

Understanding your Email Address

You may have noticed what looks like 2 email addresses. One is your student email address, the other is a Microsoft login. This document will explain the difference.

You have one student mailbox firstname.lastname@student.shu.ac.uk

- This is the email address for your student mailbox.
- Note: Prior to July 2022, Student email was on Gmail. This is no longer provided. If you previously used an email address ending in @my.shu.ac.uk do not use this anymore. Any emails received to your old Gmail email will be redirected to your current student mailbox.

SHU student Email address firstname.lastname@student.shu.ac.uk *

e.g. jeff.hallam@student.shu.ac.uk

- This is your **primary email address**
- Also use this when registering for software.
- If asked for your student email, this is the one you should provide.
- When you **send** emails externally, recipients will see this address.

*Please note: the format of your name may differ.

You also have a Microsoft username that looks like an email address

Microsoft username: username@hallam.shu.ac.uk

e.g. b7654321@hallam.shu.ac.uk

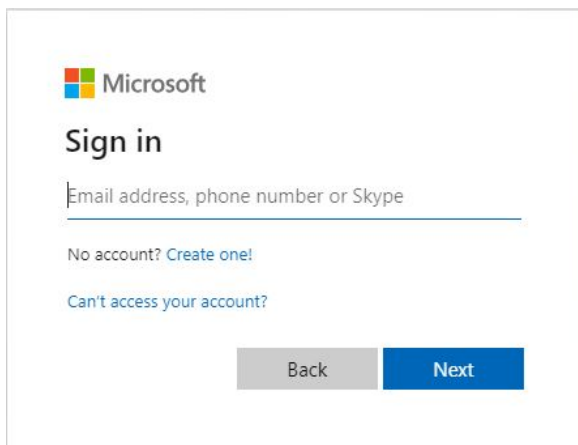
- Think of this as your Microsoft 365 **username** rather than an email address.
- This is used with your university password to access Microsoft services eg:
 - To sign into the Outlook web app or mobile app to get your student email
 - To download Office 365 for installation on your own computer.
 - To sign into MS Teams
- You may also need this to access other services when prompted for this format.
- You should **NOT** give this out as your email address

More information about student email can be found at: go.shu.ac.uk/newemail

For More Help contact
[IT Help](#)

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You should use your `username@hallam.shu.ac.uk` when you see the login boxes below

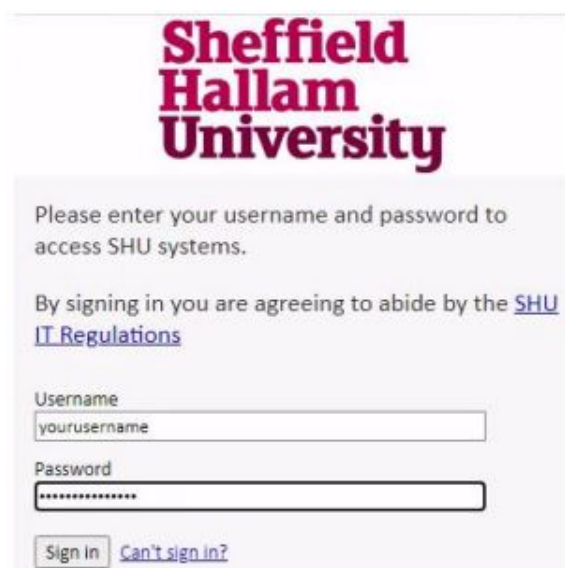


A screenshot of the Microsoft sign-in page. It features the Microsoft logo at the top left, followed by the text "Sign in". Below this is a text input field with the placeholder text "Email address, phone number or Skype". Underneath the input field are two links: "No account? Create one!" and "Can't access your account?". At the bottom of the form are two buttons: a grey "Back" button and a blue "Next" button.



A screenshot of the Sheffield Hallam University sign-in page. It features the university logo at the top left, followed by the text "Sign in". Below this is a text input field containing the email address "yourusername@hallam.shu.ac.uk". Underneath the input field is a link: "Can't access your account?". At the bottom right of the form is a blue "Next" button.

Use just your username e.g `b0395487` when you see a login form like below:



A screenshot of the Sheffield Hallam University login form. It features the university logo at the top. Below the logo is the text "Please enter your username and password to access SHU systems." followed by a link: "By signing in you are agreeing to abide by the [SHU IT Regulations](#)". Below this are two input fields: "Username" with the text "yourusername" and "Password" with a masked password "*****". At the bottom are two buttons: a grey "Sign in" button and a blue "Can't sign in?" link.

For More Help contact
[IT Help](#)