

# Email/Office 365

Northshore Technical Community College uses Microsoft's Office 365 for email.

- [What is my student email address?](#)
- [How do I log into my NTCC email account?](#)
- [How long can I use my student email address?](#)
- [OneDrive](#)
- [How to open a shared email mailbox.](#)
- [How to create a signature in Outlook](#)
- [How to create a Contact List in Office 365](#)
- [How to create an Out of Office message in Outlook](#)
- [How to use Outlook to search employee phone numbers.](#)
- [Reserving Rooms and Vehicles](#)
- [How to view Rooms calendar.](#)
- [What is my NTCC employee email?](#)
- [Scheduling Recurring Events](#)
- [Organizational Chart](#)

# What is my student email address?

Your student email address is your LoLA user name followed by "**@my.northshorecollege.edu**". For example, a student named Steve Jobs would have the LoLA user name "stevejobs". His email address would be stevejobs@my.northshorecollege.edu.

Please use your full email address to log into your email.

**NOTICE:** Sometimes your email may contain a number behind it depending on how many other students have the same last name as yours.

# How do I log into my NTCC email account?

ATTENTION: All NEW students will need to reset their password with Password Reset Tool before logging into their College email account for the first time.

## To reset your password.

1.) Go to [www.northshorecollege.edu](http://www.northshorecollege.edu) and select the **GatorMail** link located on the top menu bar.



2.) Scroll down till you see the [GatorMail Password Reset Tool](#). Click on the link.



### Password Reset Tool

3.) Enter the part of your username that is before the **@my.northshorecollege.edu**. It would be the same as your LoLA username.

For NTCC faculty/staff it will be before **@northshorecollege.edu**.

Click **Continue**

#### Forgot your password?

To reset your password, start by entering your domain username.

\* Enter Username  (Example : Jsmith)

Cancel

Continue

4.) Enter the last 4 of your Social Security Number in the field for the SSN

5.) **For Students:** Enter your birthday into the birthday field in the format MMDDYY. For example, if your birthday is July 4, 1976, you would enter 070476

**For Faculty/Staff:** It will generally be the 2 digit month and 2 digit day. No year.

6.) Enter the characters shown in the CAPTCHA picture and click **Continue**

**Please answer the following question(s) to reset your password**

Question: What are the last 4 digits of your social security number?

Question: What is your birthday? Use 2 digits for the month 2 for the day and 2 for the year.  
Example: 030180

7.) Enter a password that meets all of the password requirements. When you have created a satisfactory password, all of the requirements will have a green check next to it

8.) Enter the characters shown in the CAPTCHA picture and click **Reset Password**.

9.) Wait 3 minutes for the password to sync to the cloud

10.) Log into your email at <http://northshorecollege.edu/webmail>

\* New Password

\* Confirm New Password

- Minimum length should be at least 8
- Your password must include at least 1 special character 1
- Must contain at least 1 upper case character(s)
- Number of numerals to include 1
- Must not be a palindrome
- Must not have 5 consecutive characters from username
- Must not contain restricted patterns of easy to guess words and numbers

[List](#)

- Must contain at least 1 lower case character(s)

Reminder: Students use **@my.northshorecollege.edu** for their logins while Faculty/Staff use just the **@northshorecollege.edu**. If you are having trouble logging into your email, check to make sure this is correct.

# To log into your email account.

Please allow between 2 to 5 minutes before trying to log in after you reset your password so that the email servers will have time to sync your new password. Failure to do so will show an incorrect username/password error. Too many failures will lock your account and you will have to wait 15 minutes for the account to automatically unlock.

## HOW TO LOGIN STUDENT EMAIL ACCOUNT

1. Go to

[www.northshorecollege.edu/webmail](http://www.northshorecollege.edu/webmail) or

[www.northshorecollege.edu](http://www.northshorecollege.edu) and click on the GatorMail link on the home page.

2. Scroll down the page and click on the "**GatorMail Login**" link

2. Enter your full email address which is the same as your LoLA username + my.northshorecollege.edu (example:

**LoLAusername@my.northshorecollege.edu**)

3. Enter your email password (will **not** be the same password as your LoLA password)

## HOW TO LOGIN FACULTY/STAFF EMAIL ACCOUNT

The same as the students except you will have @northshorecollege.edu instead.

You will also be prompted for your 2-Factor Authentication.

# How long can I use my student email address?

You can use your NTCC student email address as long as you are a student.

- If you are graduating soon, please save any important information prior to your graduation date.
- Change out any accounts you have that use your student email to a personal one so you do not lose access to those accounts.

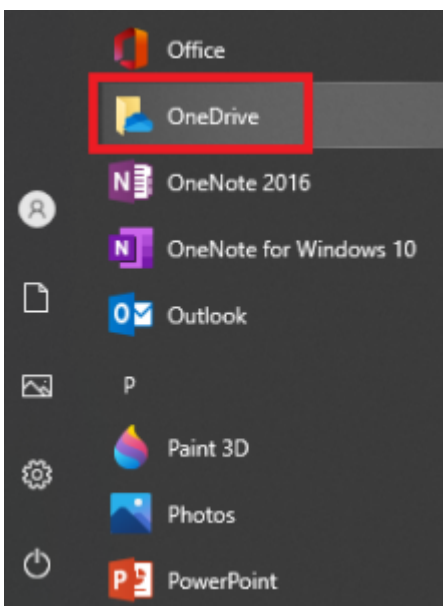
# OneDrive

When you need to add files/folders to your OneDrive.

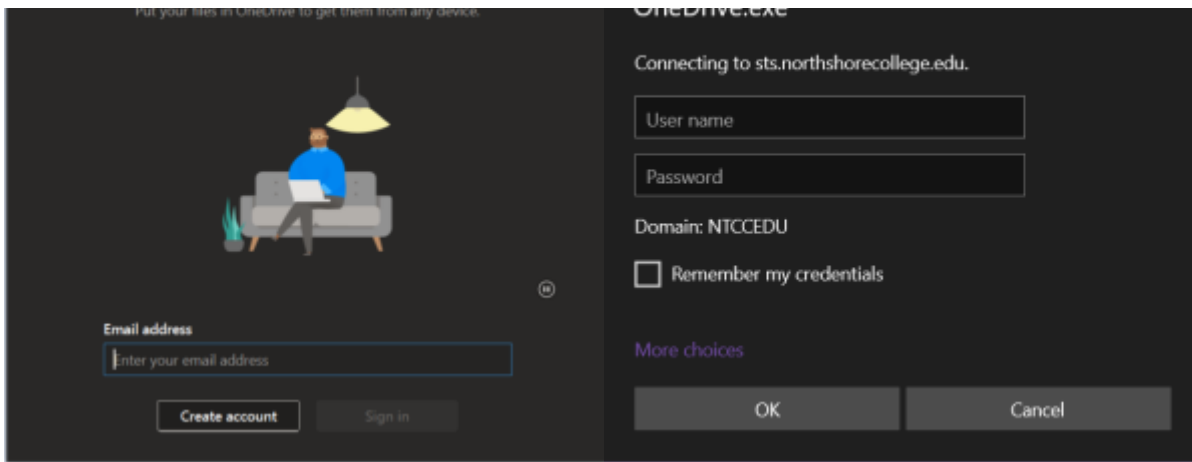
## Accessing the desktop app.

1.) Click on the **Windows** button and scroll till you see **OneDrive**.

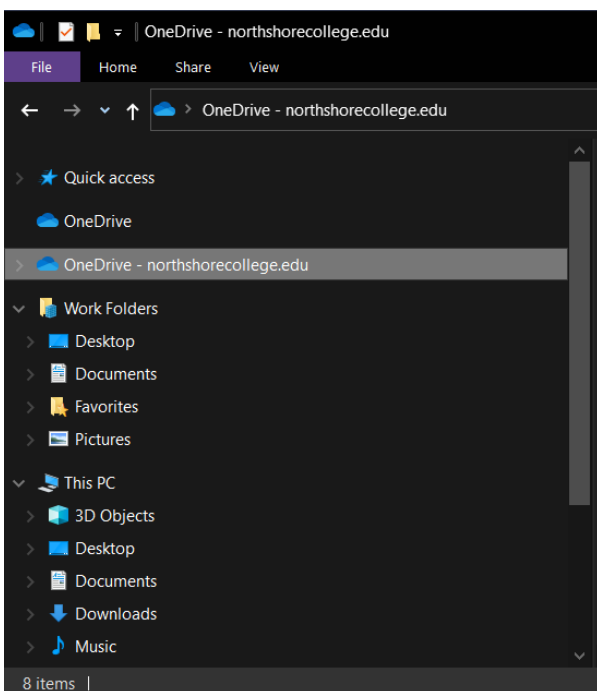
2.) Click on **OneDrive**



**If you have not set up your desktop OneDrive, you will be prompted to do so once you clicked on OneDrive. Follow the prompts to sign in.**



3.) Your desktop OneDrive will look like any File Explorer for Microsoft. What you do in your desktop OneDrive will affect your web version of OneDrive and vice versa.



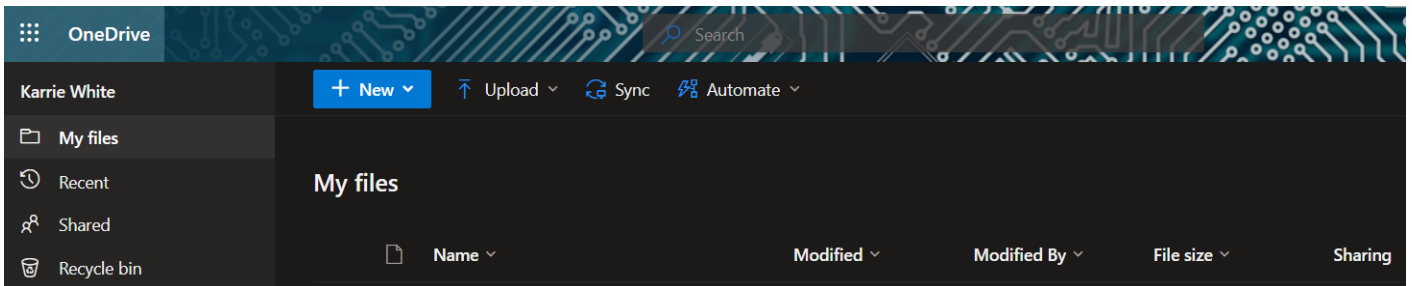
## Accessing the web version.

