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[Microsoft Office 365 Frequently Asked Questions](#)

What is Office 365?

RiverMail is hosted on Office 365. Office 365 is Microsoft's Online Productivity Suite. As part of the free email service, students will have access to Office Web Apps, OneDrive, social networking, and collaboration tools once the upgrade has been completed.

Hotmail and RiverMail

**** You cannot be logged in to Hotmail or MSN when activating or accessing RiverMail. ****

**** You must close your browser to complete the logout process. ****

**** RiverMail is a free email account provided by Microsoft. ****

When will my email address be available to activate?

The process to create an email address can take up to 48 hours from the time a new student registers for a class or applies to the college.

How do I find out what my email address is?

- Students will receive an email address upon completion of an IRSC application.
- All students of record (Dec. 2009) will receive an email to their personal email address if this email address was provided to the college. This email will provide instructions for accessing student email.
- Students can log into MyIRSC on the IRSC Web site.

Steps:

1. Log into MyIRSC (on IRSC Web site) with your Student ID and PIN
2. Your address will appear in the **My Details** section.

What is my password?

***** Your password has nothing to do with your student ID or your SSN *****

Your initial password to activate your account is S#MMDDYYYY where “S” is CAPITAL “S” + pound sign + birth date – month day year.

- example: Birth date is January 24, 1980 password would be S#01241980 where “S” is CAPITAL “S” + pound sign + 01241980.

If you did not provide the college with a date of birth, your initial password will be S#01010101 where “S” is CAPITAL “S” + pound sign + 01010101.

After that, you will be prompted to: change your password.

Send password reset requests to RiverMailHelp@irsc.edu please include your assigned RiverMail email address, name, and your birth date. **Do not try to have Microsoft reset your password.** Each student needing a password reset must send the request to RiverMailHelp his/herself.

Password rules

- The password is case-sensitive.
- The password can contain uppercase letters and lowercase letters.
- The password can contain numbers.
- The password can contain the following ASCII text characters: ` ~ ! @ # \$ % ^ & * () + - = { } | [] \ : " ; ' < > ? , . /
- The minimum password length is six characters.
- The maximum password length is 16 characters.

Password restrictions

The password can't contain any of the following items:

- Spaces
- Non-English characters
- The account name part of the e-mail address. For example, if the e-mail address is `user@mail.irsc.edu`, the password can't contain `user`. This restriction isn't case-sensitive. Therefore, `USER` or `User` can't be used in the password for `user@mail.irsc.edu`.

How do I set up my RiverMail account?

In order to set up your account, you will need to know your RiverMail email address (see step one)

Steps:

1. If you received an email from IRSC with your RiverMail username/email address and password, use the info sent to you to login and skip to step 4.
2. Log into Register and Pay (on the IRSC Web site) with your Student ID and PIN to get your RiverMail email address in the My Details section.
3. Your temporary password to activate your account is S#MMDDYYYY where “S” is CAPITAL “S” + pound sign + birth date – month day year.
4. Go to <http://www.irsc.edu/rivermail>
5. By clicking on “Login to RiverMail” you are agreeing to the IRSC Acceptable Use Policy. You will be forwarded to the login page for RiverMail on Microsoft’s Outlook Live.
6. Enter your user ID / email address and temporary password.
7. On the next page that displays, enter the Picture box text (**CAPTCHA**) into the input box provided.
8. Enter your temporary password in the input box provided.
9. Enter your new password – 6 characters minimum – needs to be strong – letters, numbers, special characters, and / or case change.
10. Enter your new password again to confirm password.
11. Next, select a password reset question and provide the secret answer.
12. Enter an alternate email address for password resets.
13. Select your country / region from the drop down list.
14. Select your state from the drop down list.
15. Enter your ZIP code.
16. Click Submit.
17. You should be ready to start sending and receiving RiverMail email!

How do I access my email?

First time <http://www.irsc.edu/rivermail>. After activation create a favorite in your browser that points to <https://portal.office.com> Do not use the redirected URL of your mailbox web page for a favorite.

Is there a charge for RiverMail?

No. Your RiverMail email address is a completely free service provided by Microsoft!

Who is eligible for a RiverMail email address?

Each student who applies to IRSC, both credit, non-credit, and adult high school students will be assigned an email address.

What is the mailbox size limit?

50 GB of storage in your inbox and a 25 MB attachment limit. Microsoft’s OneDrive also comes with the account (1 TB storage). OneDrive allows file sharing across the Internet.

Can this account be used for personal email?

Yes. Please refer to [Indian River State College Student Standards of Conduct](#) and [District Board of Trustees Policy 6Hx11-9.12](#) when using for personal email.

Can I change my RiverMail Student Email address?

