

Frequently Asked Questions

Q. What is my login information for myFCC, Peoplesoft, or Blackboard?

A. FCC student's log into Peoplesoft, myFCC, and Blackboard with a single user ID and a default password. By changing or resetting Peoplesoft, myFCC, or Blackboard, the password will automatically update for each account and the default password will no longer work.

-Your username is W + Student ID (Example: w1234567)

-Your default password is the first two letters of your last name plus the last five digits of your student ID.

If you are unable to login using the default password, please visit the password management site to reset your account: <https://password.frederick.edu/>

Q. What is my student email address?

A. Your email address is your first initial + last name + last three digits of your student ID@myfcc.frederick.edu (Example: JSmith567@myfcc.frederick.edu).

Q. How do I setup myFCC on my phone?

A. Please see the information below for setting up your mobile device with your myFCC account:

If you have previously setup your myFCC email on your mobile device, you will have to delete your existing FCC account and then re-add it. When you go through the process of creating a new account, select the Exchange email type (not Outlook.com). After selecting the Exchange email type, please enter the following information in the appropriate fields:

- Email: first initial + last name + last three digits of your student ID @myfcc.frederick.edu (example: JSmith567@myfcc.frederick.edu)
- Password: (Your myFCC password)
- Server: Outlook.office365.com
- Username: W + Your Student ID @myfcc.frederick.edu (example: W1234567@myfcc.frederick.edu)

Please note that we do not offer support for individual mobile devices. If you are unable to make the proper adjustments to your settings, we recommend you get help from your cell provider or the phone's manufacturer.

Q. How do I forward myFCC email to my personal email account?

A. Please see the information below for setting up email forwarding within your FCC email account:

- Log into your Outlook email account using the Outlook Web login
- Click on the Settings gear in the upper right-hand of your screen
- Select "Options"
- Within Options, click on the "Forwarding" link on the left-hand side of your screen.
(Note: if "Forwarding" does not appear immediately, select the drop down arrow beside the "Mail" tab to expand the Options, and then select the drop down arrow beside the "Accounts" tab to display the "Forwarding" tab)
- Under the "Forwarding" heading, select "Start forwarding", and enter your external email address
- Check the "Keep a copy of forwarded messages" box.
(Note: if you do not select this, nothing sent to your Outlook email account will be saved in your FCC mailbox)
- Select "Save" at the top of the "Forwarding" header

Q. How do I install Microsoft Office from my student email?

A. Please see the information below for downloading Microsoft Office from your student email:

- Once logged into your student email account, select the Settings gear icon in the upper right corner of Outlook Web App.
- From the Settings list, select Office 365 settings.
- Once inside the Office 365 settings, select Software.
- Once on the Software page, select Office and click Install.
- Follow the on-screen instructions to complete the installation process.