

## **When logging into the student e-mail system, an error is returned stating "the e-mail address and password is incorrect. Please try again."**

**Moraine Park Technical College – Student E-mail Documentation**

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If you have received this error and have not yet activated your student e-mail account, first ensure that the correct username and password are being used.

E-mail Address: Network Login ID@student.morainepark.edu

Password: First three letters of last name in UPPERCASE + last five digits of their student ID (the Banner N number)

Example:

Student: John Smith

Network Login ID: jsmith23

Student ID: N00999999

E-mail address: [jsmith23@student.morainepark.edu](mailto:jsmith23@student.morainepark.edu)

Initial Password: SMI99999

Many times, typos are made while attempting to login to their e-mail account. Please try again before taking further support action.

If you have activated your student e-mail account and receive this error, ensure that your username and password are being entered correctly. If you still receive an error, please attempt a self-help password reset. If a self-help password reset fails, contact the Help Desk.

**\*\*\*COMPLETED\*\*\***