



CyMail FAQ



- [What is CyMail?](#)
- [Is it more than just email?](#)
- [Who is eligible for a CyMail account?](#)
- [What do you mean by "student"?](#)
- [I am a staff member and part-time student. Am I eligible for a CyMail account?](#)
- [I am a student and have a part-time job on campus. Am I eligible for a CyMail account?](#)
- [Are faculty and staff eligible to get CyMail accounts?](#)
- [How do I get an account if I'm a new student?](#)
- [I'm not a new student. How do I get an account?](#)
- [How can I move mail from my existing WebMail account to my new CyMail account?](#)
- [Once I have a CyMail account, can I go back to using WebMail?](#)
- [What will my email address be?](#)
- [Are there any restrictions on the use of my new CyMail account?](#)
- [I've set up some mail lists. Will those be affected when I move to CyMail?](#)
- [What if I already have my own Gmail account?](#)
- [How do I migrate my email from my own Gmail account into CyMail?](#)
- [Are there any restrictions on messages being migrated to CyMail?](#)
- [Do I have to quit using WebMail?](#)
- [How do I login to CyMail?](#)
- [What happens if I want to change my Net-ID?](#)
- [What happens when I graduate, or am no longer a student?](#)
- [I'm graduating. Why should I move to CyMail?](#)
- [How secure and private is CyMail?](#)
- [Can I use CyMail with an email client like Outlook or Thunderbird?](#)
- [How about mobile devices, like a smartphone. Can I use those?](#)
- [Where can I get more information or learn about using the email features of CyMail?](#)
- [How about the other applications within CyMail?](#)
- [What additional CyMail help is available at Iowa State?](#)

What is CyMail?

CyMail is Iowa State University's implementation of Google's Gmail system. It provides email, calendaring, and other online applications to all Iowa State students.

Is it more than just email?

Yes. CyMail includes access to tools to help build websites, work collaboratively on various types of documents, keep track of your appointments, and chat instantly with others online.

Who is eligible for a CyMail account?

All new Iowa State students will get a CyMail account as part of the registration process. Existing students are strongly encouraged to get an account as well. It is an official channel of communication with the university.

What do you mean by "student"?

According our contract with Google, a student is an individual who has been registered for classes offered by Iowa State University within the last twelve months.

I am a staff member and part-time student. Am I eligible for a CyMail account?

Yes. CyMail is available to any faculty/staff member who is currently taking a course or how has in the past 12

months. However, 12 months after the person is no longer taking a course, the CyMail account will be suspended.

I am a student and have a part-time job on campus. Am I eligible for a CyMail account?

Yes. CyMail is available to students who work part-time on campus.

Are faculty and staff eligible to get CyMail accounts?

Not at this time. The university is continuing to look into the possibility, but compliance with federal laws covering export control regulations and privacy standards required by FERPA are issues of concern and must be addressed first.

How do I get an account if I'm a new student?

When you register for a Net-ID, your CyMail account will be created for you automatically as part of that process. Simply go to the [IT website](#) and click on "ASW Account Services". On the new page that appears, click on "Need to register for a Net-ID?" and follow the prompts. You will need to know your ISU Card number.

I'm not a new student. How do I get an account?

Go to the [CyMail Migration Page](#).

Once you enter your current Net-ID and password, you'll be instructed to change your password. Follow the prompts and accept Google's Terms of Service. Once you've done that, your existing WebMail account will be migrated into the CyMail system.

How can I move mail from my existing WebMail account to my new CyMail account?

When you create a new CyMail account, an automated process will migrate your email for you.

Please note that it may take up to 24 hours for your new CyMail account to become fully active. During that time, you will continue to receive new mail messages in WebMail, not CyMail.

Once I have a CyMail account, can I go back to using WebMail?

No, the migration process is one-way.

What will my email address be?

Your email address is a combination of your Net-ID and the domain "iastate.edu". So, if your Net-ID is johndoe, your email address is johndoe@iastate.edu.

