

Frequently Asked Questions (FAQ) related to IISER Kolkata G-Suite Accounts

Q: I have a valid email account at IISER Kolkata. How do I activate my G Suite account?

A: You need to update your LDAP password at <https://www.iiserkol.ac.in/account/> . You may keep the existing password by providing the same in 'New Password'. Your G Suite account will be activated within 24 hours.

Q: How do I access my IISER Kolkata G Suite account?

A: IISER Kolkata G Suite account can be accessed from: <http://gsuite.iiserkol.ac.in> . Additionally, you may follow the link from "My Dashboard".

Q: Can the passwords for IISER Kolkata LDAP account and G Suite account be different?

A: Yes. You may set different passwords for the LDAP account and the G Suite account. You may also keep these passwords to be the same.

Note: In order to change your password, you have to change the password of these two accounts (LDAP and G Suite) separately. In particular, changing the password of one account doesn't change the password of the other account.

Q: Can I use the IISER Kolkata G Suite account on my mobile device?

A: Yes. IISER Kolkata G Suite account can be added to your mobile device as another "Google" account.

Q: Can I still use the Webmail for sending and receiving mails and for how long?

A: We strongly recommend you to start using your G Suite account for email access. The Webmail interface at <https://mail.iiserkol.ac.in> will be decommissioned in the next few months.

Q: How do I import my existing emails from IISER Kolkata Webmail account to G-Suite account?

A: Firstly, note that G Suite email (Gmail) does not have the concept of mail “Folder”. Instead, here you search your mailbox, as in Google search, for your desired keywords.

Nevertheless, it has the concept of “label” to organize your mail account and you can have multiple labels for a single email, unlike “Folder”.

In order to import your emails from “Inbox” of the Webmail to the G Suite account, please follow these steps:

- 1. Login to G-Suite Account*
- 2. Click on Settings Icon > ‘Settings’ > ‘Accounts’ > ‘Add a mail account’*
- 3. Email ID: your.userid@mail.iiserkol.ac.in > ‘Next’ > LDAP password of the account*
- 4. POP Server: mail.iiserkol.ac.in > Port: 110*
- 5. We suggest you to check the box ‘Leave a copy of retrieved message on the server’*
- 6. You may create a new Label to import these mails under the label. (Optional)*
- 7. ‘Add account’ > Check the option for ‘No (you can change this later)’ > Finish*

In order to import all emails of your different “Folders” at once, we suggest you copy the mails of all folders into the “Inbox” of Webmail before you do the above steps.

If you want to import the mails from each folder separately then you have to repeat the above steps after moving the mails to “Inbox” from each folder at a time.

After completion of the mail import, you may delete the account that you have added for importing.