- 1.) Log into your GatorMail like normal.
- 2.) Once you are in your Office 365, click on the **OneDrive** icon.



3.) You are now in your OneDrive and can add/remove/share files as needed.

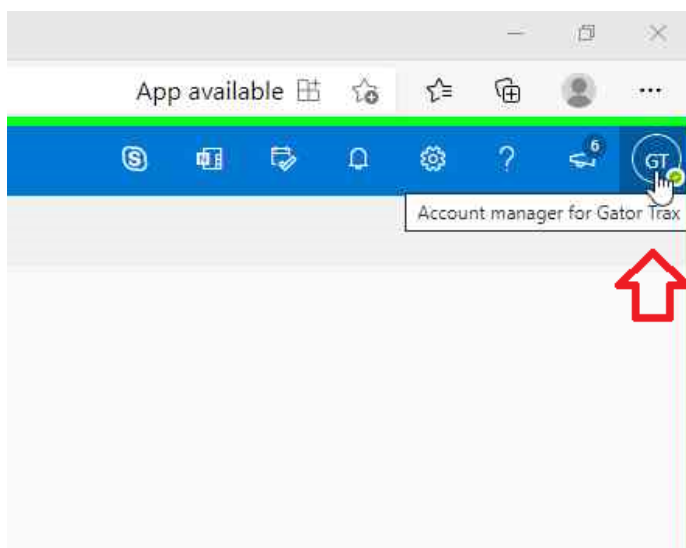
To share: [Sharing OneDrive files](#) Sharing can only be done in the web version.



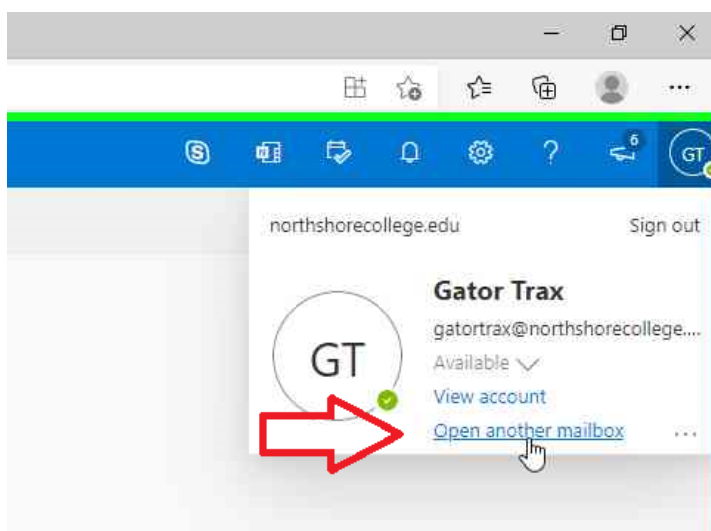
# How to open a shared email mailbox.

If you have been granted access to a shared email mailbox, you can access it from webmail easily.

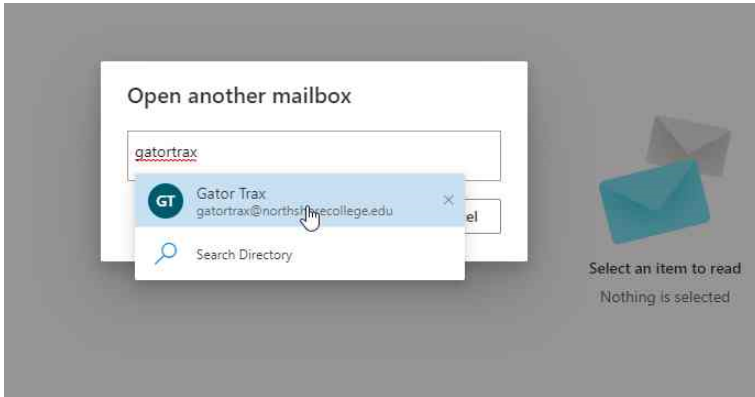
1. Open your webmail. You should see your list of emails in your inbox or other folder.
2. Click on your initials or picture in the upper-right corner of the screen (depending on whether you have uploaded a profile picture or not).



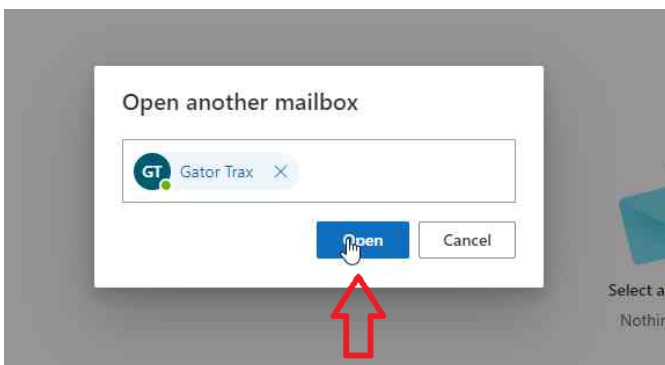
3. Click on "Open another mailbox".



4. In the Open another mailbox dialog box that opens up, start to type the email address/name of the mailbox you are trying to open. Autocomplete should find the mailbox.



5. Click "Open" to open the mailbox



If you receive an error message like the one below that says "Something went wrong. You don't have permission to perform this action," you do not have permissions to access this mailbox. If you feel that you should have access to that shared mailbox, please have the manager of that mailbox grant you permission to be given access. The manager of the mailbox will not grant you access to that mailbox. IT will not grant you access to that mailbox. IT will not grant you access to that mailbox.



500

Something went wrong.

You don't have permission to perform this action.

Refresh the page

More details

mailbox.



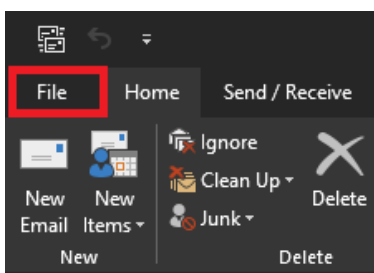
# How to create a signature in Outlook

When you want to have a customized signature in your emails.

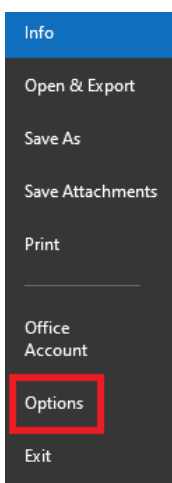
Click on images to enlarge.

## Creating a signature in the desktop app.

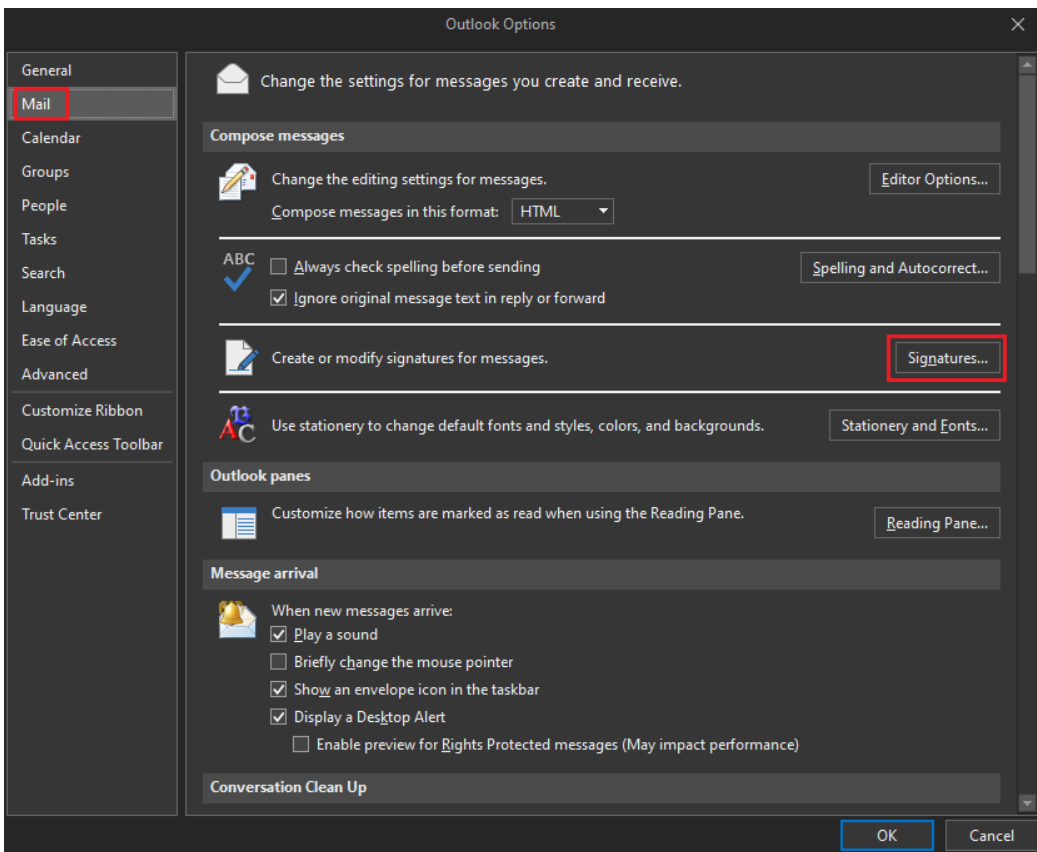
1.) After opening the Outlook desktop app, select the **File** tab.



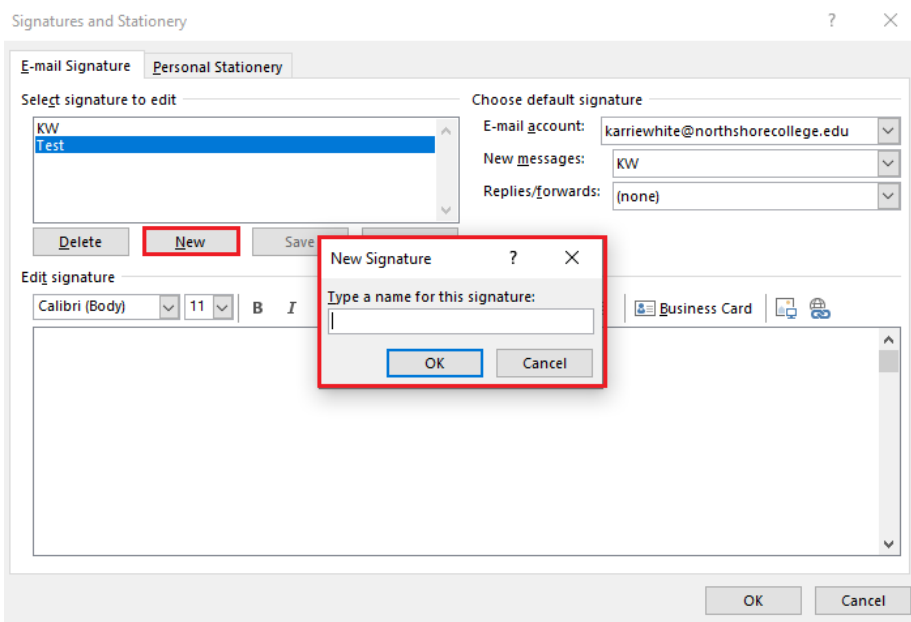
2.) Click on **Options**.



