



SMU STUDENT EMAIL SETUP STEP-BY-STEP GUIDE

*SMU ICT Student Technical Support
Services*

JUNE 2020 | Email: ictstudent_support@swave.smu.ac.za

www.smu.ac.za

f Sefako Makgatho Health Sciences University | @SMU_SA | smu__sa | SMU TV | KNOWLEDGE FOR QUALITY HEALTH SERVICES

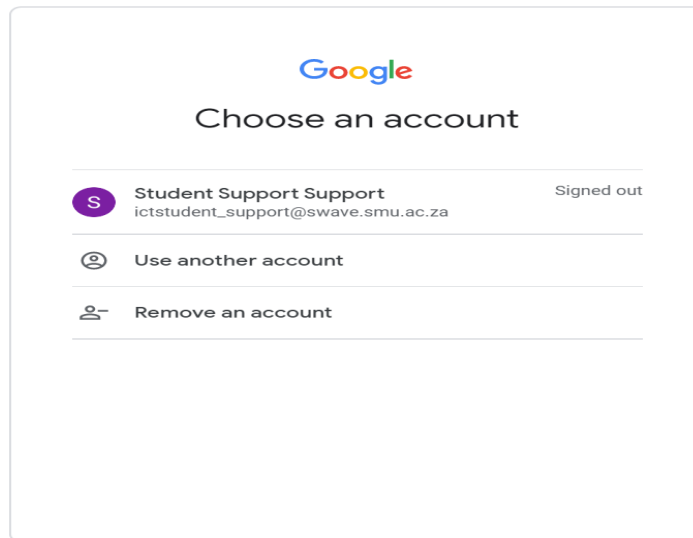
SMU STUDENT EMAIL SETUP USING A DESKTOP OR LAPTOP STEP-BY-STEP GUIDE

The SMU student email is created by ICT department. Students have no access to create student email addresses on their own, students have options to add student email on the existing Gmail account, and be able to recover password.

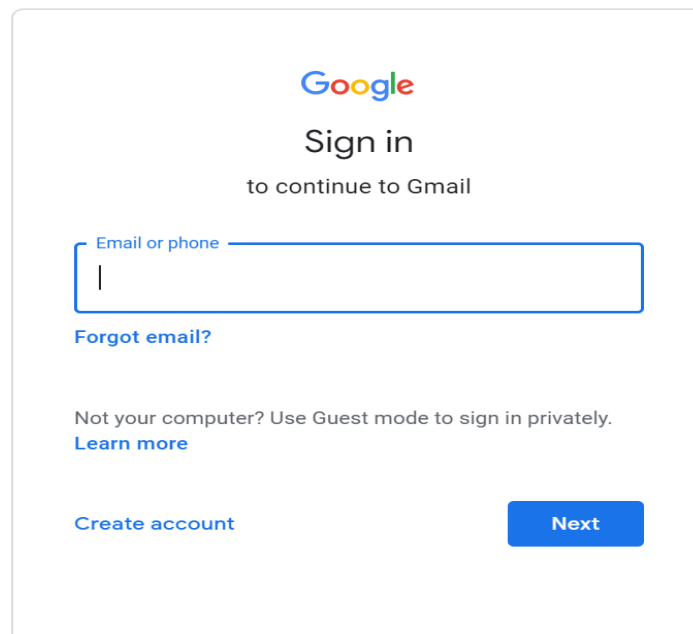
To setup your student email

To setup a Student Email on a desktop or laptop and already having a personal Gmail account

1. Type www.google.com and click on the button [Sign in](#) at the top-right corner



2. Click on the button [Use another account](#)



3. Add your **student email address** for example 999999@swave.smu.ac.za

4. Click **Next**

Google

Sign in
to continue to Gmail

Email or phone

[Forgot email?](#)

Not your computer? Use Guest mode to sign in privately.
[Learn more](#)

[Create account](#) [Next](#)

Google

Welcome

Enter your password

[Forgot password?](#) [Next](#)

5. Type the password given to you by **ICT Department** if you have not login recently
6. Click **Next**

7. Welcome to your new account and click **Accept**



Welcome to your new account

Welcome to your new account: 999999@swave.smu.ac.za. Your account is compatible with many [Google services](#), but your swave.smu.ac.za administrator decides which services you may access using your account. For tips about using your new account, visit the [Google Help Center](#).

