



## School Issued Student Email Addresses

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This document provides guidance for the following:

1. Structure of a student's email address
2. Password for email address
3. Correct website to access account
4. Reporting an issue with email access

### **1 - Makeup of a student's email address**

The student's email address is made up of their school computer username + email domain. The email domain is the same for all (staff included) and results in a student email address like so:

*username@bishopchalloner.bham.sch.uk*

The username of a student is determined by the year they joined the school, the first 3 letters of their first name and the first 3 letters of their surname. For example, Liam Smith who joined in 2019 (year 7) would have the following username and email:

19liasmi

19liasmi@bishopchalloner.bham.sch.uk

For sixth form students who joined the school in year 12, their username is backdated to the year they would have joined year 7. For example, a student who joined in 2019/20 in year 12, would have a username beginning with 15.

### **2 - Password link to school**

By default, the password for a student's email account is the same as the one they use to logon to computers in school. For example, if 19liasmi has the password of 'cat123' to logon to the computers in C3, 4, 5 etc. This is the password for his email account as well.

### **3 - Correct website to access email account**

It is recommended that students use the following link to login to their email addresses.

[mail.office365.com](http://mail.office365.com)

#### **4 – Reporting an issue with email access**

If a student is having an issue accessing their email account, the school's IT Support team can reset their password and then contact can be made to provide you with this reset. In order to report an issue with a student's email account please contact the school reception on the following phone number.

**0121 444 4161**