iTech Helpdesk

How to Access and Activate Student E-Mail

For New Users Only!

If you require any assistance with these instructions please call the Help Desk at 361-593-4357.

   Enter your User Name. (example: kuabc000)
   Enter your password. (If you have not changed your password, please see this help sheet)

   *NOTE: If you are using Internet Explorer 10, you need to run it in Compatibility Mode. Mac/Apple users: Safari does not work with JNet student e-mail. Use Mozilla Firefox instead.

   Click on the "E-Mail" icon. A new window will open.

   2. Next you must change your password. Enter your current password (Your Banner ID + j = K00#######j) once and then your new password twice. Press Submit when done.

   *Please Note: If this does not work for you, call the helpdesk (361-593-4357) to have a ticket placed and your e-mail password reset.
3. You will then be asked to sign in again. Use your new password. (If this does not happen, skip to the next step)

4. Once you sign in, you will see a new settings window asking for, "Language", and "Time Zone". Only change the Time Zone setting to: "(UTC) -06:00) Central Time (US & Canada)". Press SAVE to continue.
6. You have setup your new email account! Anytime you login to JNet and click on your, "E-Mail" icon, your e-mail will come right up!

***Please Note:*** If you are at any time kicked out of JNet and are using Internet Explorer, such as the example below, you can close all the browsers and try again or use Mozilla Firefox or another browser.