When you use Google services, your domain administrator will have access to your 999999@swave.smu.ac.za account information, including any data you store with this account in Google services. You can learn more [here](#), or by consulting your organization's privacy policy, if one exists. You can choose to maintain a separate account for your personal use of any Google services, including email. If you have multiple Google accounts, you can [manage which account you use](#) with Google services and [switch between them](#) whenever you choose. Your username and profile picture can help you ensure that you're using the intended account.

If your organization provides you access to the G Suite [core services](#), your use of those services is governed by your organization's G Suite agreement. Any other Google services your administrator enables ("Additional Services") are available to you under the [Google Terms of Service](#) and the [Google Privacy Policy](#). Certain Additional Services may also have [service-specific terms](#). Your use of any services your administrator allows you to access constitutes acceptance of applicable service-specific terms.

Click "Accept" below to indicate that you understand this description of how your 999999@swave.smu.ac.za account works and agree to the [Google Terms of Service](#) and the [Google Privacy Policy](#).

Accept

8. You are now required to [Change password, create a strong password](#) that is known to you only



Change password for 999999@swave.smu.ac.za

[Learn more about choosing a smart password](#)



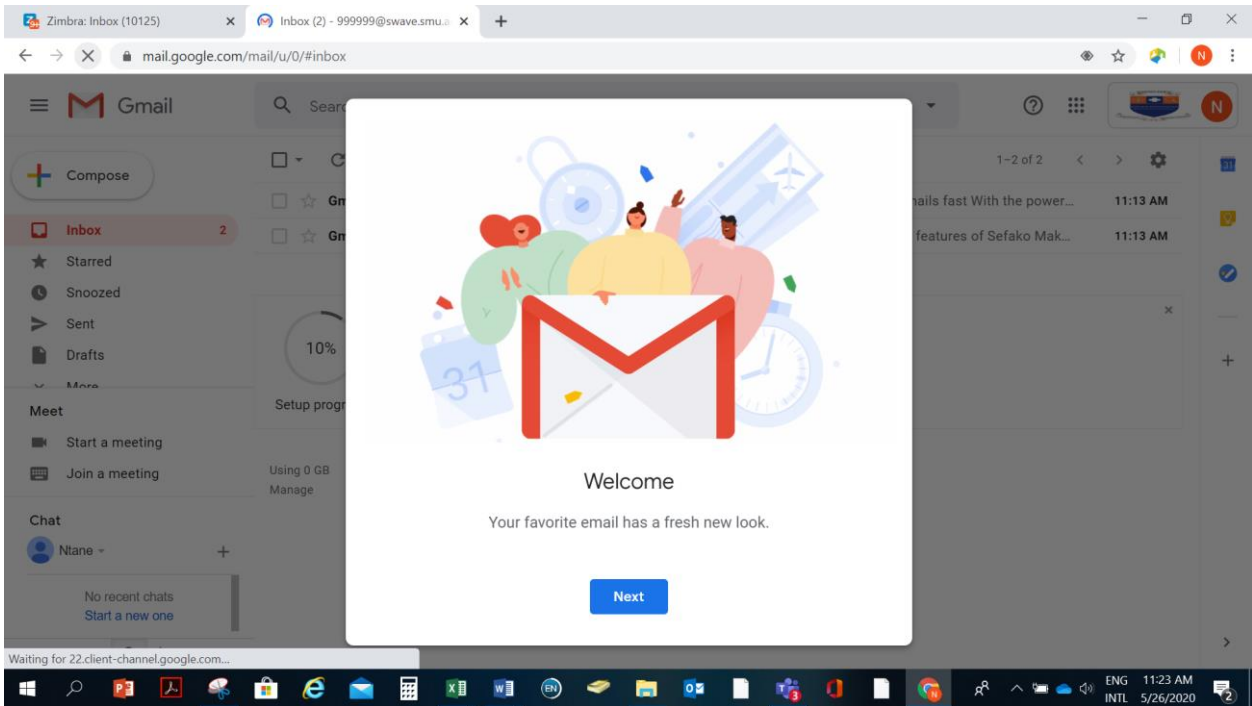
Create a new, strong password that you don't use for other websites.

Create password

Confirm password

Change password

Wallaaaa!! you are now closer to your **Mailbox**, click the **Next** button and **Ok** button.



