

Student Account versus Staff Account Access

To align the correct access to the appropriate role (staff versus student), all student workers will receive staff accounts.

As of July 2021, all **new student workers** automatically received a staff account. In November 2021, **all existing student workers** received a staff account. The new staff account (first.last@mcgill.ca) will improve security by separating student-related access from staff-related access. This means that students will have two accounts that serve *different* purposes.

IT Services strongly recommends that students [configure their student and staff email in the Outlook app](#) (desktop or mobile), to manage their email communications in one place. Outlook is fully supported by the IT Service Desk.

The table below provides details of the student account versus staff account access:

	Student account: first.last@mail.mcgill.ca	Staff account: first.last@mcgill.ca
McGill username/ email address	Your student account should only be used for student purposes. All staff-related work and communications should be done with your staff account. You are responsible for managing your student email account, as well as your staff email account. See Options for dealing with multiple email services	The only difference between your two usernames is that your staff username does not contain “@mail” (e.g., first.last@mcgill.ca). Use your staff username to connect to McGill systems including Workday, Wi-Fi, VPN, etc. Your username is also your email address. You should inform your work-related contacts of your new staff email address.
Password	Your existing McGill password will not be affected; however, you may want to take this opportunity to change your password if you have not done so recently. See the section Dual account holders in the Knowledge Base article: *About: Identity and access Management	Once your account is created, we will send an email to your student account. You will receive a temporary password and instructions on how to set a new one. It is imperative that your staff account have a unique password ; do not use the same password as your student account. See the section Dual account holders in the Knowledge Base article: *About: Identity and access Management
Login security: Two-factor authentication (2FA)	Your student account is already protected with 2FA.	As of January 2020, additional login security (2FA) is required for all new McGill accounts. 2FA set up instructions will be included in the email you will receive when your account is created.

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When to use it	Minerva student-related activities, student emails, Zoom, <i>myCourses</i> , etc. IMPORTANT: When your staff account is created, it will become the default email account in <i>myCourses</i> . This means that emails from your instructors will be sent to your staff email account. To manage your email communications in one place, we strongly recommend that you configure your student and staff email in the Outlook app on desktop or mobile, instead of using Outlook on the web. Outlook is fully supported by the IT Service Desk.	You must use this account for all staff-related activity, including logging into Workday, staff emails, Minerva staff-related activities, etc. Note: You cannot log into Workday with your student account.
Global Address List	Not applicable.	Your contact information will be added to McGill's Global Address List.

IMPORTANT: Preferred name

If you are using a preferred name for your student account, your staff account will be created using the same preferred name. **If you have any objection to this, please contact the [IT Service Desk](#) by 5:00 PM (EST) on November 12, 2021.**

Additional references

You can also refer to the following articles in the IT Knowledge Base:

- [About: Email for students, faculty, staff and affiliates](#)
- [About: Two-factor authentication and self-service password reset](#)

Support

If you require assistance with the setup, you can start a live chat with an IT Service Desk agent **Monday to Friday, 9am-5pm EST**. To begin a chat, log in to the [IT Support site](#) and click the blue **Click here to start a chat** button on the right side of your browser window. Alternatively, you can book a [one-on-one virtual support session](#).