Digital ID & Google Workspace Complete FAQ

Common Questions Answered

Information & Technology Support Committee (ITSC) · Calgary Stampede itsupport@cscommittee.com

This guide answers the most frequently asked questions about your Calgary Stampede @cscommittee.com Digital ID and the Google Workspace tools used by all committee volunteers. Questions are grouped by topic. If your question is not covered here, contact the ITSC at itsupport@cscommittee.com.

Account Activation & Access

Questions about getting started with your @cscommittee.com Digital ID

Q **Why do I have a @cscommittee.com email instead of using my personal one?** Your @cscommittee.com account is your official Digital ID. It ensures all Calgary Stampede business is conducted in a secure, professional, and centralized environment. This protects your personal privacy and is a mandatory requirement for our insurance providers. It also ensures that if a volunteer leaves, the committee's history and data remain securely with the Stampede.

Q **Do I really have to create and use this Google Workspace account?** Yes. Without this account you will not be able to access the Google Drive folders, committee schedules, or official communications required for your role. It is a mandatory part of being a Calgary Stampede volunteer representative.

Q **I missed the 48-hour activation window. What should I do?** For security reasons, temporary passwords expire after 48 hours. If you did not log in within that timeframe, email itsupport@cscommittee.com to request a password reset as soon as possible to avoid missing important committee communications.

Q **I already have a personal Gmail account. How do I access both at the same time?** You do not need to log out of your personal account. On a computer: go to Gmail, click your profile picture in the top-right corner, and select Add another account. On mobile: open the Gmail app, tap your profile icon, and select Add another account. You can then switch between accounts instantly without logging out.

Security & Multi-Factor Authentication (MFA)

Questions about 2-Step Verification and keeping your account secure

Q **Why am I being forced to set up 2-Step Verification (MFA)?** MFA is a mandatory requirement from Corporate IT and our insurance providers. It prevents unauthorized access even if someone discovers your password. Setting it up also enables self-service password reset — meaning you can regain access yourself without contacting ITSC support.

Q **I don’t have a smartphone or tablet. How can I set up 2-Step Verification?** Use Backup Codes. Go to myaccount.google.com/security, click 2-Step Verification, and look for the Backup codes option. Google generates 10 unique single-use codes. Print these and keep them in a safe place such as your wallet. When prompted for a verification code during login, enter one from your printed list. Each code works only once.

Q **What should I do if I get the message: “Your sign-in settings don’t meet your organization’s 2-Step Verification policy”?** This usually means your MFA setup was incomplete, timed out, or a security setting was changed. Email itsupport@cscommittee.com with your full @cscommittee.com address and a description of the error so an admin can investigate and reset your access.

Q **I am locked out of my account. How do I reset my password?** If you forgot your password and have already completed MFA setup: click Forgot Password at the login screen and reset it yourself using your recovery phone or email — no need to contact support. If your MFA is failing and you do not have backup codes: email itsupport@cscommittee.com to have your MFA reset manually.

Q **My password is about to expire. What should I do?** CS Digital ID passwords must be updated annually. You will see a reminder banner in Gmail or Calendar starting 30 days before expiry. To update it early, go to your Google Account settings under the Security tab. If it expires before you change it, you will simply be prompted to create a new one the next time you sign in.

Q **What do I do if I lose my phone with my CS account logged in?** Contact itsupport@cscommittee.com immediately. Corporate IT admins can remotely sign your account out of that specific device, securing all Stampede data instantly while leaving your personal photos and apps untouched.

Q **What happens if I don’t have my MFA device or can’t receive a text code?** Use your printed Backup Codes — these are your emergency key and work without a phone or cell service. If you do not have backup codes and are locked out, email itsupport@cscommittee.com for a manual identity verification and account reset. This is why printing backup codes before Stampede is strongly recommended.

Q **How do I set up the Google Authenticator app as a backup to SMS text codes?** The Google Authenticator app generates a new 6-digit code every 30 seconds and works completely offline — no cell service or Wi-Fi needed. This makes it ideal for use at Stampede Park where cell towers can be overloaded. To set it up: download the Google Authenticator app from the App Store (iPhone) or Google Play (Android). Then go — best using a separate computer or tablet web browser — to myaccount.google.com → Security → 2-Step Verification → Add more second steps → Authenticator app. Follow the on-screen steps to scan a QR code with the app. Once set up, when prompted for a verification code during login, open the Authenticator app and use the 6-digit code shown — it refreshes every 30 seconds and works without cell service or internet.