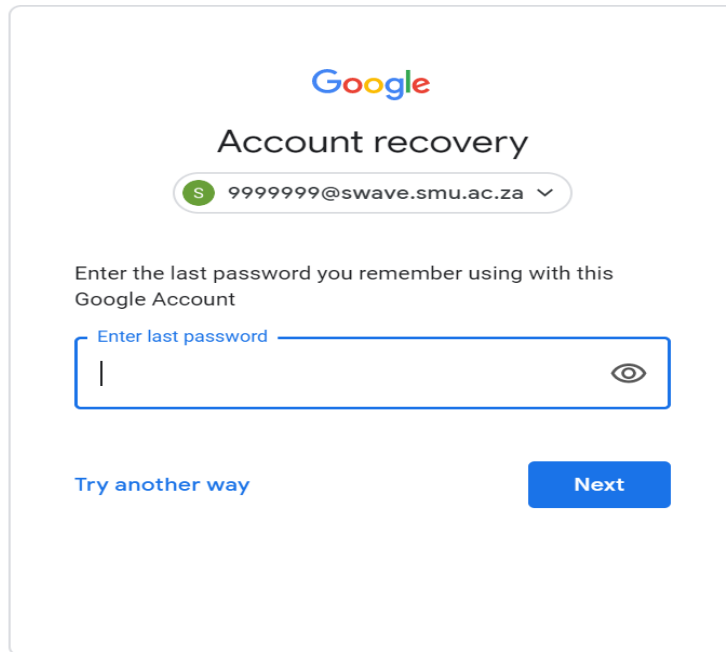
You are now in to your **Mailbox** you will be able to send and receive messages.

9. Forgotten Password

A screenshot of the Google password reset interface. At the top is the Google logo, followed by the text "Hi Ntane". Below this is a dropdown menu showing the email address "999999@swave.smu.ac.za". A red-bordered input field is labeled "Enter your password" and contains a single vertical bar. Below the input field is a red error message: "Wrong password. Try again or click Forgot password to reset it." At the bottom left is a blue link "Forgot password?" and at the bottom right is a blue "Next" button.