3. Click on **Mail** then click on **Signatures**.



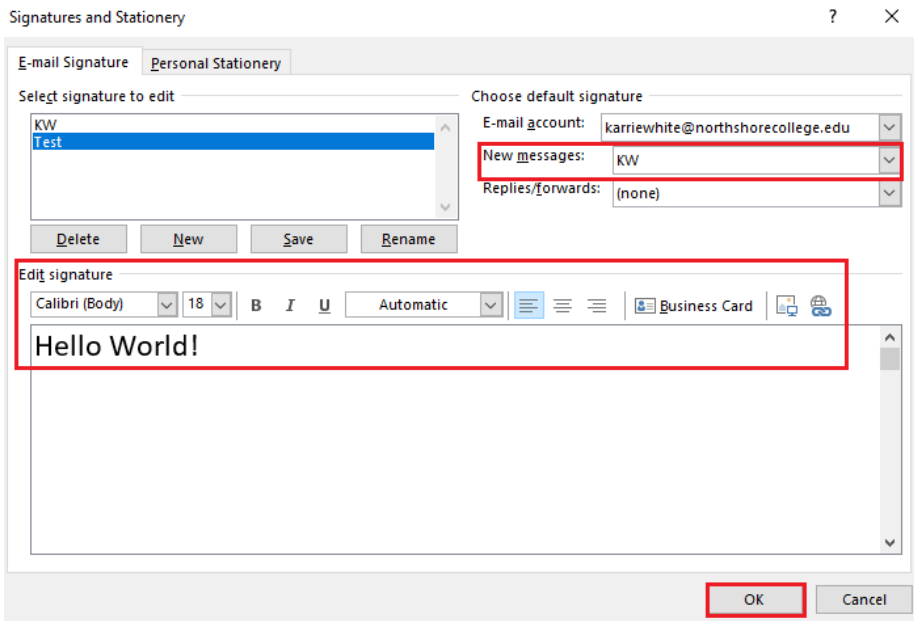
4. Click **New** and type what you want the signature to be called then **OK**.



5. Write your message in the **Edit signature** box.

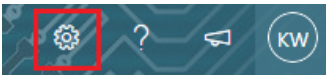
**Note:** Make sure you use the drop down box for **New messages:** to select the signature you want to use. You can also choose to have it for replies and forwards as well.

6. Click **OK**.

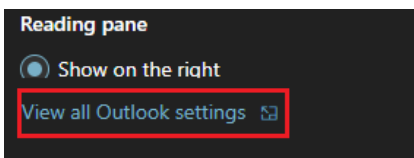


## Creating a signature in the web app.

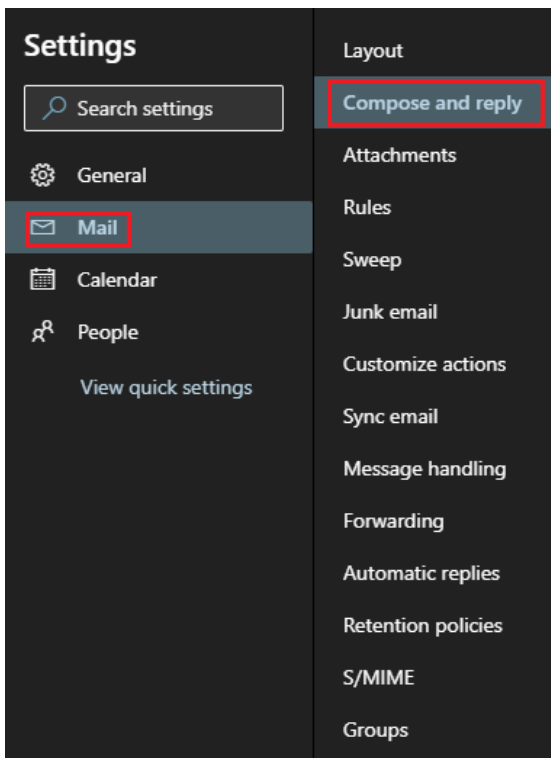
1.) Sign into Gatormail like normal. At the top right corner, select the **Settings** icon.



2. At the bottom of the newly opened panel, click **View all Outlook settings**.



3. Select **Mail** then select **Compose and reply**.



4. Click + **New signature**.
5. In **Edit signature name** create a name to identify your signature.
6. Create your message for the signature.
7. Make sure you use the drop down box for **New messages:** to select the signature you want to use. You can also choose to have it for replies and forwards as well.
8. Click **Save**.

## Compose and reply



### Email signature

Edit and choose signatures that will be automatically added to your email message.

#### Create and edit signatures

+ New signature <sup>4</sup>

Edit signature name <sup>5</sup>

6



#### Select default signatures

For New Messages: (No signature) <sup>7</sup>

For Replies/Forwards: (No signature)

### Message format

Choose whether to display the From and Bcc lines when you're composing a message.

8

Save

Discard

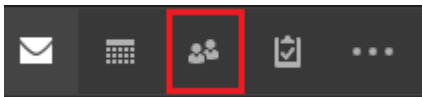
# How to create a Contact List in Office 365

Use a contact group (formerly called a “distribution list”) to send an email to multiple people

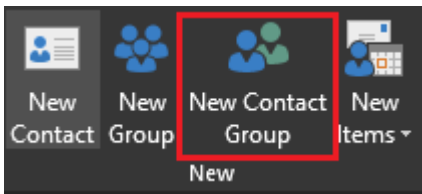
Click on the images to enlarge.

## Desktop Guide

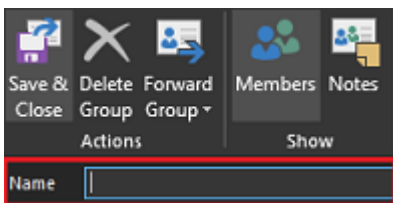
1.) Select **People**.



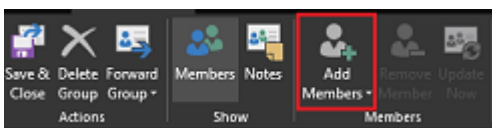
2. Select **New Contact Group**.



3.) Name your group.

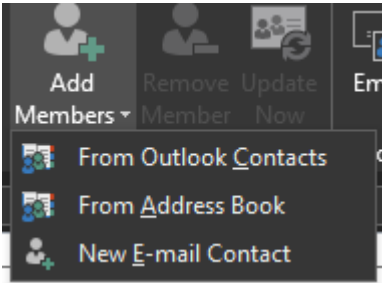


4.) Select **Add Members**.

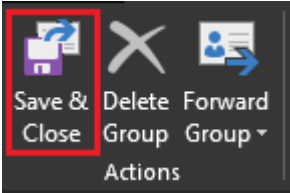


5.) Choose **From Outlook Contacts** to add people from your contacts.

Choose **From Address Book** to add people within the NTCC Global Address list.



## 6. Save & Close

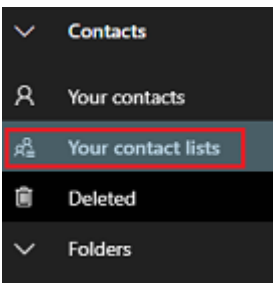


# Webapp Guide

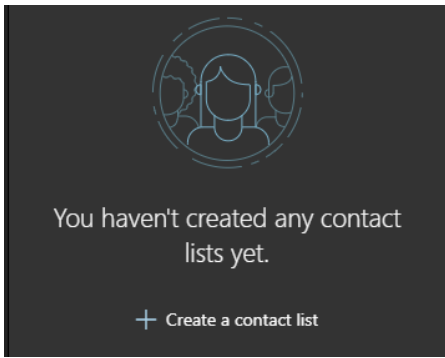
1.) Select **People**.



2.) Select **Your contact lists**.



3. Select **+Create a contact list**.



4. Name your list

5. Type the names to search and add emails

6. **Create**

New contact list

Create a list of email addresses to send email to many people at a time.

Note: The email addresses in a contact list are not connected to your saved contacts.

4 Contact list name

5 Add email addresses

Type a name or an email address Add

Description

Add a description

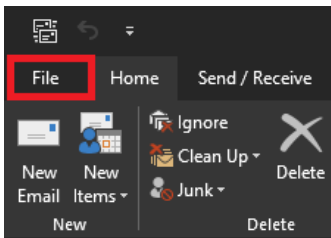
6 Create Discard

# How to create an Out of Office message in Outlook

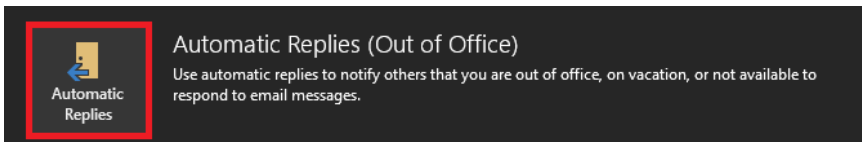
When you need to have an automated message sent when not in office.

## Create an OOO on desktop app.

1.) 1. After opening the Outlook desktop app, select the **File** tab.



2.) Click on the **Automatic Replies** button.

