

2. Checking your A-State Email as a New Employee

You will receive a notification once your A-State account has been created. Please follow the instructions in the email to activate your Pack Portal account.

I am a new employee. Do I get an A-State Email?

Yes! You will receive a notification once your A-State email account has been created. Please follow the instructions within the email to activate it. Trouble activating your A-State email? Please contact the [IT help desk](#).

I am a new employee, and I cannot access my Pack Portal. What do I do?

You will not have access to Pack Portal until your email address has been created. If you are having trouble activating your email, please contact the [IT help desk](#).

Can I use my A-State email for personal purposes?

No. Please remember that your A-State email is for official business purposes only. Upon termination or retirement, you will no longer have access to this email.

Questions? Reach out to [Human Resources](#). We are happy to help guide you through the process!

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