Getting started with

SurgeMail

E-mail and calendaring service for students

Last updated on 7/06/2015
Welcome to SurgeMail

All documentation regarding SurgeMail, including this document, can be found at:
http://www.cincinnatistate.edu/on-campus/technology-on-campus-1/surgemail

What is SurgeMail?
SurgeMail is Cincinnati State’s student email portal powered by Microsoft’s Office 365. SurgeMail allows you to get your Cincinnati State email easily and conveniently, from any computer with internet access.

How do I login to SurgeMail?
Access is via the Internet.

1. Go to mycstate.cincinnatistate.edu on the Web.
2. On the Welcome page, you will need to use your MyCState username and password. An example of the Login box is below.

Jump to step 3 if you were able to login successfully.

If you were NOT able to login, click on the link “Look Up Username / Reset Your Cincinnati State password”.

Click the link below for a demonstration of how to change your password using MyCState. When you're done, click the back button on your browser to return to this page.

Video, voice, and text-captioned version
Resetting your MyCState password will automatically update your new SurgeMail password. After you have reset your password, **you must log out of MyCState and close all browsers**. Please allow up to 5 minutes for the password synchronization to complete.

3. Click the SurgeMail link from the Tools menu.

   ![SurgeMail link in Tools menu](image)

   Alternatively, you can access the login page directly by typing in the web address or URL [https://www.outlook.com/cincinnatistate.edu](https://www.outlook.com/cincinnatistate.edu)
4. This will take you to the Office 365 sign in screen. An example of the Sign in screen is below.

5. When you have entered your details, click on Sign in.
   DO NOT tick the Remember me boxes when you are using a lab or general access computer on campus.

6. The first time you log into the system, you must select your country/region.

**NEED MORE HELP?**
Additional help is available from the [Office 365 How-To-Videos](#) and the [SurgeMail FAQ](#) page on the College web site.

You can send non-urgent questions about SurgeMail to itshelpdesk@cincinnatistate.edu or contact the Technology Helpdesk at 513.569.1234 option 1.