

Frequently Asked Questions

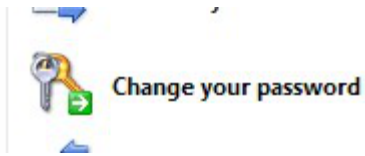
Q1: I am unable to access my *AlumMAIL* after migration and have received the message below:

You're currently signed in as xxxxxxx@alumni.nus.edu.sg. Please sign out, then sign in to Outlook Web App with the account you used to read your organisation's email. Click [here](#) to sign out.

A1: Do not access your *AlumMAIL* from www.outlook.com anymore. This function has been disabled after migration. Please access your *AlumMAIL* from <https://alummail.nus.edu.sg> instead.

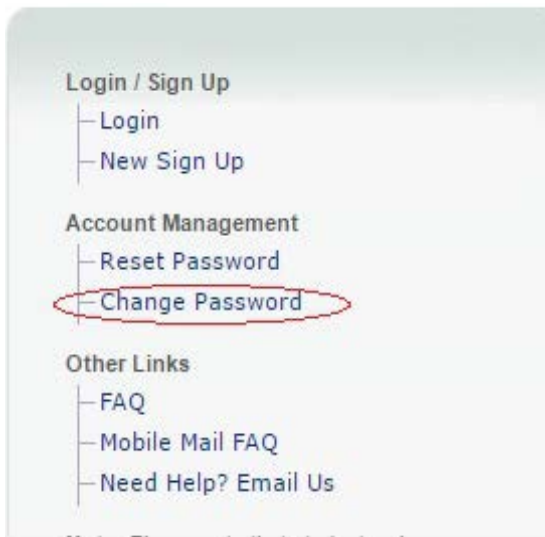
If you have bookmarked www.outlook.com to login to *AlumMAIL*, please update your bookmark.

Q2: I encountered an error when I tried to change password after I logged in from Office 365. Why?



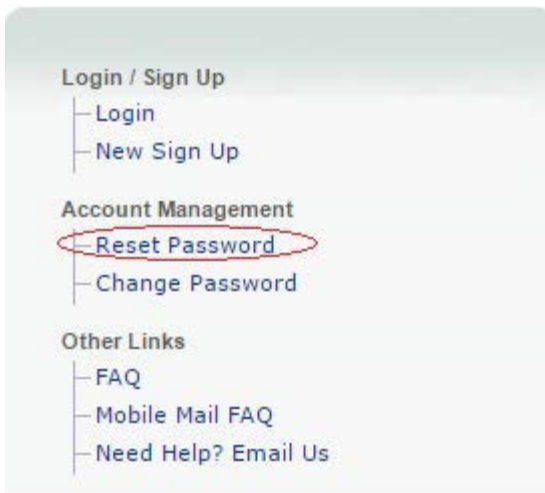
A2: Do not change your password after you have accessed your email. Password change function is located on the main landing page located [here](#).

In order to change password, click on 'Change Password'.



Q3: Am I able to reset my password myself?

A3: If you have forgotten your password, you may click 'Reset Password' at the landing page [here](#).



System will prompt you to enter your personal details and a preferred email address for the password to be sent.

Q4: How do I configure *AlumMAIL* on my mobile devices?

A4: You may check the 'Mobile Mail FAQ' located at the landing [page](#) for the configuration of *AlumMAIL* on your mobile phone. We support all mobile devices ranging from iPhone, Android ,Window Phone and Blackberry.

