

# National University – Student Email User Guide

## Before Getting Started

Student email is assigned to all eligible students who have taken a class in the last 12 months and have not graduated or formally withdrawn from the university. Once assigned, email addresses are automatically generated based on the following format:

- First initial of the first name
- A period
- Last name
- The last 4 digits of your student ID
- Followed by @student.nu.edu
- For example, John Doe with student ID 123456789 would be [J.Doe6789@student.nu.edu](mailto:J.Doe6789@student.nu.edu)

**NOTE:** Student email addresses are not your Single Sign-On username and your Single Sign-On username is not a mailable email address. This is done for the security and privacy of all students.

## Disclaimer

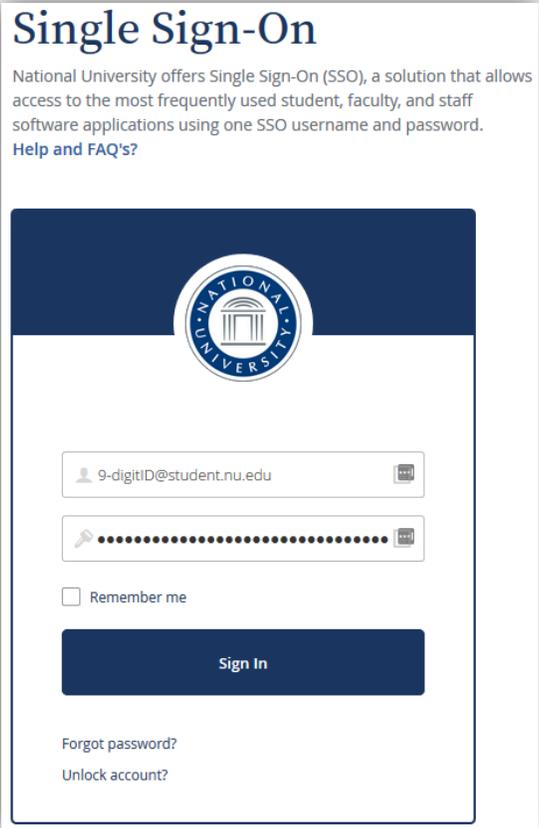
- Student email accounts are accessible only while you have access to National University Single Sign-On.
  - Single Sign-On is accessible for 12 months following the last class of enrollment.
- Student email is only accessible via clients that support “Modern Authentication”. More information on supported platforms and clients can be found at <https://docs.microsoft.com/en-us/office365/enterprise/office-365-client-support-modern-authentication>
- National University is not responsible for access to third-party accounts or services tied to the student email address. Ensure that you have alternative contact and access information established before access to Single Sign-On expires.
- National University is not responsible for the backup, retention, restoration of or access to Office 365 resources and content.
- National University is not responsible for the service health or functionality of Office 365 or applications within the Office Suite. Support for these products can be found at <https://support.office.com/>

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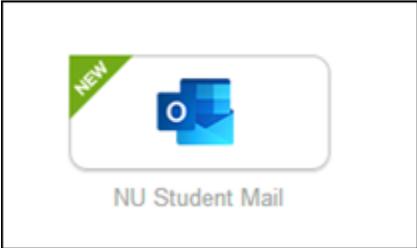
## Accessing Student Email

Student email is accessible via the National University Single Sign-On page. To access it follow the steps below:

- Navigate to <https://login.nu.edu>
- Log in using your student Single Sign-On credentials, not your email address. Example: [123456789@student.nu.edu](mailto:123456789@student.nu.edu)