Email & Communication

Questions about Gmail, Google Chat, and how to communicate effectively

Q **Can I use Outlook or Apple Mail to check my @cscommittee.com email?** No. To maintain security standards. Access is restricted to web browsers (Chrome, Edge or Safari recommended) or the official Gmail app on mobile devices. Third-party mail apps are not supported.

Q **Can I forward my @cscommittee.com emails to my personal email account?** No. Automatic email forwarding is disabled by security policy. Additionally, with hundreds of different personal email platforms it is impossible for the ITSC to support them all. You must use the official Gmail web interface or the Gmail mobile app.

Q **Can I send a large file (like a video or heavy PDF) as an email attachment?** Avoid attaching large files directly to emails. Instead, upload the file to your Shared Drive, click Share or Get Link, and paste that link into your email. This ensures the recipient always sees the most current version and keeps inboxes clear.

Q **How can I use Google Chat and when should I use it instead of email?** Google Chat is located within your Gmail interface — at the bottom of the app or in the left sidebar on the web. Use Chat for quick informal messages such as Are you at the grounds yet? or Yes/No questions that do not need a formal record. Use email for formal requests, external communications, approvals, or anything that needs a written trail.

Q **What is the difference between Labels and Folders in Gmail?** In Gmail, you apply Labels to emails rather than moving them into folders. Unlike a folder where an email can only live in one place, you can apply multiple labels to a single email — for example, both Sponsorship and Action Required at the same time. This makes searching and organising significantly more flexible than traditional folders.

Q **Can I schedule an email to be sent later?** Yes. When composing an email, click the down arrow next to the Send button and choose Schedule send. Select your preferred date and time. This is useful when working late but not wanting to disturb colleagues outside of normal hours.

Q **How can I stop my inbox from being overwhelmed during the 10 days of Stampede?** Set up Gmail Filters before Stampede begins. You can automatically apply labels, mark emails as read, or skip the inbox for emails matching specific criteria (such as from a particular sender or containing a keyword). Go to Settings → See all settings → Filters and Blocked Addresses → Create a new filter.

Q **How do I set up my official Calgary Stampede email signature?** The official Stampede signature template is available in the Training and Resources Shared Drive. Once you have the template, go to Gmail → click the gear icon (top right) → See all settings → General tab → scroll down to Signature → click Create new. Give it a name (e.g., Stampede Signature), paste in the official template, and fill in your name, committee, and role. Under Signature defaults, set it to appear on new emails and replies. Click Save Changes at the bottom of the page. Using the official signature on all external communications is a requirement of your Digital ID — it ensures consistent and professional representation of the Calgary Stampede.

Google Drive & File Storage

Questions about saving, sharing, and accessing committee files

Q **Where should I be saving my committee documents?** Always save documents directly into your committee's Shared Drives — not your personal My Drive. Files in a Shared Drive belong to the committee and remain accessible to your successors even after you move on from your role. Use My Drive only as a temporary personal working area.

Q **What are the different access levels — Viewer, Contributor, Content Manager?** Viewer: read-only access, the default for general members. Commenter: can leave comments and suggestions without editing directly. Contributor: can add, upload, and edit files but cannot delete folders. Content Manager: can do everything a Contributor can plus move and permanently delete files. Manager: full administrative control of the entire drive — Chairs and delegates only.

Q **Can I use Google Photos to store committee event pictures?** No. Do not use Google Photos — it has a strict 15GB limit and incurs extra cost for the organization. Upload photos and videos directly into a folder within your committee's Shared Drive instead. This uses the committee's shared storage pool rather than individual limits.

Q **Can I share a folder or file with a volunteer from another committee?** Yes, provided they have a @cscommittee.com account. Share directly using their CS address. Sharing is restricted to the @cscommittee.com domain — sharing with personal email addresses (@gmail.com etc.) is blocked by policy to protect committee data.

Q **Can I share documents with my Staff Liaison?** Staff Liaisons are Calgary Stampede Corporate staff and use @calgarystampede.com email addresses, not @cscommittee.com accounts. To share a document with them: download the file and email it as an attachment to their @calgarystampede.com address. They edit it and send the updated version back for you to re-upload to the Shared Drive.

Q **Why can't I share a document with my personal email address?** To protect Calgary Stampede data, sharing permissions are restricted to the @cscommittee.com domain. You should only collaborate with other members using their official Digital IDs.

