be a link to Office 365 where you can access your @mail account as listed in RAMweb (Jsmith@mail.colostate.edu)

If you want to change your default address (CSU will use this address) to your @mail account, follow the directions on [page 2](#).

No.

Since you were never classified as an undergraduate, you will have the option of using the given @mail account, or using a complimentary @rams account.

The “@rams.colostate.edu” designation is what Undergraduates must use; but is optional for graduate students. 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.

If you want to change your default address (CSU will use this address) to your @ram account, follow the directions on [page 2](#).

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

The “@rams.colostate.edu” designation is your official email. Anyone can send an email to John.Smith@colostate.edu and you will receive it at Jsmith@rams.colostate.edu.

The full “firstname.lastname” designation is a convenience not an email account itself. This email address is an 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](#). It will be at the very bottom right hand corner of text.

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](#). It will be at the very bottom right hand corner of text.

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