BSN Internet Access Gateway:
How to Register & Log On Using a Collaboration Email Address

Purpose:
The following is a guide associated with the log on process for BSN Internet Access Gateway (IAG). This document explains how to register a new collaboration (non-Dow) email address and subsequently log on using the email address instead of a Dow User ID. Possible error messages are also explained.

Audience:
This document is intended for all Dow collaboration users you log on via IAG.

Updated Dec 4, 2013
How to Register or Verify an Email Address:

To be able to log on with an email address, you must first register the email address you wish to use. If you have a Dow.com email you will not be able to use a non-Dow email address.

1. You must submit a request to change your collaboration email in order to begin using an email log on. To submit the request, you can:
   1. Visit the start trunk
      i. [https://start.bsnconnect.com](https://start.bsnconnect.com) for non-APAC users
      ii. [https://start-sgs.jvservices.com](https://start-sgs.jvservices.com) for APAC users
   2. After logging in to IAG with your User ID, click “Update Collaboration Email” in the Portal Window

3. Select the first option: “Email Address - Change”
   1. **NOTE:** The email address update is a manual process and is usually completed in 3 business days. You will receive notification by email once it is done.

4. Click “Proceed to Order” in bottom right

5. The change form will automatically populate with your name and user ID.

6. Fill in the collaboration email you want to use, following the standard format, in the "Desired Email Address" field (e.g testuser@cu.edu or test_user2@blank.com). Click "Submit Order"
   1. **NOTE:** If you have a “dow.com” email address listed here, you will not be able to change the email address. You may use the dow.com email to log in to IAG.
   2. **NOTE:** If the email address you want to use is already listed, you may proceed to log on to IAG with that address without submitting a change request.

7. You will then see an order summary page. Click “Continue.” Your request has been submitted when you see the Request Center home screen again. You will receive a request confirmation email.

8. You should be able to log on to IAG using that email address in less than 3 days.
How Log On with a Registered Email Address:

**NOTE:** Allow 3 days after submitting an Email Address Change request before trying to log in with a new collaboration email address.

1. Go to the IAG log in page. When you enter an email address on the IAG log in screen, the domain (field titled “Authenticate using:”) will no longer be required.

2. Enter your email address and password and click “Log On.”

3. You should now see the IAG Portal Window.
Possible Error Messages:

1. If you receive the below error, your change request may not have processed. To proceed, log in with your User ID. If it has been more than 3 days since you submitted the request, please contact Security Administration.

2. If you are not collaboration user, you will not be able to select yourself in the change request (“How to Register” Step 5). You will receive this error message after you select the user. If you wish to use an email address to log in, you must use your “dow.com” address.