Email Help for Old IVCC Student Email

If you need assistance using your student e-mail account, contact the Learning Commons - Student Help Desk via phone, 815-224-0318; email, shd@ivcc.edu; in person, in room D-201, or use the Help Menu after logging in to your e-mail account.

Logging into E-mail

1. Open browser, Internet Explorer, Netscape Navigator, Opera, etc.
2. Type www.ivcc.edu/myivcc in the address bar
3. Scroll down and click Student E-mail INSTRUCTIONS. On the next page, scroll down to the middle of the page and click on the OLD IVCC EMAIL LOGIN.
4. Type your Username: first three, last four (DOE1234).
5. Type your password (if you cannot remember your password, call the Student Help Desk or use the Contact form and request a password reset).
6. Click the login button
7. Click inbox to view e-mails.

Sending E-mail

1. Click Compose button
2. Type in complete address i.e. username@bart.ivcc.edu, or use your address book to enter an address
3. Use the Tab button and tab to Subject: line.
4. Type in a subject (every good e-mail message has a subject)
5. Tab to message area and type your message.
6. When you are finished with the message, click the Send button below the message area
Sending Attachments

Note: maximum is 2MB

1. Follow steps 1-5 for sending e-mail
2. When finished, click the Browse... button
3. Locate and double click the desired file to attach
4. Click the Add button
5. Attach additional files by repeating steps 3-5

Setting up Mail Forwarding

1. Log into your IVCC e-mail
2. Click the OPTIONS button on the top of the page
3. Click Vacation Message on the bottom of the page
4. Check the box Forward incoming messages to address listed below
5. Enter in the e-mail address you would like to receive your school e-mails at, i.e. test@yahoo.com
6. Click Submit

Changing E-mail Password (after you are logged in)

1. Click the Options Menu
2. Click Change Password
3. Type your current password
4. Type your new password
5. Confirm new password
6. Click Change Password
Editing Return Address

1. Log into your account
2. Click the blue OPTIONS link in the top middle of the page
3. Click the blue Personal Information link
4. In the E-mail address box, make sure it is your student user-name followed by @bart.ivcc.edu

   An example would be abc1234@bart.ivcc.edu

5. Click submit

Error Messages

Issue Description

"Error connection dropped by IMAP server" is displayed after logging in. Student quota over 5MB.

Issue Resolution

Contact the Learning Commons - Computer Resources to have your account storage temporarily increased for 48 hours, during this time you will have a chance to delete any old or junk mail. Also, any attachments sent in E-mails maybe saved to your personal U:/ drive through IVCC or other storage device (like a jump drive or your home computer). After the attachments have been saved, delete the E-mail. Following these steps should resolve the issue. If you have any other questions feel free to contact the Learning Commons – Student Help Desk via phone, 815-224-0318; email @ shd@ivcc.edu; or in person, in room D-201.