

How To Access UNAM Student Email

USER GUIDE

What is a Student Email Address?

Upon registration, every UNAM student is assigned a mailbox with an email address powered by Microsoft 365. Each student has an email address made up of the student number as the username (A), and the University domain (B) (see below):

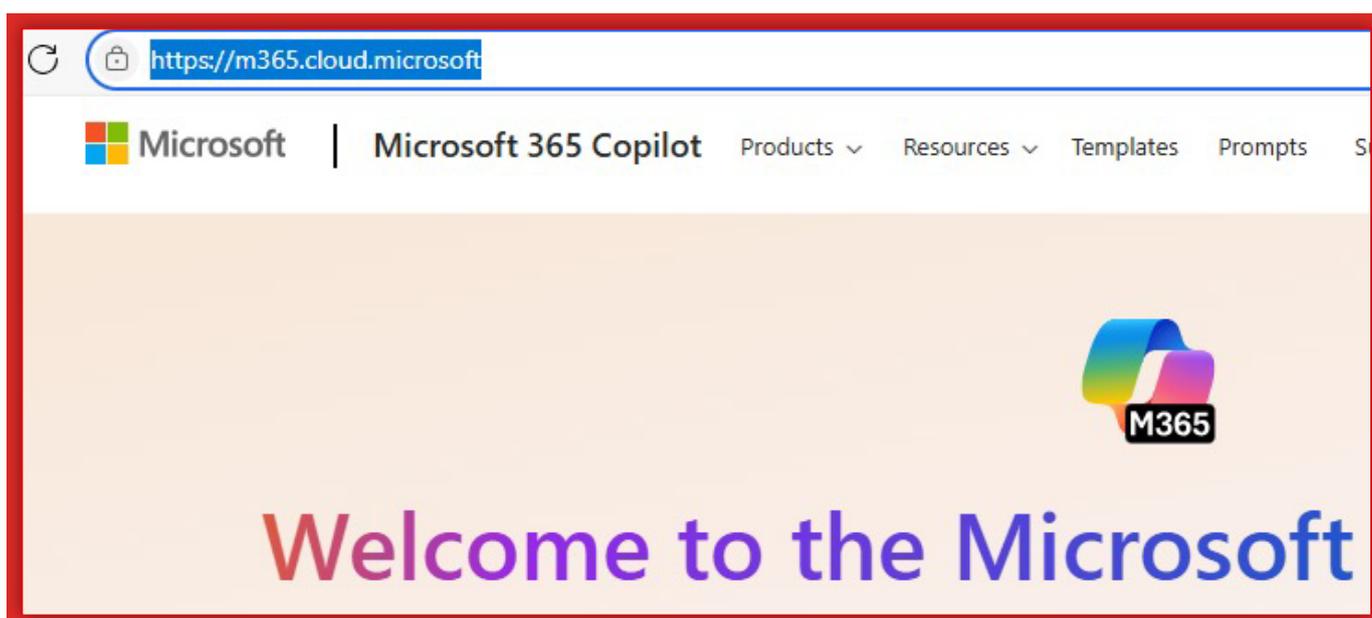


Why use student Mailbox/ Email Address?

The student mailbox is the default email address that the University uses to communicate with you. When you use University services such as your courses on the Moodle LMS, Library and other services, all communications and notifications are sent to your student mailbox. If you do not access your student mailbox, you would not be able to access crucial information and notifications. At the same time, you are expected to conduct all your official communications with the University using your student email address, and not your personal email address (e.g. Gmail).

