

ITS Resource Center Home

HillConnect Resources

Contact Information

Help Desk & Training Services
315-859-4181
helpdesk@hamilton.edu

M-F 8 a.m. - 10 p.m.
Sa-Su 10 a.m. - 10 p.m.

Hamilton's e-mail system is HillConnect, powered by Google.

The information provided below is designed to address some of the more common questions related to using your e-mail account at Hamilton College. If you have specific questions regarding the functionality or your account (e.g. how to create "groups"), please try using the Help feature built-in to your HillConnect account (click on the "gear" icon in the upper right corner of your HillConnect e-mail screen). If you find that to be insufficient, please contact the LITS Help Desk at 315-859-4181.

Topics Covered

- [Requesting an e-mail account](#)
- [Activating your HillConnect account](#)
- [Accessing your e-mail via the Web](#)
- [Using your HillConnect account](#)
 - [About the HillConnect environment](#)
 - [Changing your existing password](#)
 - [Forgotten password](#)
- [Additional Services](#)
- [Accessing your e-mail via an e-mail client application](#)
- [Configuring your mobile device](#)
- [Mass mailing lists \(ListServ\)](#)
- [Graduate E-mail Account FAQ](#)

Requesting an e-mail account

New Student Accounts: LITS automatically creates e-mail accounts for students when they are admitted. Consequently, there should never be a need for a student to request an e-mail account for their own personal use.

New Employee Accounts: LITS automatically creates e-mail accounts for employees when we receive official notification from Human Resources. New faculty accounts are created when we receive official notification from the Dean of Faculty office.

Temporary Employee Accounts: To request a temporary employee account, please complete the form found at: <https://my.hamilton.edu/survey-manager/survey?id=1304>. Please notify LITS as far in advance as possible when requesting an account as there are several processes that must take

place to ensure your temp has access to all the resources he/she will need.

Departmental Accounts: Accounts for departmental use can be requested by contacting Debby Quayle at x4031 or by e-mail at dquayle@hamilton.edu.

Organizational Accounts: Student organizations can request accounts when they register on the Student Activities web site. If the organization elects not to register, they must have an employee/faculty sponsor.

[Back to top](#)

Activating Your HillConnect Account

Your Hamilton e-mail account must be activated before it can be used. Instructions can be found at: <https://my.hamilton.edu/youraccount>

[Back to top](#)

Accessing your e-mail via the web

Regardless of whether you are off campus or on campus you can check your e-mail from any computer as long as it has access to the Internet (World Wide Web). Once you are connected to the Internet, point your browser (Internet Explorer, Safari, Firefox, etc.) to <http://hillconnect.hamilton.edu>.

You can also access your e-mail via the e-mail channel in My Hamilton at <http://my.hamilton.edu>.

[Back to top](#)

Using Your HillConnect Account

- [About the HillConnect Environment](#)

Mac/Windows

- [Understanding conversations](#)
- [Google Apps Overview Video](#)
- [How to set up forwarding in HillConnect](#)

From Google

- [How to Configure Filters](#)

From Lynda.com

To view these videos, please email learnit@hamilton.edu for an account

- [Gmail Essentials Video](#)
- [Calendar Essentials Video](#)

Changing your existing password

There are two ways to change your password. The Change Password Form allows you to enter a new e-mail password that will also become your new network password. The Synchronize Password link will use your existing *network* password and will make your e-mail password match it.

- Change Password Form: [Changes your e-mail password and your ESS/SSS at the same time.](#)
- Synchronize Password Form: [Changing your HillConnect Password to Match Your ESS/SSS Password.](#)

Forgotten Password

Current students and employees need to contact the LITS Help Desk at 315-859-4181 or e-mail us at helpdesk@hamilton.edu for assistance. [Instructions](#) for other members of the Hamilton Community.

[Back to top](#)

Additional Services

Core services consisting of email, calendar, contacts, Google Drive and Hangouts are available to everyone with an account by default and are covered by an agreement between Google and Hamilton which stipulates important privacy safeguards, data security features and an uptime guarantee.

A curated group of additional services is also available within HillConnect on an “opt in” basis, that falls outside of this agreement. With these additional services, the contract is between Google and the end user, may change at any time, and does not include the same safeguards as above.

More information can be found in the following Resource Center article:

<https://hamilton.edu/its/rc/hillconnect-additional-services>

[Back to top](#)

Accessing your e-mail via an e-mail software application

You can access your Hamilton e-mail account using e-mail client software that supports the IMAP mail protocol. ITS supports the use of Mozilla Thunderbird and provides comprehensive documentation for configuring and using Thunderbird. College-owned computers for employees have Thunderbird installed and configured for the computer's user. If you want to install and configure Thunderbird on your personal computer to access your e-mail please contact the LITS Help Desk.

Thunderbird

- [Installing & Configuring for HillConnect E-mail](#)

Outlook

- [How to Configure Microsoft Outlook 2010](#)

Apple Mail

- [How to Configure Apple Mail](#)

Windows Mail

- [How to Configure Windows Mail](#)

Others

If you are comfortable using another e-mail program *without* support from LITS, you can use the

generic settings below as a guide for setting up one of these e-mail clients. If you need further assistance, use the **Help** feature in the program or refer to the support webster for the respective software company.

- [Settings for any client](#)

Configuring Your Mobile Devices

- [Configuring my mobile device for mail, calendar, and contacts](#)

[Back to top](#)

Mass mailing lists (ListServ)

The Hamilton ListServ system allows you to quickly send an e-mail to a group of individuals, such as a club or organization, the entire campus community, or certain class year of students. The ListServ groups for the entire campus, all students, all faculty, all employees, or a particular class year are mass mailing lists which are subject to certain policies. For more information on mass mailing policies and how to use ListServ, see the information on our ListServ web page:

[ListServ Mailing List Info](#)

[Back to top](#)

Last Updated: January 19, 2015