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 xxxxxxxx@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.

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.

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 for the reset of password.

If you are using your mobile device to reset your password, please ensure you have updated your mobile number with NUS Office of Alumni Relations prior to your reset of password.

**Using desktop/laptop browser:** After entering your details successfully, you will receive an email with an URL link to reset your password. (do check your junk/spam folders if not in your inbox)

**Using mobile device browser:** After entering your details successfully, you will receive an OTP to your registered mobile number (Singapore numbers only) to proceed with the reset of password.

Q4: When I tried to login, I saw the message "Your password has expired. Type your updated password and try again.", what does that mean?

A4: Your password has expired and are required to be changed. You can do so by either changing your password or resetting your password.

If you are unable to do so, please email to alummail@nus.edu.sg with your "Name, Date of Birth, FIN/NRIC/Passport and Conferment Year".

Do include your mobile number (Singapore numbers only) if you intend to reset your password via mobile devices.

Q5: How do I configure AlumMAIL on my mobile devices?

A5: 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:

<table>
<thead>
<tr>
<th>SERVER NAME</th>
<th>PORT</th>
<th>ENCRYPTION METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>POP3</td>
<td>outlook.office365.com</td>
<td>995</td>
</tr>
<tr>
<td>IMAP4</td>
<td>outlook.office365.com</td>
<td>993</td>
</tr>
<tr>
<td>SMTP</td>
<td>smtp.office365.com</td>
<td>587</td>
</tr>
</tbody>
</table>

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

A6: Please follow the screenshots below:-
Settings

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
- Default theme

Notifications
- On

Your app settings
- Office 365
- Mail
- Calendar
- 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 AlumNUS (magazine) from the University?

A8: Please email to oarbox25@nus.edu.sg for your enquiries to be attended or you can visit http://alumnet.nus.edu.sg/updatemyparticulars to submit your subscription preferences.

Q9: I am an exchange student of NUS. Do I qualify for AlumMAIL?

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

We apologise for any inconvenience caused.

FAQ for Alumni Graduated on/after 1st July 2013.

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

A1: Please email to 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 AlumMAIL 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 AlumMAIL 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.

Last Updated on 1 February 2018