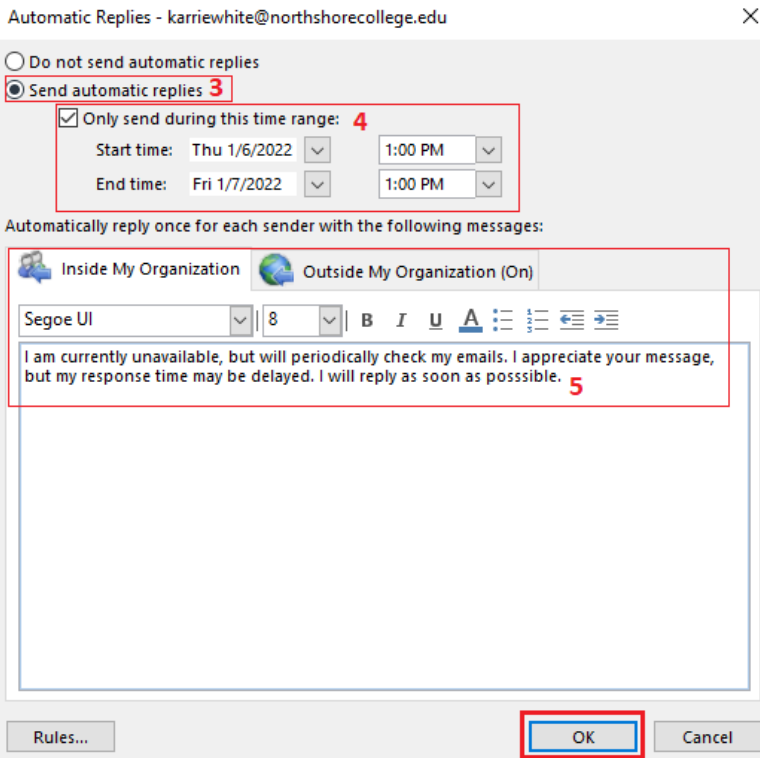


3.) Choose **Send automatic replies**

4.) Click the **Only send during this time range:** box. Then choose your dates and times when you will be out of office.

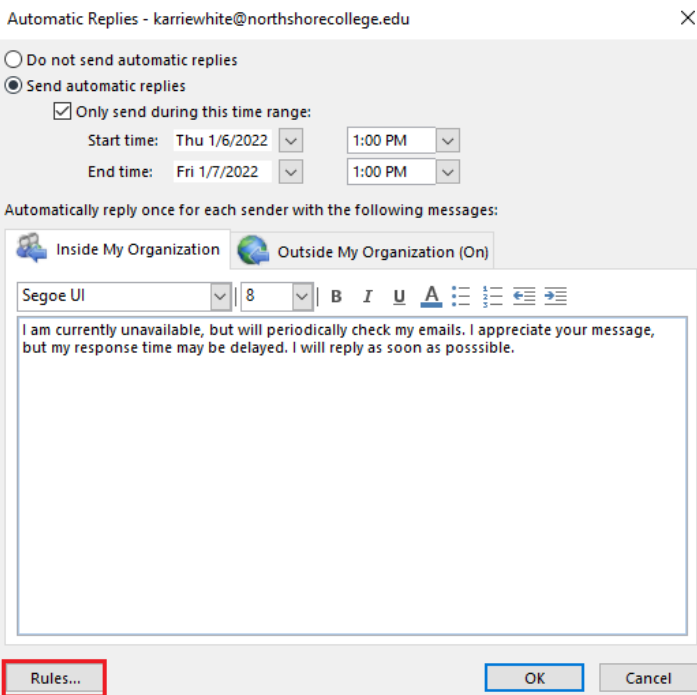
5.) Create your message.

6.) Click **OK**.

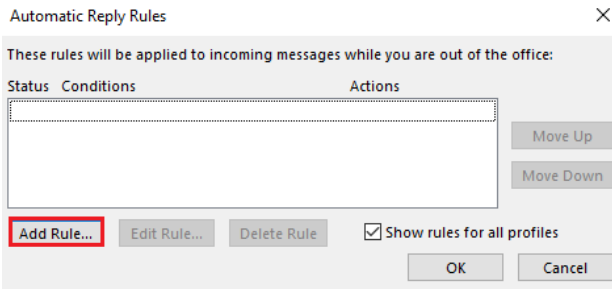


**NOTE:** Best security practice is to give as little information about your absence as possible. No locations and if possible no dates. Avoid having the Outside My Organization or a contact if possible. If not possible, continue to provide as little as information as you can.

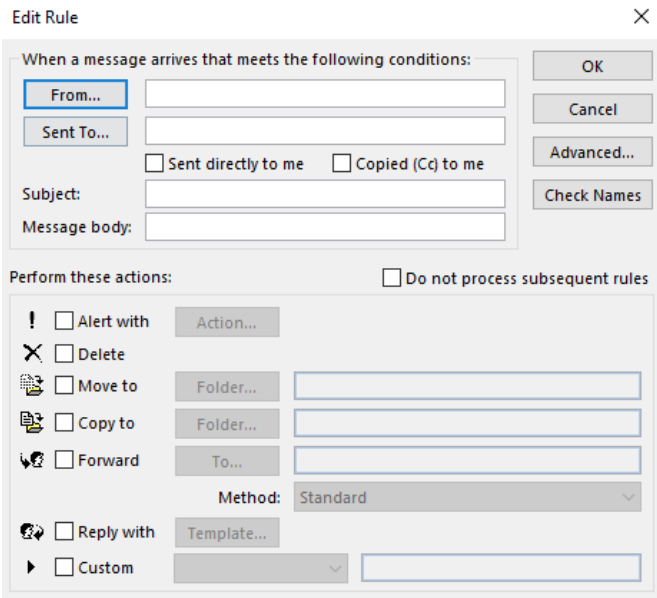
**OPTIONAL:** You can set up rules for your messages. On the left hand bottom corner click **Rules...**



Click on **Add Rule...**

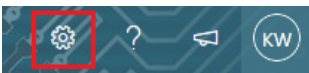


Set up the various rules you wish to have, including automatic forwarding to certain individuals. You can create multiple rules to really customize your messages.

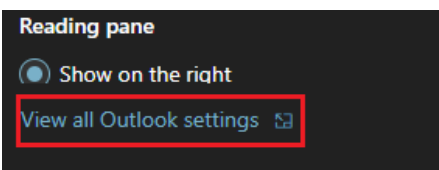


## Create an OOO in the web app.

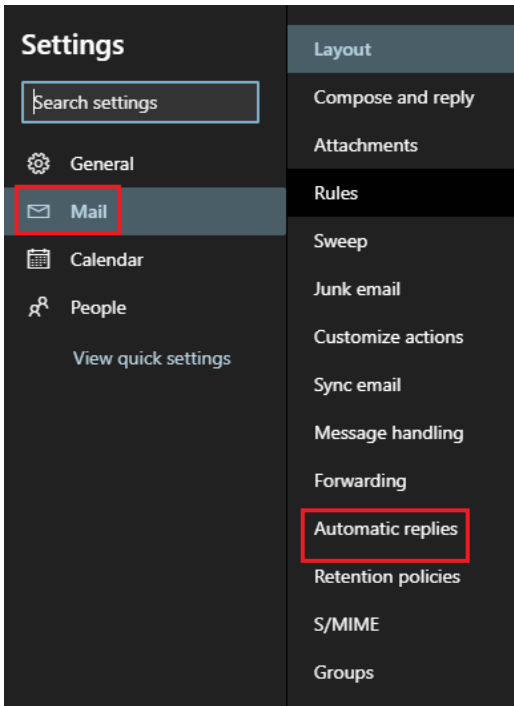
1.) 1. Sign into Gatormail like normal. At the top right corner, select the **Settings** icon.



2. At the bottom of the newly opened panel, click **View all Outlook settings**.

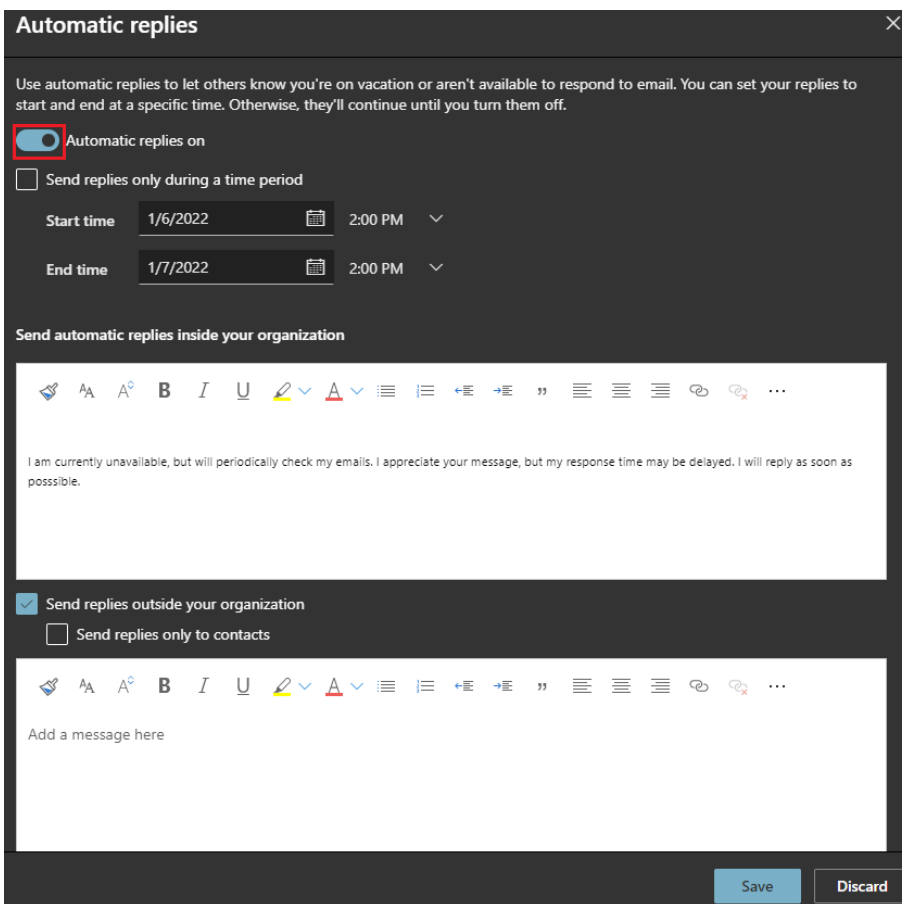


3. Select **Mail** then select **Automatic replies**.



4. Click on the **Automatic replies on** button. Fill out like you would in the desktop app.

5. Click **Save**.



# How to use Outlook to search employee phone numbers.

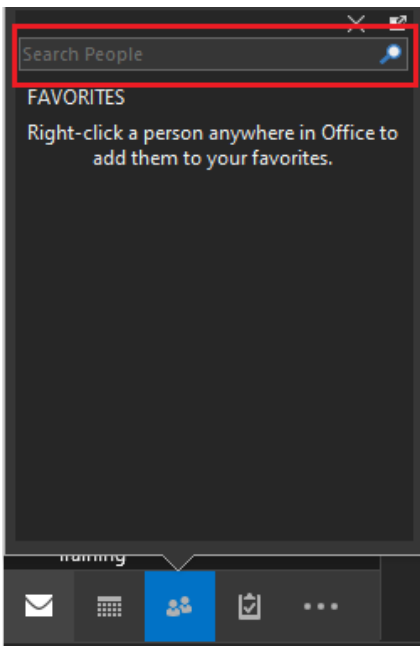
To use Outlook to lookup Faculty/Staff work phone numbers

