



الكلية العالمية للهندسة والتكنولوجيا
GLOBAL COLLEGE OF ENGINEERING AND TECHNOLOGY

Frequently Asked Questions

ICT Support Service



Q1 - How can I access my Gmail account from my desktop?

A: Follow these steps to log in to Gmail on your desktop:

1. Open your preferred web browser (e.g., Chrome, Firefox, Edge).
2. Go to the Gmail website by typing www.gmail.com into the address bar and pressing Enter.
3. On the Gmail sign-in page, enter your student Gmail address (Ex: 2024111@gcet.edu.om) and click on “Next.”
4. Enter your password (Your Civil ID number) and click “Next” again.
5. You will be redirected to your Gmail inbox.

B: To access your Gmail account on a mobile device:

1. Open the Gmail app. If you don't have the app, download it from the Google Play Store (for Android) or the App Store (for iOS).
2. Open the app and tap on “Sign in” (if this is your first time using the app).
3. Enter your student Gmail address (Ex: 2024111@gcet.edu.om) and tap “Next.”
4. Enter your password (Your Civil ID number) and tap “Next.”
5. You will be taken to your Gmail inbox. If this is your first time logging in on this device, you may need to confirm your login using a security code sent to your recovery email or phone.

Q2 - What are the steps to log in to the Labs computers with my student ID number?

1. Approach any available Labs computer.
2. On the login screen, enter your student ID number in the “Username” field.
3. Enter your Civil ID number in the “Password” field.
4. Press “Enter” or click “Login.”

Note: If you experience any issues with your login, make sure your student ID and Civil ID number are correctly entered and check with the IT helpdesk for any updates or changes to your credentials.

Q3 - How do I connect to the Wi-Fi network on campus?

1. Open the Wi-Fi settings on your device (desktop, laptop, smartphone, or tablet).
2. Search for available networks and select “GCET Student” from the list of available networks.
3. Enter the password: **Global@123**
4. Click “Connect” or tap “Join.”
5. Once connected, you should have access to the internet.

Note: If you have trouble connecting, ensure that you are within range of the GCET Student network and verify that you have entered the password correctly. If issues persist, contact the IT helpdesk for further assistance.

Q4 - What should I do if I forget my email password?

Option 1: You can visit ICTSS office in Block C to support you.

Option 2: You can send an email from your personal, the email must contain your student information at college.

Q5 - What should I do if I encounter issues logging into Labs computers?

1. Double-check that you are using the correct student ID number and Civil ID number.
2. Ensure that you are entering the information correctly and that Caps Lock is not enabled.
3. If the issue persists, contact the IT helpdesk immediately for assistance. Provide them with your student ID and any error messages you see.