UT Southwestern Alumni Email Account FAQs

- **Who is eligible for the email account?**
  The free lifetime alumni email account is available for all graduates of the UT Southwestern Medical School, Graduate School of Biomedical Sciences, School of Health Professions, O'Donnell School of Public Health, Residents/Fellows as well as graduate certificate alumni.

- **How do I request an account?**
  All UT Southwestern graduates will receive a graduation email with instructions on how to set up their account. However, if you are an alumni and did not receive such notification, or you might have lost the instructions, please contact us at alumni@utsouthwestern.edu.

- **How do I activate my account?**

  1. Go to https://portal.microsoftonline.com and log-in to Office 365 using your username and temporary password found in the invitation email. You will be prompted to change the password upon logging in. If you need further assistance, please email alumni@utsouthwestern.edu.

     Use the following guidelines when creating a new password:
     - Use 8 to 16 characters.
     - Create a strong password that can't be easily guessed or cracked. Office 365 passwords require at least 3 of the following:
       - Lowercase letters
       - Uppercase letters
       - Numbers (0-9)
       - Symbols, including: ! @ # $ % ^ & * - _ + = [ ] { } | \ : ' , . ? / ` ~ " < > ( ) ;

  2. Follow a series of instructions to add additional security information. You are required to provide your phone number and/or an alternate email. This is important for password reset/recovery in case you forget your password.

3. Once you have completed the phone/email authentication steps, you will be presented with the Office 365 main menu page. Click on the "Mail" tile to access your email.
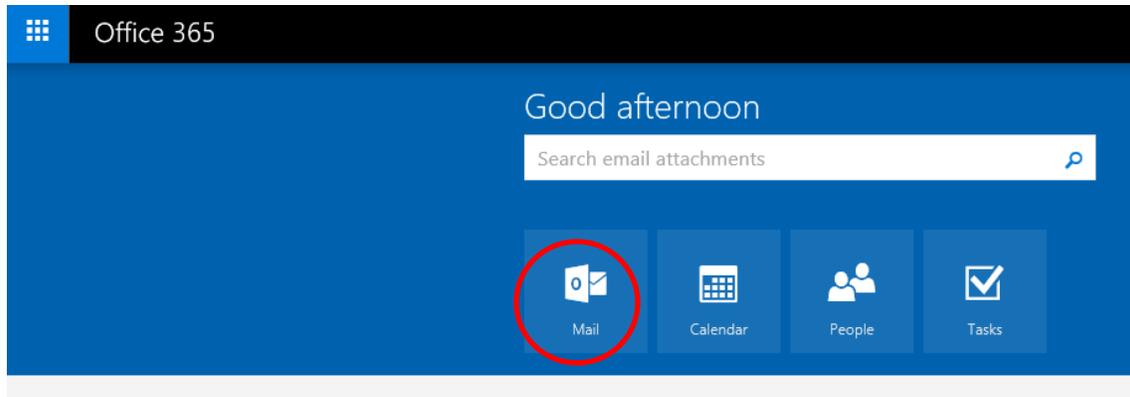
- **Can I change my email address?**
  The email address has been pre-assigned and, unfortunately, cannot be changed.

- **Is this really free?**
  Yes! There is no charge for you to use your alumni email.

- **How long can I have the email address?**
  It is yours for your lifetime.

- **What is the storage limit?**
  50 GB

- **What are system requirements and supported browsers?**
  For the best experience, Microsoft recommends that you always use the latest browsers, Office clients, and apps. They also recommend that you install software updates when they become available.

  See more details under the Office 365 plans for business, education and government section.

- **Does Office 365 have spam filtering and virus detection features?**
  Yes! Office 365 has built-in Microsoft spam filtering and anti-virus technology. However, it is highly recommended that you also have anti-virus application installed on your computer. Be sure that virus definitions are kept up-to-date.

- **Can I forward my email to another account (such as a Gmail account)?**
  Yes! Outlook 365 lets you forward your messages to another account. See instructions here.

- **Can I connect to my mailbox using POP or IMAP?**
  Yes! See instructions here.

- **Can I access email on my mobile devices?**
  Yes! Office 365 works on many mobile phones, tablets and other mobile devices. [See instructions here](#).

  Use the following settings, if prompted:
  - **Email:** *Your full email address*
  - **Server:** outlook.office365.com
  - **Username:** *Your full email address*

  IMPORTANT! Please be sure that you activate your account through a Web browser and have your permanent password set before proceeding with the mailbox setup on your mobile devices.