

## **Single Sign On (SSO) and EGCC Gateway – Frequently Ask Questions**

### **What is SSO?**

Single Sign On is an institution wide system that will allow users to utilize one user name and password for all of their online programs (Loudcloud, Self Service, Email, etc.)

### **What are my EGCC Gateway user name and password?**

Your EGCC Gateway user name and password will be the same credentials that you normally use to log in to an EGCC campus computer.

### **What if I have never used a computer on campus?**

You will receive an email, normally to a private email address that YOU provide, with an EGCC user account name and password to access the EGCC Gateway.

### **Can EGCC Gateway access my personal (non EGCC) email accounts?**

No.

### **What format do I enter my username in?**

You will not need to enter your full email address (ex. [JDoe1239@student.egcc.edu](mailto:JDoe1239@student.egcc.edu)). You will only enter your computer account user name (ex. JDoe1234)

### **Can I change my user name?**

No. There is no need for a new user name.

### **Can I change my EGCC Gateway password?**

Yes. You may use the “Change your password” link on the [main login page](#). You must know your current password. You *may not* use any of your previous passwords.

### **Is it necessary to change my email password?**

No. You can continue to use the same credentials you used to login to your campus computer or virtual machine. **If you use a mobile device to access your email account, matching your email password to your computer login account is good practice and will avoid potential problems accessing your employee email using a mobile app. (Such as the Gmail App for iPhones (iOS) or Android).**

### **Why are iPhones and Android devices different?**

Most mobile device “apps” use a different method to access and authenticate the user. At this time, you will need to enter your user name and current *Gmail password* into the apps when accessing your employee email using Gmail or Android apps for Gmail.

**What if I am using a mobile App such as Gmail for iPhones or Android to access my email.**

You may be required to enter your full email address and *email password* in to the application. You may also access your student email accounts by using a web browser (Safari, Google Chrome, etc.) on your mobile devices (such as iPads and iPhones), navigate to gmail.com. After entering your EGCC student email account name ([JDoe1234@student.egcc.edu](mailto:JDoe1234@student.egcc.edu)), will be sent to the EGCC Gateway login page. From here you will use your EGCC student username (ex. JDoe1234) and password The EGCC Gateway is “device friendly”; it will adjust to the screen size of the portable device you are using.

**What password should I use with my iPhone or Android Gmail Apps on my mobile device?**

If you are using a tablet (iPad) or an app for your mobile device (Gmail for iPhone or Android), you should try to use the same password you are using to login to the EGCC Gateway page.