## Searching with desktop app.

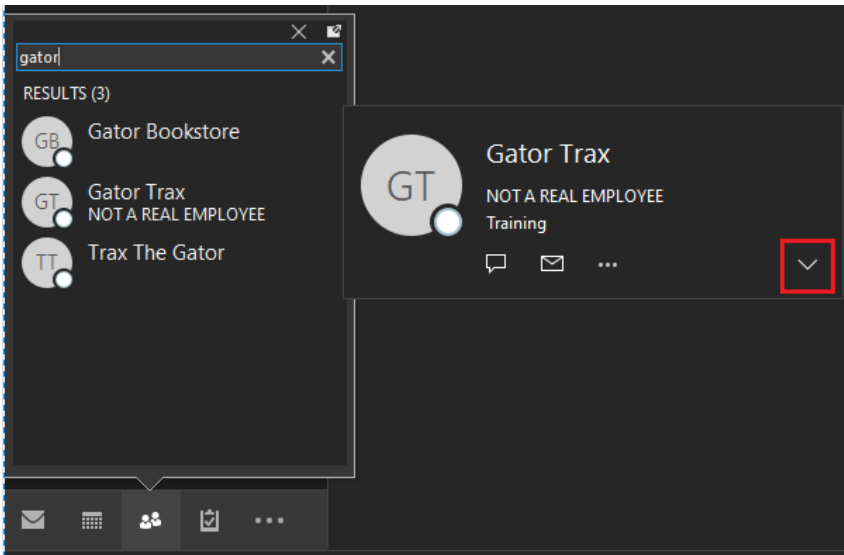
1.) Hover the mouse over **People**.



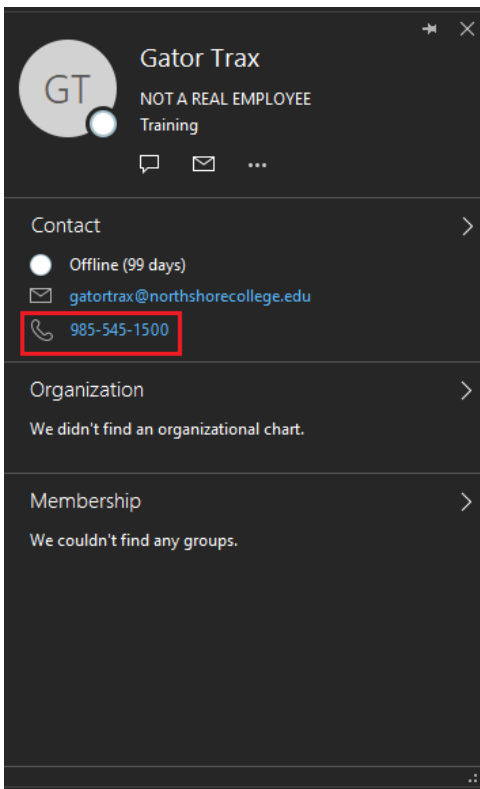
2.) In the **Search People** bar, type the name of the person you are looking up.



3.) Once you have started your search, you can hover over the name to expand details. Click the ▼ **Open Contact Card**.



4.) With the expanded view you can now see phone number.

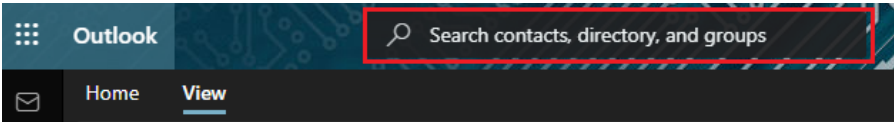


## Searching with the web app.

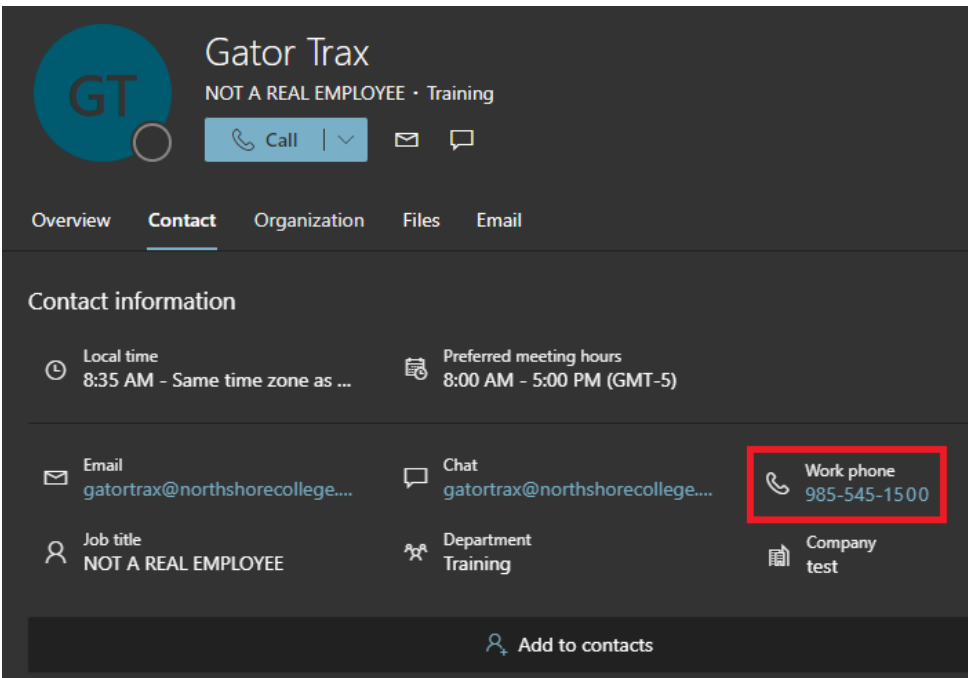
1.) Select **People**.



2.) Type the name of the person in the search bar at the top of the page and click on that person.



3.) Contact details are show.



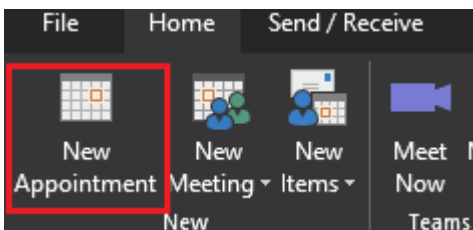
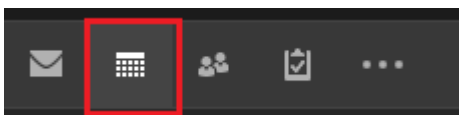
# Reserving Rooms and Vehicles

**Students are only permitted to book Learning Commons Collaboration Rooms (currently only Lacombe-Collaboration Room 201B)**

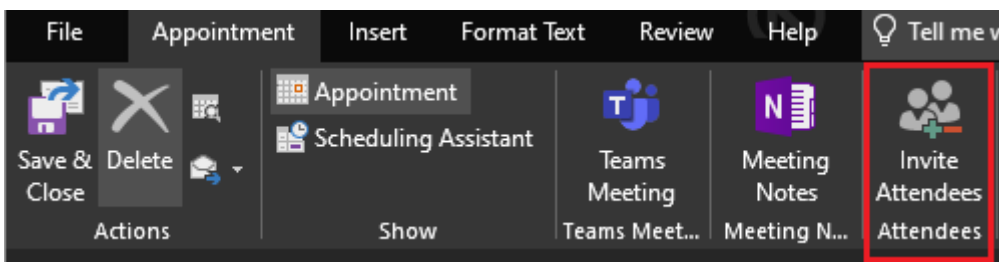
Click on images to enlarge.

## Reserving through desktop app.

1.) Go to **Calendar** and select **New Appointment** at the top tool bar.



2.) Click **Invite Attendees**.



3. Click **Rooms...** at the end right-hand side of the window under Subject.

**You haven't sent this meeting invitation yet.**

To...

Subject

Send Location  **Rooms...**

Start time    All day event

End time

4. Select the vehicle or room you wish to reserve.
5. Click **Rooms** so that the bar next to it shows the one you want.
6. Click **OK**.
7. Fill out the rest of the details and click **Send**
8. Once you send the appointment, you will receive an email stating that the appointment has been set on the calendar. If the vehicle or room requires approval, the approver will receive an email notifying him or her of your request. You will be notified once the approver approves or declines the request.

