

# Setting Up and Accessing Your Student Email

1. Start at [www.frontrange.edu](http://www.frontrange.edu), then click on the eWOLF icon at the top right of the page to access your account.

The screenshot shows the Front Range Community College website. At the top right, there is a navigation bar with the eWOLF icon highlighted by a yellow box and a yellow arrow pointing to it. The website features a blue header with the college logo and navigation links. Below the header is a search bar and a navigation menu. The main content area includes a sidebar with links to various services, a central banner with a quote from Cynthia Dietrich, and sections for FRCC News & Events and From Our Blog.

2. Log in to your account.

- ▶ **Username:** Your Student ID Number (S0XXXXXXXX).
- ▶ **Password:** If this is your first time accessing your account, the initial password is your six-digit date of birth. (MMDDYY format)

The screenshot shows the eWOLF login page. It is divided into three columns: Current Students, Faculty & Staff; New Students; and Former Students & Alumni. The 'Current Students, Faculty & Staff' column contains a login form with fields for USERNAME (S Number) and PASSWORD, and a LOGIN button. A yellow arrow points to the login form. Below the form are links for 'Problems Logging In?', 'Forgot Password?', and 'Lost Username?'. The 'New Students' column provides information for students returning to FRCC. The 'Former Students & Alumni' column provides information for students needing transcripts or those with CCCS email addresses.

### 3. Once you are logged in, click on the Student Email icon at the top right of the screen.

The screenshot shows the Front Range Community College eWOLF portal. At the top right, a navigation bar contains icons for 'Student Email', 'Groups', 'Admin', 'Directory', 'Help', and 'Logout'. A yellow arrow points to the 'Student Email' icon. Below the navigation bar, there are several sections: 'Announcements' with links to update contact information and apply for scholarships; 'Message from the President'; a central banner for 'Introducing the FRCC Paperless Class Schedule' with a 'CLICK HERE FOR REGISTRATION HELP' button; 'Have Questions?' with a 24-hour email help guarantee; and 'Campus Security & Preparedness' with contact numbers for Boulder County, Larimer, Westminster, and Brighton Center campuses.

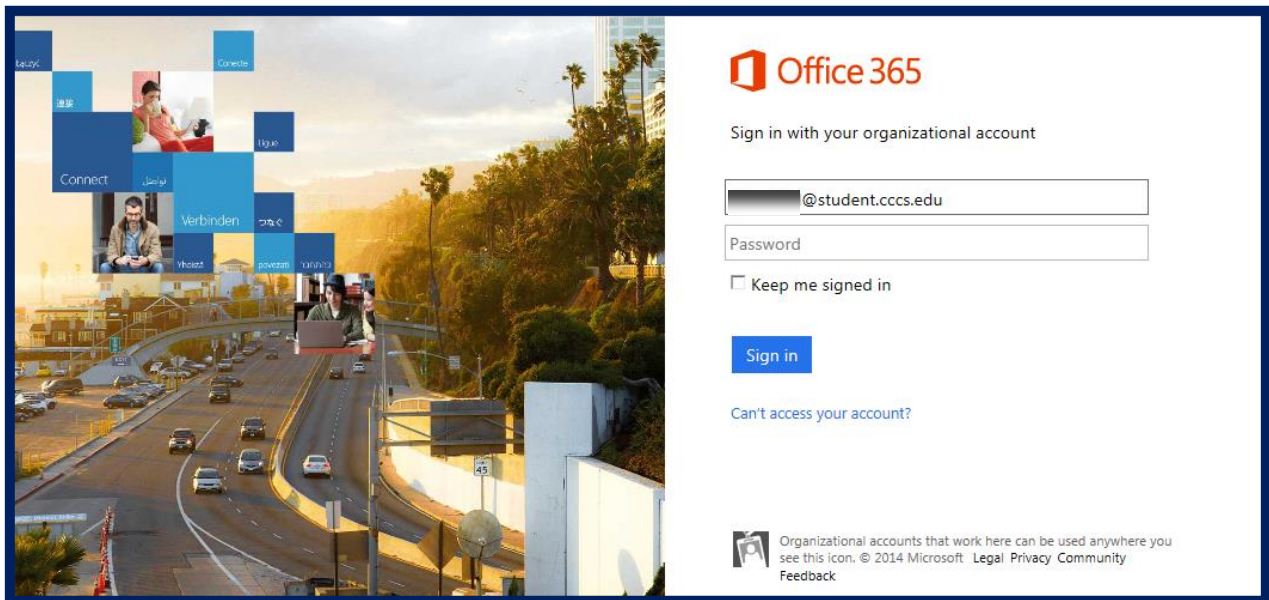
Your student email should open up automatically. If it doesn't, and you get the below screen:

The screenshot shows an Office 365 password update screen. The title is 'Office 365' and the heading is 'Update password'. Below the heading, a message reads: 'You must update your password because this is the first time that you've signed in or your password has expired.' The form contains the following fields: 'User ID' (pre-filled with '@student.cccs.edu'), '\* Old password:', '\* New password:', and '\* Confirm new password:'. A 'Password strength' indicator is shown as a red bar. A 'save' button is located at the bottom of the form.

1. If you are a new student, CCCS can do a password reset for you. Call the 24/7 CCCS Helpdesk at **888-800-9198**.
2. If you are a previously enrolled student, please try your birthday with the month spelled out, the first letter capitalized, 2 digit day, and the 4 digit year, no commas or spaces. Example: August242014. If unsuccessful, please contact the 24/7 CCCS Helpdesk.
3. The "old password" is either your birthday (for previously enrolled students), or the password that CCCS provides for you.

