

Frequently Asked Questions

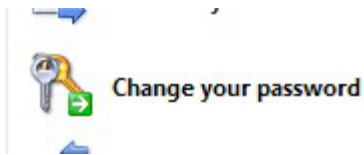
Q1: I am unable to access my *AlumMAIL* after migration and have received the message below:

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.

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?

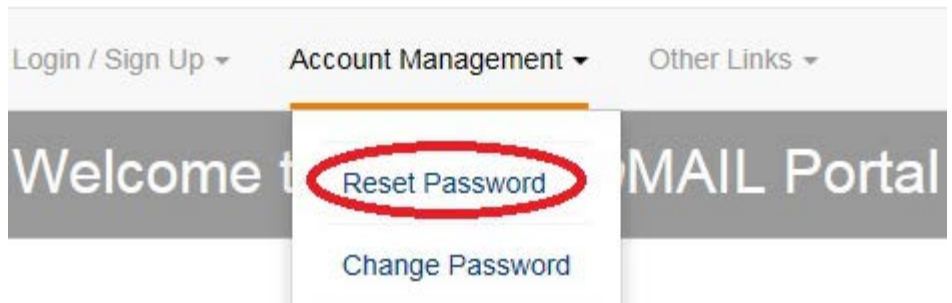


A2: Do not change your password after you have accessed your email. Password change function is located on the main landing page located [here](#).



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

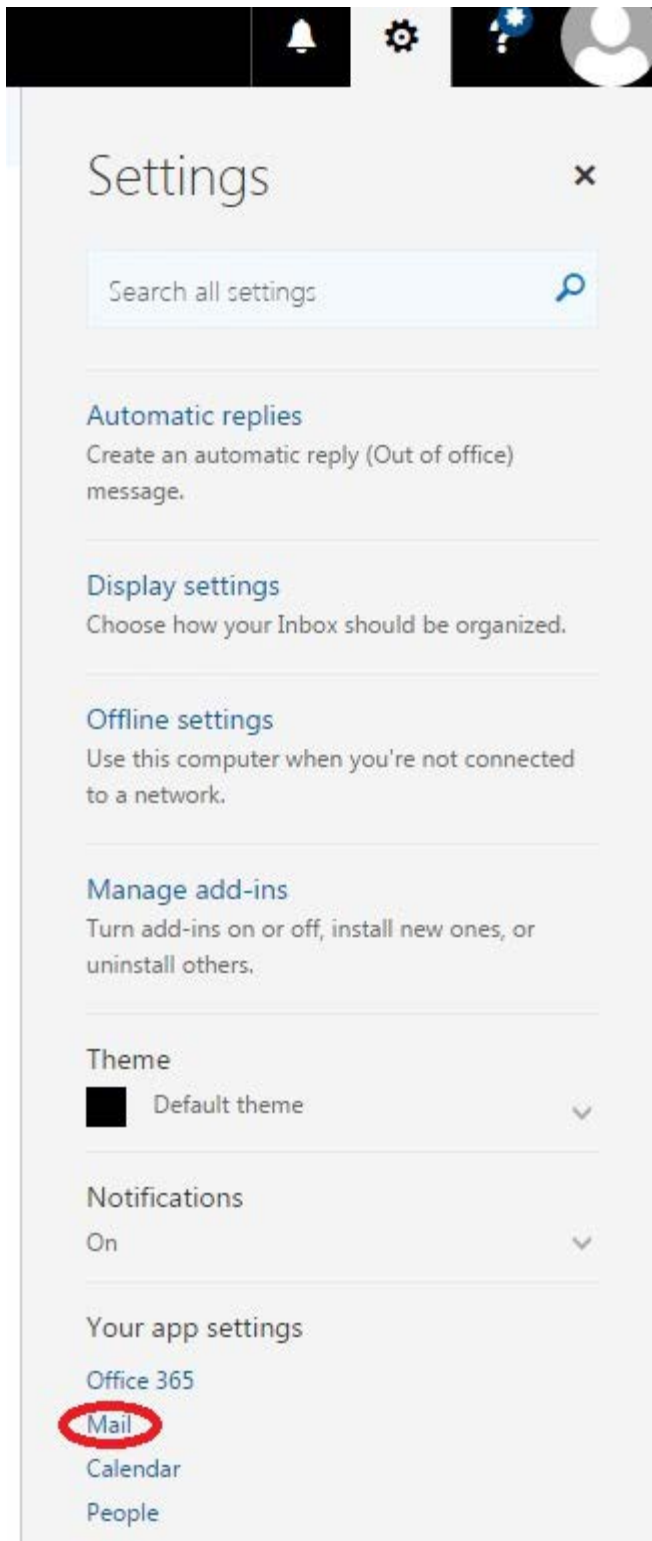
Domain: alumni.nus.edu.sg

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

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

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:-



The image shows the Settings application interface. At the top, there is a navigation bar with icons for notifications, settings, help, and a user profile. The main content area is titled "Settings" and includes a search bar labeled "Search all settings". Below the search bar, there are several settings categories: "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), and "Notifications" (On). At the bottom, there is a section for "Your app settings" which includes "Office 365", "Mail" (circled in red), "Calendar", and "People".

← Options

Shortcuts

▸ General



▾ Mail

▾ Automatic processing

Automatic replies

Clutter

- Cancel
- 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

 Save  **3**

Forwarding

Start forwarding **1**

Forward my email to:

2

Keep a copy of forwarded messages

Stop forwarding

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 *Alum*MAIL account qualify me for the privileges of the *Alum*NUS card?

A7: No, all alumni have to apply for an *Alum*NUS 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 parbox25@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 *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 Alumni Graduated on/after 1st July 2013.

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

Last Updated on 1 February 2018