

## Why do I need to use my Carlow email address?

Many people already have an email account. In fact, you might even have two: one at work and a personal account. Though the addition of another account seems unnecessary, it is Carlow University's policy that we only communicate with matriculated students via their official Carlow email. From your Carlow email address you will receive:

- All communication from your instructors at Carlow University
- Urgent updates from the university

## How do I set up my Carlow email?

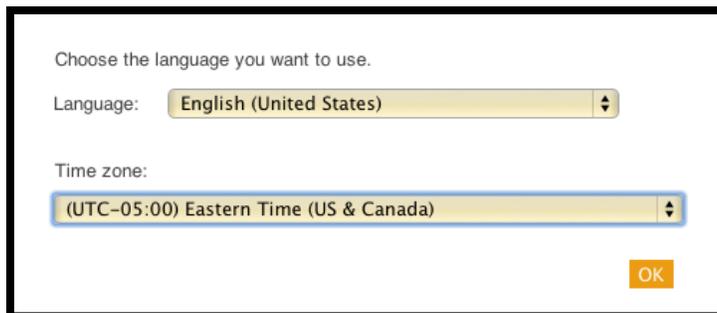
**Step 1** Open an Internet browser and click on or type this link: <http://email.carlow.edu/>

**Step 2** In the *someone@example.com* box, type in your Carlow username@live.carlow.edu. This is your Carlow email address. ex: Jane A. Doe would type **jadoe@live.carlow.edu**

**Step 3** In the *Password* box, type in your Carlow password. (If you have not enrolled in Password Recovery, do that first at <http://mypassword.carlow.edu/>).

**Step 4** After entering your Carlow email and password, click on the *Sign in* button.

**Step 5** The first time you successfully sign into your Carlow email, you will be prompted to set your



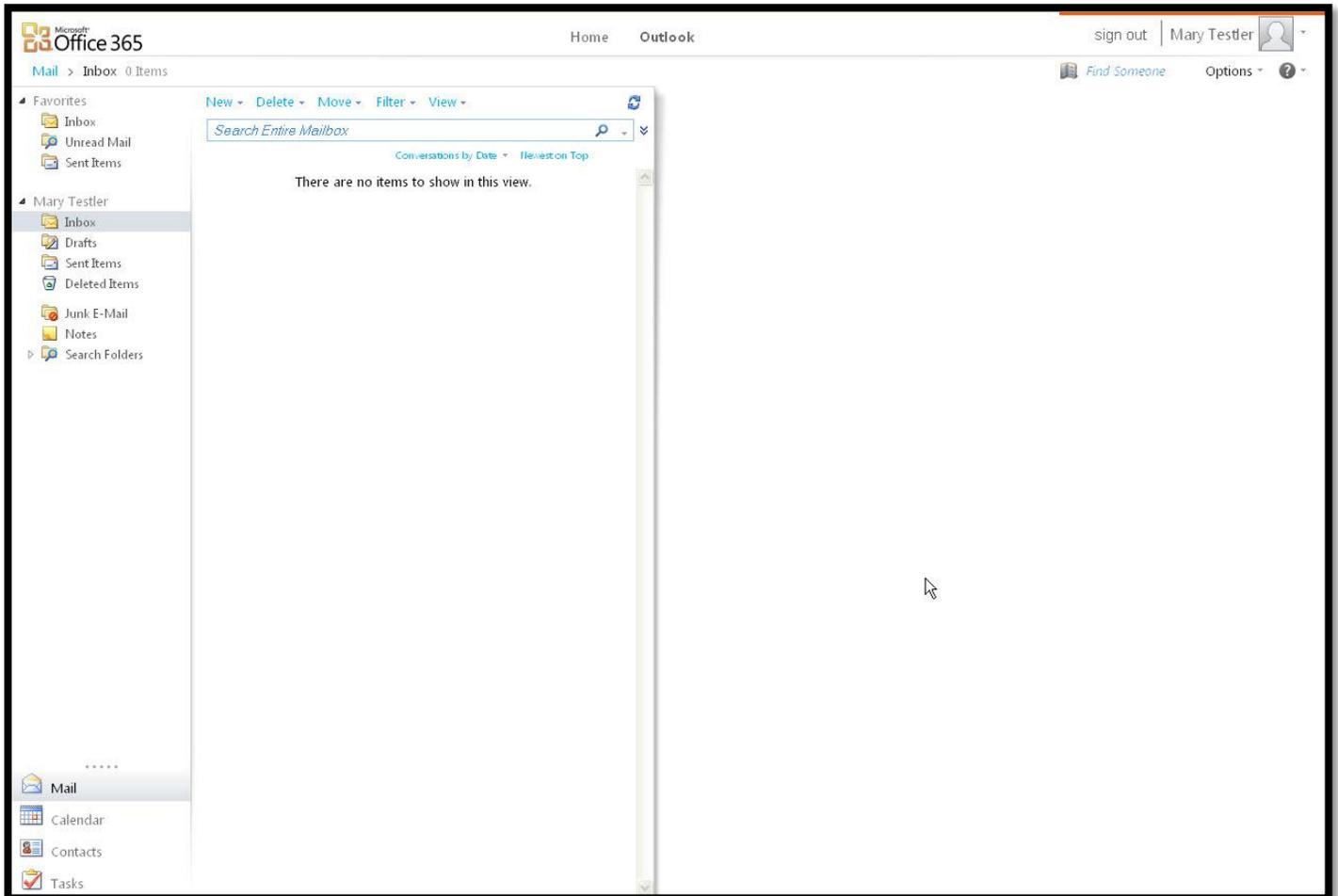
time zone. Do not skip this step! For students attending Carlow's physical campuses (Oakland, Cranberry, Greensburg), choose **(UTC-5:00) Eastern Time**. Click *OK*.

Online students should select your own time zone in UTC. See

<http://www.timeanddate.com/library/abbreviations/timezones/> for help.

## Congratulations!

The process is complete. You now have access to your Carlow email account and Office 365 web applications. You should see a screen similar to this one. Click on the Home link located at the top for guides and access to Office 365, or visit the Technology Resources section on MyPortal for tip sheets and links to other helpful videos. <https://myportal.carlow.edu/carlowservices/technologyresources/>



### ***Do you need help accessing your Carlow email?***

If after completing the steps in this document you need help accessing your Carlow email account, please contact the Carlow IT Help Desk at x8700 (on campus) or 1-866-767-9509 (off campus).

The Carlow IT Help Desk is located on the 2<sup>nd</sup> Floor of Antonian Hall, near the elevators and outside of the Student Hub.