

CDU Student Email (Gmail) Guide

Email Overview and Access

Effective June 1, 2021, Catholic Distance University will provide email accounts to all students enrolled in **academic courses** at CDU. We use Gmail as our email provider. When your CDU email account is created, you will receive your login credentials. The login credentials will be sent to your private email address on file with CDU. Be sure to change the initial password that is issued to you.

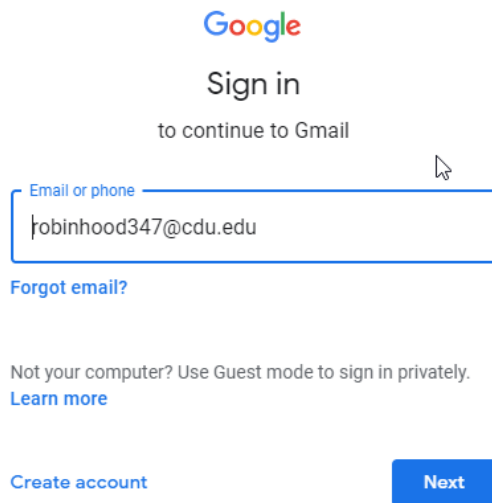
We recommend using a browser to access your email, as it provides the best user experience within Gmail. Google Chrome is recommended, but any modern browser [supported by Google](#) will work.

Who is eligible to receive a CDU Gmail account?

Any student who is enrolled in academic courses at CDU is eligible to receive a CDU student email account.

How do I access my CDU Gmail account?

Visit the [Gmail sign-in page](#) and enter your CDU email address and password. If it's been more than 3 business days since you have enrolled in a course at CDU, but have not yet received a CDU email account, please drop us a note at itsupport@cdu.edu with your name, the course you have enrolled in and the date of enrollment.



Google

Sign in
to continue to Gmail

Email or phone

robinhood347@cdu.edu

[Forgot email?](#)

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

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

Forgotten Password

Head to the Gmail sign-in page.

Enter your CDU email address and click on the Next button.

That will bring you to the Password screen. Click the "Forgot Password" link.

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Enter the last password you remember. If you can't remember one, click "Try a different question"

Enter the secondary email address. In most cases, this will be the email address you used when you applied to CDU.

You will receive a password reset email at the secondary email address.

Getting Started with Gmail

Google has provided some great [tutorials](#) to get started with using your account. While using Gmail, if you have any questions about a topic not included in this guide, be sure to click on the "?" Help link which will take you to Google's extensive Help and Training Resources.



How do I make Gmail my default email application when clicking email links in a web browser?

Google provides [instructions](#) for setting Gmail as your default email application.

What is my CDU Gmail quota?

At this point in time there is no imposed quota.

Why don't I get copies of messages I send myself?

To prevent clutter, Gmail doesn't route messages that you copy yourself on to your inbox. More information can be found [here](#).

I found out I was sent a message, but cannot see it in my Inbox: where else could it be?

Be sure to check your Spam folder in cases like this. Occasionally, authentic messages sent by the university may end up in your Spam folder.

To find the Spam folder, click the "More" button on the left side of the mailbox. Doing so will open a dropdown menu containing the Spam folder.

It is important to check this folder periodically to see if important messages have landed there. To ensure messages from university senders no longer go to this folder, [add the sender's email address to your contact list](#).


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General Security Information

Google has provided some excellent [tips](#) on securing your email account.

Mail Settings

As with most Google products, there are a myriad of settings that you can use to customize Gmail and make reading and managing your email more efficient. We have highlighted a few of the more commonly used settings below.

To change your mail settings, click on the Settings link (denoted by a gear icon ) in the upper right hand corner. Gmail pops up a sidebar with commonly changed settings. Other settings are available by selecting *See all settings*. We encourage you to explore all the available settings and customize your Gmail so it works best for you. Below are a few that we've found helpful.

Add or Remove Inbox Category Tabs

By default, when your email account is created, you may see your email organized by Categories. [Get rid of the Social and Promotions categories](#) by following these steps:

1. Click on the Gear icon and then select *See all settings*.
2. Click the Inbox tab.
3. Uncheck the category or categories you would like disabled.
4. Click Save changes at the bottom of the page

How you read your email - Conversation View

The Conversation view is turned on by default. It groups all replies with the original message, creating what is referred to as a "single conversation" or "thread." A [conversation](#) is a collection of all messages that have the same Subject.

Signature file to identify you

We recommend you enter a signature that identifies you and provides other contact information as desired.

[Create a Gmail signature.](#)

Receiving desktop notifications

When enabled, it gives you a pop-up bubble on your desktop when a new email arrives.

[Gmail notifications](#)

Use Labels for organizing

Labels are similar to folders, except that they do so much more. You can apply more than one label to a message (i.e., "file" the message in more than one "folder"), view all messages with a

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given label, “move” messages to a label so they no longer appear in your Inbox, and search within a label.

For more information, see [Organize your Gmail inbox using labels](#).

Auto-Forward Emails to a Personal Account

Students may [auto-forward email](#) to an outside email client at their own risk. Failure to check for messages and failure to receive messages due to full mailboxes or auto-forwarded email are not acceptable excuses for missing official University communications. The university IT staff does not support auto-forwarding of email and are unable to assist in troubleshooting problems with outside email clients or forwarded email.