



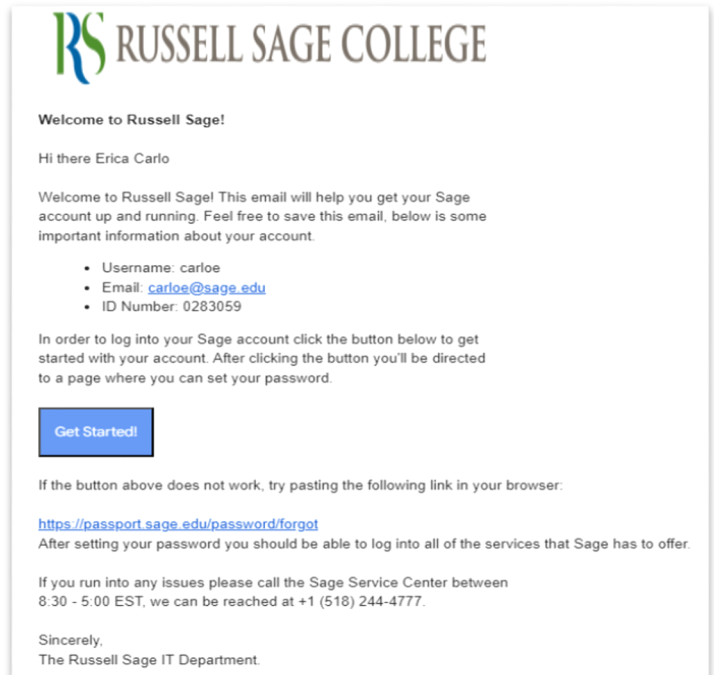
**Welcome to Russell Sage College!** One of the first things you need to know as a Russell Sage student is how to access your Sage email account. Throughout your time at Sage, the College will use your “@sage.edu” email account as our official means of communication. New and continuing students are expected to check their email daily throughout the summer and several times a day during the academic year to ensure you do not miss important information or instructions.

## Obtaining Your Username & Password:

- Upon submission of an enrollment deposit, the IT department sends an email to the new Sage student that will contain their **Username** (typically the first 5 letters of your last name and your first initial, sometimes with a number at the end), **Email** address, and Student **ID Number**.
- This message is sent to the student's personal email that we have on file from their application and will include a link to Sage's **online portal** so you can set your own password and access your email.

**IMPORTANT NOTE:** Sometimes this important message will get sent to your spam/junk folder, so you will need to look for it there if you don't see it in your inbox. (Emails that end in .edu, .gov, and icloud accounts are most likely to send this message to spam/junk.)

- To search for the message, note that it will come from **passport@sage.edu** with the subject **“Welcome to Russell Sage!”**



## Frequently Asked Questions

### What do I do if I am a new student and can't find my username and password?

- If you are a NEW student who has paid an enrollment deposit and you have never logged into your account before, then you should follow the guidance above and **check your spam and junk folders** in your personal email account. If you still cannot find the welcome message with the login link, contact our IT department through the **Sage Service Center at 518-244-4777** and they will assist you.

### What do I do if I have forgotten my username and password?

- Students who have already successfully logged in to their email can go to [passport.sage.edu](https://passport.sage.edu), click "forgot password" and enter in your Sage email address to have a password reset email sent to your personal email. Be sure to use that link ASAP, as it expires within 30 minutes.

### Will I be able to access my Sage email account before I make an enrollment deposit?

- No. If you have not yet made an enrollment deposit, then you are still considered an applicant and not yet a student, so you will not have a Sage email account. However, applicants can access their MySageAid account to view their financial aid package before they deposit. You can contact the Office of Admission (518-244-2217) to obtain your username and have your password reset, if needed.

### If I change my email password will it reset my password for my other Sage accounts?

- Yes. You will use the same username and password to access Sage's various portals and accounts, including your Sage email, Student Planning, MySageAid, the Student Accounts Payment Center, Moodle, and more. You can access all of these through Sage's online portal at [passport.sage.edu](https://passport.sage.edu).

**Additional Questions? Contact the Sage Service Center at:  
518-244-4777 | Monday-Friday, 8:30 - 4:00.**