

## Checking Your Student Email

### Student Email account information:

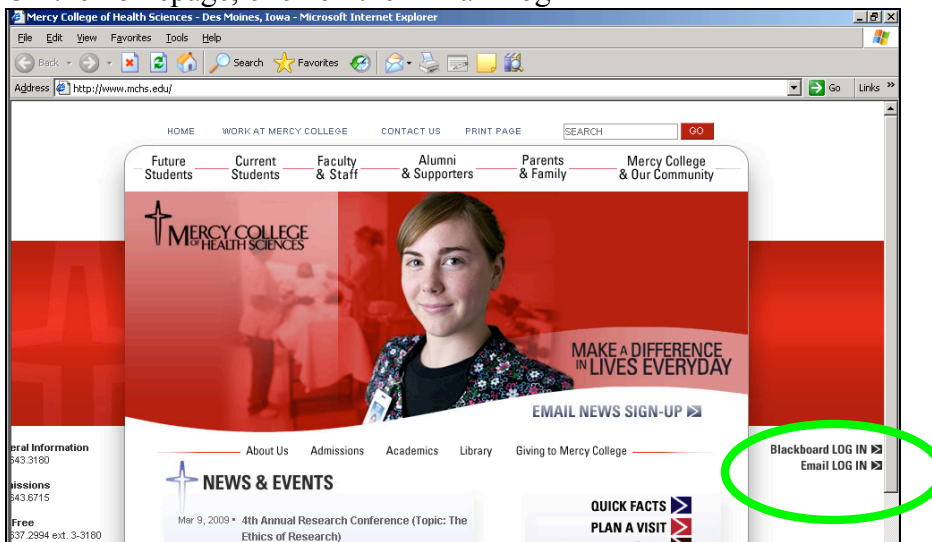
- ★ Username is based off student name – [first].[last] – like ‘mercy.college’
- ★ Punctuation in names will be removed.
  - ‘Patrick O’Brien’ would be ‘patrick.obrien’
  - The only exception is the hyphen – hyphenated names will be entered as-is. Example: jennifer.smith-jones
- ★ The character limit is 23 characters, including the period and hyphens where present. Usernames will be truncated to meet this limit when necessary.
- ★ The domain is ‘students.mchs.edu’. Therefore, a student’s email address will be [username]@students.mchs.edu.
  - Example: [mercy.college@students.mchs.edu](mailto:mercy.college@students.mchs.edu)
  - Students only need to use the username when logging in; the full address will not be accepted as the username.

### Student Email password information:

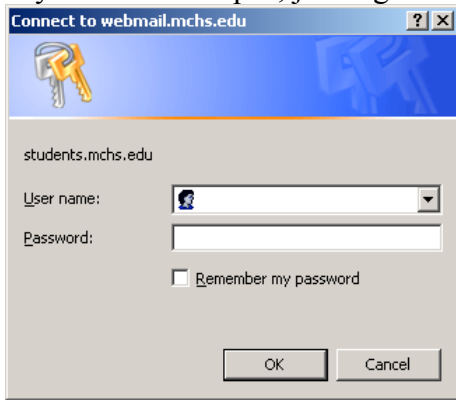
- ★ The default password will be [middle initial]+[MMDDYY of birthdate].
  - Example: m010209
- ★ This information will come from official Mercy College records.
- ★ If you do not have a middle name (or one is not listed with the College), use the letter ‘x’.
- ★ All initials will be listed in lower case.
- ★ The ‘YY’ in the birthdate will be the last two digits of the student’s birthdate; i.e. ‘80’ if the birth year is 1980.
- ★ Students are encouraged to change their passwords immediately after logging in with the default password. Instructions for this are listed at <http://www.mchs.edu/pdf/NewPassword.pdf>.

### To access your Mercy student email:

- ☆ Go to the Mercy College homepage – [www.mchs.edu](http://www.mchs.edu)
- ☆ On the homepage, click on the ‘Email Login’ link

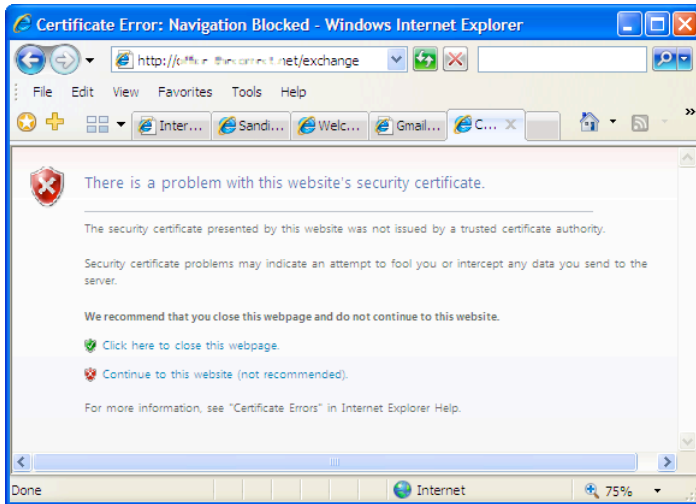


- ☆ If you are on-campus, just log in at the resulting window.



