TC GMAIL FAQS – STUDENTS

All official communications from the College, including your account information, will only be sent to students’ TC GMAIL accounts.

How do I activate my TC GMAIL?
- Log in to myTC from the TC web home page and click on the GMAIL icon on the upper right
- You will be prompted to accept the terms and conditions. You need to accept the agreement in order to continue
- Click on the ‘Logout’ icon
- Close the browser, then open the browser and log into myTC again
- Click the same GMAIL icon again to access your new account

What will my new TC GMAIL address be?
Your new TC GMAIL will have the following account name: UNI@tc.columbia.edu or firstname.lastname@tc.columbia.edu.

I do not remember my UNI; where can I find it?
Go to http://uni.columbia.edu and type your name in the “Forgot your UNI (lookup your UNI by name)” field box.

I do not have a UNI password because I never activated my UNI. What should I do?
Click on “Activate a NEW UNI Account”. Type in your UNI, your SS#, your birth-date, and choose a password. Your password must include letters and numbers. Leave the PIN# blank.

I forgot my UNI password; what should I do?
Go to http://uni.columbia.edu. Click on the “Forgot Password?” link, and answer the questions. If you don’t have a social security number, leave that response field blank.

Will my Columbia CubMail account be affected?
Since the official email address will be your TC GMAIL, it may benefit you to forward your CubMail to TC GMAIL. Your CubMail will continue to be available and can be accessed by clicking on the CubMail icon in MyTC. New students will have their CubMail forwarded to TC GMAIL automatically.

How can I access my TC GMAIL using my smartphone?
In order to sync your mobile phone to TC GMAIL you need to get the Google Sync Code, which is different from your UNI password. It is available in myTC under the “Search & Help” tab. Click on "Reset My Code" to get the code. You will need to use this code with no spaces as the password for your mobile access. For more info please visit our TC Apps website at http://www.tc.edu/tcapps and click on “Mobile Setup”.

What is the size of my TC GMAIL mailbox?
You will enjoy 25GB of mailbox space

What are the limitations on email sizes for my TC GMAIL account?
You can send and receive mail messages up to 25 MB in size, including attachments.

What if I already have a personal Google/GMAIL account?
The new email account will be totally separate from your personal Google account so your personal account will not be affected. For security reasons the college highly discourages you from forwarding your TC GMAIL to your personal GMAIL account.

How do I redirect my Columbia CubMail to my TC GMAIL or remove the forwarding if I do not wish it?
Go to http://uni.columbia.edu. Click on “Login To Manage your UNI account.” Use your UNI and password to log in. Scroll down to the “Configure Email Settings” section and click on the Mail Forwarding link. You will see the “Welcome to Ingo” page. Log in with your UNI and your password again. Click on “Forward” and type your TC GMAIL address in the field box. To remove forwarding, just delete the address from the ‘from’ box and disable forwarding by clicking on the checkmark on the right side of the screen.

Can I send a message with a different outgoing mail address?
Yes. Besides uni@tc.columbia.edu, your TC GMAIL has an alternative address: firstname.lastname@tc.columbia.edu. You can add this by going to Settings>Accounts and clicking on the “Add another email address you own”.

At the present time you cannot use TC GMAIL to send a message with your outgoing CubMail address.

Where can I get help with TC GMAIL?
- You can call the lab consultants at x3304 and leave a message.
- You can go to 242 Horace Mann and ask a consultant
- You can write an email to studenthelpdesk@tc.columbia.edu
- You can consult the TCApps website at http://www.tc.edu/tcapps
- You can watch the training videos on Google Apps at http://www.lynda.com/portal/columbia
(You need to Log in with your UNI and your password)
USEFUL CONTACTS

General Gmail related questions
email: studenthelpdesk@tc.columbia.edu

BlackBoard and Library resources issues
submit a request at
http://library.tc.columbia.edu/support

USEFUL WEBSITES

TC Apps website: http://www.tc.edu/tcapps

Lynda.com training videos on Google Apps:
http://www.lynda.com/portal/columbia (Log in with your UNI and your password)