

Activating a new computer account

Your St. Norbert College computer account allows you to access your e-mail, computer labs, and your personal storage space on the network, called your M: drive, which is accessible from any computer on the Internet (for more information, see the handout *Where to store your files*, at http://www.snc.edu/techsupport/handouts/File_Management_+_Network_Resources/Where_to_Store_your_Files.pdf). Before using your account for the first time, you need to activate it.

Account activation

1. Go to the Computer Account Management page at <http://www.snc.edu/pw>.
2. Click the “activate your account” link.
3. Where indicated, enter your SNC ID# (from your ID card), birth date, and Social Security number. Click the Submit button.
4. You will be given your network login ID, e-mail address, and Zimbra (e-mail) username. Make note of these.
 - **Network Login ID:** Your network login ID is usually the first 4 letters of your last name followed by your first and middle initials (e.g., Donald F. Duck's login ID would be *duckdf*).
 - **E-mail address:** College e mail addresses are in the format yourfirstname.yourlastname@snc.edu or yournickname.yourlastname@snc.edu (if you have a nickname in your College records, it will be used). For example, Donald Duck's e mail address at SNC would be donald.duck@snc.edu or, if he used Don as his nickname, don.duck@snc.edu.
 - **Zimbra Username:** Zimbra is the College's e-mail and calendar system. Your Zimbra username is the firstname.lastname from the beginning of your e-mail address (e.g., don.duck or donald.duck).
 - **Password:** You will use the same password for the network and for Zimbra. Your password will expire every 6 months. Before it expires, you will receive e-mail messages directing you to change it. It is important to change your password as soon as you get these messages, otherwise, you will be locked out of your account. You may change your password from any computer on the Internet at any time from the Computer Account Management page (<http://www.snc.edu/pw>).
5. In the “New password” boxes, enter a password of your choosing. Passwords should be 8-12 characters long and must contain at least one letter and one number.
6. Click the Activate Account button.

Using your SNC e-mail account

The College uses a web-based e-mail program called Zimbra, at <http://www.snc.edu/zimbra>. You may choose to use another e-mail program, but be aware that the Help Desk only supports Zimbra and Thunderbird. We also use the Barracuda Spam & Virus Firewall to filter out unwanted e-mail messages. For more information and links to further instructions, see our E-mail page at <http://www.snc.edu/techsupport/docs/email.html>.

Do I have to use my SNC e-mail?

Yes! You can use a non-SNC e-mail account for personal e-mail, but **you must regularly check your SNC e-mail account**. E-mail is considered an official method of communication at St. Norbert College. Many instructors and departments communicate important information via e-mail, and if you don't check your SNC e-mail, you won't receive that information. Also, if you don't check your SNC e-mail, your account will fill up, and messages sent to it will bounce. For more information, see the *Student E-mail Policy* at http://www.snc.edu/techsupport/handouts/Policies/Student_E-mail_Policy.pdf.

For more account information about SNC computer accounts, see the Accounts & Passwords section on our handouts page, http://www.snc.edu/techsupport/handouts.html?d=/Accounts_+_Passwords.

Assistance and questions

If you have any questions or need more information, contact the Help Desk at (920) 403-HELP (4357) or helpdesk@snc.edu. The Help Desk is for St. Norbert College students and employees only.