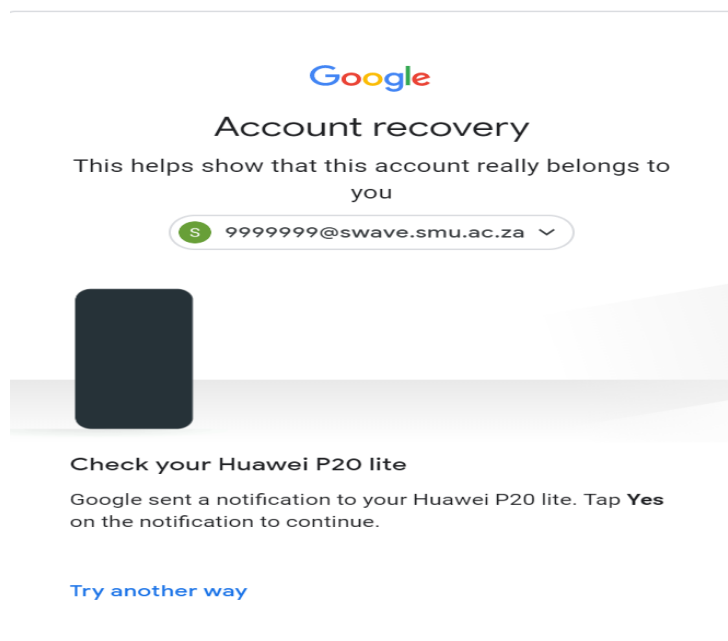
10. Click **Forgot password?**

11. Enter the last password you remember, that's fine if you don't remember click **Next**



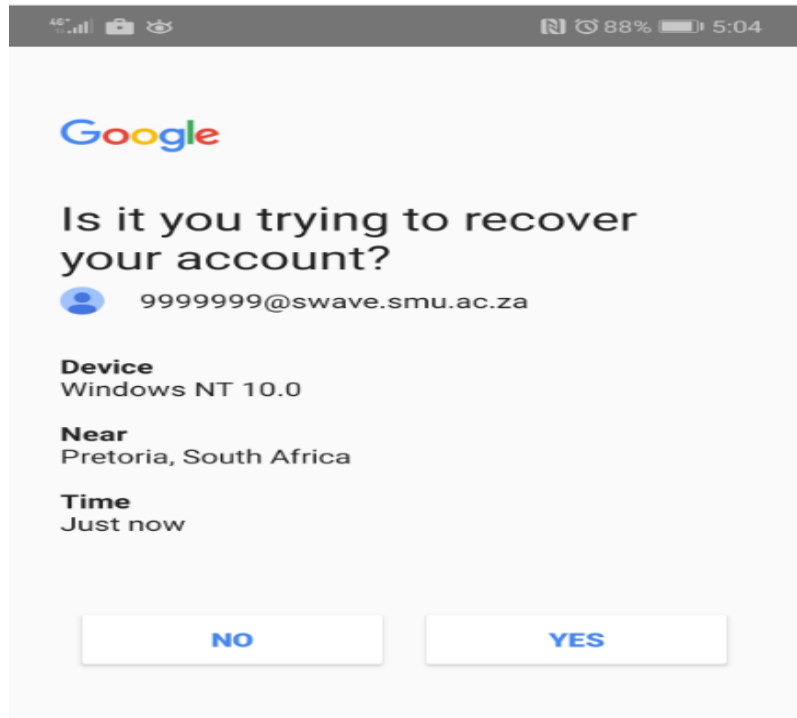
The screenshot shows the Google Account recovery interface. At the top is the Google logo, followed by the text "Account recovery". Below this is a dropdown menu showing the email address "9999999@swave.smu.ac.za". The main instruction reads: "Enter the last password you remember using with this Google Account". There is a text input field with the placeholder "Enter last password" and a small eye icon to toggle visibility. At the bottom left is a link "Try another way" and at the bottom right is a blue button labeled "Next".

12. Google will send notification to your **mobile device/cell phone**

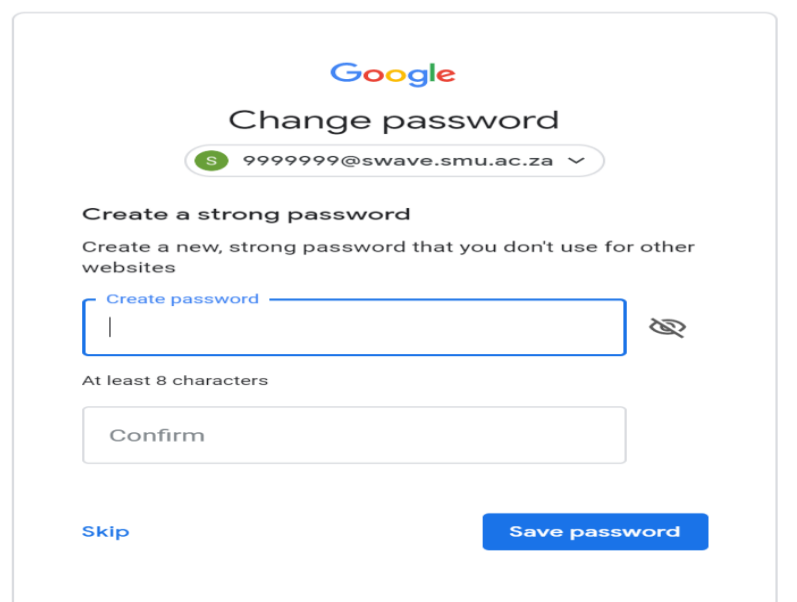


The screenshot shows the Google Account recovery interface for a mobile device notification. At the top is the Google logo, followed by the text "Account recovery". Below this is the text "This helps show that this account really belongs to you". There is a dropdown menu showing the email address "9999999@swave.smu.ac.za". Below the dropdown is a dark grey icon of a mobile phone. The text below the phone icon reads: "Check your Huawei P20 lite" and "Google sent a notification to your Huawei P20 lite. Tap **Yes** on the notification to continue." At the bottom left is a link "Try another way".

