



Email Troubleshooting

Know where your emails are going and how to check your email

1. To find your where your emails are being sent, log into eid.colostate.edu and choose "Change Email Address." This will tell you **where** messages are being sent when sent from someone within CSU (all DVM listservs/distribution lists). On the website, find the following:

Your Current Central E-Mail Settings

E-mail sent to your First.Last alias, **Adrienne.Marcus@colostate.edu**, is being delivered to **biga@mail.colostate.edu**.

2. If your eid is followed by **@mail.colostate.edu** (as in the above example), then your mail is being delivered to an Exchange/Outlook (Office 365) account. This will be case for most of year 1 DVM students. To check this email visit **mail.office365.com**. If your email settings state that your email is being delivered to **eid@rams.colostate.edu**, skip to #3.



Work or school account

Keep me signed in

Sign in

[Can't access your account?](#)

Your login is your eid@colostate.edu (**NOT** eid@mail.colostate.edu)

Password is the same as you use for all University accounts

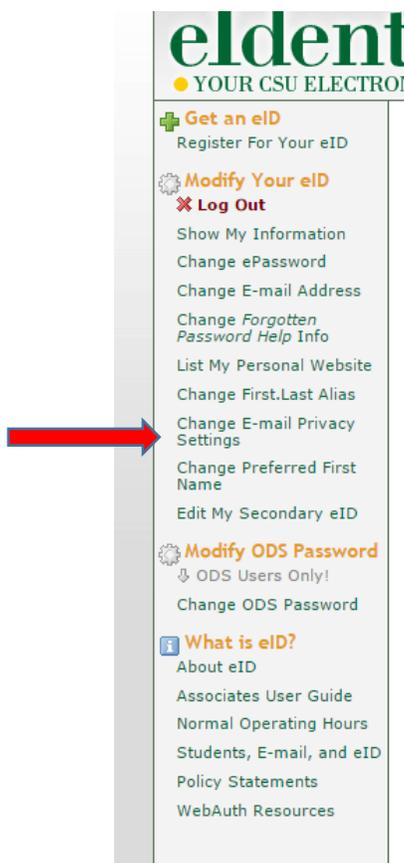
Please note that all students have access to an eid@rams.colostate.edu account; however, if you also have an @mail.colostate.edu (Outlook/office 365 account) then all internal CSU mail will be sent to the Outlook account.

3. If the eid website mail settings state that your mail is being delivered to eid@rams.colostate.edu then you will check your email at eid.colostate.edu/gmail

If you know where your emails are going and how to check your email but you are not included on the distribution lists/listservs

If you have verified where your emails are going, but you do not think that you are included on the listservs, then most likely, you have **established privacy settings** that prevent you from being added to listservs. To check this:

Log onto the EID website (eid.colostate.edu) and click on “change email privacy settings.” If you have chosen to set your account to private, and if this is a mistake, you can change this.



Once you make the change to your privacy settings, the system will automatically add you to the list serve overnight. Please note that you will not retroactively receive the emails that you missed.