Getting Started with MCNY IQmail

Q.   Will my email address remain the same?

A.   To incorporate automatic account creation, the new email accounts will need to be different and will follow a standard format. The format of the new email accounts will be your first initial combined with your last name (jdoe). In the case of a duplicate, a number will be added (jdoe1, jdoe2, etc).

Q.   How do I get my new email account?

A.   An email account will typically be created automatically for all registered students within 24 hours of registration.

To retrieve your email account,
1. Have your Student ID number available
2. Use your browser and enter http://iqmail.mcny.edu to get to the email home page and login screen.

AOL users, please read the notice for AOL users at the end of this document

To begin using your student account use the **Lookup My User ID** tool; this will provide you with the email account that was created for you.
[*Note: You must be a registered student in order to retrieve your account information*]

Enter your 9-digit student ID and the system will return your new email User ID (email address).

Q.   Now that I have my User ID and email address, how do I log on and what is my password?
A.   On the email home page (http://iqmail.mcny.edu) Enter your **User ID**. The default password is your Date of Birth in the format of "**MMDDYYYY**".

Q.   How do I change my password?
A.   Once logged into your IQMAIL account, click on the **Options and Styles** pull down menu towards the top-right of your screen. Then choose **Password** and follow instructions.
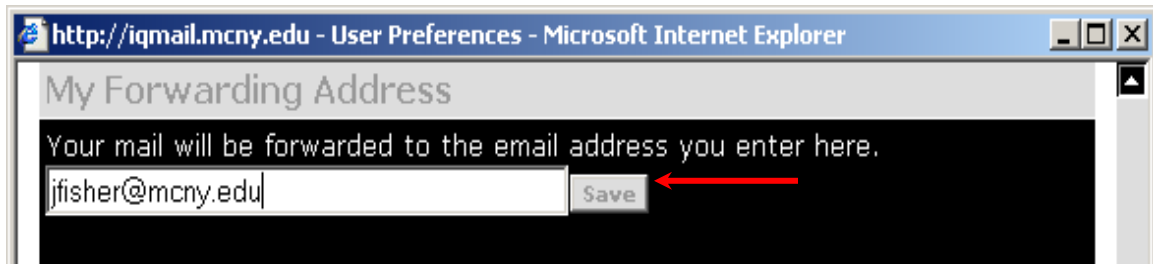

Q.   How can I set up email forwarding of my MCNY student email to another email address?
A.   Click on the **Options and Styles** pull down menu towards the top-right of your screen, then choose the **Forwarding** option.

In the following dialogue box, enter the email address you wish to have your IQMail forwarded to, and click on **SAVE.**

Q.   I'm used to having things arranged a certain way in my inbox- can I customize my settings?

A.   Yes you can! Simply log into your MCNY Student email account, click on the **Options and Styles** pull-down menu in the top-right corner of your screen, and go to the **Preferences** section.

In the **Preferences** section [see **Figures A and B** below] you will find a host of items and features that you may customize to your satisfaction. These include, but are not limited to: (**Note: Be sure to click the "save" button after customization to save your changes**)