13. Click Yes on your **Mobile device/Cell phone**



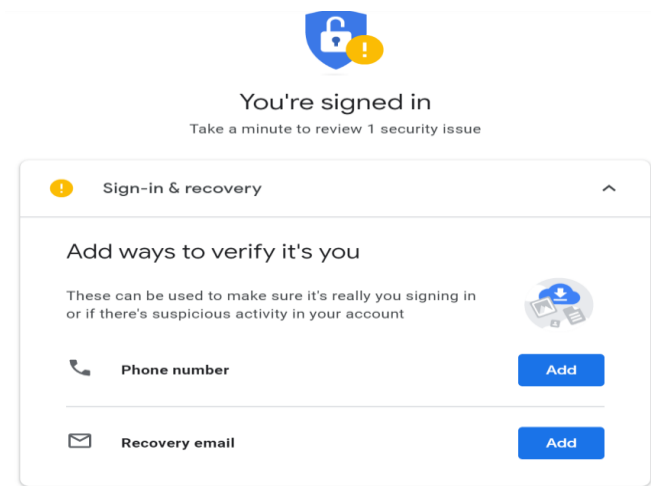
14. Create a new password and it must be a **strong password**.



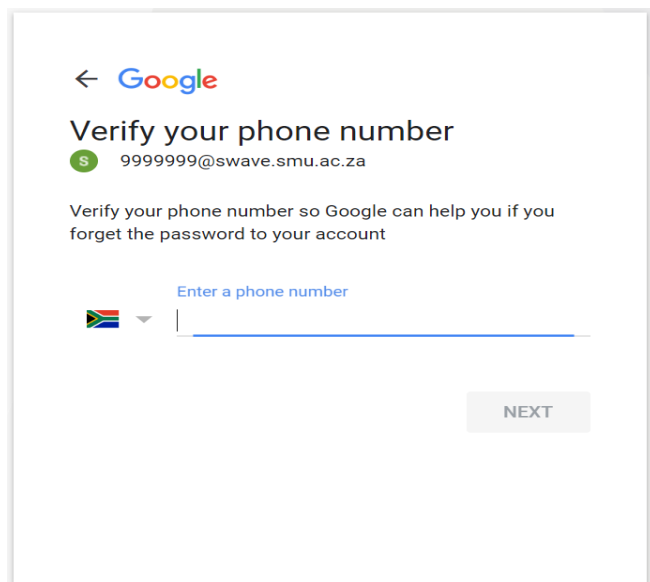
15. Click **Save password**

Here, you'll have an opportunity to set up **recovery options**. Recovery options are helpful if you forget your password or if someone tries to access your account, recovery information is used to secure user accounts at sign-in and during account recovery

