All Illinois Central College faculty and staff have ICC “student” email/Google accounts. Your ICC Google email address is your username@lab.icc.edu (for example, jm123a@icc.edu).

**Using the @lab.icc.edu Email Account:**
This @lab.icc.edu email account is a Google account that provides access to Google tools. The following apps are available in the account:

- Google Drive
- Docs
- Spreadsheets
- Presentations
- Forms
- Sites
- Google+
- YouTube

*Note:* This account should **not** be used for email purposes (use your @icc.edu account instead).

**Accessing Your Google Account**

1) Go to [icc.edu](http://icc.edu).
2) Click on the **Student Email** icon.
3) Enter your username@lab.icc.edu. *Username should be the same one you use for your eServices/PeopleSoft account.*
4) Your default email password is ICC plus the last 5 digits of your Social Security Number (for example, ICC12345).

   The first time you access this account, you will be prompted to accept Google terms of use and change your password (it never expires).

   To change your password:
   1) Click the gear icon, and choose **Settings**.
   2) Click the **Accounts** tab.
   3) Click **Google Accounts settings**.
   4) Click **Security**.
   5) Click **Change password**; then enter a new password, and click the **Change password** button.

   **Note:** You can also log in at [webmail.lab.icc.edu](mailto:webmail.lab.icc.edu), [gmail.com](http://gmail.com), or from the Email login link on the [my.icc.edu](http://my.icc.edu).

   If you are already signed in to another Google account in the same browser, click **Add account**; then log in using your ICC email information.

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**Applying Auto-Forward**

While you should **not** send email messages from this account, you can automatically forward messages from this account to your @icc.edu account in case you do receive messages here:

1) From within the inbox click the **gear icon**.
2) Select **Settings**.
3) Click **Forwarding and POP/IMAP**.
4) Click **Add a forwarding address**.
5) Enter your @icc.edu email address.
6) Click **Next**, then **Proceed**; a confirmation code will be sent to your @icc.edu account.
7) Access the forwarding account and the confirmation email.
8) Copy and paste the code, and click **Verify** in the ICC Google account.
9) Once you verify the code, select the **Forward a copy of incoming email to** option.
10) In the second drop-down menu, select a preference for retaining or deleting forwarded messages.
11) Click **Save Changes**.

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For assistance with an ID/Username or password, contact the Help Desk, helpdesk@icc.edu, (309) 694-5457.
FREQUENTLY ASKED QUESTIONS

Why do I have a “student” email account?
♦ A Google apps account is generated for every username in PeopleSoft/eServices.

Why would I need to access this account?
♦ Share documents with students and edit in real time using Google Docs/Sheets/Slides.
♦ Administer student feedback surveys using Google Forms.
♦ Develop your ePortfolio using Google Sites.
♦ Embed videos (using the Video Everywhere feature in Blackboard) from your Google YouTube account.

How do I get my password reset if I can’t remember it or get locked out of my account?
♦ Contact the Help Desk at (309) 694-5457 for a password reset.
♦ There is also a self-service password reset enabled; you must have a recovery phone number associated with the account in order to use this feature (see below).
♦ Occasionally on login Google will present a screen asking if you would like to provide a recovery phone number. You can also set this up via My Account > Sign-in & security > Recovery phone.

Can I use my personal Gmail account for these same purposes?
♦ Your personal Google account does not include FERPA protection in the terms of service.
♦ It is not recommended that you collect/retain student data within your personal account.

Can I use this account to email students and other employees of ICC?
♦ ICC faculty and staff must use their @icc.edu email addresses (Outlook/Webmail) for college business and communication.
♦ There are instructions on the reverse side for forwarding from your @lab.icc.edu address in case someone does send a message to you within that account.

Contact TLC staff to learn more about Google Apps for Education