ITS - FREQUENTLY ASKED QUESTIONS

Question 1 - How do I access IMSA email?

Answer: You can access IMSA email by going to **gmail.imsa.edu**. It takes you to the IMSA's Onelogin screen where you need to enter your IMSA username and password. Once logged in it will take you to the Google Gmail page

Question 2 – Is my username and email address the same?

Answer: No, your username is mostly your first initial and last name (jdoe, jsmith, apatel2) with few exceptions and your email address is your username followed by "@imsa.edu"

Question 3 – How do I change my IMSA password?

Answer: Please visit **https://app.imsa.edu/account/password/index** to change your password. Follow the on-screen and email instructions provided.

Question 4 – Does IMSA provide free software to IMSA Students?

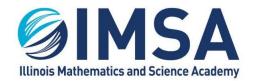Answer: Yes, please visit https://www.imsa.edu/scs for all the details

Question 5 – Can students use Chromebook?

Answer: No, Chromebooks are **NOT** supported or allowed.

Question 6 – Does IMSA give loaner laptops?

Answer: Yes, IMSA provides a loaner laptop for 30 days when the student have accidental damage to their machines and have to send it for repair. Please note that IMSA ITS do not repair student personal devices.

Question 7 – Can my student print at IMSA?

Answer: Yes, we have a color printer at IRC and Black/White printers in IN2, Writing Center and Res Hall where the students can print. However, they need to follow the instructions referred in www.imsa.edu/scs

Question 8 – How can I reach ITS if I have a tech question?

Answer: Students can send an email to helpdesk@imsa.edu or call 630-907-5995 or stop by at B205 located above the TV Pit.