SUMail (Student Email)

Information Technology Services (ITS) provides all active students with an email account in a system called SUMail. SUMail is managed by the university and utilizes Microsoft's Office 365 email service. The SU email policy requires that all official university e-mail communications be sent to your @syr.edu email address.

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

Need to add SUMail to a personal devices? Check out our step-by-step instructions on the SUMail Configurations page.

New Student?

Newly matriculated students are assigned an official email address usually within a few days after they have submitted their Admissions Acceptance Form (undergraduate) or the Intent to Register Form (graduate, Law), paid tuition deposit, been confirmed as matriculated and have activated their NetID. First-time non-matriculated students (e.g. University College) are assigned an official email address usually within a day after they have submitted their registration.

About SUMail Accounts

SUMail is managed by the University and utilizes Microsoft's cloud services. This partnership provides students several powerful and convenient features, including:

- 50 GB inbox and 25 MB attachments
- Optimized Outlook experience including customizable user interface.
- Shared calendar and contacts.
- Folders to organize email
- Forwarding, IMAP, and Outlook connector for mobile phone and personal computer access
- Spam and virus protection
- Your SU email address and the services offered through SUMail will continue to be available indefinitely after graduation. If there is any change to this service, we will notify participants in SUMail.

Want to filter low-priority mail? SUmail account can enable the Clutter option. Additional information, including instructions, can be found on the Microsoft Clutter page.

Alumni Email Accounts

SUMail accounts for alumni will be available for as long as SUMail remains the Student Email system, although Microsoft reserves the right to display advertisements to SUMail users who are not current students. To be eligible for SUmail, you cannot also be a faculty or staff member at Syracuse University (faculty/staff should use Exchange, employee email system).

Don't Have a NetID? Alumni who don't have a NetID and wish to get a SUmail email account should contact the Help Desk at 315.443.2677 or help@syr.edu. For dates and times the Help Desk is open visit: ITS Support Services. If a NetID can be provided for you, you can go to http://netid.syr.edu to activate the NetID and then sign up for SUMail.

Alumni who do not currently have an account can visit netid.syr.edu, click on "Additional Services" and select "Signup For SUmail".

Additional Support Pages

- SUMail Configurations
- Enable Forwarding In SUMail
- Creating a Rule to Delete Incoming Mail
- Securing SUMail After A Security Lock

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.