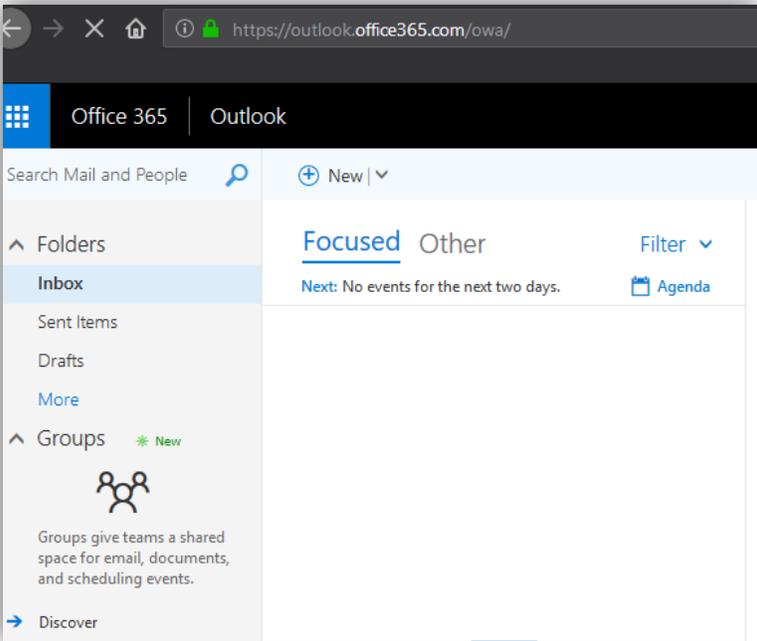


- Click on the “NU Student Mail” chiclet



- You will be directed to your inbox in the Outlook Web App

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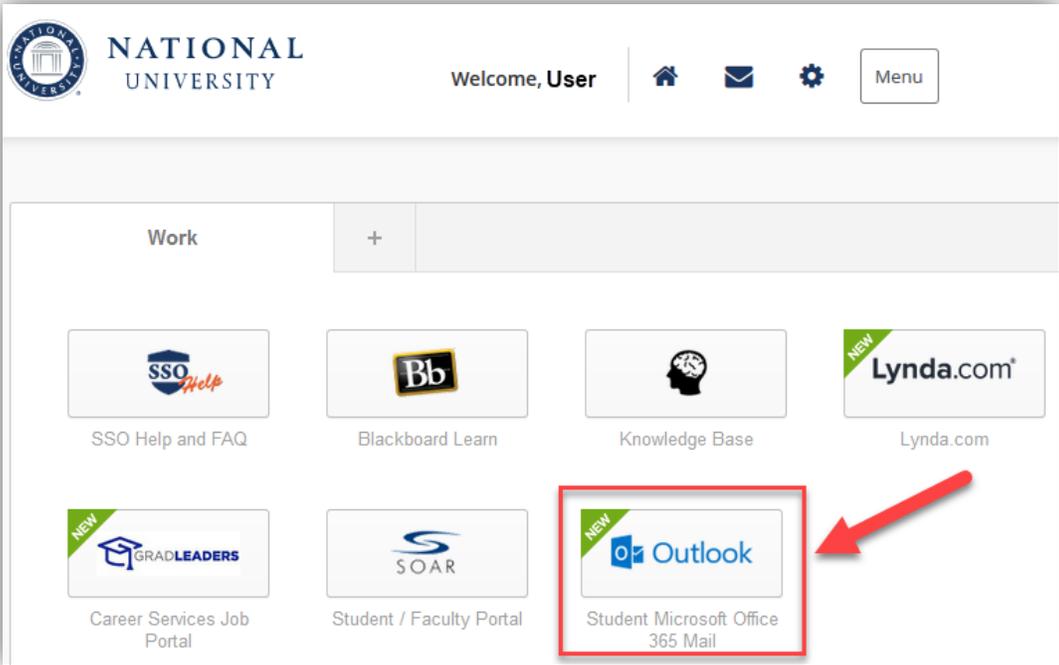
**NOTE:** If you are signed out, or time out while accessing student email, navigate back to the National University Single Sign-On page at <https://login.nu.edu> to login.

