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. 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:

<table>
<thead>
<tr>
<th>SERVER NAME</th>
<th>PORT</th>
<th>ENCRYPTION METHOD</th>
</tr>
</thead>
<tbody>
<tr>
<td>POP3</td>
<td>995</td>
<td>SSL</td>
</tr>
<tr>
<td>IMAP4</td>
<td>993</td>
<td>SSL</td>
</tr>
<tr>
<td>SMTP</td>
<td>587</td>
<td>TLS</td>
</tr>
</tbody>
</table>

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:-
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
Inbox and sweep rules
Junk email reporting
Mark as read
Message options
Read receipts
Reply settings
Retention policies
Accounts
Block or allow
Connected accounts
Forwarding
POP and IMAP
Attachment options
Storage accounts
Layout
Conversations
Email signature
Message format
Message list
Reading pane
Link preview
Calendar
People

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 completed 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 alumncard@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 oarwebadm@nus.edu.sg for your enquiries to be attended.

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 Current year Gradating Students.

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

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