

# Activate your Student Email

Your computer account is created shortly after you pay your enrollment deposit. Your username and password can be retrieved through the RAIL system.

## Username and Password Retrieval & Activation Instructions

1. Go to [www.shepherd.edu/RAIL](http://www.shepherd.edu/RAIL)
2. Click on the Login to RAIL link.
3. Enter your 9 digit SID (Shepherd ID) and your login PIN. (Note: the first time you login to RAIL, your login PIN will be your 6-digit birthdate, MMDDYY)
4. Click on Personal Information on the Welcome screen.
5. Click on Password Management at the bottom of the page.
6. Click on Look up your username. You will need to read and accept the Acceptable Use Policy. Your Username will then be displayed.
7. Click on Back to Password Management Menu in the upper right corner.
8. Click on Change password.
9. Enter your new Password twice and click on Change Password. A confirmation page will state your password has been changed.

### Notes about changing your password

This change will take up to 10 minutes to synchronize with all of our systems.

### Rules for your new password:

- 6 to 8 characters long
- Can contain: upper case and/or lower case letters; numbers
- Cannot contain: special characters such as !, &, \$, etc.

### Your username and password will allow you to access:

- Campus Owned Computers
- Internet Access Across Campus
- Student Email
- Personal network disk space
- Shared network disk space
- Sakai: Learning Management System
- Good Living Portal

### IT Services

Phone: 304-876-5457

Email: [itworkorder@shepherd.edu](mailto:itworkorder@shepherd.edu)

In Person: Scarborough Library