Select Rooms: All Rooms

Search:  Name only  More columns **Address Book**

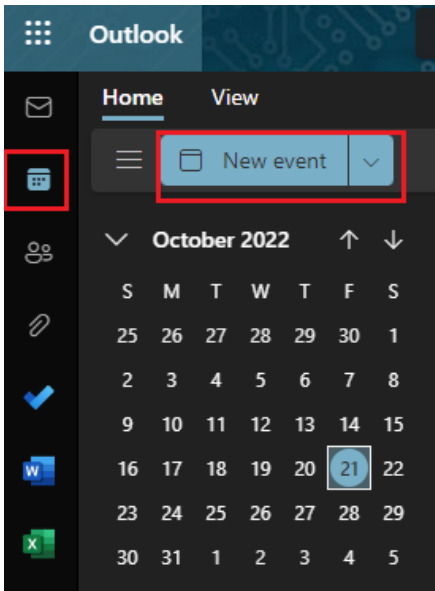
Go  [Advanced Find](#)

Name	Location	Business Phone	Capacity	Description	Email Ad
<b>FPC-Lab 126</b>	<b>Florida Parishes Roo...</b>		28	Room	fpc-lab
FPC-Lab 127	Florida Parishes Roo...		22	Room	fpc-lab
Hammond-Campus	Entire Hammond Ca...			Room	hamm
Hammond-Conference Room 102	Hammond Student S...	985-545-1508	8	Room	hamm
Hammond-Conference Room 205	Hammond Dean Con...		4	Room	hamm
Hammond-Dodge Ram pickup	Hammond back park...		4	Room	hamm
Hammond-Library Room 211	Hammond Library Ro...	985-545-1518	25	Room	hamm
Hammond-Room 202	Hammond Dean Offi...	985-545-1539	1	Room	hamm
Hammond-Room 211B	Hammond Library Mi...	985-545-1521	1	Room	hamm
Lacombe Classroom 105A	Lacombe Classroom ...	985-545-1205	40	Room	lacoml
Lacombe Classroom 105B	Lacombe Room 105B	985-545-1206	20	Room	lacoml
Lacombe Conference Room 102	Lacombe Conference...	985-545-1202	20	Room	lacoml
Lacombe Conference Room 151	Lacombe Room 151	985-545-1240	10	Room	lacoml
Lacombe-Chevrolet Equinox	Lacombe Fleet Vehicl...		5	Room	lacoml
Lacombe-Collaboration Room 2...	Lacombe 201B			Room	lacoml
Lacombe-Ford F350	Trailer Awning		5	Room	Lacom
Lacombe-Mobile Mechatronics ...	Lacombe Parking Lot			Room	lacoml
Lacombe-Mobile STEM Lab	Lacombe Parking Lot		15	Room	lacoml
Lacombe-Outdoor Classroom b...	Lacombe Outdoor Cl...			Room	lacoml
Lacombe-Outdoor Classroom b...	Lacombe Outdoor Cl...			Room	lacoml
Lacombe-Ram 3500	Trailer Awning		5	Room	Lacom

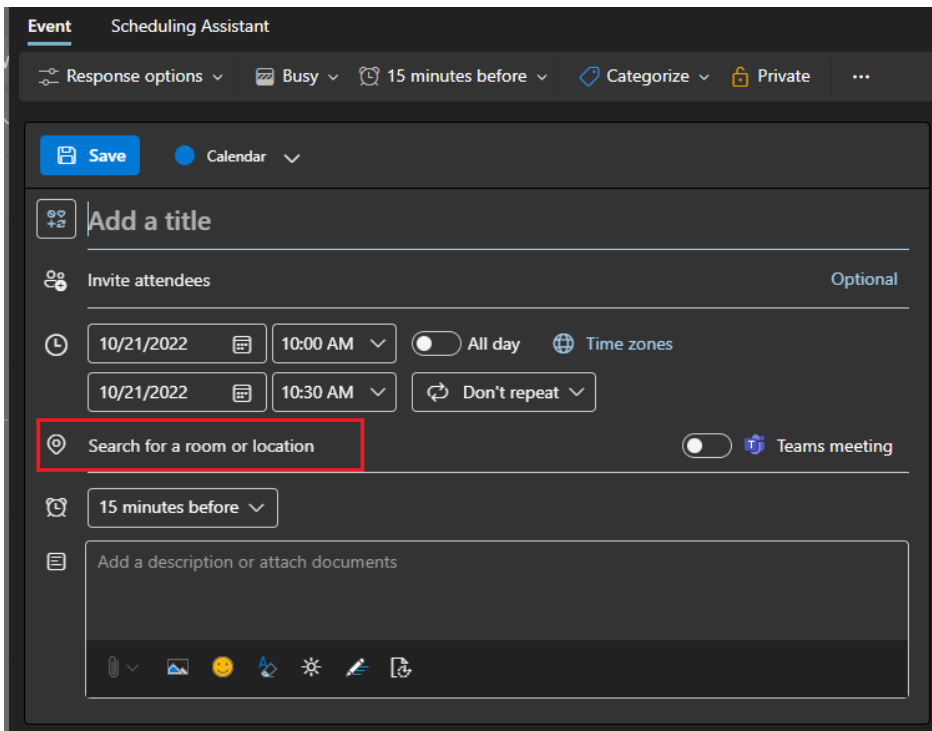
Rooms  **OK** Cancel

## Reserving through webmail.

- 1.) In webmail, go to **Calendar** and select **New Event** at the top tool bar.



2.) Click **Search for a room or location**.



3. Type in the search bar the room or vehicle you are looking to reserve.

4. Click on the location to select it.

5. Fill out the rest of the details and click send.

6. Once you send the appointment, you will receive an email stating that the appointment has been set on the calendar. If the vehicle or room requires approval, the approver will receive an email notifying him or her of your request. You will be notified once the approver approves or declines the request.

Save Calendar

Add a title

Invite attendees

10/21/2022 10:00 AM All day

10/21/2022 10:30 AM Don't repeat

Hammond 3

Use this location: Hammond

- Hammond-Library Room 211 Available 25 4
- Hammond-Campus Available
- Hammond-Conference Room 102 Available 8
- Hammond-Conference Room 205 Available 4
- Hammond Northshore Regional Airport  
600 Judge Leon Ford Dr, Hammond, LA, 70401, United States

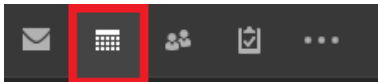
+ Browse with Room Finder

# How to view Rooms calendar.

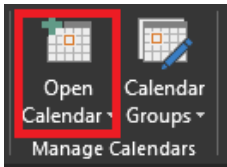
When you want to see if a room/vehicle is available.

## Using the desktop app.

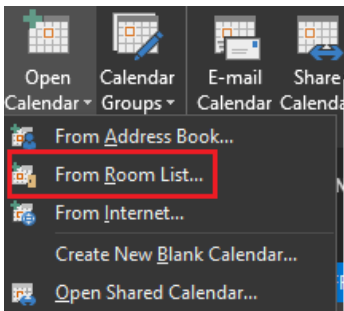
1.) In the desktop app, click on the **Calendar** icon at the bottom.



2.) At the top tool bar, click on **Open Calendar**.



3.) From the drop down list select **From Room List...**



4.) Double click on room you wish to view then click **OK**.

Name	Location	Business Phone	Capacity	Description	Email Ad
FPC-Lab 126	Florida Parishes Roo...		28	Room	fpc-la
FPC-Lab 127	Florida Parishes Roo...		22	Room	fpc-lat
Hammond-Campus	Entire Hammond Ca...			Room	hamm
Hammond-Conference Room 102	Hammond Student S...	985-545-1508	8	Room	hamm
Hammond-Conference Room 205	Hammond Dean Con...		4	Room	hamm
Hammond-Dodge Nitro	Hammond Campus F...		5	Room	hamm
Hammond-Library Room 211	Hammond Library Ro...	985-545-1518	25	Room	hamm
Hammond-Room 202	Hammond Dean Offi...	985-545-1539	1	Room	hamm
Hammond-Room 211B	Hammond Library Mi...	985-545-1521	1	Room	hamm
Lacombe Classroom 105A	Lacombe Classroom ...	985-545-1205	40	Room	lacoml
Lacombe Classroom 105B	Lacombe Room 105B	985-545-1206	20	Room	lacoml
Lacombe Conference Room 102	Lacombe Conference...	985-545-1202	20	Room	lacoml
Lacombe Conference Room 151	Lacombe Room 151	985-545-1240	10	Room	lacoml
Lacombe-Chevrolet Equinox	Lacombe Fleet Vehicl...		5	Room	lacoml
Lacombe-Dodge Ram 3500	Trailer Awning		5	Room	Lacom
Lacombe-Ford F350	Trailer Awning		5	Room	Lacom
Lacombe-Mobile Mechatronics ...	Lacombe Parking Lot			Room	lacoml
Lacombe-Mobile STEM Lab	Lacombe Parking Lot		15	Room	lacoml
Lacombe-Outdoor Classroom b...	Lacombe Outdoor Cl...			Room	lacoml
Lacombe-Outdoor Classroom b...	Lacombe Outdoor Cl...			Room	lacoml
Lacombe-Room 248-Nursing Sk...	Lacombe Room 248			Room	Lacom

Rooms

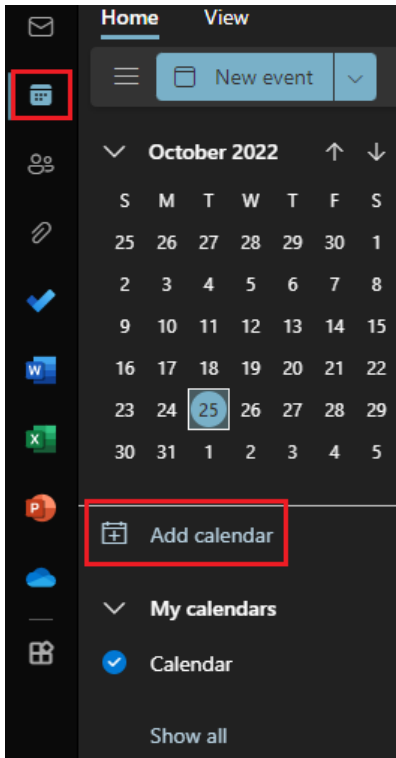
OK Cancel

5.) Now you can view the room.

