

Creating a Customer Email Protocol

In some cases, customers may come to the centers without access or ever having an email address. When deemed necessary, please follow the steps below to assist them in creating an email account.

1. Go to www.gmail.com
2. Click “Create an Account”
3. Have the customer complete the information on the screen.
4. If customer needs assistance in creating an username, please use one of the following naming conventions. Follow the example for Joe M. Smith:
 - a. First initial . last name two-digit birth year
(Example: j.smith88)
 - b. First initial . last name four-digit birth year
(Example: j.smith1988)
 - c. First initial . last name two-digit birth month two-digit birth year
(Example: j.smith1088)
 - d. First initial . last name two-digit birth month four-digit birth year
(Example: j.smith101988)
 - e. First initial . middle initial . last name two-digit birth year
(Example: j.m.smith88)
 - f. First initial . middle initial . last name four-digit birth year
(Example: j.m.smith1988)
 - g. First initial . middle initial . last name two-digit birth month two-digit birth year
(Example: j.m.smith1088)
 - h. First initial . middle initial . last name two-digit birth month four-digit birth year
(Example: j.m.smith101988)
5. When helping to create a password for these accounts, please use the following:
 - a. **Welcome1!**



CAPITAL REGION