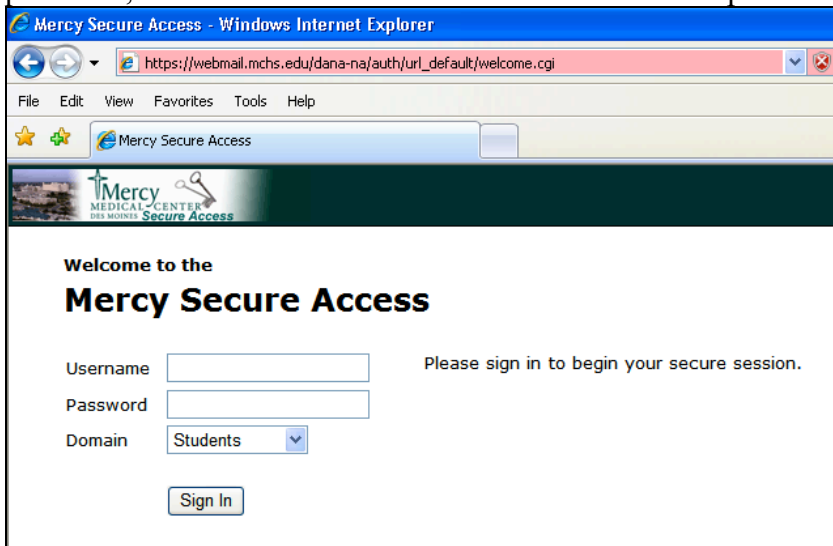
- ☆ If you are off-campus, the process will be somewhat different.

- ☆ Depending on your operating system, browser, and security settings, you may receive a security certificate warning. With Windows Vista, and Internet Explorer 7, the warning will look like this:

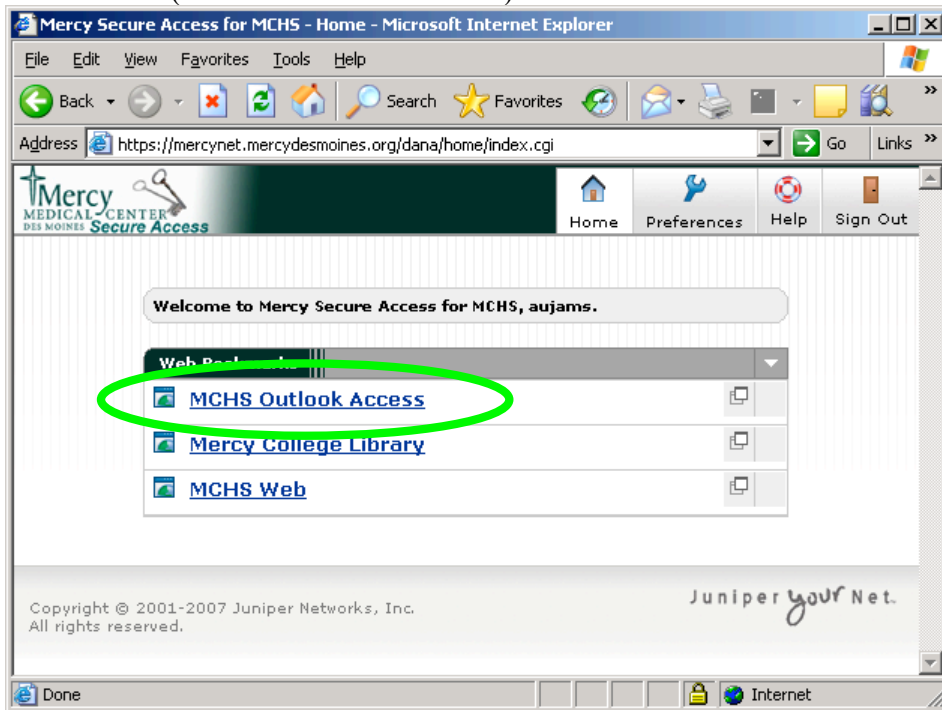


Click 'Continue to this website (not recommended)'.