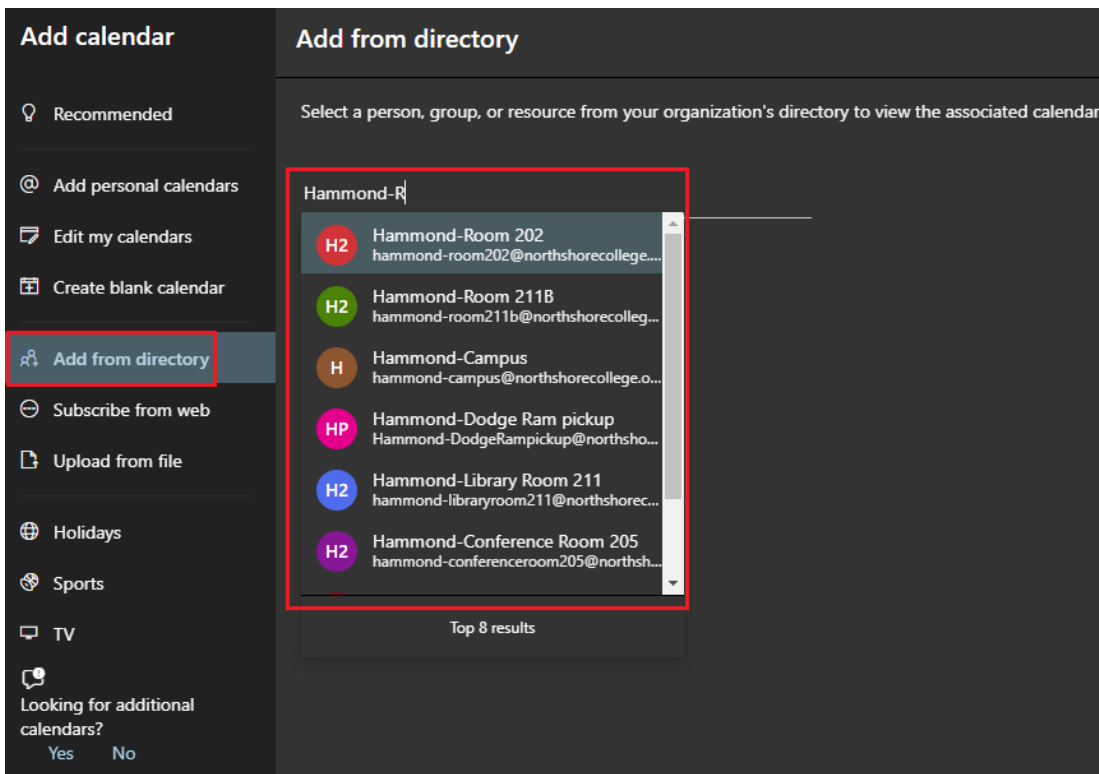
Hammond-Library Room 211						
SUN	MON	TUE	WED	THU	FRI	SAT
26	27	28	29	30	31	1
2	3	4	5	6 Nursing Board Meeting	7 11:30am Elizabeth Froeba ; Hammond -Library Room 2...	8
9	10	11	12	13	14	15
16	17	18 9:00am Sabrina Charlie ; Hammond -Library Room 2...	19 9:00am Student Access 9am-2pm	20 9:00am Student Access 9am-2pm	21	22
23	24 9:00am Student Access 9am-2pm	25 9:00am Student Access 9am-2pm	26 9:00am Student Access 9am-2pm	27 9:00am Student Access 9am-2pm	28	29
30	31 9:00am Student Access 9am-2pm	Feb 1 9:00am Student Access 9... 12:15pm DEI Committ...	2 9:00am Student Access 9am-2pm	3 9:00am Student Access 9am-2pm	4	5

# Using the web app.

1.) In the web app, click on the **Calendar** icon then select **Add calendar**.



2.) Click **Add from directory** then type the name of the vehicle or room you wish to add.



3.) Under **Add to**, use the drop down box to select **Rooms**. Click **Add**.

Select a person, group, or resource from your organization's directory to view the associated calendar.

HJ Hammond-Dodge Journey X

Add to

Rooms

Add

4.) You can select the calendar to view it.

+ Add calendar

My calendars

Calendar

United States holidays

Birthdays

Rooms

Hammond-Dodge Jou...

Groups

All Employees

Show selected

# What is my NTCC employee email?

- Your email is your LoLA username+@northshorecollege.edu such as gatortrax1@northshorecollege.edu
- Your username is the first part of your email without the @northshorecollege.edu
- Always use lowercase for username and emails.

Sometimes your username is not the same as your LoLA. Your supervisor will inform you if this is the case.

# Scheduling Recurring Events

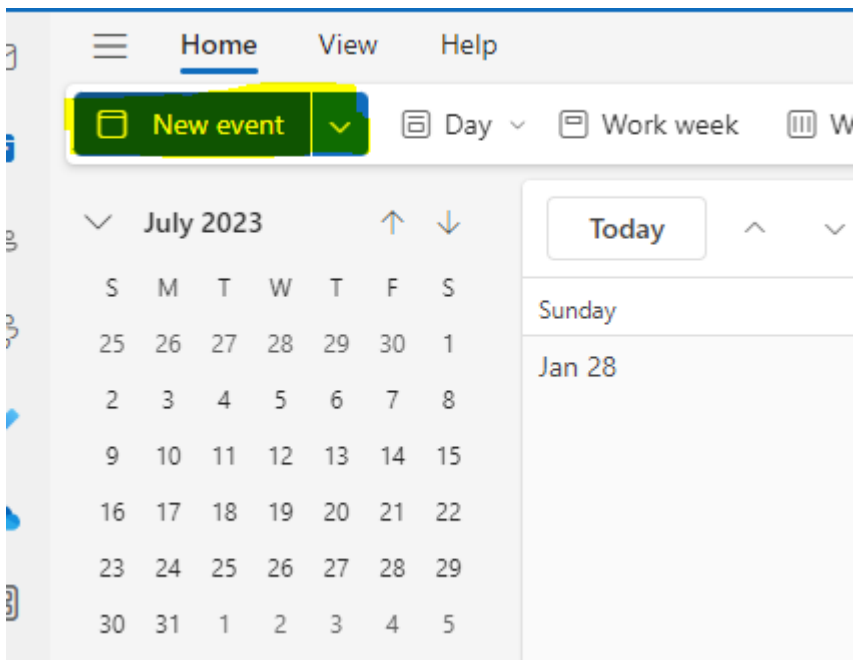
## Introduction

Scheduling recurring events is a great way to better define when an event that is spanning multiple days is occurring on your calendar. For example, a meeting that is happening Monday through Wednesday between 9am and 4:30pm.




## Step-by-Step


### Webmail


1. Log into your NTCC webmail, then go to the calendar
2. Click on New Event
  - 1.










3. Select the date and times that the first day of the multi-day event occurs

1.   Calendar 

 **Add a title**




 Invite attendees





 7/4/2022  8:00 AM   All day

7/4/2022  4:30 PM   Daily 

Occurs every day until Sep 5, 2023


4. Select Daily under the repeat dropdown

 8:00 AM   All day  Time

 4:30 PM   Daily 

Occurs every day until Sep 5, 2023


Location or location


1.  Attachment or attach documents




Repeat dropdown menu:

- Don't repeat
- Daily**
- Weekly
- Monthly


5. Choose to repeat the event every day applicable. Be sure to set the end date to the last day of the event



1. **Repeat** 

Start 7/4/2022 

 Repeat every 1  day 

**M** **T** **W** **T** **F** **S** **S**

**Occurs every day until Jul 7, 2022**  [Remove end date](#)

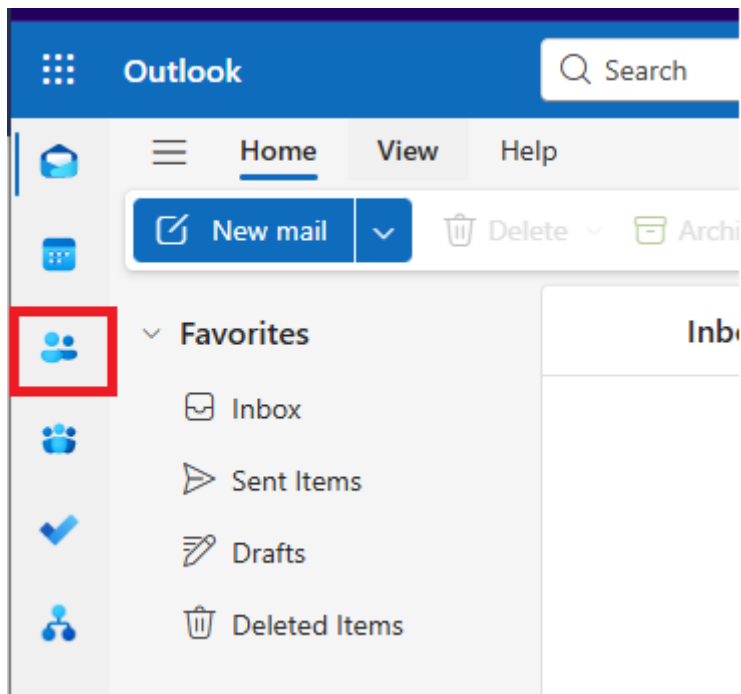


# Organizational Chart

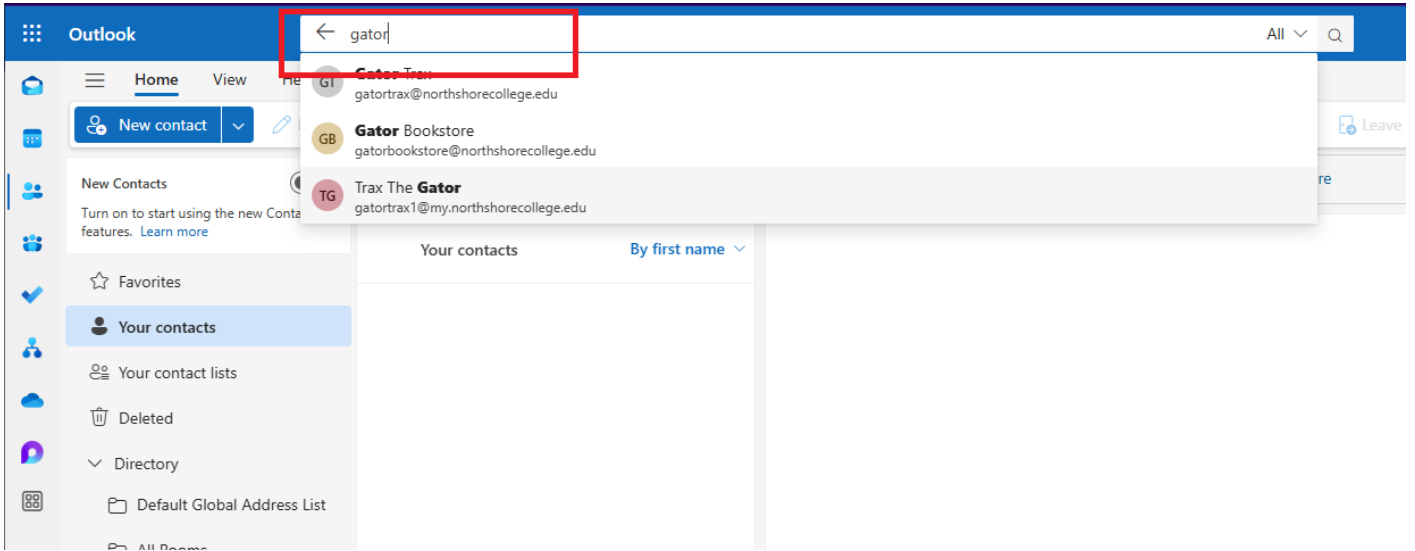
There may be times when you need to determine who a person reports to, or who are a person's direct reports. Office 365 has this information available. Please note that some employees have multiple supervisors. In cases where a person has multiple supervisors, only that employee's primary supervisor is listed.

