

Understanding your Email Addresses

Understanding your email addresses and usernames

*You may have noticed that you have an email address in a number of formats.
The aim of this document is to help you understand how to use them.*

1. name.surname@student.shu.ac.uk* - e.g. jeff.hallam@student.shu.ac.uk

This is your primary **email address** and the email you may use when registering for Software. If asked for your student email, this is the one you should provide. You can **send** and **receive** emails via your SHU Google Mail mailbox using this address.

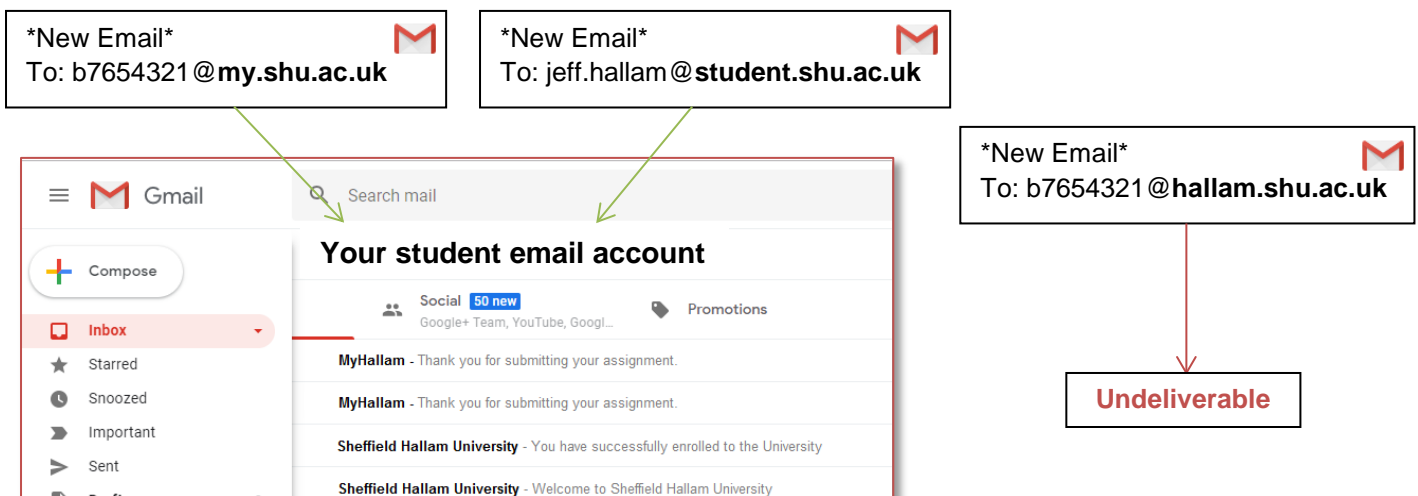
*please note, format may differ. Search for yourself [here](#) if you are unsure of your email address. If multiple results are found, click into the record to view course information.

2. username@my.shu.ac.uk - e.g. b7654321@my.shu.ac.uk

This is your internal **email address**. It is the email address that will appear when searching in the Gmail directory. Emails **sent** internally will come from this email address. Emails sent externally will show as from your primary address. All emails **received** will go to your SHU Google Mail mailbox (same location as your primary email).

3. username@hallam.shu.ac.uk - e.g. b7654321@hallam.shu.ac.uk

This is your Microsoft Office 365 **username**. This is used with your current SHU password. You will need this to log onto the Microsoft Portal to download Office 365 from SHU for installation on your home computer. You may also need this to access other Microsoft software. Though this looks like an email address, **it is not a functional email address**.



The screenshot shows a Gmail inbox with three email addresses highlighted in boxes:

- *New Email***
To: b7654321@my.shu.ac.uk
- *New Email***
To: jeff.hallam@student.shu.ac.uk
- *New Email***
To: b7654321@hallam.shu.ac.uk

The inbox content shows:

- MyHallam - Thank you for submitting your assignment.
- MyHallam - Thank you for submitting your assignment.
- Sheffield Hallam University - You have successfully enrolled to the University
- Sheffield Hallam University - Welcome to Sheffield Hallam University

A red box labeled **Undeliverable** is connected to the third email address by a red arrow.

For More Help

 <p>email ITHelp@shu.ac.uk</p>	 <p>phone 0114 225 3333</p>	 <p>chat http://go.shu.ac.uk/chat</p>	 <p>twitter @ithelpSHU</p>
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