Q **I accidentally deleted a file in a Shared Drive. Can I get it back?** Yes. Check the Trash folder of the Shared Drive within 30 days — deleted files are held there before permanent deletion. Additionally, Google Docs, Sheets, and Slides all have Version History (File → Version History) that lets you see every change made to a document and restore a previous version.

Q **I can see files but I can't edit or upload anything. Why?** You have Viewer access, which is read-only. If you are working on a specific project and need to edit or upload files, request Contributor access from your Committee Chair. The ITSC does not manage individual folder permissions — your Chair is the right person to contact.

Q **My Shared with Me folder is a mess. How do I stay organised?** Do not try to organise Shared with Me — it is simply a list of every file ever shared directly with you. Instead, find the important files you use regularly and Star them by right-clicking and selecting Add to Starred. Access all your priority files instantly by clicking Starred in the left-hand sidebar of Google Drive.

Q **I cannot see the Training and Resources Shared Drive in my Google Drive sidebar. How do I find it?** Google Drive only displays a limited number of Shared Drives in the sidebar by default — drives you have not visited recently may be hidden from view. To reveal all drives you have access to: in Google Drive, click **Shared Drives** in the left-hand sidebar, then click **View all shared drives** at the top of the list. The Training and Resources drive will appear there. Click it once to open it, and it will remain visible in your sidebar going forward.

Q **How do I get someone's immediate attention on a task within a document?** In a comment, type the @ symbol followed by their name or email address. This assigns the comment to them and they receive an email notification with a direct link to that exact location in the document.

Q **Can I see who made a specific change to a spreadsheet?** Yes. In Google Sheets, right-click any cell and select Show edit history. This shows exactly who changed that specific cell and when. For Docs and Slides, go to File → Version History to see a full timeline of all changes across the entire document.

Q **How do I give feedback on a document without accidentally editing it?** Switch to Suggesting Mode by clicking the pencil icon in the top-right corner of a Doc and changing it from Editing to Suggesting. Your changes appear as tracked suggestions that the document owner can Accept or Reject individually. Alternatively, highlight text and click the blue comment bubble to leave a Comment without changing any content.

Q **Can I work on Google Drive files without an internet connection?** Yes, but you need to set this up in advance — you cannot enable offline access while you are already offline. To set it up: open Google Drive in Chrome on a desktop → click the gear icon → Settings → tick the box next to Offline (Create, open and edit your recent Google Docs, Sheets and Slides files on this device while offline). You can also right-click specific files → Available offline to ensure those files are ready. On mobile, the Google Docs, Sheets, and Slides apps automatically cache recently opened files for offline use. Any changes you make offline are saved locally and sync automatically to Google Drive the next time your device connects to the internet. Note: offline access only works in the Chrome browser on desktop and requires the Google Docs Offline Chrome extension.

Q **I can see a sub-committee folder in the drive but it appears greyed out and I cannot open it — why?** A greyed-out folder means that Limited Access has been enabled on that folder and you have not been explicitly invited to it. You can see the folder exists but cannot see any of its contents. This is by design — it prevents unauthorized access while still showing the folder structure to all drive members. To gain access, contact the Sub-Committee Chair or your Committee Chair and ask to be added to the relevant sub-committee security group. Do not request access through the greyed-out folder itself — that button sends a notification to the folder owner but may not reach the right person. Once the Chair adds you to the security group, access is granted automatically and the folder will open normally.

Calendar & Meetings

Questions about Google Calendar, scheduling, and Google Meet

Q **How do I see our committee's meeting schedule?** You must subscribe to the committee calendar. In Google Calendar, click the + next to Other calendars in the left sidebar, select Subscribe to calendar, and search for your committee name. Once added, all committee events will appear in your main calendar view and sync automatically to your mobile app.

Q **Does the "Add Room" feature in Google Calendar officially book a room?** No. The Add Room feature shows you whether a room is available and lists its capacity and amenities — but it is for informational purposes only. You must still contact your Staff Liaison at their @calgarystampede.com address to formally confirm and book the room for your meeting.

Q **How do I find a meeting time that works for everyone without sending 20 emails?** When creating an event in Google Calendar, add your guests first. Then click the Find a time tab or Suggested times link. Google reads everyone's @cscommittee.com calendar and highlights slots where all invited members are free. This only works for @cscommittee.com accounts — it cannot see external calendars.