16. Recovery password by **Cell Phone**



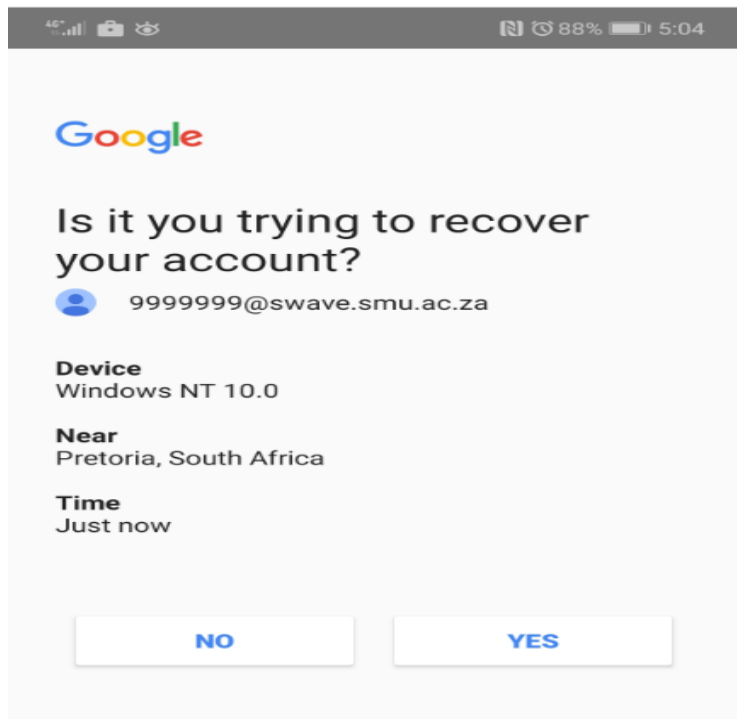
17. Add ways to verify it's you



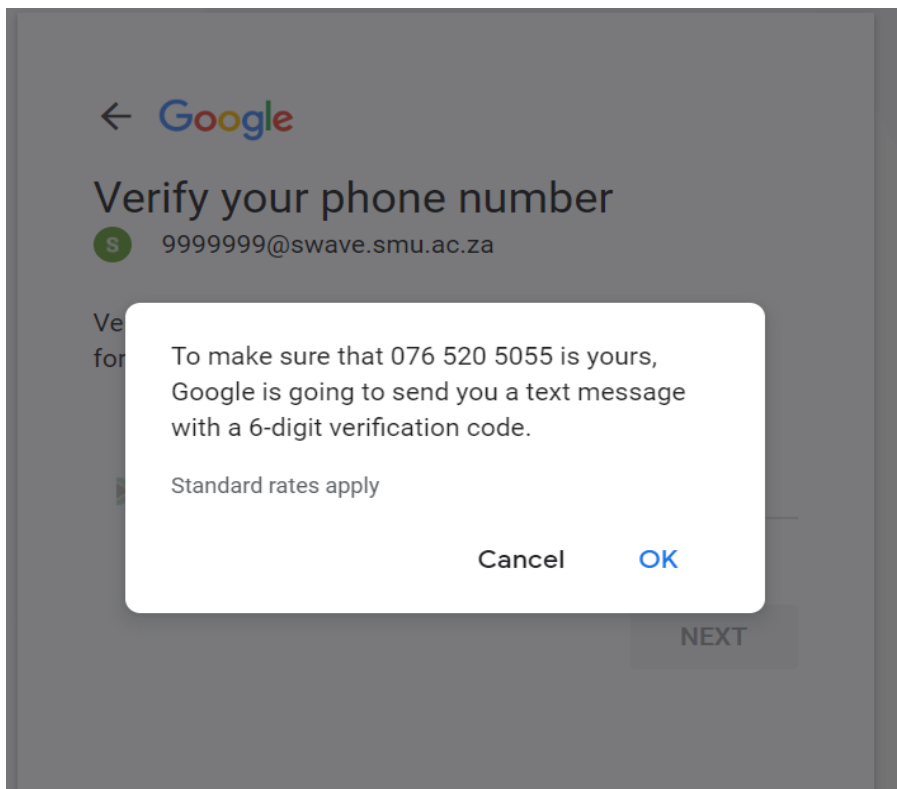
18. Type your cell number

19. On your mobile device/cell phone you will receive a message to confirm if it's you trying to recover your account

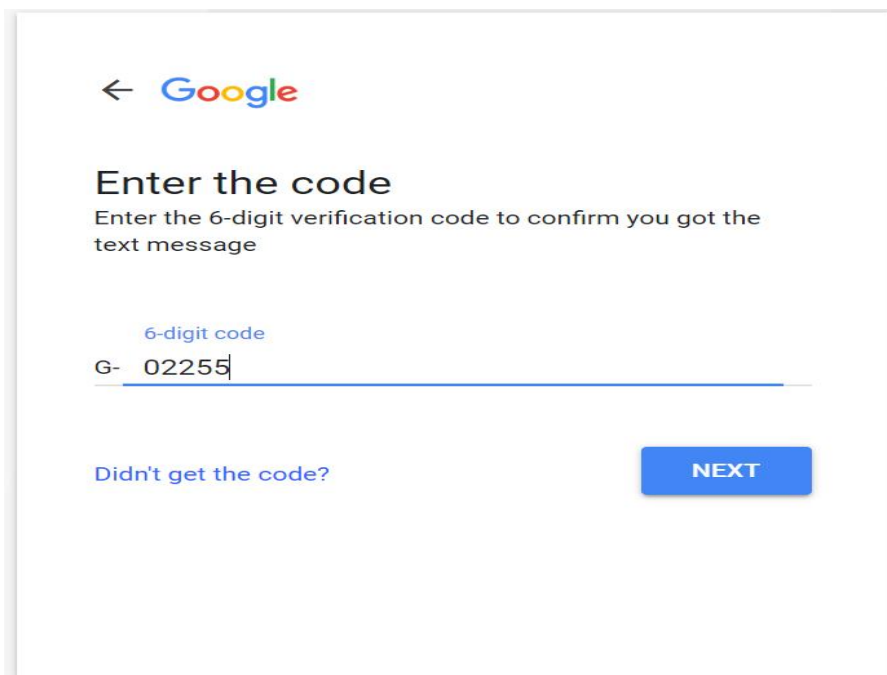
20. Click **Yes** button



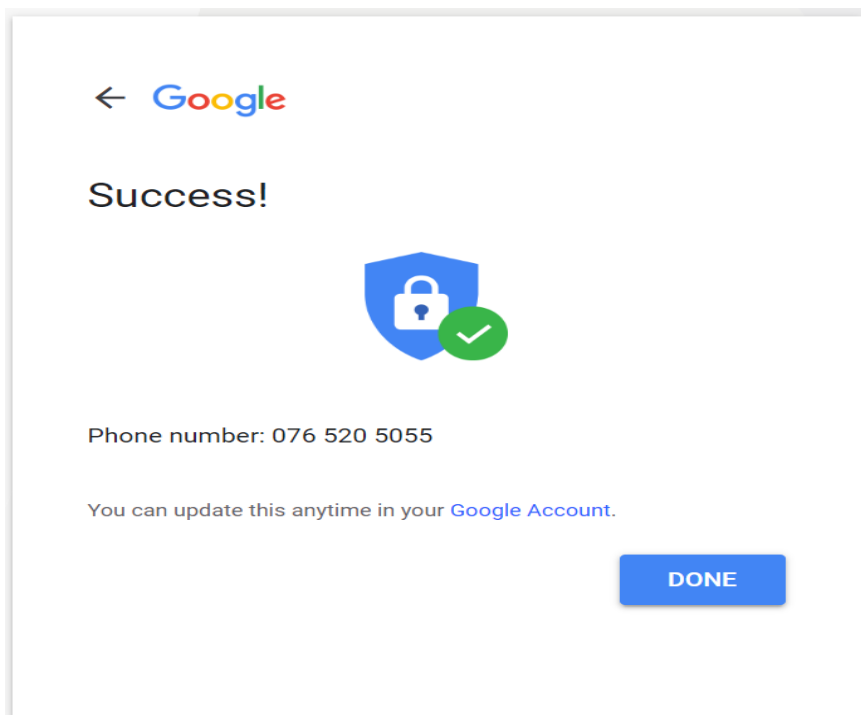
21. Google will send **Six digit** verification code to your cell number