## Webmail

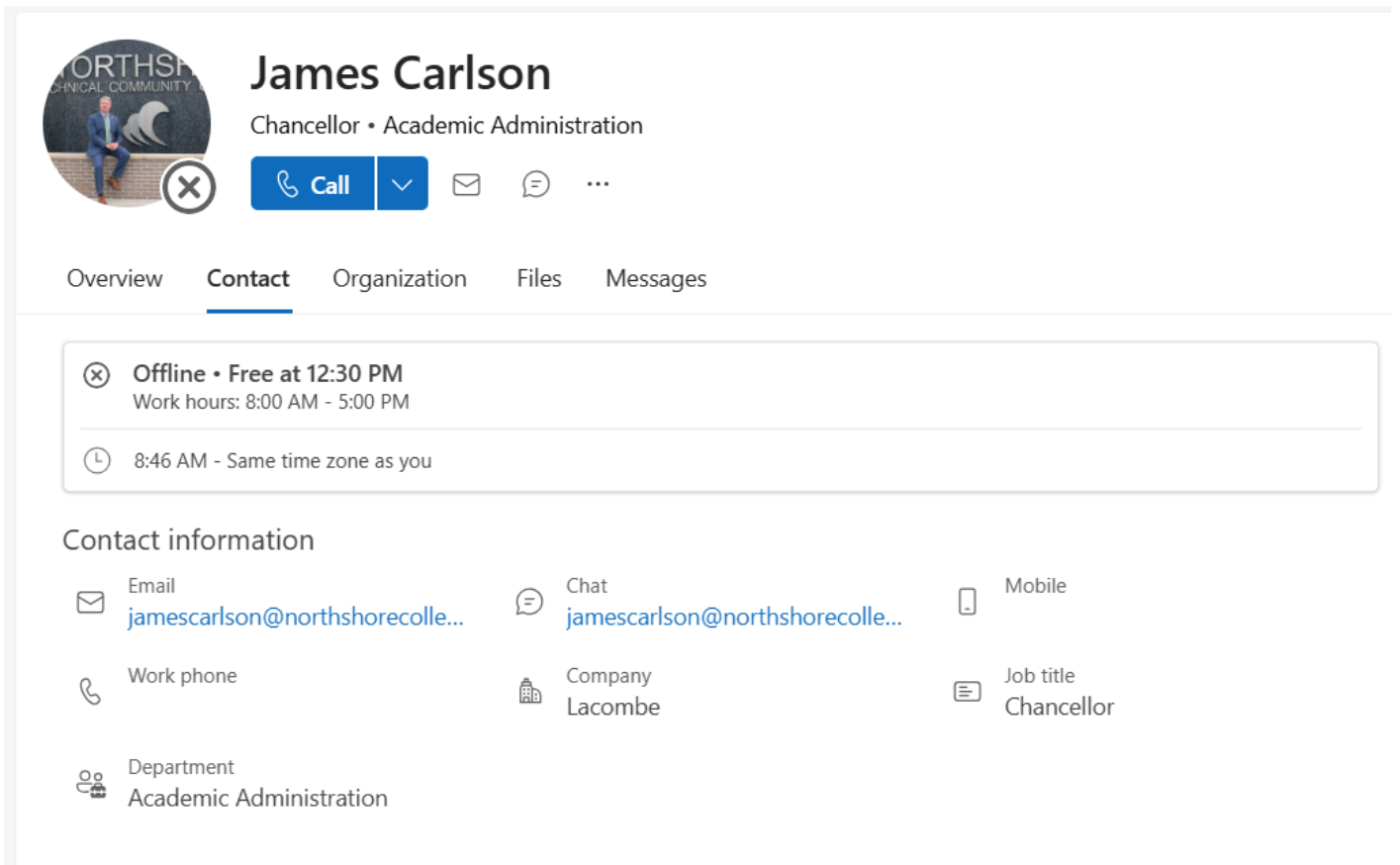
1. From webmail, click the People icon in the left-hand column



2. Use the search bar at the top of the screen to search for the desired person



3. Click on the person's name, and their contact card will show



4. Click the organization button to show the organizational chart

**James Carlson**  
Chancellor • Academic Administration

Call [dropdown] [envelope] [speech bubble] [more]

Overview **Contact** **Organization** Files Messages

Offline • Free at 12:30 PM  
Work hours: 8:00 AM - 5:00 PM

5. The organizational chart will be visible and show who the person reports to and their direct reports

**James Carlson**  
Chancellor • Academic Administration

Call [dropdown] [envelope] [speech bubble] [more]

Overview Contact **Organization** Files Messages

**James Carlson**  
Chancellor  
Academic Administration

[View profile](#) 337 reports  
12 direct

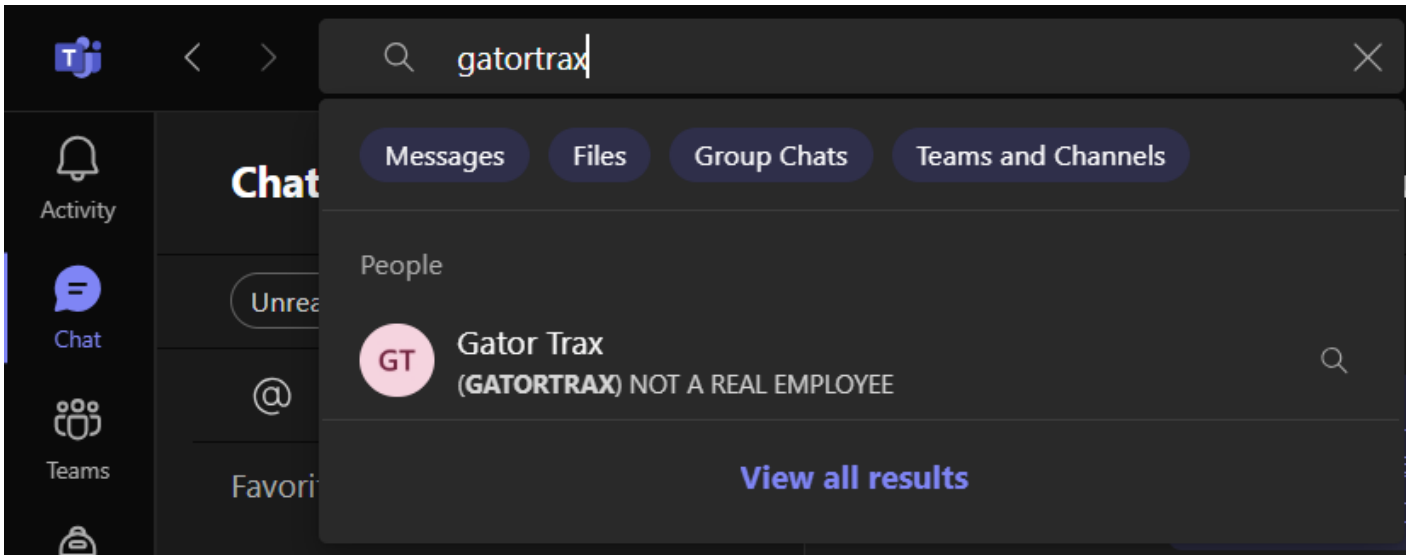
People reporting to **James Carlson**

Bridget LaBorde

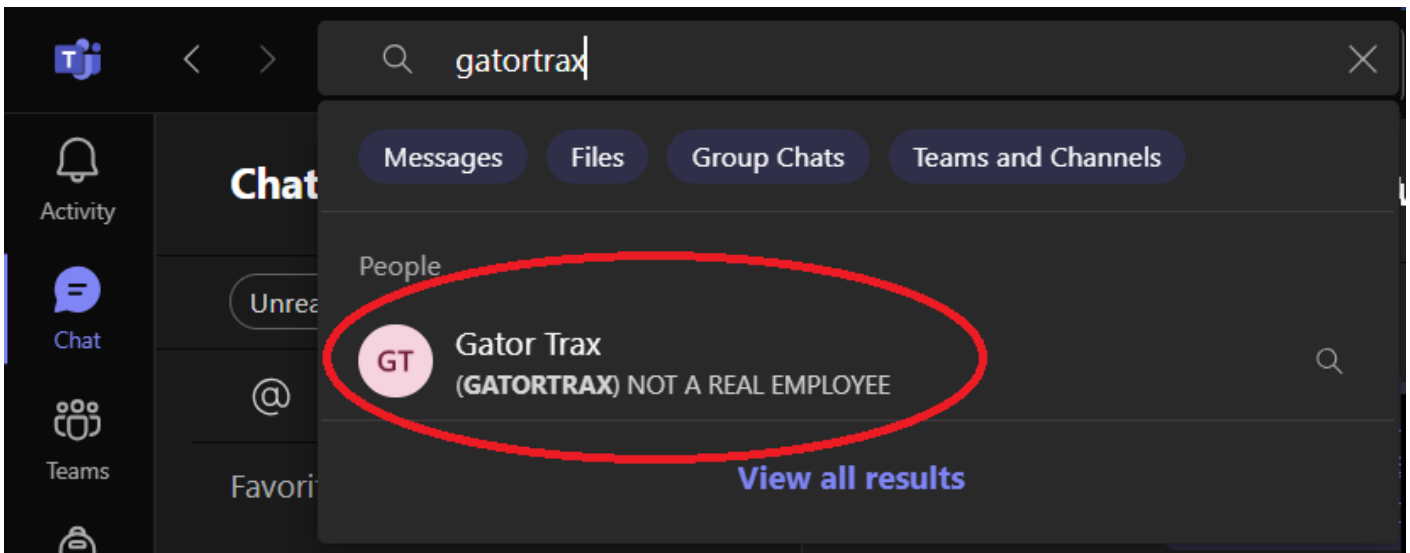
Burke Jones

## Microsoft Teams Desktop

1. Open Teams and search for the person in the top search bar



2. Click on the person's name in the results. This will bring up a chat window for the person



3. In the top of the chat window, click on the person's name. You may have to click on their name twice to bring up the full contact card. Click on the organization tab to show the organizational chart.



# Gator Trax

NOT A REAL EMPLOYEE • Training



Overview

Contact

Organization

Send a quick message



Last seen Yesterday • Free all day

Work hours: 8:00 AM - 5:00 PM