How to I activate and access Student Email Address

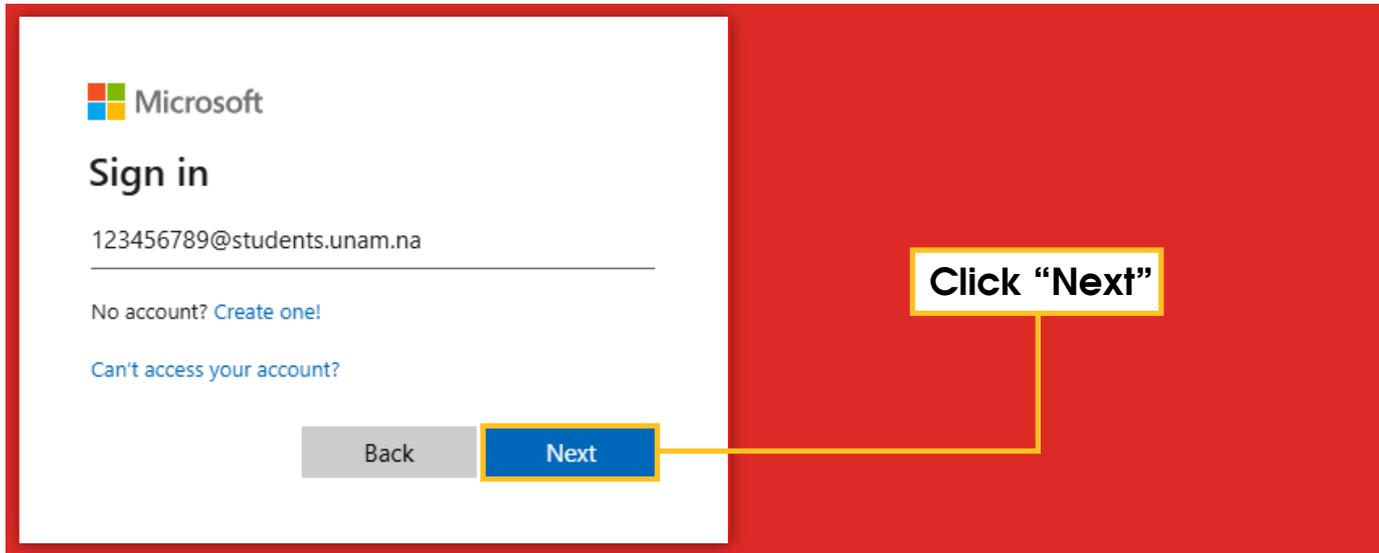
Step 1: Access Microsoft 365 website, then click on Sign in



How To Access UNAM Student Email

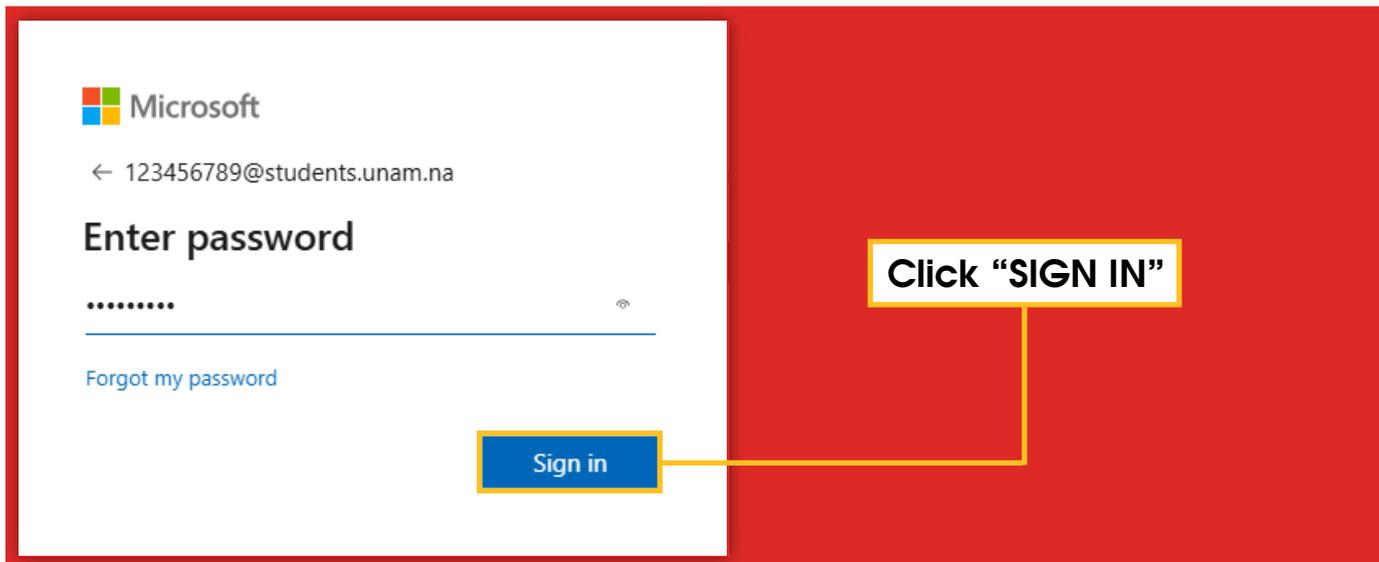
USER GUIDE

Step 2: Enter your student email address (studentnumber@students.unam.na) then click NEXT



The screenshot shows the Microsoft Sign in interface. At the top left is the Microsoft logo. Below it, the text "Sign in" is displayed. A text input field contains the email address "123456789@students.unam.na". Below 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 yellow callout box with the text "Click 'Next'" has a line pointing to the "Next" button.

