

## MyChaffey Portal FAQs

### LOGIN

#### 1. How do I obtain a MyChaffey account?

The MyChaffey Portal is available to Chaffey College students; and also to faculty and staff. If you have never enrolled for credit or non-credit classes at Chaffey College, please see our online [instructions](#) for submitting an application.

#### 2. When will I receive my Username and Password?

Typically, New and Returning students should receive a Welcome Email within 24 hours, excluding holidays and weekends, after submitting an application. If you are a New Student and have not yet submitted an application, please see our online [instructions](#) for submitting an application.

#### 3. What if I forgot my Password?

If you have already provided secret answers during the [First Time Users](#) setup, please use the [Reset Password](#) utility to reset your password. If you have not yet provided secret answers or don't recall them, you must complete the [First Time Users](#) workflow.

#### 4. What is my Username?

Click on the [Forgot Username](#) on the log-in page. Your Username is the initials of your first and last names, and your 7-digit Chaffey ID (e.g., If your name is Charlie Chaffey and your Student ID is 0123456, then your Username is **cc0123456**)

#### 5. What is my Chaffey ID?

Click [here](#) to access your Chaffey ID; then click on the link "[look it up here](#)"; enter your Last Name and Social Security Number (numbers only—no dashes); click Submit.

#### 6. How do I change my password?

Click on [Reset/Forgot Password](#) on the log-in page.

#### 7. I forgot the answers to the Security Questions. What do I do?

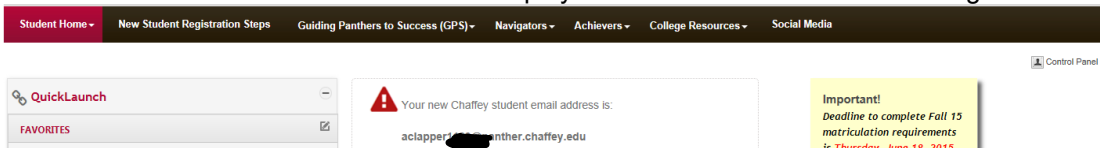
Click on [FirstTimeUser](#) on the log-in page.

### CHAFFEY PANTHER EMAIL

#### 1. How do I get to my Chaffey Panther email?

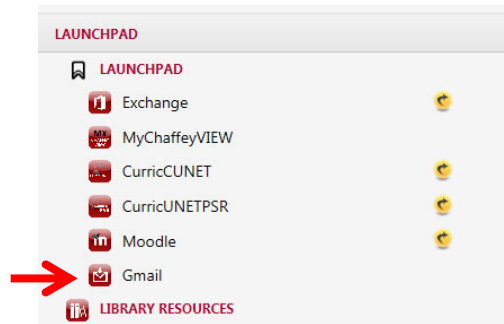
Any student who has registered in class will be assigned a Chaffey email account. Once the account is created, the student will have access to that account via the MyChaffey Portal:

- Your email account name will be displayed on the Portal Student Main Page.



The screenshot shows the top navigation bar with links: Student Home, New Student Registration Steps, Guiding Panthers to Success (GPS), Navigators, Achievers, College Resources, and Social Media. Below this is a QuickLaunch section with a FAVORITES icon. A central message box states: "Your new Chaffey student email address is: aclapper@chaffeypanther.chaffey.edu". To the right, a yellow box with a red border contains the text: "Important! Deadline to complete Fall 15 matriculation requirements is Thursday, June 18, 2015."

- Click on the Gmail icon on the portal Student Main Page > Accept the terms of the account





## 2. How do I sync my Chaffey Panther email account to my mobile device?

**Android:** Settings > Accounts > Add Account > Google > select Existing > enter your full Chaffey Panther Email Address as your username > Enter your Password (same as your MyChaffey Portal Password) > OK to accept the Terms of Service

**iPhone:** Settings > Mail Contacts, Calendars > Add Account > Google > enter your full Chaffey Panther Email Address and Password (same as your Chaffey Portal password) > Sign In > when the Gmail MyChaffey screen opens, enter your Portal User ID and Password > Log In > Google screen opens stating "Your Google Account is managed by panther.chaffey.edu > Accept the terms on the accounts.google.com screen > Save

## 3. How do I forward my Chaffey Panther email account to a personal account?

- Login to the MyChaffey Portal (<https://my.chaffey.edu>)
- Click on the Gmail icon 
- Click on **Settings** (on the right side)  > **Settings Option** > **Forwarding and POP/IMAP** > click **Add a forwarding address**
- Enter a valid email address > **Next**
- Verify the forwarding email address is correct > **Proceed**
- A message will display that a confirmation code has been sent to the forwarding email address to verify permission > click **OK**
- **Access your personal email**/email account to which you are forwarding your Chaffey Panther email
  - A message from the Chaffey College Team should be in your personal mailbox (if not, check your "Spam" folder)
  - Click on the link in the email to confirm your forward request:  
Example:  
To allow [redacted]@panther.chaffey.edu to automatically forward mail to your address, please click the link below to confirm the request: [https://isolated.mail.google.com/mail/vf-%5BBANGjdJ8QiIRVnBOGWoNnBL8KCIXZOM9hCuxcY6rw1hCHRjFZxJ4i\\_xsCDalS8oCs-bfiqzcl9EH2b2aIjM9\\_%5D-V5BO-ujIKVcZsToK9M96U8-Cr5pM](https://isolated.mail.google.com/mail/vf-%5BBANGjdJ8QiIRVnBOGWoNnBL8KCIXZOM9hCuxcY6rw1hCHRjFZxJ4i_xsCDalS8oCs-bfiqzcl9EH2b2aIjM9_%5D-V5BO-ujIKVcZsToK9M96U8-Cr5pM)
  - You will receive a confirmation message from Gmail. **Close** the email > **Log Out**
- **Access your Chaffey Panther email account** > click on **Settings** > click on **Verify** (next to the forwarding email address)
- Click on the option box next to **Forward a copy of incoming mail to:** to turn on mail forwarding.
- **Save Changes** (towards the bottom of the **Settings** window). Your changes are NOT active until the changes have been **SAVED**.