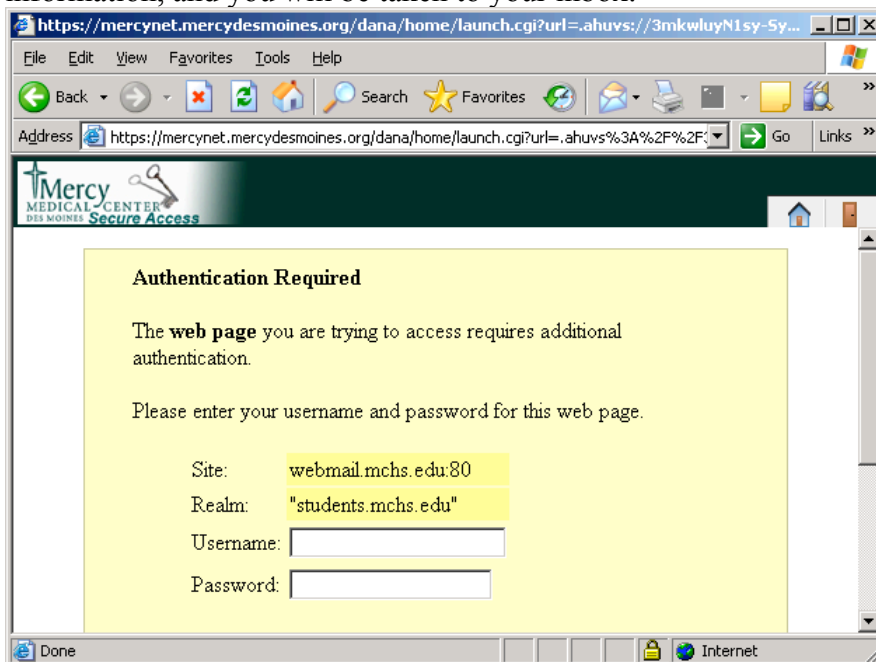
- ☆ This will take you to the Mercy Secure Access login. At this screen, enter your username and password, and select the 'Students' domain from the drop-down box.



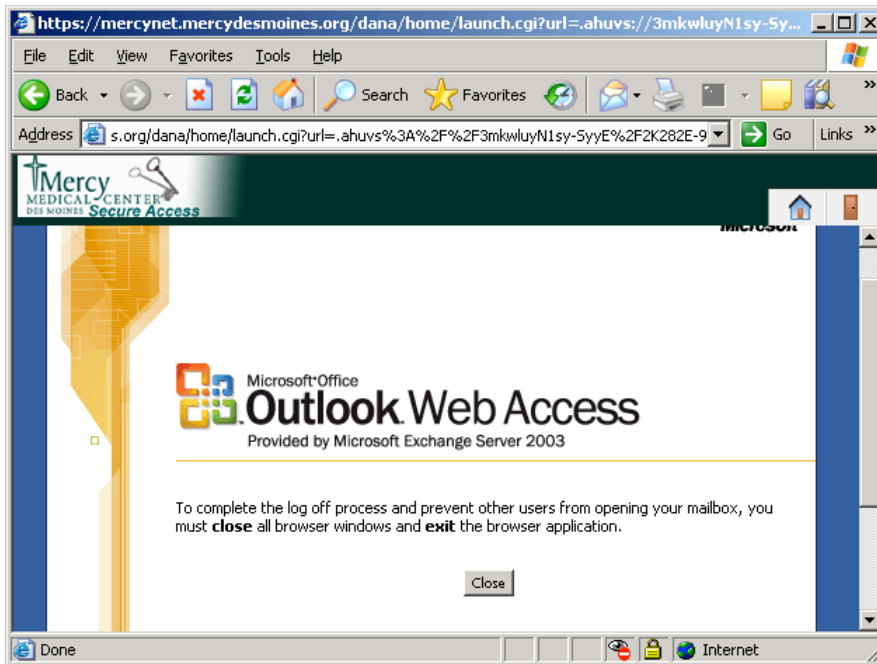
- ☆ If you are successful, you should have entered Mercy Secure Access. For email access, click on the first link ('MCHS Outlook Access')



- ☆ The link will take you to a page titled 'Authentication Required'. Log in here with your information, and you will be taken to your inbox.



- ☆ Make sure to log out when you are finished!



- ☆ For assistance, please contact Jason Morgan
- B1-201
  - [jmorgan@mercydesmoines.org](mailto:jmorgan@mercydesmoines.org)
  - (515) 643-6704