

Student Account Deactivation

In order to best provide our students with a secure, compliant, and streamlined learning experience, it is necessary for us to limit software services to our active recently enrolled students. This includes all associated services (including Gmail, Self-Service, Blackboard, etc.).

If you rely on your Gateway student email as a primary email address we encourage you to sign up for your own personal email account such as [Gmail](#) (personal [Gmail](#) is free to use!) or another email provider. Be sure to inform any contacts, subscriptions, or services you may have associated with your Gateway student email account of your new personal email address.

It is possible to have your account temporarily reinstated should you wish to register for a course, access your educational records, or need additional time to migrate to your own personal email account. To temporarily reinstate your account simply run through the [password reset process](#) (see below for details). Keep in mind that this reinstatement process is temporary and it's still important that you migrate to your own personal email account.

Thank you for helping us provide a secure learning experience. If you have any questions please review our frequently asked questions below or contact us at 1-800-247-7122.

Frequently Asked Questions

Q: What if I wish to enroll for a class after my account has been disabled, will I need to create a new account?

A: No! All you need to do is request a password reset, verify your identity using one of the available methods, and your account will be temporarily reinstated, allowing you to sign in and register. Your new password must be at least 14 characters in length and include both letters and numbers.

[▶ How to get or retrieve your Gateway username and password](#)

Q: What if I need to sign into Self-Service to access my previous student records?

A: All you need to do is request a password reset, verify your identity using one of the available methods, and your account will be temporarily reinstated, allowing you to sign in to access your records.

[▶ How to get or retrieve your Gateway username and password](#)

Q: What if I would like to keep my email address?

A: At this time Gateway must limit email and other software services to active/recent students in order to remain compliant and efficient with our software licensing. You can sign up for a free personal Gmail account at Gmail.com. Reactivated accounts will again be suspended on a recurring basis if you do not register for classes. The email reactivation process should take about 15 mins, but could take a bit longer. **Tip:** You can [set an out-of-office auto-reply](#) to notify

senders of your new email address and [forward incoming emails from this account](#) until it is suspended.

Q: What if I have email messages that I don't want to lose, can I save them?

A: Yes! You can export an archive of your email, documents, calendar, etc. using Google Takeout. You can find instructions [here](#). You can also transfer your data to a new account using [Takeout Transfer](#).

Q: If I reactivate my account to return to classes, will my sent and received email history be retained?

A: Yes, your sent/received email history will be retained, though your account will not be able to send/receive any new email messages while it is deactivated. However, please keep in mind that this could change in the future if terms of use, licensing, or other service agreements impact our ability to retain this data. Should you reactivate your account and re-enroll in classes your account will be reinstated to full functionality.