4. Enter a New password – Strong password is required. Enter 8 to 16 characters. Do not include common words or names. Combine uppercase letters, lowercase letters, numbers, and symbols. Please remember this password for future reference. This has not changed your eWOLF password.
5. Click Save.

If you're successful, you should get the email sign in screen:

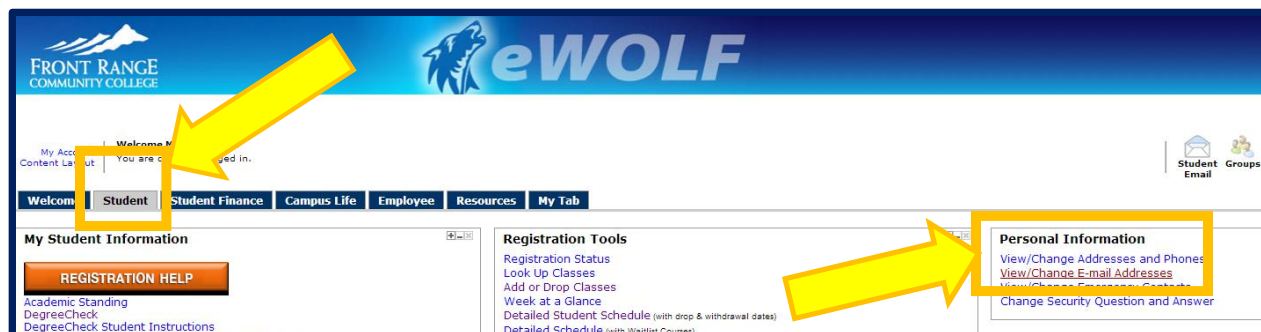


Sign in with the password that you just created in Steps 4–5. You should be able to access your student email now.

**Always remember to sign-out of your email account and eWOLF.**

# Locating Your Student Email Address

You can locate your student email address under the “Student” tab on the eWOLF Homepage.

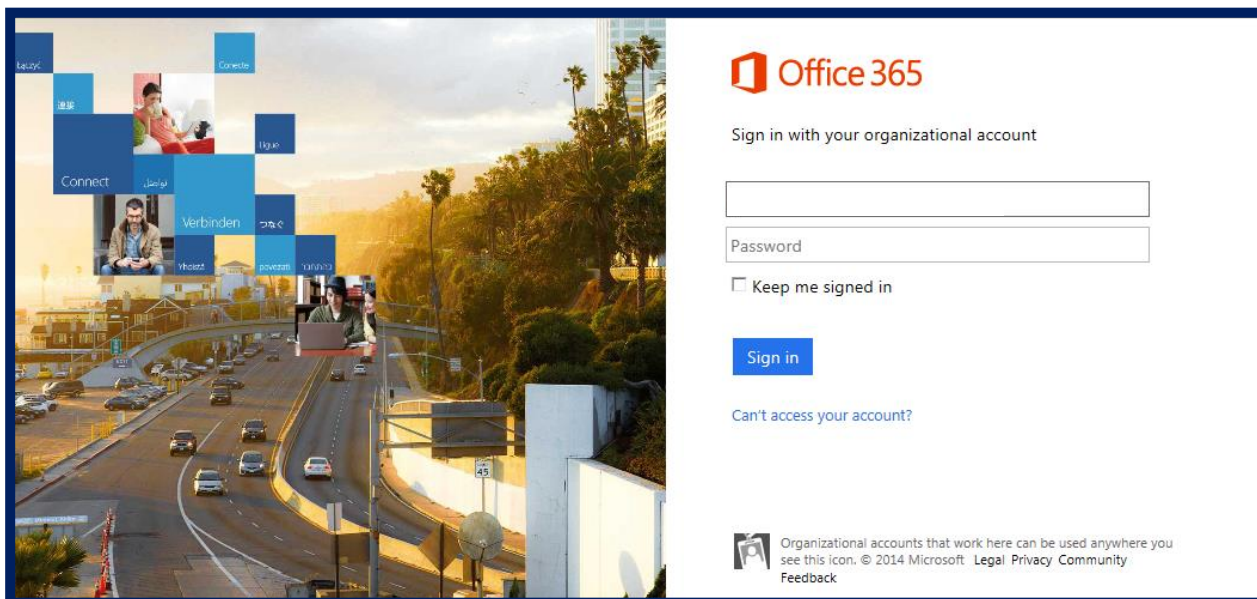


Just Click on the tab, and then click on “View/Change E-Mail Addresses” on the right-hand side, under “Personal Information”.

## Accessing Student Email when eWOLF is Unavailable

If eWOLF is unavailable or down for maintenance, there is a back-up direct URL that is available for you to use.

- 1) Navigate to <http://outlook.com/student.ccs.edu> .
- 2) You should get this email login screen:



► In the first box, you will put your college assigned email address.

- ▶ In the second box, you will need to put the password that you created for your email account. This is the same password that was created in the above section.

If eWOLF is unavailable, and you do not remember this password, or you do not remember your email address, please contact the 24/7 CCCS Helpdesk at 888-800-9198.

*If you are experiencing an issue that isn't addressed by this document,  
Please contact the 24/7 CCCS Helpdesk at 888-800-9198.*