Configuration settings required:

Incoming mail server: pod51003.outlook.com

Outgoing mail server: pod51003.outlook.com

Domain: alumni.nus.edu.sg

If you are trying to **configure *AlumMAIL* using POP / IMAP Access**, below are the possible server settings:

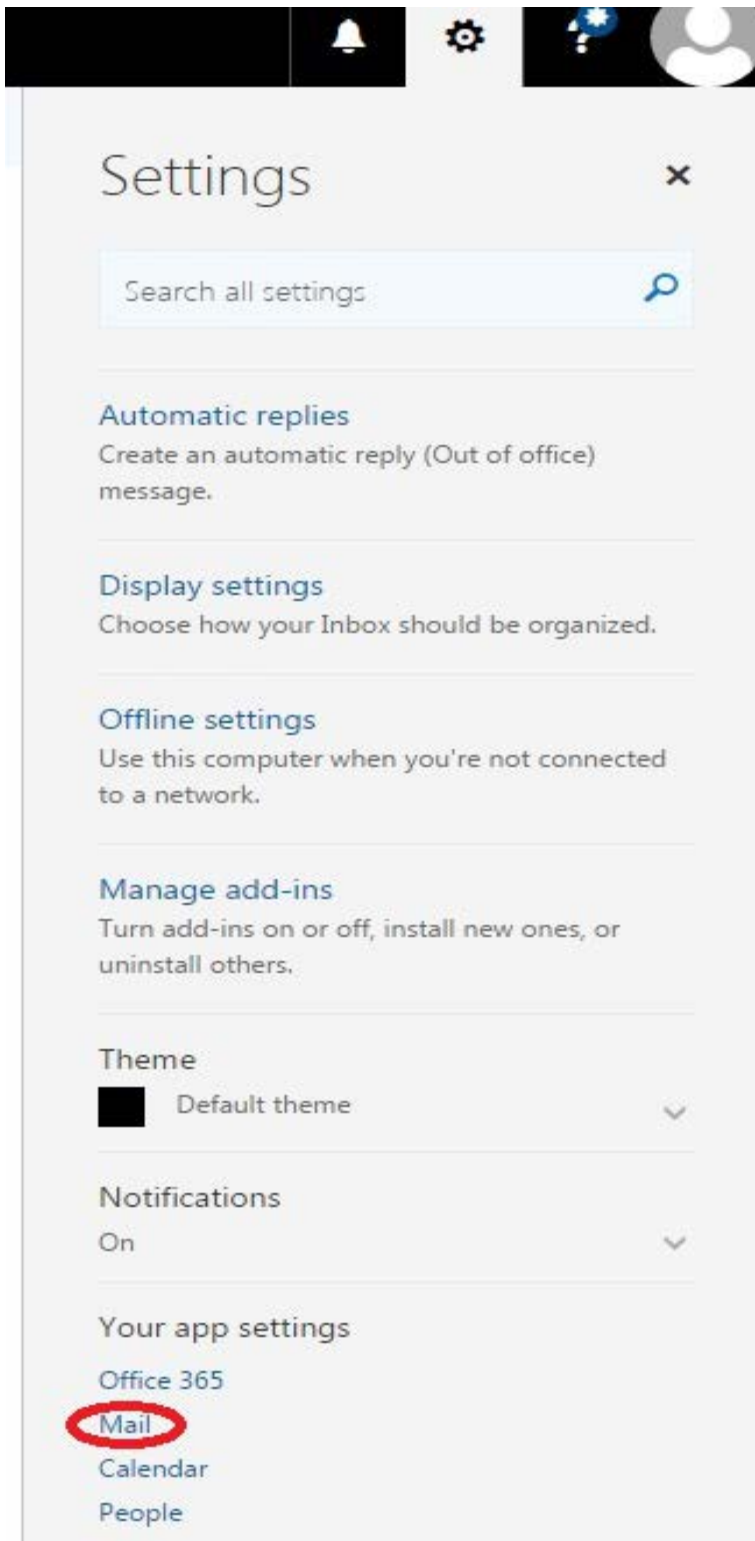
	SERVER NAME	PORT	ENCRYPTION METHOD
POP3	outlook.office365.com	995	SSL
IMAP4	outlook.office365.com	993	SSL
SMTP	smtp.office365.com	587	TLS

Q5: Is *AlumMAIL* a lifelong email account?

A5: Yes, *AlumMAIL* is a complimentary life-long email account that carries the prestige domain name of *@alumni.nus.edu.sg* and is available to all alumni of NUS whom confer before July 2013.

