

# NNPS Student Email FAQs

## 1) Why is NNPS opening up student emails?

At Newport News Public Schools, we aim to prepare students who are college, career, and citizen-ready. Those preparations include giving students an opportunity to use productivity tools such as email to practice communicating in a professional setting. Allowing students access to a school-based email will streamline communication between students and their peers, teachers, counselors, club sponsors, etc.

## 2) Who can students email with their NNPS account?

Students will be able to email their NNPS peers through their NNPS accounts, as well as any other NNPS staff member, teachers at New Horizons and Virtual Virginia, as well as a limited list of approved domains including:

Collegeboard.org

Email addresses that end in .gov

Email address that end in .edu (11th & 12th graders)

## 3) How are emails monitored?

All email coming into NNPS is filtered to remove inappropriate content, spam, etc. Student emails are also monitored using a division-wide monitoring software which further scans their email and Google Drive for inappropriate content and pictures, as well as safety concerns, including students who are showing signs of crisis.

## 4) Can a parent send an email to their student through their NNPS account?

If the email address from which the parent is sending the email falls into one of the groups listed in #2, then the email should be delivered to the student. If the email address is not in one of the groups above, then the email will **not** be delivered.

## 5) What is a student's email address?

A student's email address is the same account they use to gain access to Google Classroom, Google Docs, etc. The standard format for those accounts are **FirstName.LastName@nnschools.org**. In some cases, a student's name may be shortened or have a number after it, but those students should be aware of this, as it is the same username they use to login to StudentVUE.

## 6) How do students access their NNPS email?

Student emails are provided through Newport News's use of G Suite for Education, so a student's email is accessible through [Gmail](#). Students can access their email account at school or on their personal device by downloading/using the Gmail app. If a student already has a personal Gmail account, they can add their NNPS Gmail account to the app by either choosing their NNPS account (because they already access other G Suite applications from this device) or by choosing "Add another account."

## 7) What should a student do if they are having problems accessing or using their email?

A student can submit a request for assistance for accessing or using their email by completing [this form](#). *Please Note:* You will need to login to your NNPS Google Account in order to access the form.

## 8) What should a student do if they receive an inappropriate email?

It is likely that an inappropriate email will be caught by our filters and school officials will be alerted; however, the student can start by blocking the sender within Gmail so that they do not receive any other messages from that source. Next, they should report this to an adult in the school building, including a teacher, counselor, administrator, or technology staff member. Students can also report this anonymously, through [Safe Schools Alert](#).