Update Your Primary Email Address in Handshake

Tawnya

Student accounts are typically pre-created in Handshake using your school-provided email address. This email address is your default primary email, where you'll be sent communications from your school via Handshake, as well as Handshake notifications and marketing emails.

Now, students can choose to add alternate (personal) email addresses to their Handshake account and use an alternate email as their primary email address.

Note: if multiple school email addresses are associated with a student, the school may choose to upload them all to lessen the chance of duplicate accounts being created.

Add an additional email to your account

To add an additional email to your account, click on your account icon in the upper-right corner of the Handshake screen, then click on **Settings** from the menu.

On the page that loads, scroll down to the bottom of the Account Information section to "Emails" and click on the link + **Add another email**.

Account Information

* First Name

Tawnya

Preferred Name

Tawnya

Middle Name

Last Name

Redding

School Year

Junior

Mobile

Emails ⓘ

tawnya@joinhandshake.com **Primary**
Your school can view your primary email address.

+ Add another email

A text box will appear in that space — enter the email address you'd like to add, then click **Add** to the far right of the text box.

Emails ⓘ

tawnya@joinhandshake.com **Primary**
Your school can view your primary email address.

tawnya.sol@gmail.com   Add

The page will update to reflect the pending email address and confirmation needed. You have seven (7) days to confirm the email before it expires.

- **Tip**: If the confirmation email isn't appearing as expected, check out this article for steps Troubleshooting Missing Confirmation Email.

If the email link has expired or you have taken troubleshooting steps for a missing email, click the three dots menu to the far right of the email address to **Resend confirmation email**. If you'd like to remove the address, click **Remove**.

When you click "Confirm" from the email, Handshake will display a prompt indicating success that reads:

"Your Email Has Been Confirmed

You can now use any email associated with your account to log in. You can view and manage all your emails in Settings *(link to your settings page)*

Go To Homepage *(gray button)*"

Confirmation email details

From: "handshake@m.joinhandshake.com"

Subject: "Confirm Your Email"

Content:

"Confirm Your Email
You recently added ADDRESS to your Handshake account.

Confirm *(link to confirm)*
If you do not recognize this request, you can safely ignore this email or contact support *(link to submit ticket)*

Email example:

ii Handshake

Confirm Your Email

You recently added **tawnya.sol@gmail.com** to your Handshake account.

Confirm

If you do not recognize this request, you can safely ignore this email or contact

support

ii Handshake

P.O. Box 40770, San Francisco, CA 94140

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Update your primary email address

After you've added and confirmed at least one alternate email address on your account, or if your school has uploaded an additional school email, you can update your primary email address.

From the Emails section of your Account Information, click the three dots menu to the far-right of the email address you would like to make your primary, then click on **Make Primary**.
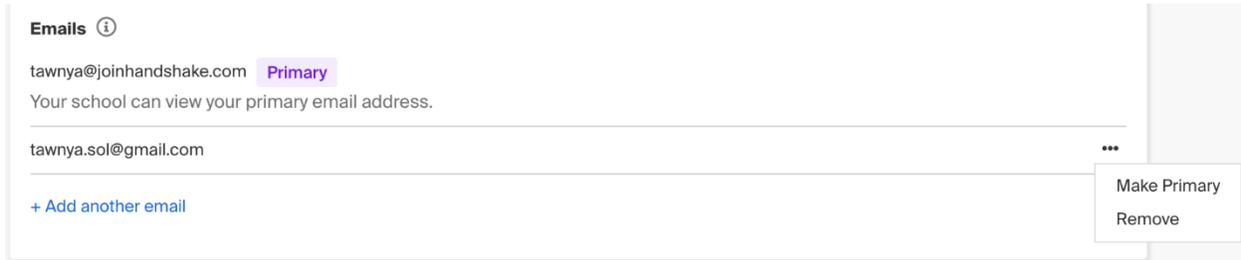
The update is immediate, and the selected email will move to the top of the list with a purple "Primary" indicator to the right.

Your school provided email address will remain attached to your account and cannot be removed like an additional email can. You'll need to contact your career center with your request.

If you'd like to update your primary email address to a different email, follow the steps above to add and confirm another email address. You can remove any "extra" alternate emails that you've added or leave them on your account.

Your login process will remain the same moving forward after the change.