Step 3: If your student number is correct, you are prompted to enter your password (use the same password as your portal)

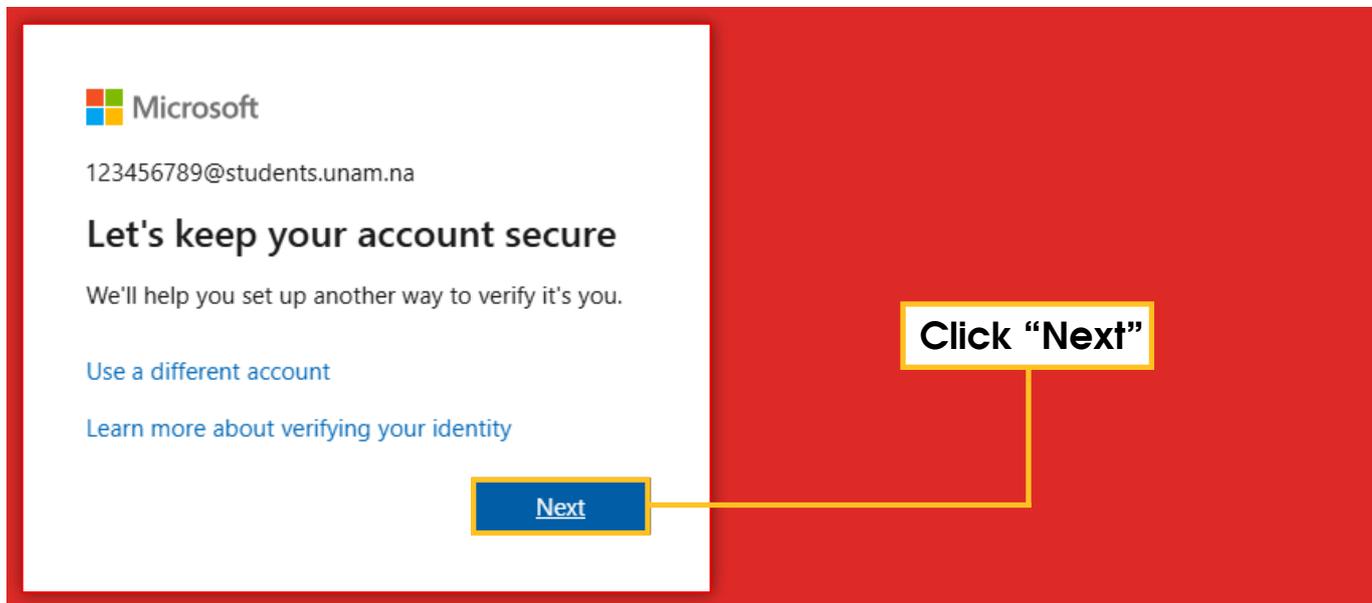


The screenshot shows the Microsoft "Enter password" page. At the top left is the Microsoft logo. Below it, the text "Enter password" is displayed. A text input field contains a masked password ".....". Below the input field is a link: "Forgot my password". At the bottom of the form is a blue "Sign in" button. A yellow callout box with the text "Click 'SIGN IN'" has a line pointing to the "Sign in" button.

