



Gmail FAQ

Who is eligible to receive a G-Suite account?

All NYMC students receive a G-Suite account.

What does G-Suite include?

Your account includes *Gmail* for email, *Hangouts* for video chat and conferencing, *Docs/Sheets/Slides* for productivity and collaboration, *Drive* for storage, *Sites* for creating a website for a project, *Calendar* and *Tasks* for time management.

How much storage do I get?

G-Suite for Education includes unlimited email and file storage

How do I log in to my account?

If using a browser, you can login from the TouroOne portal by clicking on the email link. Alternatively, you can go to the sign in page on Gmail or Google, and login with the following account: **username@student.touro.edu**. This will take you to the TouroOne login screen to enter your password, and then to Gmail. **NOTE** that the address is at **touro.edu**, not **nymc.edu**. You can use the address at **touro.edu** for email as well. Otherwise it is used only to login and to configure other applications to access email. For all other purposes, you can use the **student.nymc.edu** address. Your password is the same that you use for TouroOne and campus network access.

Can I use apps to connect to Gmail and other Google Suite services?

Yes. There are a variety of apps for iOS devices (iPhone, iPad), Android phones and tablets, Windows computers, and MacOSX computers that can be used for email, calendar, Google Drive, Google Docs, Google Sheets, etc. More information is available at <https://support.google.com/>. Step-by-step instructions on how to configure the most common devices to access Gmail are found [here](#). Remember that the username to be used when configuring these apps is **username@student.touro.edu**, NOT your new NYMC email address.

What happens to all my current folders and saved emails?

Emails in your folders as of the middle of November were copied into Gmail. Before the final transition, emails received and sent after the initial upload date will be copied into Gmail. Your folder structure is maintained.

When will the transition occur?

The transition is set to occur overnight in early December. A final schedule will be sent to you via email prior to the transition. Outlook will stop working at 10pm the night before the transition and

all remaining files will be migrated overnight. However, you can start using your Gmail account now using your new email address now.

I have forgotten my email password. How do I have it reset?

Visit the TouroOne login page to reset your password.

What is my official Gmail address?

The account sign in address is **username@student.touro.edu**

The email address you should give out to others is **username@student.nymc.edu**

What happens to my old email address at nymc.edu?

For students issued an email address prior to the transition, you can continue to use your current email address, as well as the new one; both will be linked to your Gmail account. Your current address will stop working one year after you graduate; after that, only the new address format will work.

What happens to my Gmail account after I graduate?

Your Gmail account remains active indefinitely and can be used after you graduate. You can continue to use the address **username@student.nymc.edu** or use **username@alumni.nymc.edu**. Your current address **username@nymc.edu** will continue to forward to your Gmail account for one year and then will be deactivated. We encourage you to start using your new address immediately and inform your contacts to use either the **student.nymc.edu** or **alumni.nymc.edu** addresses as soon as possible.

I already have a non-school account with Gmail. Can I put all of my messages into one Inbox?

The Gmail app allows a user to view multiple accounts either individually or as a combined inbox.

How do I forward my Gmail messages to another Gmail account?

This is not recommended since use of the Listserv distributions is restricted to the student Gmail account: **username@student.nymc.edu**.

How can I be certain that my Gmail session is completely logged out?

All you need to do is click "Sign Out" before closing your browser.

How do I look up other students, faculty, or staff to find their email?

Use the new Student and Employee email directory:

<https://apps.nymc.edu/emaildirectory/search.aspx>

How do I send emails to groups of classmates?

We have created distribution lists for NYMC groups using the Touro listserv and the list is available using the following link: <https://apps.nymc.edu/listservdirectory/>. Your account must remain set to send mail as username@student.nymc.edu. If a list you used in the past is not on this page or you wish to create a new distribution list, please fill out this [form](#) and send it to the helpdesk.

What if I prefer Microsoft Office to the Google Productivity Applications like Docs, Sheets and Slides?

All students will receive a free license to download Microsoft Office 365 (including Word, Excel, PowerPoint, and other productivity applications) sometime after the G-Suite migration is complete. Office 365 can be installed on up to 5 devices, including PCs, Macs, and Apple & Android tablets and phones. You will receive further information with all the details on that program at a later date.

I work in a location that blocks access to Gmail. How can I check my email?

Some of our affiliate hospitals may block access to Gmail over their Wi-Fi network. We are working with our affiliates to resolve these issues. Until this is resolved, following are some workarounds:

- Temporarily turn off Wi-Fi and use cellular data on your phone to use Gmail.
- Guest Wi-Fi access at some hospital allows Gmail access on personal devices.
- Using the Gmail app on your phone has also worked for some users.

Please report all such problems to the NYMC Helpdesk at helpdesk@nymc.edu or [914.594.2000](tel:914.594.2000)