Q6: How do I forward my emails from my *AlumMAIL* account to my personal email account such as Yahoo or Google?

A6: Please follow the screenshots below:-



The image shows the Windows Settings application. At the top, there is a navigation bar with icons for notifications, settings, help, and a user profile. The main title is "Settings" with a close button (X) in the top right corner. Below the title is a search bar labeled "Search all settings" with a magnifying glass icon. The settings are organized into several sections, each with a title and a brief description:

- Automatic replies**: Create an automatic reply (Out of office) message.
- Display settings**: Choose how your Inbox should be organized.
- Offline settings**: Use this computer when you're not connected to a network.
- Manage add-ins**: Turn add-ins on or off, install new ones, or uninstall others.
- Theme**: A black square icon next to "Default theme" with a downward arrow.
- Notifications**: "On" with a downward arrow.
- Your app settings**: A list of application settings including "Office 365", "Mail" (circled in red), "Calendar", and "People".

← Options

Shortcuts

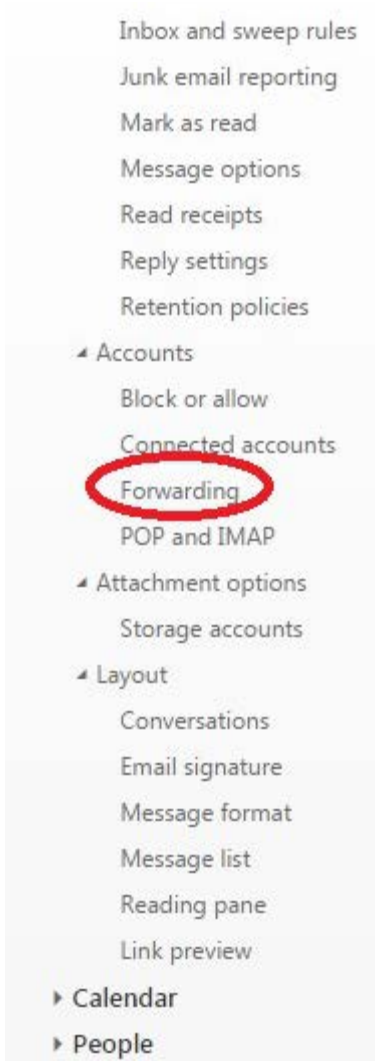
▸ General

▾ Mail

▾ Automatic processing

Automatic replies

Clutter



Click on 'Keep a copy of forwarding messages' if you want to have a copy of the email in your AlumMAIL inbox. After which, click on 'Save' and you would have complete the set up of your email forwarding.

Q7: Does signing up for an **AlumMAIL** account qualify me for the privileges of the **AlumNUS** card?

A7: No, all alumni have to apply for an **AlumNUS** card if they would like the privileges it entails.

Please email alumnuscard@alumni.nus.edu.sg to apply for one.

Q8: How do I update my particulars to continue receiving E-newsletters / The *Alum*NUS (magazine) from the University?

A8: Please email to oarwebadm@nus.edu.sg for your enquiries to be attended.

Q9: I am an exchange student of NUS. Do I qualify for *Alum*MAIL?

A9: NUS has decided to stop exchange students whom graduated after 31 December 2012 to sign up for *Alum*MAIL.

We apologise for any inconvenience caused.

FAQ for Current year Gradating Students.

Q1: I graduated before 1 July 2013 and am unable to sign up for an *Alum*MAIL account. Why?

A1: Please email alummail@nus.edu.sg with your Full Name, Date of Birth and NRIC/FIN/Passport number.

Q2: I graduated on/after 1 July 2013 and have been told to sign up for *Alum*MAIL before my Student account gets deactivated. I am unable to sign up, why?

A2: Please note that students who are conferred their degree from July 2013 onwards will not be required to sign up for an *Alum*MAIL account; their student email account (userid@nus.edu.sg) will be invalid after 1 month and convert to userid@u.nus.edu .

Please contact NUS IT CARE at 6516-2080 or email itcare@nus.edu.sg if you require further assistance.

Updated on 26/01/2016