

Email Online



mark bering on January 30, 2020

Email Online

Email

Exchange Online

Getting an Email Account

- Medical Center employees should submit a Medical Center Account Request form at <https://arf.ucsfmedicalcenter.org> ^[1] (requires login).
- Student email accounts are set up by the Registrar's Office. Students should contact the Registrar's Office for inquiries about their initial email username and password.
- All others please use the account request form at https://ucsf.service-now.com/ess/order_accounts.do ^[2].

Access

Logon to: Outlook Web App (OWA) ^[3]

Features

- Standard mailbox is 100 GB
- Maximum attachment size is 25 MB

Recommended Clients

Windows

Mac OS

**Exchange
ActiveSync**

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- Outlook 2016 [4]

- Outlook 2016 [5]
- Apple Mail [6]

- Android OS [7]
- iPhone iOS [8]
- iPad iOS [9]
- Blackberry 10 OS [10]
- Windows Mobile OS [11]

Additional Services

Email Online Web App (OWA) [12]

Access your UCSF email account through the feature-rich Outlook Web App (OWA) web mail client.

Email Online Mobile Access (ActiveSync) [13]

Use an ActiveSync connection on your mobile device to access your email, calendar, and contacts while you're on the go.

Email Protection (*from the UCSF network only*) [14]

Secure Email [15]

Pricing

Access to the UCSF email service is provided to UCSF faculty and staff as part of the network recharge.

UCSF Active Directory Account Manager [16]

The UCSF email password reset tool provides a convenient way of managing your user account. Once you set up your profile you can reset your password and unlock your account by answering personal security questions.

Availability

The UCSF email system is available 24/7/365.

Getting Help

For help with password resets, mail@UCSF [17] questions, or support issues contact the **UCSF IT Service Desk**:

- Phone: 415-514-4100
- Web: <https://ucsf.service-now.com/ess/> [18] or
- Email: ITServiceDesk@ucsf.edu [19]
- IT Health Desks are located on the Mission Bay and Parnassus campuses from Monday through Friday from 8am-5pm to provide walk-up support; the locations are listed below.
 - Mission Bay - Lobby of Mission Hall, 550 16th St

- o Parnassus ? Moffitt Cafe, 505 Parnassus Ave, 2nd Floor

Best Practices - <https://it.ucsf.edu/services/email/email-best-practices> [20]

Standards and Policy Information

Email Standards - <https://it.ucsf.edu/services/email/tutorial/email-standards> [21]

University of California Electronic Communications Policy [22] (ECP)

Faculty

Students

Staff

Information Technology Services

The UCSF email, calendaring, and contacts service; based on Microsoft's Exchange Online platform.

Email Online DL Management [23]

UCSF Email POP and IMAP Settings [24]

GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

[Site Login](#) [Site Index](#)

[Suggest an IT Improvement](#) | © UC Regents

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Source URL: <https://it.ucsf.edu/services/email-online>

Links

[1] <https://arf.ucsfmedicalcenter.org>

[2] https://ucsf.service-now.com/ess/order_accounts.do

[3] <https://email.ucsf.edu>

[4] <https://it.ucsf.edu/services/email-online/tutorial/configure-outlook-2016-windows-access-exchange-online>

[5] <https://it.ucsf.edu/services/email-online/tutorial/configure-outlook-mac-access-ucsf-exchange-online>

[6] <https://it.ucsf.edu/services/email-online/tutorial/apple-mail-online>

[7] <https://it.ucsf.edu/services/email-online-mobile/tutorial/android-activesync-email-online-settings>

[8] <https://it.ucsf.edu/services/email-online-mobile/tutorial/iphone-activesync-email-online-settings>

[9] <https://it.ucsf.edu/services/email-online-mobile/tutorial/ipad-activesync-email-online-settings>

[10] <https://it.ucsf.edu/services/email-mobile-access/tutorial/blackberry-10-os-activesync-configuration>

[11] <https://it.ucsf.edu/services/email-mobile-access/tutorial/windows-mobile-email-sync-settings>

[12] <https://it.ucsf.edu/services/email-online-web-app>

[13] <https://it.ucsf.edu/services/email-online-mobile>

[14] <https://proofpoint.ucsf.edu/>

[15] <https://it.ucsf.edu/services/secure-email>

[16] <https://it.ucsf.edu/services/ucsf-active-directory-account-manager>

[17] <mailto:mail@UCSF>

[18] <https://ucsf.service-now.com/ess/>

[19] <mailto:ITServiceDesk@ucsf.edu>

[20] <https://it.ucsf.edu/services/email/email-best-practices%C2%A0>

[21] <https://it.ucsf.edu/services/email/tutorial/email-standards%C2%A0>

[22] <http://policy.ucop.edu/>

[23] <https://it.ucsf.edu/services/mailling-lists/tutorial/email-online-dl-management>

[24] <https://it.ucsf.edu/services/email-online/tutorial/ucsf-email-pop-and-imap-settings>