

# IT EMAIL & ACCOUNT ACCESS GUIDE

**Department:** IT Support

**Category:** Email & Account Access

**Audience:** All Employees

**Purpose:** Provide guidance, troubleshooting, and best practices for company email and system account access.

---

## 1. Overview

Company employees use **Google Workspace** for email and internal collaboration tools. Account access is critical for:

- Email communication
- Access to internal applications
- Collaboration via cloud tools

Maintaining correct account credentials and access permissions is mandatory.

---

## 2. Account Creation & Activation

1. IT creates accounts after HR onboarding approval.
  2. Employees receive **activation email** with temporary password.
  3. Employees must change password immediately after first login.
- 

## 3. Common Email / Account Issues

### 3.1 Password Reset

**Causes:**

- Forgotten password

- Expired password (security policy)
- Account lock due to multiple failed attempts

**Self-Service Reset:**

1. Go to **IT Password Reset Portal**
  2. Enter company email
  3. Follow OTP / verification steps
  4. Set new password
- 

### **3.2 Account Locked**

**Causes:**

- Multiple failed login attempts
- Security policy violation
- Suspicious activity detected

**Resolution:**

- Contact IT to unlock
  - Provide Employee ID and verification
- 

### **3.3 Email Not Syncing / Accessing**

**Causes:**

- Incorrect email client configuration
- Network issues
- Disabled account

**Resolution:**

1. Verify email client settings (IMAP/SMTP)
  2. Check internet connection
  3. Re-login to email portal
  4. Raise ticket if unresolved
- 

### **3.4 MFA / Two-Factor Authentication Issues**

**Causes:**

- Authenticator app not synced
- Device lost or reset

**Resolution:**

- Re-register device via IT portal
  - Contact IT for account verification
- 

### **3.5 Email Forwarding / Alias Issues**

- Forwarding setup incorrect
- Alias not recognized in system

**Resolution:**

- Verify forwarding rules
  - Request IT for alias configuration
- 

## **4. Security Guidelines**

- Never share passwords
  - Enable 2FA (Two-Factor Authentication)
  - Report suspicious emails immediately
  - Lock devices when unattended
- 

## **5. When to Raise a Ticket**

Raise a ticket if:

- Password reset unsuccessful
  - Account locked and cannot access
  - Email not receiving or sending
  - MFA issues preventing login
  - Alias / group email issues
- 

## **6. Information Required While Raising Email / Account Ticket**

- Employee ID
- Email ID
- Device type (PC, Mac, Mobile)
- Error message / screenshot
- Steps already attempted