



Troubleshooting Cheat Sheet For Staff

Missing Student Email

Is the student enrolled?

Does the student have a S40 hold?

Check Student Services Center



Students are required to be enrolled in the current term and without a S40 hold to receive a student email. If it is confirmed that student should receive a student email, email support@student.sdccd.edu, call **619-388-1140**, or visit <http://bit.ly/45rhj2E>

Name Not Updated on Student Email

Primary/Legal Name Change?

Has the student submitted an official name change yet?

Confirm in Student Services Center



SDCCD Student Email is generated based on a student's primary/legal name. In order for a name to be updated on a student's email, the name change has to be reflected in the student portal first. Scan the QR code on the left or visit <http://bit.ly/45NMuVv> to submit a Student Information Update Form.

Preferred Name Not Showing

Has the student updated their preferred name in the student portal yet?

Check Student Services Center



While SDCCD Student Email is based on a student's primary/legal name, we do offer students the option to have their student email show their preferred name based on request. Scan the QR code on the left or visit <http://bit.ly/3KZHIBS> to submit a mySDCCD Help Desk ticket.



Troubleshooting Cheat Sheet For Staff

**MFA
Authentication
Not Working?**

Has the student set up their MFA already?

Is the student trying to use a different phone number?

MFA Reset



If a student is trying to update their authentication method (such as updating the registered phone number to a new phone number, or changing from receiving text to using one of the authentication apps, etc.), these all fall under MFA Reset. Direct the student to email support@student.sdccd.edu or call **619-388-1140**.

**No Phone Access
for MFA?**

Does the student have access to a smart device with stable internet access?

**Download one of the
Authenticator Apps**



If a student has access to a smart device such as an iPad or a tablet with stable internet connection, they can download Microsoft Authenticator as their MFA method. (Note that they need to have access to the device when logging into their SDCCD Student Email.) Scan the QR Code on the left or visit <http://bit.ly/484NW87> for links to iOS or Android download.

**No Access for
MFA?**

Can student confirm that they have no access to a cell phone or smart device?

Request a SafeID Token



Students in need have the option to request a SafeID Token, a portable device that will generate a 6-digit code every time student tries to log into their SDCCD Student Email. Once approved, the device can be picked up at campuses in 10 business days. The SafeID Token is free of charge. For more information, scan the QR Code or visit <https://bit.ly/3QTjffP>



Troubleshooting Cheat Sheet For Staff

**Student Does Not
Want a Student
Email**

Is the student aware that all official
SDCCD communication are sent to
their student email?

Auto-forward to their Personal Email



While we encourage students to take advantage of their SDCCD Student Email, students do have the option to auto-forward emails received in their SDCCD Student Email inbox to their personal email addresses. For instructions, scan the QR Code or visit <http://bit.ly/3Xjh7iB>

Navigation Reminder to Student Services Center:

1. Navigator
2. Campus Solutions
3. Campus Community
4. Student Services Center

Help and Support:

- Email: support@student.sdccd.edu
- Call: 619-388-1140
- Visit: bit.ly/45rhj2E

