Exchange (Faculty and Staff Email)

Staff and faculty are given official email accounts in Exchange. Web-based access to Exchange accounts is also available at: exchange.syr.edu. Microsoft Outlook, which is available on computers within Syracuse University's Active Directory domain, is most commonly used to manage Exchange accounts.

Exchange uses the same password that you set up for your NetID. To manage your NetID, including passwords management and activation visit http://netid.syr.edu.


New Faculty or Staff?

New faculty and staff may require further action by their distributed support personnel in order to login or configure their Exchange account. To request access, configure your work desktop, or to report an issue, please contact your academic or administrative support personnel.

Forwarding Exchange Email

Faculty and staff who redirect their official syr.edu email account to another address (ex: @gmail.com), do so at their own risk.

Exchange Email Aliases

Information Technology Services does not accept requests for email aliases. Each person should have only one email address, and it is derived from the NetID, e.g. netid@syr.edu.

If an alias is needed for management of email correspondence for a department, project, etc., please request a generic account. Detailed information is available on the Generic Accounts page.

Access After Resignation or Retirement

Syracuse University licenses Microsoft Exchange for active staff, faculty, retired faculty (including emeriti), and also active associates whose role supports the University’s mission. When a person is no longer in any of these roles, access to the Exchange mailbox is removed. For complete information, including how long you will have access and planning prior to status change, please view the Exchange Access After Resignation or Retirement page.

Additional Support Pages

- Exchange Configurations
- Exchange Access After Resignation or Retirement
- Email Address Lists for Faculty/Staff
- Blocking an Email Address
- Blocking Free/Busy on My Outlook Calendar
- Migrating Email Between SUmail and Exchange

Getting Help

For support of the information above, contact the ITS Help Desk by calling at 315.443.2677, by emailing help@syr.edu, or by stopping into 1-227 CST.