

What is Oracle Collaboration Suite (OCS) Email?

- OCS Email is Cal Poly's electronic mail service effective in 2005. OCS is replacing OpenMail. It is one of several modules in the Oracle Collaboration Suite (OCS). Other modules include Calendar, Files and Web Conferencing. For more information visit <http://polycomm.calpoly.edu>.

What are the OCS Email servers?

- The incoming mail server for OCS is mail.calpoly.edu
- Outgoing mail servers will depend on the Internet Service Provider (ISP). Visit <http://email.calpoly.edu> and choose the "Server Settings for Connection to OCS" link.

What software clients are available to access your OCS account?

- Cal Poly recommends the use of the OCS Web Client available at the MyCalPoly Portal at <http://my.calpoly.edu> because it is accessible from any location and requires no configuration.
- Most IMAP type email clients like Outlook and Mac Mail will work with OCS.
- There are step-by-step configuration instructions in the Email Setup section of Cal Poly's e-mail page at <http://email.calpoly.edu>.

What are my quotas for OCS Email?

- TOTAL (Unpartitioned Space) – 50 MB
- For more information, visit http://servicedesk.calpoly.edu/accounts_passwords/quotas.html.

How can I change my password?

- If you know the current password:
 - Staff, faculty and Students can change their passwords by logging into the MyCalPoly Portal (from <http://my.calpoly.edu>) and using the Cal Poly Password Manager.
 - Staff faculty: The Cal Poly Password Manager is located on *My Employee Info* tab.
 - Students: The Cal Poly Password Manager is located on *Grades & Personal Info* tab.
- If you do not know the current password:
 - Staff/Faculty must submit a password change form that can be found at the Service Desk window, or on the web at <http://servicedesk.calpoly.edu> and choose the "Forms" link on the left.
 - Students can go to <http://my.calpoly.edu> to change their password through the Cal Poly Password Manager.

What sites can I go to for OCS help?

- <http://email.calpoly.edu>
- <http://servicedesk.calpoly.edu>