Q **Do I need a separate link or software to join video calls?** No. Every Google Calendar event with guests automatically includes a Google Meet link. Click the Join with Google Meet button directly from the calendar event or the email invite. No extra software, account, or download is needed.

Q **How do I set up a recurring event for regular committee meetings?** When creating an event in Google Calendar, click the Does not repeat dropdown beneath the date and time fields. Choose from common options such as Daily, Weekly on [day], Monthly on [date], or Every weekday. For more specific patterns — such as the first Monday of every month — select Custom and configure the recurrence rule as needed. When you save the event, all occurrences are created at once and appear across everyone's calendars. To change or cancel a single occurrence without affecting the rest of the series: open that event → pencil icon → choose This event only. To end the series entirely: open any occurrence → Edit → This and following events → delete or set an end date in the recurrence settings. A Google Meet link is included automatically on every occurrence — you do not need to create a new link for each meeting.

Mobile Setup

Questions about setting up your @cscommittee.com account on your phone

Q **How do I set up my @cscommittee.com email on my iPhone?** You must use the Gmail app — do not use iPhone Settings → Mail → Add Account. IMAP and POP access is disabled, so Apple's native Mail app will not work. Download the Gmail app from the App Store, open it, tap your profile picture → Add another account → Google, then sign in with your @cscommittee.com address and complete MFA verification. For calendar access, download the Google Calendar app separately and sign in with the same account. Do not add this account through Apple Calendar or iPhone Settings.

Q **How do I set up my @cscommittee.com email on my Android phone?** Open the Gmail app, tap your profile picture in the top-right corner, tap Add another account, select Google, and sign in with your @cscommittee.com email and password. Complete MFA verification when prompted. Your email and calendar will sync automatically to the Gmail and Google Calendar apps.

Q **My emails are not appearing on my phone after setup. What should I do?** On iPhone: do not remove the account through iPhone Settings. Instead, open the Gmail app → tap your profile picture → Manage accounts → remove the @cscommittee.com account → re-add it through the Gmail app using your current password and MFA. On Android: go to phone Settings → Accounts → select the CS account → Remove, then restart your phone and re-add via the Gmail app. Also confirm your phone has at least 500MB of free storage — Google sync pauses when device storage is critically low.

Support & Training

Questions about getting help and finding training resources

Q **Is there free training available for Google Workspace?** Yes. Google provides two excellent free resources: Applied Digital Skills (search at edu.google.com) offers video-based beginner projects; and the Google Workspace Learning Center (support.google.com/a/users) provides cheat sheets and Day 1 setup checklists. Inside any Google Doc or Sheet, you can also click Help → Training for a guided in-app sidebar walkthrough.

Q **Where can I find Calgary Stampede-specific guides and training materials?** All ITSC and Corp IT guides, quick reference cards, videos, forms, and templates are available in the Training and Resources Shared Drive — accessible to all @cscommittee.com account holders. This drive is managed by Corp IT and the ITSC and is always the most current source of documentation.

Q **Who do I contact for help and what is the response time?** Contact the Information and Technology Support Committee (ITSC) — a volunteer-led group specifically dedicated to supporting the volunteer community. Service Desk: itsupport.cscommittee.com. Email: itsupport@cscommittee.com. Response time: within 2 business days.

Q **What is the ITSC and how is it different from Corporate IT?** The ITSC (Information and Technology Support Committee) is a volunteer-led committee formed specifically to support Calgary Stampede's 3,000+ volunteers. It is separate from Corporate IT — the ITSC focuses on the tools and programs that affect the volunteer community directly, such as the @cscommittee.com Google Workspace environment. If your issue relates to volunteer tools or access, contact the ITSC first.

Q **What happens to my @cscommittee.com account when my volunteer term ends?** When you are removed from the Calgary Stampede Volunteer System at the end of your term, your @cscommittee.com account is deactivated automatically via Salesforce. You will no longer be able to sign in, send or receive emails, or access any Google Drive files. Any files you created that are stored in a Shared Drive remain fully accessible to your committee — they belong to the organization, not to you. However, any files stored in your personal My Drive that were not moved to a Shared Drive may become inaccessible once your account is deactivated. Ensure all committee-related work is saved in the appropriate Shared Drive before your term ends. If you return as a volunteer in a future season, a new account activation will be required — your previous account is not automatically reactivated.

Need Help?

Service Desk: itsupport.cscommittee.com
Email: itsupport@cscommittee.com
Response time: Within 2 business days

Video guides and documentation are available in your committee's Shared Drive under Training and Resources.