

## 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, and School of Health Professions.

- **How do I request an account?**

All UT Southwestern graduates will receive an invitation email and/or letter in the postal mail 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 [utswalumni.email@utsouthwestern.edu](mailto:utswalumni.email@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 [utswalumni.email@utsouthwestern.edu](mailto:utswalumni.email@utsouthwestern.edu).

Update password

You must update your password because this is the first time that you've signed in or your password has expired.

User ID:  
rtest@alumni.utsw.edu

\* Old password:  
\*\*\*\*\*

\* New password:  
[Empty field]

Password strength  
[Progress bar]

\* Confirm new password:  
[Empty field]

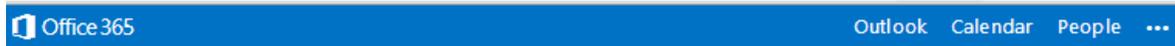
save

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. Click on the “Outlook” link in the top right to view and create emails.



3. You will be prompted to choose your preferred language and time zone next. This is a one-time setting.

 A screenshot of the Outlook Web App setup screen. At the top, it says "Outlook® Web App" in large blue font. Below that, it says "Choose your preferred display language and home time zone below." There are two dropdown menus: "Language:" with "English (United States)" selected, and "Time zone:" with "(UTC-06:00) Central Time (US & Canada)" selected. At the bottom left, there is a blue circular icon with a right-pointing arrow and the word "save" next to it.

- **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. These are the supported browsers:

- Internet Explorer 10 and above
- Current version or immediately previous version of FireFox
- Latest version of Chrome and Safari

See more information [here](#).

- **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. Refer to the steps below:

- 1) Sign in to Outlook Web App at <https://portal.microsoftonline.com>
- 2) At the top of the page, select Mail, or, select the App launcher , and then select Mail
- 3) At the top of the page, select Settings  > Options
- 4) From the menu on the left-hand side select: Mail > Accounts > Forwarding
- 5) Select “Start Forwarding” and type in the destination email address (ex. smith@gmail.com)
- 6) You can choose whether or not to keep a copy of forwarded messages in Outlook on the web
- 7) Be sure to click “SAVE”

- **Can I connect to my mailbox using POP or IMAP?**

Yes! See settings below:

**POP setting**

Server name: outlook.office365.com

Port: 995

Encryption method: SSL

**IMAP setting**

Server name: outlook.office365.com

Port: 993

Encryption method: SSL

## SMTP setting

Server name: smtp.office365.com

Port: 587

Encryption method: TLS

- **Can I access email on my mobile devices?**

Yes! Office 365 works on many mobile phones, tablets and other mobile devices. You may access your email through the Web browsers on your mobile devices or setup your mail app to sync with your email account using Microsoft Exchange ActiveSync. See instructions for iOS and Android setup below.

**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.

See more information about supported mobile devices [here](#).

## iOS Setup

The following instructions might vary slightly depending on your iOS version.

- 1) Navigate to Settings > Mail, Contacts, Calendars > Add Account
- 2) Tap Exchange
- 3) On the Exchange screen
  - a. Email – Enter your alumni email address e.g. [jsmith@alumni.utsw.edu](mailto:jsmith@alumni.utsw.edu)
  - b. Password – Enter your password. *(Note: Please do not use the temporary assigned password)*
  - c. Description – UTSW Alumni Email
  - d. Tap Next
  - e. Select the appropriate functions (e.g. mail, contacts, calendars etc.) that you would like to sync with your device
  - f. Tap Save

## Android Setup

To be added at a later time.