

### How to Access the Connection Account

#### IMPORTANT NOTICE:

All Webster e-mail correspondence to students are sent to the student's webster.edu address. A Webster.edu e-mail account has been set up for each Webster student.

#### **What do you do?**

1. Setup access to your Webster.edu account, through "Connections".
2. Check your webster.edu address regularly. All announcements from the university, including messages from your advisor, instructors, and other Webster staff will be sent to this address.

### **How to set up your Connections Account to gain access to your Webster.edu address:**

1. Make sure that pop-ups are not blocked for 'connections.webster.edu'. In Explorer, check under Tools/Pop-up Blocker. If the Pop-up Blocker is turned on, select Pop-up Blocker Settings and add *connections.webster.edu* to the list of websites to be allowed. You will need to do this on any computer from which you need to access Connections.
2. Go to <http://connections.webster.edu>
3. Click on the link titled *Create New Account*.
4. *Enter your Student ID number.*
5. You will be given your Connections username, write this down. **Your Webster e-mail address will be this username@webster.edu!**
6. Click on 'Set Up My Account'.
7. Type in the Activation code. *Click Submit.* **If you do not know this code, please first check your private emails for the email from Webster with this information. Should you have lost or never received the emailed activation code, go to the Reception desk after 3 p.m to call the St. Louis Help Desk. New students should receive their activation code shortly after applying for admissions to Webster.**
8. Read the New Account Setup Statement and click *Continue*.
9. At this point you will need to select two secret questions you will use if you ever need to retrieve your password.
10. Once you select two questions, click *Continue*, then customize the questions and provide the answers. Once you have done this click *Continue*.
11. Confirm your questions and answers, then click *Continue*.
12. You will now be asked to set up a password. Passwords must:
  - Be between 6 and 14 characters
  - Contain at least 1 number and 2 letters within the first 6 characters
  - NOT contain any word found in the dictionary.
13. Once you have picked an acceptable password, you are finished! Click *Logout* and go to <http://connections.webster.edu> to log in to the Connections Portal using your provided username and newly created password.
14. Once you are on the main Connections page, you'll see a row of icons at the right hand top which give access to your Webster.edu e-mail (Mail), a calendar (as a default, based on US central Standard Time, but you can change this), group discussions (Groups), Webster Electronic Library and the Student Web Info System (*E-services*, scroll down to *Student*

*Logon*). The tabs on the left hand side provide access to discussion forums for your courses, replacing the old Intranets system, (under *Student*), access to on-line courses that you registered for (also under *Student*), and a tutorial that explains all features of Connections. You can customize Connections according to your preferences.

15. **Important note before you access your e-mail:** You might receive spam emails in your Webster e-mail account with the subject “Password Updated”, “Important Notification” or something similar, claiming to be from [admin@webster.edu](mailto:admin@webster.edu) , [support@webster.edu](mailto:support@webster.edu), [register@webster.edu](mailto:register@webster.edu) or [service@webster.edu](mailto:service@webster.edu). The e-mail may indicate that you have updated or changed a password to a Webster system or that your Webster electronic services have been or are going to be deactivated. **THIS IS NOT A LEGITIMATE EMAIL.** It is a scam attempting to obtain your email username and password and may possibly contain a virus. Please delete the email message and **DO NOT** click on any of the links or attachments in the message. Webster University or any of its support departments will never ask you for your password via email.

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**NEED HELP?**

Frequently asked questions and other information on Connections can be found at <http://www.webster.edu/helpdesk/connections/index.html>. Your first point of help is the Computer Lab Assistants for initial activating help. If you have further questions or problems, contact the Webster University Help Desk in St. Louis by e-mailing them at [support@webster.edu](mailto:support@webster.edu) or calling +1 314 968 5995 (include your student ID number!).

**FORGOT YOUR PASSWORD?**

If you forget your password, you can go to <http://connections.webster.edu> and click on *I've Forgotten My Username or Password*. You will need to have your student ID number handy, and will be asked to provide the answers to the two secret questions you selected when setting up your account. If you are able to provide the answers to these two questions, you will be able to retrieve your Connections username and/or change your password.

**WISH TO CHANGE YOUR CONNECTIONS PASSWORD?**

Go to <http://connections.webster.edu/myaccount> and log on. You will be taken to the Connections account administration page where you have to change your password.

**Good to know.**

Your Connections ID (your username and password) will provide access to all of our electronic systems, including e-mail, online courses, the Student Web Information System etc.