How To Access UNAM Student Email

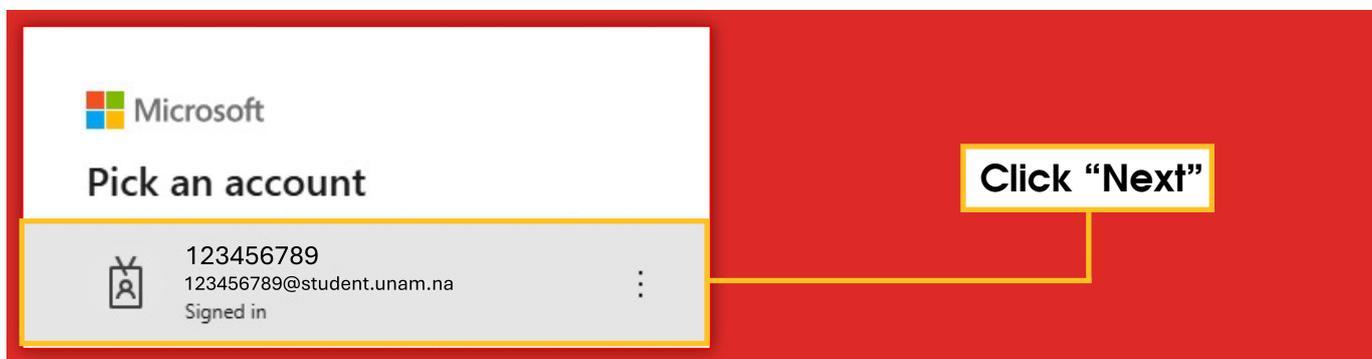
USER GUIDE

Step 4: Follow the verification process by clicking on NEXT



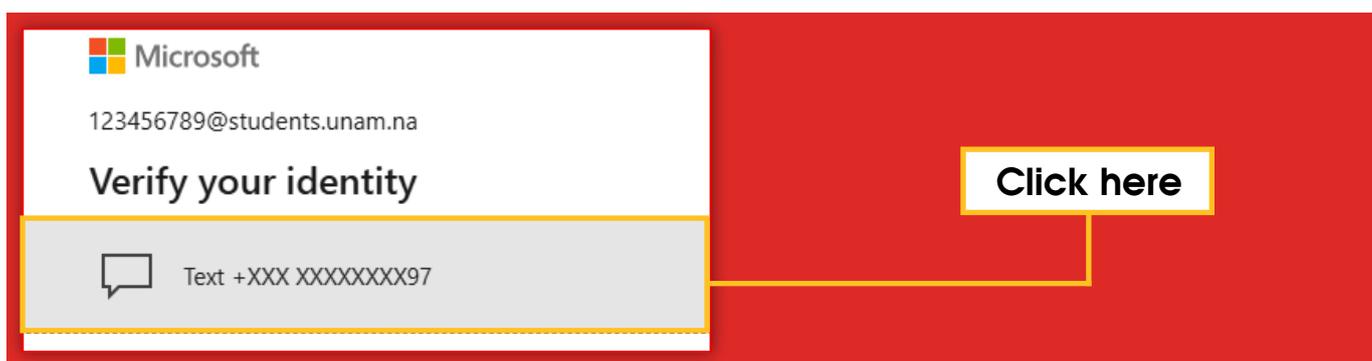
The screenshot shows a Microsoft account verification page. At the top left is the Microsoft logo. Below it, the email address '123456789@students.unam.na' is displayed. The main heading is 'Let's keep your account secure', followed by the text 'We'll help you set up another way to verify it's you.' There are two links: 'Use a different account' and 'Learn more about verifying your identity'. At the bottom center is a blue button labeled 'Next'. A yellow callout box with the text 'Click "Next"' has a line pointing to the 'Next' button.

Step 5: Click on your account



The screenshot shows a Microsoft account selection page. At the top left is the Microsoft logo. Below it, the heading 'Pick an account' is displayed. A grey box contains a profile icon, the email address '123456789@student.unam.na', and the text 'Signed in'. A vertical ellipsis menu icon is to the right of the account information. A yellow callout box with the text 'Click "Next"' has a line pointing to the ellipsis menu icon.

Step 6: Select the preferred verification method (text or phone call from Microsoft)

