UPDATING YOUR EMAIL ADDRESSES

You can have multiple e-mail addresses in myGateway, but only **ONE** of them should be marked as the “preferred” e-mail address. The e-mail address that is marked as “preferred” is where any and all correspondence from myGateway will be sent to. This includes correspondence such as PIN resets, What’s my Banner ID, any email sent to a course or group you belong to.

*If you do not have a preferred e-mail in myGateway, you will not be able to reset your PIN or find your Banner ID!

TO CHECK YOUR E-MAIL ADDRESSES IN MYGATEWAY

- Login to [https://mygateway.nocccd.edu](https://mygateway.nocccd.edu)
- Go to the “Employee” or “Student” tab
- Click the “Update E-mail Addresses” link from the “Personal Information” channel

You will be shown what e-mail address(es) you have listed in myGateway. You will also see what e-mail address is marked as “preferred.”

*Example below shows two e-mail addresses, home and work, and the home e-mail address is marked as preferred.

**E-mail Addresses**

**Home Email address**

- [email protected] Preferred

**Work Email address**

- [email protected]@fullcoll.edu

**Type of E-mail to Insert:** Select

Submit
HOW TO CHANGE YOUR PREFERRED E-MAIL ADDRESS

● To change your preferred email, you must first remove the “preferred” check from the existing email address. Click on the current preferred email address (click on the actual email address, which shows as a link)

<table>
<thead>
<tr>
<th>Home Email address</th>
<th>E-mail:</th>
<th>Comment:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

● Click the checkbox next to the text “Make this your Preferred address” so that it is unchecked and click submit. We want to remove the current address as the preferred.

● You’ll see your initial email preferences without a preferred email address.

<table>
<thead>
<tr>
<th>Preferred Home Email address</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Click the checkbox next to the text “Make this your Preferred address” so that it is checked, then click submit.

This will tell myGateway that you want that address to be your “preferred” email for correspondence.

<table>
<thead>
<tr>
<th>E-mail Addresses</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Email address</td>
<td></td>
</tr>
<tr>
<td>Working Email address</td>
<td></td>
</tr>
</tbody>
</table>

Click the email address link that you would like to be your new preferred email (somebody@fullcoll.edu).

Click the checkbox next to “Make this your preferred address” so that it is checked, then click submit. This will tell myGateway that you want that address to be your “preferred” email for correspondence.
DELETING OLD E-MAIL ADDRESSES

If there is an email address that you aren't using anymore, you will want to delete it from myGateway.

● Click on the link for the email address you want to delete.

![Home Email address](image)
- E-mail: anybody@yahoo.com
- Comment:
- Delete this address: 

![Preferred Campus Assigned Email address](image)
- anybody@nooccd.edu

Submit  Reset

● Click the checkbox next to “Delete this address” so that it is checked, then click on submit. This will remove the email address from myGateway.