

# 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.

<https://www.youtube.com/embed/dUXKgRimcFk>

# 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.

<https://www.youtube.com/embed/ezAWjcuuf1o>

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