
AU GroupWise e-mail accounts

If you are fulltime faculty or staff or a registered AU student you receive an AU GroupWise account automatically. Every week (and more often near the beginning of semesters/quarters) the server obtains a list of all students who are registered for classes. If you do not already have an account, the server creates one for you. This account will remain with you for approximately 6 months after you are no longer a registered student, at which point your account will be removed from the system (you will receive several notices in your GroupWise mailbox regarding your account's removal).

NOTE: ACCESS students are not automatically created. Please contact the ACCESS office if this applies to you.

If you are adjunct faculty or require a special group account, please stop by Patterson 100 (Information Technology) and fill out a request form. Those forms are processed every Friday afternoon.

What is my username and password?

Your username on AU GroupWise is typically your first initial, plus the first seven characters of your last name (usernames are never more than 8 characters in length). For instance, John Doe is **jd**oe and John Storyteller is **js**toryte. If, however, your username is already in use by someone else, then a number is added to the end of your username (but still keeping within the maximum length of 8 characters). If Jill Doe already owned the jdoe account, then John Doe's username would be jdoe1. If Jill Storyteller already owned the jstoryte account, John Storyteller's username would be jstoryt1. If you are confused as to what your username might be, you can try our Username Lookup Engine at:

<http://eagleWeb.ashland.edu/>

Click on the Search e-mail and User Directories link in the left navigation bar.

If that still doesn't help (perhaps you're one of the 12 "Bill Smiths" on campus), contact the HelpDesk at ext. 5045 (419-289-5045 off campus), or e-mail a technician at help@ashland.edu

Your password always starts out as your seven digit AU ID#. If you are a student, look for it on your ID card, grade reports or your class schedules. You should see a seven digit number that probably starts with a 0 (0123456 for example). If you are a faculty or staff person, look at your paycheck for the same number. Remember, the complete number is the full seven digits - even zeros.

Important! Your initial password is your seven digit AU ID#; however, for security purposes you should change your password. GroupWise can be accessed from anywhere in the world using a Web browser and going to <https://gw.ashland.edu>. **The first time you log in**, please use your AU Network Login and password (user name for the login and seven digit student ID number for the password). When you reach the GroupWise site for the first time, please change your password by selecting Options (top center of the page and the middle of three boxes.) **Your password can be anything that is easy for you to remember** (Must have a minimum of 6 characters).



If your password does not work in GroupWise please check the following:

Do a search on your username at www.ashland.edu/directory.html This directory doesn't have ALL current students, but might help if you see someone else with the same username.

If you have any problems or questions please feel free to contact
Information Technology at ext. 5045 (419-289-5045 off campus)
or e-mail a technician at help@ashland.edu