1. How to obtain your HAWKMail email account.
   - Beginning with the Fall 2009 term, Harrisburg Area Community College will assign all registered credit students a college email address called HAWKMail. Eligible students will be mailed a letter with their HAWKMail email address.

2. How to log into HAWKMail email.
   - Go to [http://mail.hawkmail.hacc.edu](http://mail.hawkmail.hacc.edu).
   - Enter your Username.
   - Enter your Password.
   - Click the Sign in button.

3. Create Your Account.
   - A first time user logging into HAWKMail must complete the account set up to proceed.
   - You must create a new password.
• In the **Choose a password** field, create a new password. Your new password must be a minimum of 6 characters and contain letters and numbers.

• In the **Re-enter password** field, re-enter the new password.

• Choose language, if necessary – **English is the default**.

• Next, type the script characters you see displaying in the picture. **Note** letters are not case sensitive.

• Review the terms of service – **for a printed version, click the Printable Version link**.

• Next, click on the ‘**I accept. Create my account**.’ button.
• Once logged in, your **Inbox** will open.

• To read a message, simply click on the message title.

4. **Composing a New Message.**

   • To send a new message click the **Compose Mail** link (upper left hand corner).

   • A new message box will open. In the **To** field, type in the email address of the person to receive the message.

   • Next, type your message in the message screen.

   • When finished, click **Send** (bottom of your message screen).
5. Replying or Forwarding a Message.

- To reply and forward an email message you have open, click **Reply** or **Forward** links at the bottom of your message screen.
6. I noticed my full name displays in my email address. How do I get Google to stop displaying my name in my email address?

- Log into your HAWKMail account.
- Click the Settings link.

- Click the Accounts link.
- Click the edit info link.
• Go to Name and click the radio button below it. Leave it blank.

• Click the Save Changes button.

Your name will no longer display.

7. How do I download messages from Google’s Gmail servers onto my computer so I can access it with Microsoft Outlook/Outlook Express, Netscape Mail, iPhone, etc…?

POP or Post Office Protocol lets you download messages from Gmail servers onto your computer so you can access your mail with a program like Microsoft Outlook, Outlook Express or Netscape Mail even when you aren’t connected to the Internet.

• Go to Settings then click the Forwarding and POP/IMAP link.

• Go to the POP Download area and select Enable POP for all mail or Enable POP for mail that arrives from now on.

• Choose the action you’d like your Gmail messages to take after they are accessed with POP.

• Go to Configuration Instructions link for a listing of mail client and to learn how to configure your POP.

• Click the Save Changes button.
Note: For instructions on how to forward your HAWKMail (Gmail) to another email account (such as Yahoo) refer to the document How to Forward HAWKMail at http://www.hacc.edu/hawkmail.

8. I forgot my password. How can I reset it?

- Contact HACC’s Help Desk at 717 780-2570 (Monday-Friday 7:30 a.m. to 5 p.m., Saturday-Sunday 8 a.m. to 6 p.m.) or email helpdesk@hacc.edu.

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