Top tips for using your university email account

We remember from our first year that getting your head round the IT at university can be tricky, so we have put together some handy hints we wish had known. City Email is a quick and convenient way to send and receive information at City. Your @city.ac.uk address is not just for your time as a student, you will be able to use it after you graduate too.

Where to find your email address
Your City email address is provided once you have completed your online registration. You will need to activate your account before your start using it.

If you have completed online registration and you are still have not received your email address, contact the friendly IT Service Desk team.

How to access your emails

1. *Via the Student Hub*

   Head to the Student Hub and click the [EMAIL] *icon.* This will take you to https://email.city.ac.uk. Use your email address and IT password to login.
   Tip Save this page as a favourite on your browser, it makes it much easier to find.

2. *Via your mobile or tablet*

   For instructions to configure Office 365 on your mobile or handheld device click on the link below.

   - Configuring your iPhone or iPad for Office 365 (PDF)
   - Configuring your Android for Office 365 (PDF)
   - Configuring your Windows Phone for Office 365 (PDF)
   - Configuring your Blackberry for Office 365 (PDF)

3. *Via an email client using IMAP*
   Depending on what email client you are using, see below for the IMAP and SMTP settings.
   IMAP settings
   Server name: outlook.office365.com
   Port: 993
   Encryption method: TLS
   SMTP settings
   Server name: smtp.office365.com
   Port: 587
   Encryption method: STARTTLS

Look for anyone with a City email address
You can search for anyone with an @city.ac.uk email address. That includes students and staff simply by start typing their name into the 'To' box.

Reduce clutter, try to use your City email address for university related things
Use it to sign up for things to do with with university life e.g. TfL 18+ Oyster card, your NUS card, Unitemps etc.

Create a signature
Adding a signature makes it quicker to sign-off from emails and lets staff, students and those outside the University know who you are. For example, you might want to write:

Jane Bloggs
Third Year
BSc Optometry

Get the tone right
Be clear and concise when emailing members of staff and lecturers, plan out what you want to say in your email and use a polite greeting and sign-off.

Use the 1-minute rule when replying
If you know it will only take a minute to reply to an email, do it right away rather than letting those emails build up.

But don't hit 'Reply All' unless you really need to!
Staff often send emails to a whole year or module group and require a response. If you do not want the whole group to see your response, make sure you click 'Reply' not 'Reply All'. Otherwise, the whole group will be able to see your reply.

And finally, check your emails regularly!

Email is the main way you will be contacted by staff and other students during your time at City. It can be really easy for emails to build up and before you know it, you have 500 unread messages. Try to check your emails regularly. Important information regarding your course and campus life will be sent to your @city.ac.uk address.

Email help

For further assistance, please refer to the email FAQ. If you can't find an answer, please log a query with the IT Service Desk, or telephone extension 8181 or 020 7040 8181 (24 hour telephone support, seven days a week).