Top tips for using your City email address

We remember from our first year that getting your head round the IT at university can be tricky, especially when you are trying to settle in. Using a university email address can be quite different to a personal one, so we have put together some handy hints to help

Your City email account is a quick and convenient way to send and receive information about your time as a student. Your name@city.ac.uk address is not just for your time as a student, you will be able to use it after you graduate too.

What to use your City email account for
Email is the main way you will be contacted by staff and other students during your time at City. All important information regarding your course and campus life will be sent to your @city.ac.uk address.

Try to use your City email address for university related things, such as to sign up for things to do with university life e.g. TfL 18+ Oyster card, your NUS card, Unitemps, Unidays etc. This will help you organise things better.

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 have still not received your email address, contact the friendly IT Service Desk team.

How to access your emails
- 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. Save this page as a favourite on your browser, it makes it much easier to find.
- Via your mobile or table: you can find instructions to configure Office 365 on your mobile or handheld on the IT page. Save your login details for easy access.
- Via an email client using IMAP. For more instructions, check the IT web page.

Finding anyone with a City email address
You can search for anyone with a @city.ac.uk email address, which includes students and staff. If you don't know their email address, just open a new email in Outlook and type their name into the 'To' box and it should come up.

Our top tips on making the most of your City email
- **Check your emails regularly** - it can be really easy for emails to build up and before you know it, you have 500 unread message, so make sure you check and clear your emails. It's especially important to check and carefully read your emails this year, as the University will send important information about changes during the pandemic.
- **Organise your email** by adding folders. This helps you locate things and spot new emails quicker. For example, have separate folders for socials, work, student perks and 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. Including your student number also

helps staff look into any queries for you. For example, you might want to write: Jane Bloggs Third Year BSc Optometry, 0123456

- Based on who you are emailing **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.
- **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.

Help with your emails

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).