

McGill Staff, faculty, TA's, post-doctoral students and Casual staff have a staff email account: [xxx.xxx@mcgill.ca](mailto:xxx.xxx@mcgill.ca) Alumni and Students have a student account: [xxx.xxx@mail.mcgill.ca](mailto:xxx.xxx@mail.mcgill.ca)

In some cases if you have dual status, "Staff AND student status".

The way you can check this is go into Minerva:

Personal menu,

Password for McGill username.

If you see both a @mcgill.ca and @mail.mcgill.ca you have dual status.

If you cannot login to one of the accounts you will need to reset the password to sync the password to both accounts.

IT has some suggestions:

You will be able to access your staff emails from the outlook web access: <https://exchange.mcgill.ca>, Student access email from the exchange online system: [www.outlook.com/mcgill.ca](http://www.outlook.com/mcgill.ca)

1. Make sure you are using the correct username Log on using your McGill Username and McGill Password

<http://kb.mcgill.ca/it/easylink/article.html?id=1006>

2. Test your login at different sites,

Go to <https://www.mcgill.ca/minerva> and <https://mymcgill.mcgill.ca>

3. Reset the password

Go to Personal menu in Minerva > Password for McGill username Make sure the new password is minimum 8 characters, alphanumeric and no space

If you change the password. Please take a minute and review the Password Reset Checklist to ensure that all your devices are updated with your new password:

<https://www.mcgill.ca/it/information-security/pw-reset>

4. If you want to setup your emails in any mail client the directions can be found here.

<http://kb.mcgill.ca/it/easylink/article.html?id=1061>

5. If you want all your student emails to deliver to his staff address you can create an outlook forwarding rule to forward any emails sent to your McGill account any email account he chose. To create an outlook rule in outlook web access "OWA" to forward all messages to any email account. "Hotmail, Gmail, Yahoo, another McGill account ETC"

<http://kb.mcgill.ca/it/easylink/article.html?id=1139>

Any questions or IT related issue please contact IT service desk.

[ITSupport@mcgill.ca](mailto:ITSupport@mcgill.ca)

514-398-3398

Walk-in service is available weekdays from 9:00 am to 5:00 pm. No appointment is needed.

688 Sherbrooke West, Room 285