22. Enter **6-digit** verification code

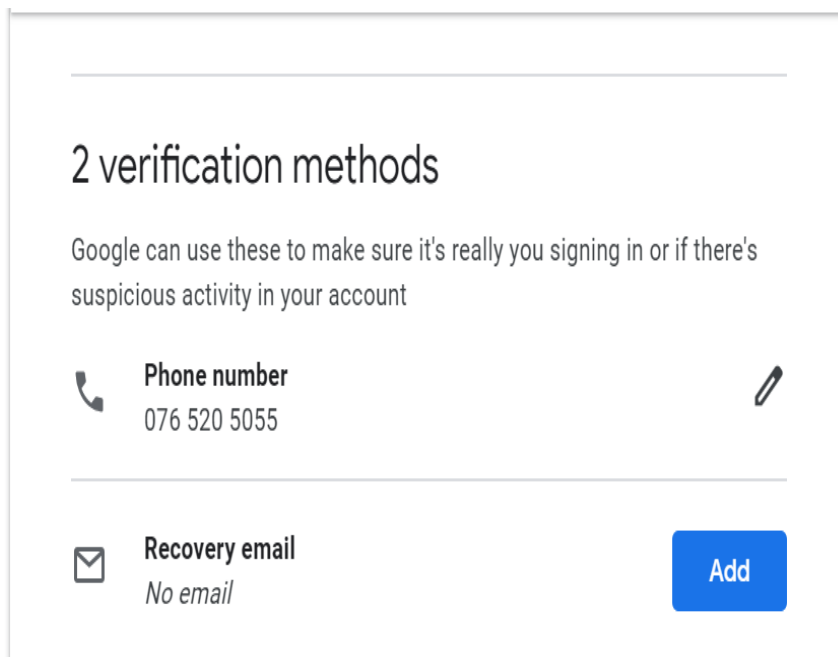


23. [Wallaaa!!! Success](#)



24. Click **DONE**


25. Recovery password by **email**



26. Add your secondary email address and click **Next**

← Google

Add recovery email

 9999999@swave.smu.ac.za

Add a recovery email so Google can reach you if there's unusual activity on your account or if you get locked out

Enter your email


phudiane@hotmail.com

NEXT

27. Click **Done**

← Google

Success!

