

Bucks County Community College Email (BucksMail) Powered by



Help Tips for Students

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

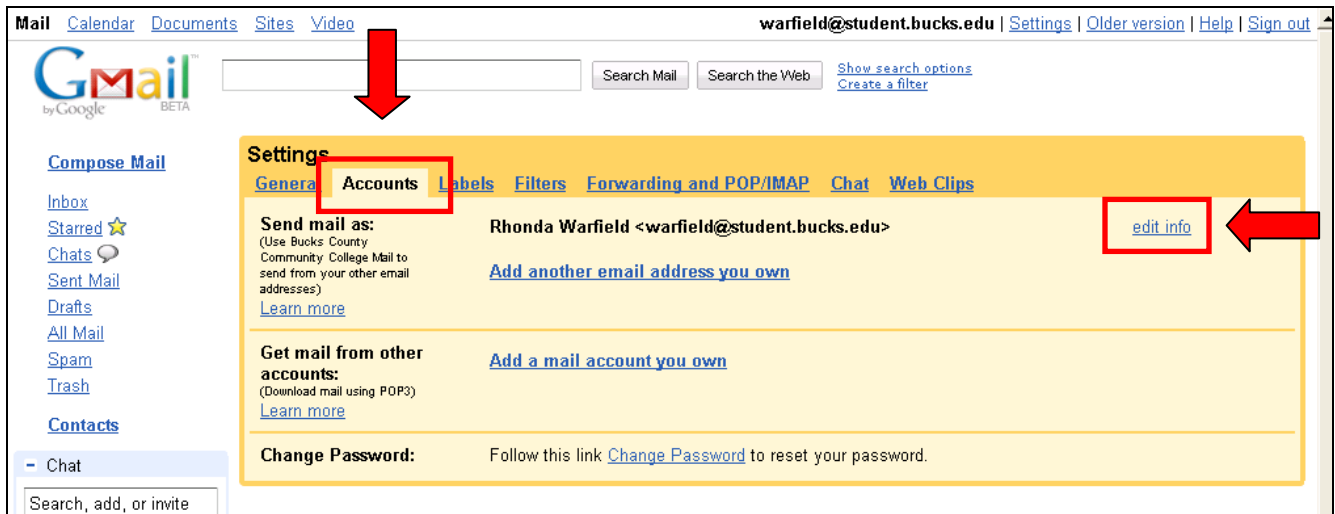
- Call the BCCC help line 215-968-8191, email operator@student.bucks.edu

2. 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 BucksMail (Gmail) account.
- Click the **Settings** link.

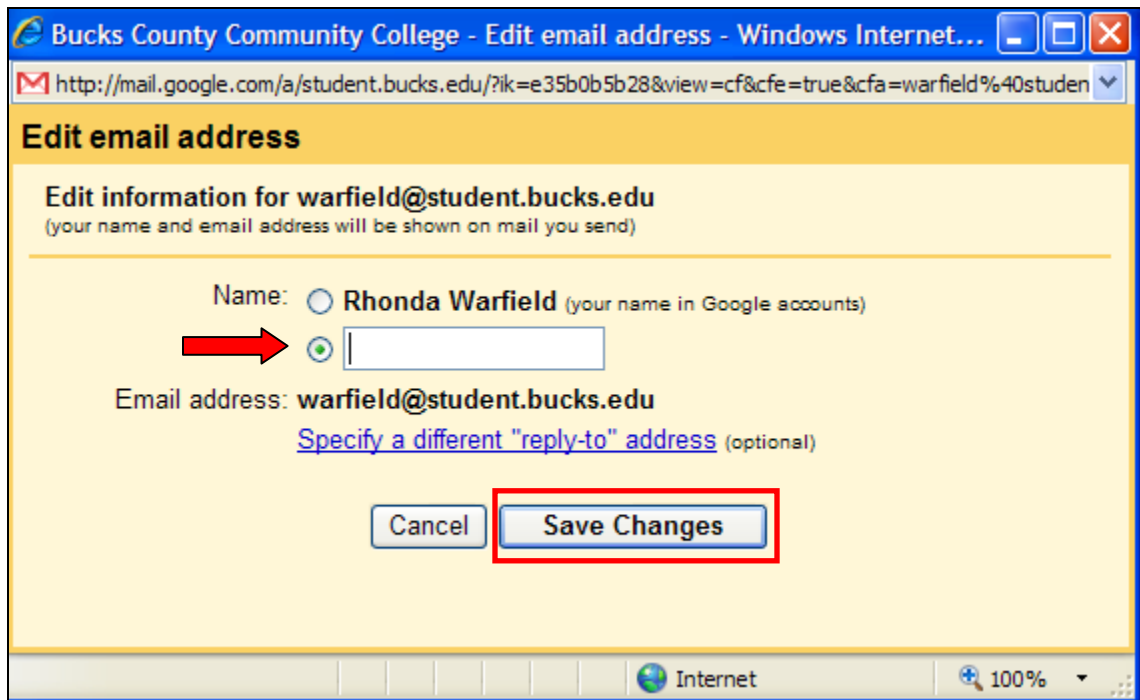
The screenshot shows a Gmail inbox in a Windows Internet Explorer browser window. The address bar shows the URL <http://mail.google.com/a/student.bucks.edu/#inbox>. The user is logged in as warfield@student.bucks.edu. In the top right navigation bar, the **Settings** link is highlighted with a red box, and a red arrow points to it from below. The main content area shows an email titled "101 Cookbooks - Asparagus Stir-Fry - Apr 16". The left sidebar contains navigation links for Compose Mail, Inbox, Chats, Sent Mail, Drafts, All Mail, Spam, Trash, and Contacts. At the bottom, there is a status bar showing "You are currently using 0 MB (0%) of your 7312 MB." and "Last account activity: 3 hours ago at this IP (192.112.54.2)." The taskbar at the bottom shows the Start button, several open applications, and the system clock showing 2:27 PM on 2/20/2009.

- Click the **Accounts** tab.
- Click the **edit info** link.



- Go to **Name:** and click radio button next to white box. Leave blank.
- Click the **Save Changes** button.

Your name will no longer display.



4. How do I download messages from Gmail's 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's 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** tab.
- 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 the **Configuration Instructions** link for a listing of mail clients and to learn how to configure your POP.
- Click the **Save Changes** button.

The screenshot shows the Gmail Settings page for the 'Forwarding and POP/IMAP' tab. The 'POP Download:' section is highlighted with a red box and a red arrow. The 'Save Changes' button is also highlighted with a red box and a red arrow. The 'Forwarding and POP/IMAP' tab is highlighted with a red box and a red arrow.

Note: For Instructions on how to forward your BucksMail (Gmail) to another email account (such as Yahoo) go to on the BucksMail home page <http://www.bucks.edu/online/bucksmail/> and click the **Forwarding Help** link.

The screenshot shows the 'Help Files' section on the BucksMail home page. The 'Forwarding Help' link is highlighted with a red box.

Help and Support: Call the BCCC help line 215-968-8191, email operator@student.bucks.edu, or go to <http://mail.google.com/support/>