

FAQ's

How do I sign up for a myRMU Alumni Connection account?

- Go here to learn what a myRMU Alumni Connection account has to offer you!
<http://www.rmu.edu/myRMUAlumniConnection>
- Once you're ready to opt-in to an Alumni account, go to the link on the left that says "*Alumni e-mail registration*".
 - Do you have your Freedom Card Number and your Username?
 - On the "*Alumni e-mail registration*" page, log into "*Alumni Gmail*"
 - If you need a Freedom Card Number, fill out the form that reads "*RFS: Freedom Card Number*"
 - Do you have a Freedom Card number, are an Alumni, but told you don't have access, then fill out the form that reads "*RFS: Alumni Freedom Card Number Assistance*"

Here are some extra tips for logging into Sentry Secured Services on RMU's website:

- If you remember your student Username & Password and it's still active, you can log into the RMU website with those credentials.
- If you don't remember your student Username or don't have a student Username yet, but have your Freedom Card Number, choose the option to "*Reactivate your account*" under the login for the Alumni Gmail Opt-In page. Here you will learn your student Username and will be able to reset your Sentry Secured Services password to login!

If you've never signed into your Alumni Gmail account, read here:

- Go here to sign in to your Gmail account: <http://www.rmu.edu/AlumniGmail>
 1. Your username was given to you when you Opted-In. It should resemble: *firstname.lastname*. If you don't recall your username, please check here:
 - https://sentry.rmu.edu/OnTheMove/findoutmore.open_page?iPage=75810
 2. Your first password is the last 10 digits of your Freedom Card number. You will be prompted to reset your password the first time you login.

Changing your Gmail password in the future:

- To **CHANGE** your password:
 1. Change your password within your Gmail account under **Settings/Accounts**.
 - <http://mail.google.com/support/bin/answer.py?answer=6567&topic=13261>
 2. If you forget your password, please contact the Alumni Office at:
 - http://www.rmu.edu/OnTheMove/findoutmore.open_page?iPage=75917

Here are some useful links:

- myRMU Alumni Connection webpages:
 - <http://www.rmu.edu/myRMUAlumniConnection>
- Alumni Gmail login:
 - <http://www.rmu.edu/AlumniGmail>
- Personalized myRMU Alumni Connection Google Startpage:
 - <http://partnerpage.google.com/alumni.rmu.edu>

Google Apps Frequently Asked Questions & Answers

1. What is Google Apps (including Gmail)?

Google Apps is a suite of software products to help you organize and communicate. They include:



Gmail

E-mail with up to 6 GB of storage per custom e-mail address, mail search tools and integrated chat.



Google Docs

Create, share and collaborate on documents in real-time.



Google Calendar

Coordinate meetings and events with sharable calendars.



Google Sites

One-stop sharing for team information.



Google Talk

Free text and voice calling around the world.



Security and compliance

Set e-mail policies and recover deleted messages.

2. Why are we using Google Apps?

Our goal is to offer you a reliable, practical, secure, feature-rich webmail environment. We think Google can help.

We can focus on the core values of our school, such as alumni relationships, and let Google leverage its extensive operational experience with security and privacy.

3. How do I get started?

Please review the myRMU Connect pages here: <http://www.rmu.edu/myRMUAlumniConnection>

You can then sign up for your free Alumni Gmail account. Your initial password will be the last 10 digits of your Freedom card number (your password can be changed once you successfully log in).

4. How do I change/reset my password for my Gmail account?

When you log into your Gmail account for the first time you will be prompted to set up a new password. Future password changes can be done through your Gmail account:

<http://mail.google.com/support/bin/answer.py?answer=6567&topic=13261>

If you forget your password:

Please contact the Alumni Office at:

http://www.rmu.edu/OnTheMove/findoutmore.open_page?iPage=75917

5. What do I need to know about Google documents and spreadsheets?

It's a web-based word processing and spreadsheet application. It can help us collaborate on projects from anywhere. Your documents are stored online. You and anyone you invite to collaborate can access the document from any internet-connected computer, and make changes simultaneously. Multiple people can make changes at once, and everyone's changes show in real-time.

6. I can chat in my Gmail account. Why bother with the Google Talk client?

Free voice calls, voice-mail for when your contacts are offline, and file transfers while chatting. PC-to-PC voice calls (VoIP) are practical and offer great quality. The person on the other end can be anywhere in the world as long as he or she is connected to the Google Talk network.

7. Where can I find more information about Google Apps?

Help Center: www.google.com/support/a/users