

Pellissippi State Technical Community College
Faculty/Staff E-mail Accounts
Frequently Asked Questions

Q. How do I access my E-mail from off-campus

A. You can access your E-mail account by going to [myPellissippi](#) from the link on Pellissippi's Home Page (www.pstcc.edu). Once in myPellissippi go to the **e-mail** link on the top right

Q. What is the domain?

A. The domain name is @pstcc.edu

Q. What application will I be using to access my E-mail on the web?

A. Pellissippi State uses Microsoft Outlook Web Access (OWA) on an Exchange Server

Q. How often will I have to change my password on the new system?

A. You will need to change your password at least once every 120 days. You will receive a reminder notice to change your password beginning 14 days prior to expiration date.

Q. How do I change my password?

A. At your office pc, press CTRL+ALT+DEL Ⓜ choose Change password

Please note, this is also your network/windows password

In Outlook Web Access, go to Options Ⓜ Change Password

Please note: passwords must be at least 6 characters in length; passwords are stored in history list to avoid continuous use of same word.

Q. I prefer to read my E-mail from at home on my AOL, Hotmail or other personal account. Will I be able to forward my E-mail automatically to another account?

A. No, we do not support this function. However, you can access your account from any computer with web access.

Q. What is the recommended web browser to use with Outlook Web Access?

A. Internet Explorer 6.0 or higher is recommended. There are problems if used with IE 5.5. Some functionality is lost if using Netscape.

Q. What is the storage limit of my account?

A. We have not yet added a quota to the server, but as a guideline, your account should stay under 50MB in you Inbox for best performance.

Q. How long will my Sent Mail Folder be available?

A. The server will check the Sent Mail Folder each week. Contents older than 35 days will automatically be removed. You will receive a System Message stating messages have been removed.

Q. How long will my Deleted Mail Folder be available?

A. The server will check the Deleted Mail Folder once each week. Contents older than 7 days will automatically be removed. You will receive a System Message stating messages have been removed.

Q. Why am I not receiving certain attachments with my E-mail?

A. Certain attachments are blocked by the server due to virus concerns. However, these files can be zipped then sent or received. Extensions blocked are .exe, .com, .vbs, .scr and others. If an attachment is blocked, you will receive an attachment in the E-mail named "Replaced Blocked File.txt".

Q. Will I still be able to create personal Web pages?

A. No. You can create departmental web pages by contacting the Web Master, David Smith. If your class requires web pages, the students can place web pages for class on a SUN server that is known as PSTCC11. Accounts are not created automatically for every student on PSTCC11. Any instructors who teach Web design will request accounts (via the HelpDesk) on PSTCC11 for their students. Students will not be able to create Web pages except those that are associated with a specific course.

Q. I have Windows/2000 or XP on my desktop and I have to login to my PC when I turn it on. Is there a way to make this password be the same as my E-mail?

A. Yes, they are the same. When you use Outlook or Windows to change your password, you are changing your password both for your E-mail and for your PC. Passwords for computer login, Outlook E-mail (and Web Mail), Library databases from off campus, Desire2Learn, Banner, Banner Self-Servicie, and WebConnect are the same for all applications.

Q. Will I still use my E-mail username and password to access the Online Library Database from home?

A. Yes.

Q. Where can I find reference materials for OWA?

A. <http://www.pstcc.edu/departments/itsc/documents.html>

Q. What are the guidelines for using a computer account at Pellissippi State?

A. All students are responsible for following the Computer Usage Guidelines at <http://www.pstcc.edu/departments/itsc/cug.html>

If you have any problems with your E-mail account feel free to contact the Information Technology Support Center HelpDesk at 694-6537.