Your assigned email address cannot be changed unless you have legally changed your name. To change your name in the system and also your email address, contact IRSC Educational Services or

Admissions at any IRSC campus. A new RiverMail account will be created. You will have 30 days to save any emails on the old account before the old account is deleted.

Can I forward RiverMail email to my personal email address?

Yes, but do so at your own discretion! You will still be responsible for important college email. Using RiverMail is the best way to assure that email from IRSC will be delivered to your inbox.

How do I forward my RiverMail email to another email account?

1. After you sign in to your account, click Options, and then click See All Options.
2. Select Forward Your Mail.
3. Scroll to the bottom of the page
4. Enter the email address you want to forward your mail to in the input line provided.
5. Select the Checkbox to save a copy in your Inbox. (Optional)
6. Click Save at the bottom of the page.

Can I still use this account if I am no longer a student at IRSC?

Yes, your account will remain active when you are an alumni.

How do I change my RiverMail password?

Once you have logged in to RiverMail

1. Click on Options
2. The Change Password option is on the right side of the webpage under "Shortcuts to other things you can do"
3. Click on "Change Your Password"
4. Under password reset information, Click the "Change" link to the right of "Password"
5. Enter your old password (Password you just logged in with!)
6. Enter your new password
7. Retype your password (to confirm you typed correctly!)
8. Click "Save"
9. Click on the "Mail" link at the top of the page to return to your Mailbox.

Will this account be mandatory for emailing homework?

This will depend on your instructor. Contact your instructor for more information. Students using Blackboard will still need to use Blackboard as their communication system.

Will other students have access to my RiverMail email address?

IRSC makes every effort to protect the privacy of its students. There is a global address book or directory where a student can look up another student's email address. Students can opt out of the Global Address List by sending an email to RiverMailHelp@irsc.edu requesting removal.

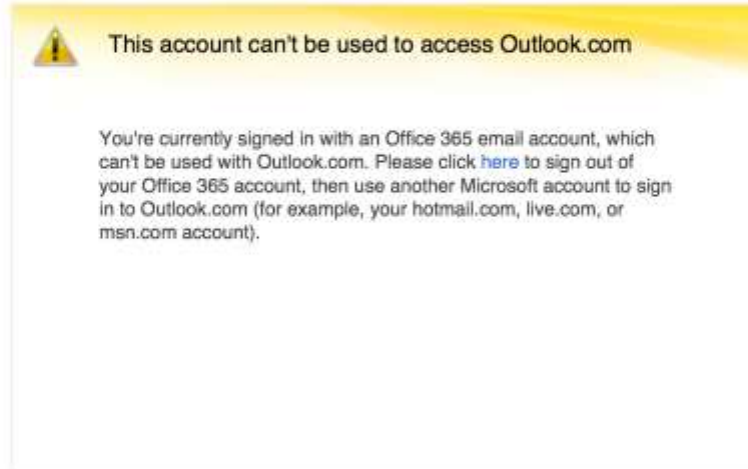
Do I need to use a Windows PC or Microsoft Internet Explorer?

No. All the Web-based services included in your IRSC email can be accessed from Windows, Mac, or Linux using Internet Explorer or Firefox, Safari and other browsers.

What will the college use my IRSC email address for?

The college uses RiverMail as an official means of electronic communication with students. The college will send important information, notices and student updates to your email account. Also, your professor may use it for course communication.

Common Errors when trying to activate or login to RiverMail:



This means you have tried to login to Outlook.com instead of RiverMail.

RiverMail login page: <https://portal.office.com>

Password issues – passwords are case sensitive and must meet the complexity requirements listed above.

Initial password is: Capital “S” + pound sign + birth date – month day year

Setup Office 365 on Android phone: <http://help.outlook.com/en-US/140/dd940179.aspx>

Setup Office 365 On iPhone <http://office.microsoft.com/en-us/office365-suite-help/set-up-email-on-apple-iphone-ipad-and-ipod-touch-HA102818554.aspx?CTT=5&origin=HA103787373>

If you need additional assistance, please contact RiverMailHelp@irsc.edu

Please include your assigned RiverMail email address when requesting assistance.

IMPORTANT NOTE: THIS EMAIL ACCOUNT WILL NOT REPLACE THE COLLEGE’S COURSE MANAGEMENT SYSTEM “Blackboard”

To download Office 2013/2010 from Office 365:

5 Devices (PCs) Max

Login to RiverMail on the computer you want to install on

Click the "Office 365" in the upper left corner of the web page

Select Other Installs on the right side of web page

Install the version you need by doing the following:

Click the Install button to install Office 2016 or Click on the link below the button to install Office 2013

Follow the instructions displayed.