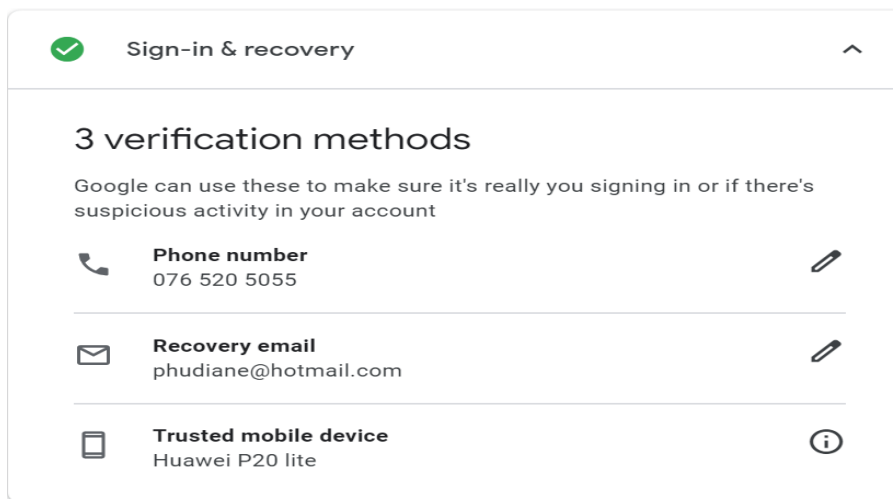


Recovery email: **phudiane@hotmail.com**

You can update this anytime in your [Google Account](#).

DONE

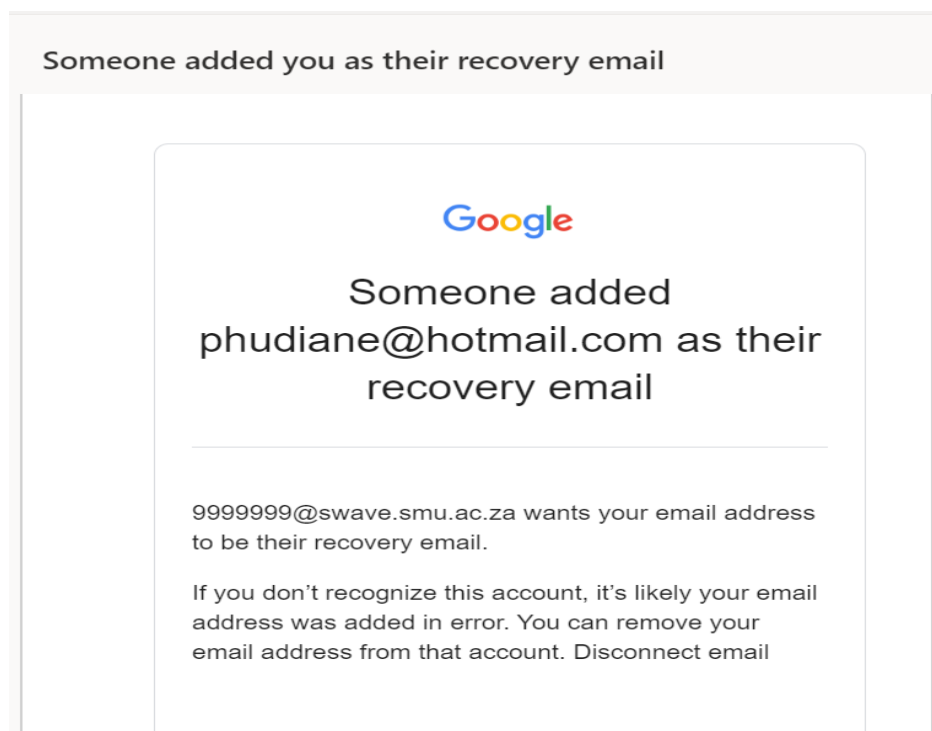
Click **Continue to Gmail**



[Continue to Gmail](#)

[Wallaaaa!!! Your google password has been recovered.](#)

28. Below is the message you will receive from Google notifying you that the email has been nominated to be the recovery email



For queries or additional information you can contact the *ICT Student Technical Support Services* unit by sending an email to:

lctstudent_support@swave.smu.ac.za

Call:

012 521 5768/5988