

Collin College Students,

We are aware that many of you are having difficulty communicating with faculty members in the courses you are taking. One reason for this may be that Collin College changed its email system for students in January of 2020.

Email accounts that end with “@cougarmail.collin.edu” are NO LONGER VALID email accounts for Collin College students.

Please login to your email account and look at the messages that you have sent out to someone. If those messages are sent from an account that ends in “@cougarmail.collin.edu” you are using the old, INVALID email account.

The OFFICIAL Collin College email account is now an account that utilizes Microsoft Outlook within Microsoft Office 365.

If you have not yet activated this account, please go to the following web page:

<http://www.collin.edu/academics/ecollin/office365currentstudentresources.html>

And click on the link “Getting Started – First Time Users”

Here you will be asked to go to the “OneLogin Resource Page”

- OneLogin is a security software package that will use two-factor authentication to ensure that the only person trying to gain access to your email account is the person that is synced to an App on your smartphone. (For those that do not have a smartphone, there is a way to use OneLogin using a code sent to an email address other than the Collin College email account. Information on how to do that is found on the OneLogin Resource page under the link that is labelled “Step 1: Installing the OneLogin Protect App”. At the bottom of that section you will see the following statement “I don’t have a smartphone, what do I do? Complete this form for an alternative authentication method.”)

Setting up OneLogin is fairly straightforward:

- a) Download the OneLogin protect App onto your phone (links to the apps for iPhone and android devices are present within the Step 1: Installing the OneLogin protect App). The use of OneLogin will require you to have a passcode set on your smartphone. Instructions for doing this after downloading the app can be found within the link “Setting a passcode” (for iPhone users) or “Setting a Lock Screen Code” (for android users).
- b) Move to “Step 2: Multi Factor Authentication” and choose the instructions for completing Multi-factor authentication when using a computer and a smartphone/tablet or when using a smartphone/tablet only. Instructions for each approach are provided for both iPhone and android devices.
- c) Move to “Step 3: Logging into OneLogin and using the OneProtect App”. **This step tells you how to get to Microsoft Office 365, the VALID Collin College email account for students.** Once you

have logged into OneLogin, choose *Microsoft Office 365* and when it loads, you will want to go to “Outlook” to gain access to your collin.edu email account.

We know that this can be a challenging and frustrating step for students when they are under a great deal of time pressure before a class session is about to begin. Please be patient, and take the process one step at a time. We apologize for testing your patience, but we are certain that you will find the various resources within MS Office 365 very helpful in the future.

Once in your email account, please look for a message from Dr. Jay Corwin, Collin College’s Chief Student Success Officer that was sent to your valid Collin email account on Monday, August 24th at approximately 12:20pm. Please also look for emails from your professors about how the Fall 2020 semester will be structured.

Regards,

Collin College