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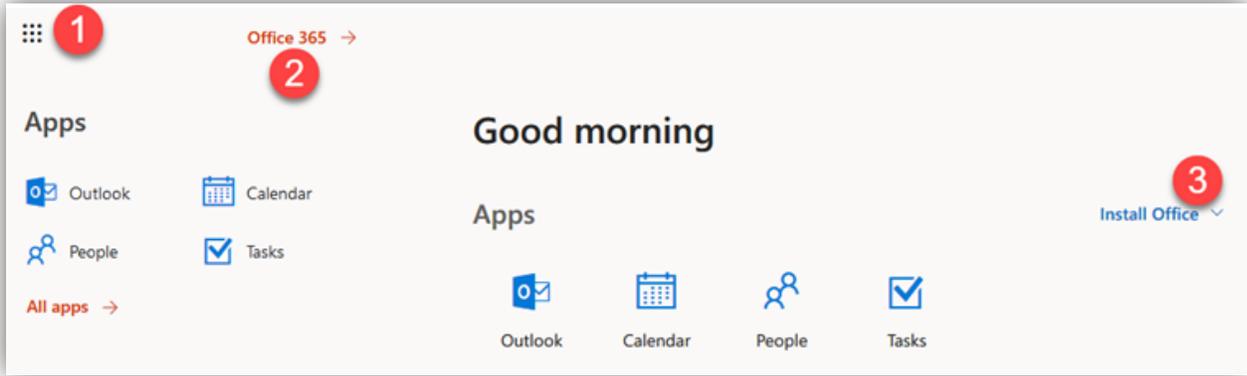
## Installing Office 365

As part of having student email, you may also install Office 365 on your PC and Mac devices. This includes Word, Excel, PowerPoint, Access, Publisher, and Outlook.

- From the National University Single Sign-On page click on the “Student Microsoft Office 365 Mail” chicket



- Click the App Launcher
- Click “Office 365”
- Click “Install Office”
- Select “Office 365 apps” from the drop down
- Follow the onscreen instructions to complete the installation



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## Troubleshooting

If you use another Microsoft account for email (Outlook.com, Live.com, Office 365, etc.) you may experience login or session errors when switching between them and your student email account. If you receive errors, try the following before launching “Student Microsoft Office 365 Mail”:

- Ensure you are logged out of any other Microsoft account sessions.
- Clear your browser cache and cookies.
- Use a private or incognito browsing session.
- Try a different browser.

## Additional Resources

Office Help & Training

<https://support.office.com/>

Walkthroughs and support for installing Office 365

<https://docs.microsoft.com/en-us/office365/admin/setup/install-applications>

Getting started in Outlook Web App

<https://support.office.com/en-us/article/getting-started-in-outlook-web-app-0062c7be-f8e3-486e-8b14-5c1f793ceefd>

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## National University Student Email FAQ

- Q. Who is eligible for an email?
- A. Active NU students who have taken a class within the last 12 months and have not graduated or formally withdrawn from the university.
- Q. How do I access my email?
- A. Email accounts are accessible only while you have access to National University Single Sign-On.
- Q. Is the student email the same as Single Sign On?
- A. Student email addresses are not your Single Sign-On username and your Single Sign-On username is not a mailable email address. This is done for the security and privacy of all students.
- Q. How do I reset my password?
- A. Click on Forgot Password? link available on the login page or visit the Help and FAQs page at <https://www.nusystem.org/sso/>.
- Q. Can I automatically forward my email to another account?
- A. We don't recommend it as the University cannot guarantee email delivery to external email sites. Email is the primary method of communication between the University and students and as a student, you are responsible for reading and responding to email sent to your student.nu.edu email address.
- Q. Will information/messages continue to be sent to my SOAR Student Portal?
- A. Yes, you will continue to receive information in your Student Message Center via the SOAR Student Portal
- Q. I am having issues with my NU email account, who do I contact?
- A. Contact [scs@nu.edu](mailto:scs@nu.edu)