1. Would you like to include or not include the original message when replying?
2. Do you want to save a copy of every email you send from this account?
3. How many messages would you like to see per page, and how would you like them sorted?
4. When you delete a message, do you want it to go to a deleted folder (where it can be retrieved), or be permanently deleted (no turning back)?
5. Do you want the system to confirm your message deletion before deleting?
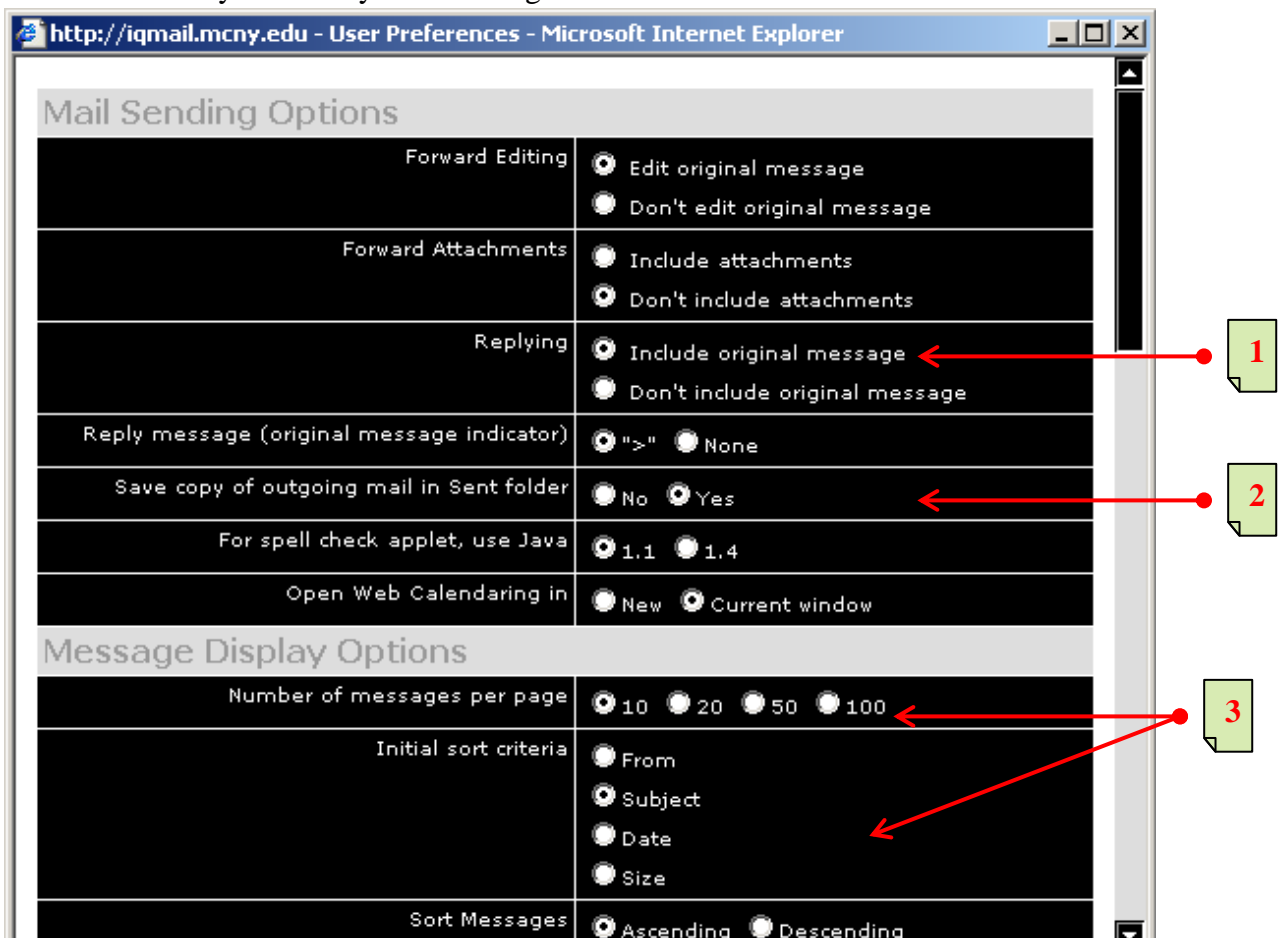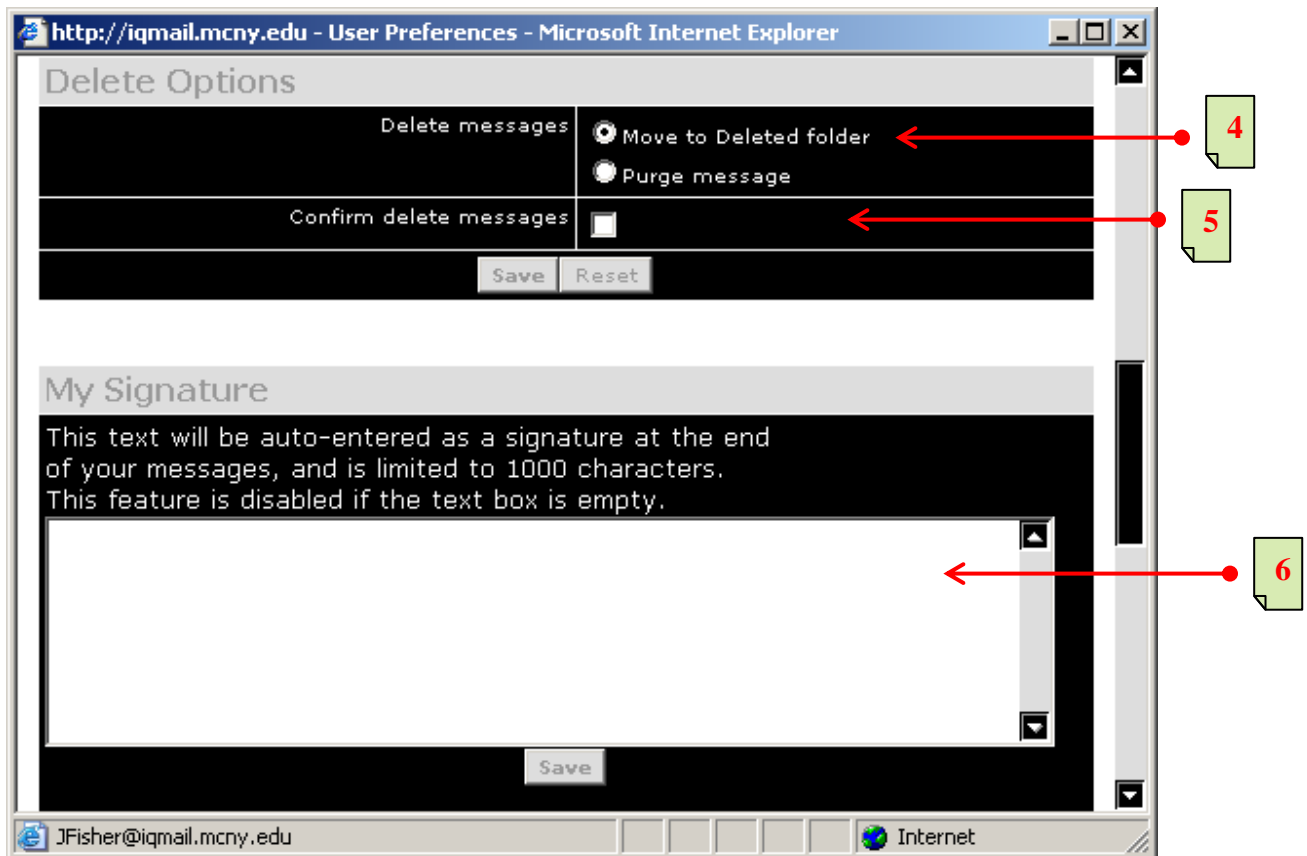6. How do you create your email signature?

Figure A

Figure B

http://iqmail.mcny.edu - User Preferences - Microsoft Internet Explorer

Delete Options

Delete messages ● Move to Deleted folder   → 4
                 ○ Purge message

Confirm delete messages ☐   → 5

Save   Reset

My Signature

This text will be auto-entered as a signature at the end
of your messages, and is limited to 1000 characters.
This feature is disabled if the text box is empty.

                                                  → 6

Save

JFisher@iqmail.mcny.edu   Internet

***NOTICE to AOL Users**: Because of known
compatibility issues in AOL's built-in browser, we
recommend that you sign on to AOL and once you are
logged on, minimize AOL (do NOT close it) and open
Internet Explorer.   Then proceed to navigate to the
MCNY IQmail URL as usual.

Over all, your new student webmail experience should be a greatly enhanced one with a
multitude of new web-based features. The very intuitive and easy to follow web interface
that you will be using throughout your webmail experience will also offer assistance in
the form of context sensitive Help links throughout the site.

For additional support:

Should you have any additional questions or concerns not addressed by this
documentation or the online Help feature, please stop in the Student Services office.

NOTE: For security purposes, all password reset requests must be made in person at the
Student Services office.