

Student Email Frequently Asked Questions

Student Email Frequently Asked Questions

BisonMail – Southern Union’s Official Student Email Service

Q. How do I access my student email?

A. From any Internet Browser that has an internet connection type in <http://bisonmail.suscc.edu> (do not type www)

Q. What is my username for my email account?

A. Your username is automatically generated and consist of:

The first three letters of your first name + The first three letters of your last name + two digit birthday
(Ex. Martin Bradley Davis born on September 9, 1980 – **Username: mardav09**)

*Your username will be followed by @bisonmail.suscc.edu – **Email: mardav09@bisonmail.suscc.edu***

Q. What is my password for my email account?

A. Your password is your six digit birth date (MMDDYY)

(Ex. I was born September 9, 1980 – **Password: 90980**) *Please note if you were born in the months of January – September you will need to omit the leading 0 of the month you were born in.*

Example of using the BisonMail login screen with username and password



User Name

Password

Q. Who do I contact if I have any questions?

A. Please send an email to support@bisonmail.suscc.edu

Q. Where can I access my BisonMail account from?

A. Anywhere there is an internet connection. You can login from home, use the computers at school, or from a laptop that has internet access.

Q. How will my email be used?

A. Instructors will send out class announcements and assignments, various College departments will send out important email messages including: Mid-Term Alerts, Incomplete Letters (that can affect your enrollment status), Notices of any unpaid balances, and other SUSCC announcements. *Eventually your email account will be used as the primary means of communicating all SUSCC information.*

Q. What are the Guidelines for using Bisonmail?

A. There are Policies & Procedures guidelines that each student must be familiar with. These guidelines are available on the main Southern Union website can also be accessed by clicking on the following link: [Email Policies](#)

Q. What happens if I misuse my account?

A. Southern Union will review the situation and the student could risk having his/her email account suspended. This will put the student at a disadvantage because they will not be able to receive important emails.

Q. Can I use BisonMail as my personal email?

A. Yes, as long as you follow the Policies & Procedures guidelines. **DO NOT** use your school account to send out email containing inappropriate, harassing, or offensive material. This will result in immediate suspension of your student account.

Q. How long will my account be active?

A. Your email account will remain active one-year after your departure. Notices will be sent out prior to your account deletion.

Q. Is there any disk space limitation?

A. Not at this point. However, we do recommend deleting old emails periodically.

Q. Can I change my Password and Profile?

A. Yes, once your logged on, you can click the settings button located on top of the screen and change your password (this is strongly recommended) and change the name that will be listed on your email. **Please note you cannot change your username because this is used by different College departments.**

Q. My Internet Email Page expires after only a few minutes?

A. Depending on your Internet Browser settings, you may get the message that the internet page has expired. This is controlled from within Internet Explorer and it is recommended that you navigate to your different email folders by using the navigational links located on the left side of the screen. (Ex. You have just opened an email and need to go back to your inbox, rather than using the “back button” in your Explorer toolbar click on the “inbox” link within the BisonMail window.)

Q. When are email accounts created?

A. Each semester we create new student email accounts on a daily basis. This is done during the admission and registration process. So please allow a couple of days after you have registered for your account to be created. All student email accounts will be created prior to classes starting.