SUMail Configurations

Information Technology Services (ITS) provides a Syracuse University branded email account in SUMail. SUMail is managed by the university and utilizes Microsoft's Office 365 email service. The SU email policy requires that all official university email communications be sent to your @syr.edu email address.

SUMail uses your NetID password. To manage your NetID, including password management and two-factor authentication, visit http://netid.syr.edu.

Preparing Exchange for SUMail

If you received an email indicating you need to configure your Exchange account in preparation for migration to SUMail, we recommend removing your account from the device and reconfiguring the account using the steps below. This will be necessary on all email applications on mobile devices pre-migration and on macOS devices post-migration. Configuring your email account with your full email address will properly prepare you for your account's migration.

More migration details are available on the Exchange Email Migration to SUMail page.

SUMail Configurations

- Configuring SUMail on Windows 10
- Configuring SUMail on macOS
- Configuring SUMail on an iPhone or iPad
- Configuring SUMail on Android Devices

Accessing SUMail on Other Devices

The native email application on devices not listed above, such as Chromebook, Blackberry, and some cellular phones, do not currently support methods to access SUMail. Users of these devices should simply visit http://sumail.syr.edu to access their email account.

Below is a list of known devices and apps that do not support SUMail:

- Chromebook
- Blackberry
- Cell phones with basic e-mail capability where they cannot pull settings from Microsoft
- Mail apps requiring app passwords, such as Thunderbird