Are there any restrictions on the use of my new CyMail account?

In addition to the policies stated in the [Code of Computer Ethics and Acceptable Use](#), CyMail accounts may be locked for sending a message to too many recipients or for sending too many undeliverable messages. You can find more details about these restrictions in the Gmail documentation under "[Sending Limits](#)" and under the "[Locked Accounts](#)" section.

I've set up some mail lists. Will those be affected when I move to CyMail?

No. Domain names have not changed. Mail lists will continue to function as usual.

What if I already have my own Gmail account?

If you already have an existing Gmail account, you have a couple of choices. One would be to migrate your email from your current Gmail account to your new CyMail address, or vice versa. Alternatively, you can forward your existing Gmail to your new CyMail account. Or, you don't have to do anything and can keep the accounts separate.

How do I migrate my email from my own Gmail account into CyMail?

Once you are logged into your CyMail account, you can use Google's "Mail Fetcher" which can download

messages from up to five other email accounts (however, this will not work with WebMail). You can [read more about Google's "Mail Fetcher"](#).

Are there any restrictions on messages being migrated to CyMail?

Currently, messages (including attachments) that are more than 22MB will not be migrated. In addition, messages with defective headers or other problems will not be migrated. In such a case, you will be sent an email identifying the problem messages.

Do I have to quit using WebMail?

Yes. The WebMail system has been deactivated. In addition, if you are using a POP-3 client to get your mail, the old POP-3 servers will be taken out of service on September 1, 2010. You will still be able to use the client with CyMail, however. [See below](#).

How do I login to CyMail?

Open a web browser and go to <https://mail.google.com/a/iastate.edu>. You will then need to enter your Iowa State Net-ID and password to gain access to all CyMail features.

You can also get to CyMail by clicking the CyMail link on the main Iowa State homepage.

What happens if I want to change my Net-ID?

Changing your Net-ID will cause your current CyMail account to be deleted and a new one to be created. Your existing email, calendar entries, docs, and sites will be lost. Make sure you have backed up any material you wish to keep before requesting a change to your Net-ID.

What happens when I graduate, or am no longer a student?

Your CyMail account will remain active for one major semester after the last term in which you were enrolled as a student. That gives you time to establish a new account elsewhere and move your information to it. After that semester the messages will be deleted and cannot be recovered.

I'm graduating. Why should I move to CyMail?

It will be much easier for you to keep your existing mail messages. Once you have migrated from WebMail to CyMail, you can use existing Google tools to easily move your messages into a personal Gmail account that you have set up. If you stay with WebMail, there is no easy way to migrate your messages to another account.

You can find detailed instructions on the [CyMail to Gmail](#) page.

How secure and private is CyMail?

Information about this topic is available in the "[Security and Privacy](#)" section of Google's help system.

Can I use CyMail with an email client like Outlook or Thunderbird?

Yes. CyMail supports POP and IMAP, so it can be used with other clients. There is a list of [supported programs](#) on Google's website.

More information about [using POP with CyMail](#).

How about mobile devices, like a smartphone. Can I use those?

Yes. CyMail supports POP and IMAP, making it compatible with a wide range of devices. Here's [how to get started](#).

Here's a list of [supported clients and devices](#).

Where can I get more information or learn about using the email features of CyMail?

- [A good place to start](#)
- [Main Gmail help page](#)
- [Gmail help forum](#)
- [Gmail shortcut keys](#)

How about the other applications within CyMail?

There are many good resources for using all the features of CyMail. Here are a few:

- [Google Apps Help](#)
- [Comprehensive tips site for Google users](#)
- [Google Apps YouTube channel](#)
- [General tip site for all Google offerings](#)
- [80 tips and tools for Gmail](#)

What additional CyMail help is available at Iowa State?

The Solution Center (515-294-4000) can help with changing your Net-ID or password. Specific questions about CyMail functions and features are best answered through Google resources, such as the links listed above.