

## **Email and Microsoft Office 365 Access for Alumni**

All students who graduated in spring 2016 or later have access to their salve.edu email address through Microsoft Office 365. If you have additional questions not covered below, please contact the Technology Services Center at (401) 341-7777 or [tsc@salve.edu](mailto:tsc@salve.edu).

### **What happens when I graduate from Salve Regina University?**

- Your account will be relicensed as an alumni account 90 days after graduation, or immediately if you withdraw from classes and have previously completed a degree program from Salve Regina that qualifies you for an alumni email account.
- Your username and email address stay the same.
- Your email will continue to work if you actively use it.
- You will lose all desktop, online and mobile access to Microsoft Office 365 applications (Word, Excel, PowerPoint, etc.), including your OneDrive data storage.

### **Will my salve.edu email account ever be disabled?**

- If you access your salve.edu email address regularly, you may use it for as long as you would like.
- For email addresses to remain active, you must use the account at least once every 12 months.
- If you have not used your email for 12 consecutive months, it will be disabled.
- If you have not used your email for 24 consecutive months, your account will be deleted.
- You must abide by the [acceptable use policy](#) as a condition for access to Salve email.

### **If I am about to graduate, how can I prepare for the changes to my Microsoft 365 access?**

- OneDrive online file storage and access is not included with your alumni email account. Any files located in OneDrive should be backed up to a computer's local storage and/or another online or external storage drive. These can then be transferred to the cloud service of your choosing.
- Microsoft OneNote notebooks stored in your account will no longer be accessible. The contents of these notebooks should be downloaded to your computer.
- If you have downloaded Microsoft Office onto your personal computer or mobile device through your Salve Regina account, your license will no longer be active, and you will not be able to use those programs. You can purchase access through Microsoft or another online vendor using a different email address. If you purchased Office through a different method (for example, DVD-ROM or non-Salve email address), this change should have no effect on the functionality of the Microsoft Office software installed on your computer or devices.
- **We highly recommend that online sites and services that are important to you, such as social media, banking/financial, utilities and shopping (just to name a**

few), be transferred to a personal email address. Microsoft, Apple and Google all provide free, secure email that can be linked to these services.

### **How do I back up my Microsoft OneDrive for Business and Microsoft OneNote files?**

- Microsoft OneNote:
  - In your web browser, log in to [Microsoft 365 Office Online](#).
  - Go to the app launcher and select **OneNote**.
  - Open each OneNote and copy/paste the data into a text file.
  - Save the text file(s) into the desired location.
- Microsoft OneDrive for Business:
  - In your web browser, log into [Microsoft 365 Office Online](#).
  - Go to the app launcher and select **OneDrive**.
  - For each file, select it and then select **Download**. Repeat this for all your files. This can also be done to download entire folders of files.
  - The files will be placed in the default download location used by your web browser. Open this location on your computer or device and then move your files to the desired location.

### **Can I continue to log in to other services and applications with My Salve/Microsoft 365 after transitioning to alumni email?**

- After transitioning to Salve alumni email, you can no longer log in to any other services or sites with your Salve/Microsoft 365 account. This includes but is not limited to:
  - Campus portal
  - My Salve
  - Canvas
  - Pyramed Student Health Portal
  - Cisco WebEx
  - Zoom
  - Adobe Creative Cloud

### **How do I access Salve Microsoft 365 alumni email?**

The following methods can be used to check your Salve alumni email:

- A supported web browser at [outlook.office.com](https://outlook.office.com).
- The Microsoft Outlook app located in the Google Play Store and Apple App Store.
- A licensed version of Microsoft Outlook for Windows or macOS if you have purchased a personal copy or subscription to Microsoft 365/Office.
- The built-in email applications in Apple macOS, iOS, iPad OS, Windows 10/11, Google Android and the Google Gmail app for Android.

**Other third-party email clients and POP, IMAP and SMTP email access are not supported.** Microsoft routinely updates their minimum requirements for accessing

Microsoft 365 products and services. Older versions of software and operating systems may change or no longer be supported over time.

Alumni email accounts will continue to be enrolled in and receive the enhanced security benefits of multi-factor authentication and access to the self-service password reset tool.

### **What happens if I stop using my Microsoft 365 alumni email account?**

- As mentioned earlier in this document, you should log in to your salve.edu email account regularly. We recommend at least once a month. This is to make sure your username and password are still working correctly.
- If you change your phone number, mobile device or lose access to the Microsoft Authenticator app that is tied to multi-factor authentication, please contact the Technology Services Center for assistance in regaining access to your account.
- If an alumni email account hasn't been accessed for one year, it will be marked as **inactive**. At this time, the account becomes locked and will require contacting the Technology Services Center for a service request to perform a password change, identity verification and then removal from inactive status.
- If an account hasn't been accessed for two years, it will be **disabled**.
  - Disabled accounts cannot be restored. All email, contacts and calendars will be deleted and will not be able to be recovered.
- If alumni re-enroll at the University in the future, the same username and email address will be reactivated, but no historical messages, contacts or calendar will be available if the account was placed into disabled status before re-enrollment.

### **How do I access important documents and information if my account only has access to email?**

Typically, alumni will need to contact the office or department directly to get access to important files and documents after graduation.

- Procedures for requesting official and unofficial transcripts are listed on the [registrar's webpage](#).
- Tax-related documents are usually mailed directly to former students and can be requested by contacting the [Business Office](#).
- Student health records can be requested directly by contacting [Health Services](#).
- Alumni who wish to enroll in graduate or continuing education programs can contact the [Office of Graduate and Professional Studies](#).