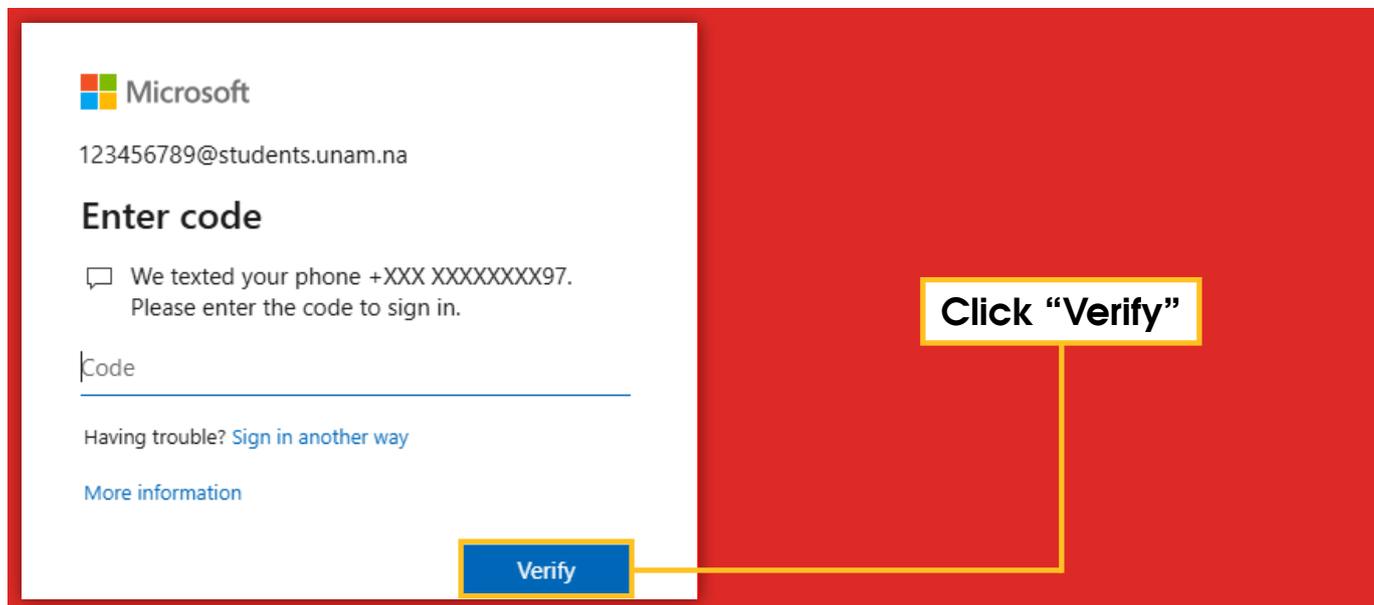


The screenshot shows a Microsoft verification method selection page. At the top left is the Microsoft logo. Below it, the email address '123456789@students.unam.na' is displayed. The main heading is 'Verify your identity'. A grey box contains a speech bubble icon and the text 'Text +XXX XXXXXXXXX97'. A yellow callout box with the text 'Click here' has a line pointing to the 'Text' option.

How To Access UNAM Student Email

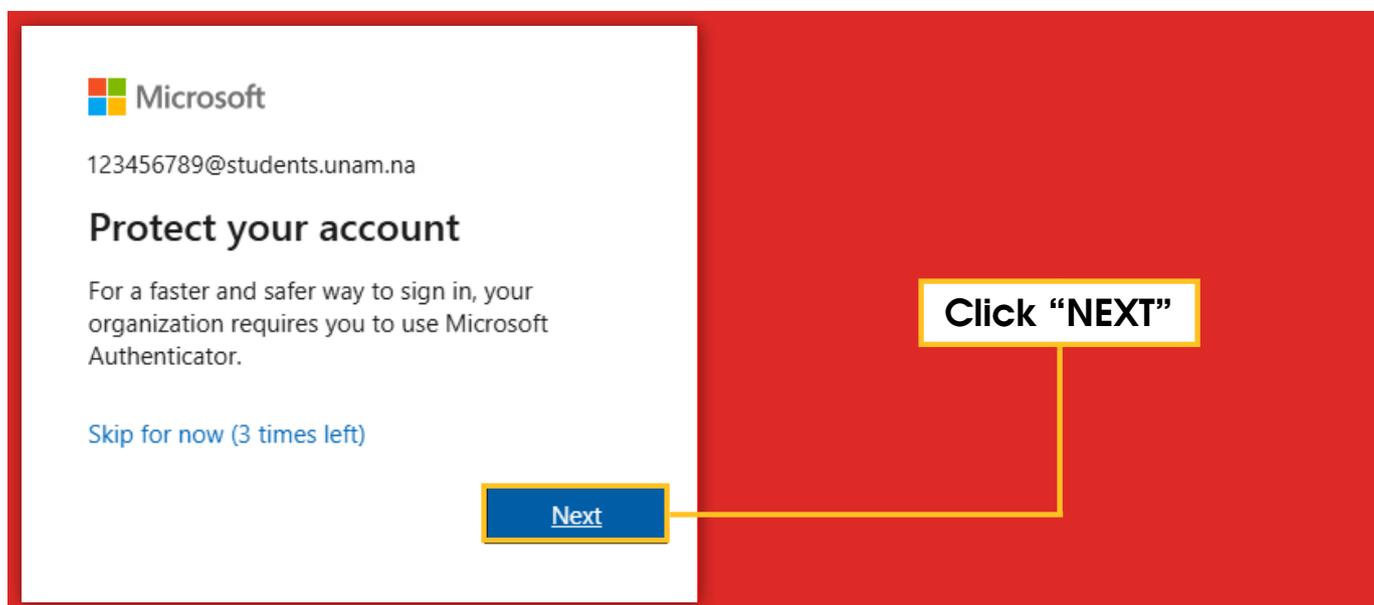
USER GUIDE

Step 7: Enter the verification code (6 digits)



The screenshot shows a Microsoft verification page. At the top left is the Microsoft logo and the email address 123456789@students.unam.na. Below this is the heading "Enter code". A message states: "We texted your phone +XXX XXXXXXXXX97. Please enter the code to sign in." There is a text input field labeled "Code" with a cursor. Below the input field are two links: "Having trouble? Sign in another way" and "More information". At the bottom right of the white box is a blue button labeled "Verify". A yellow callout box with the text "Click 'Verify'" has a line pointing to the "Verify" button.

Step 8: Select "skip for now"

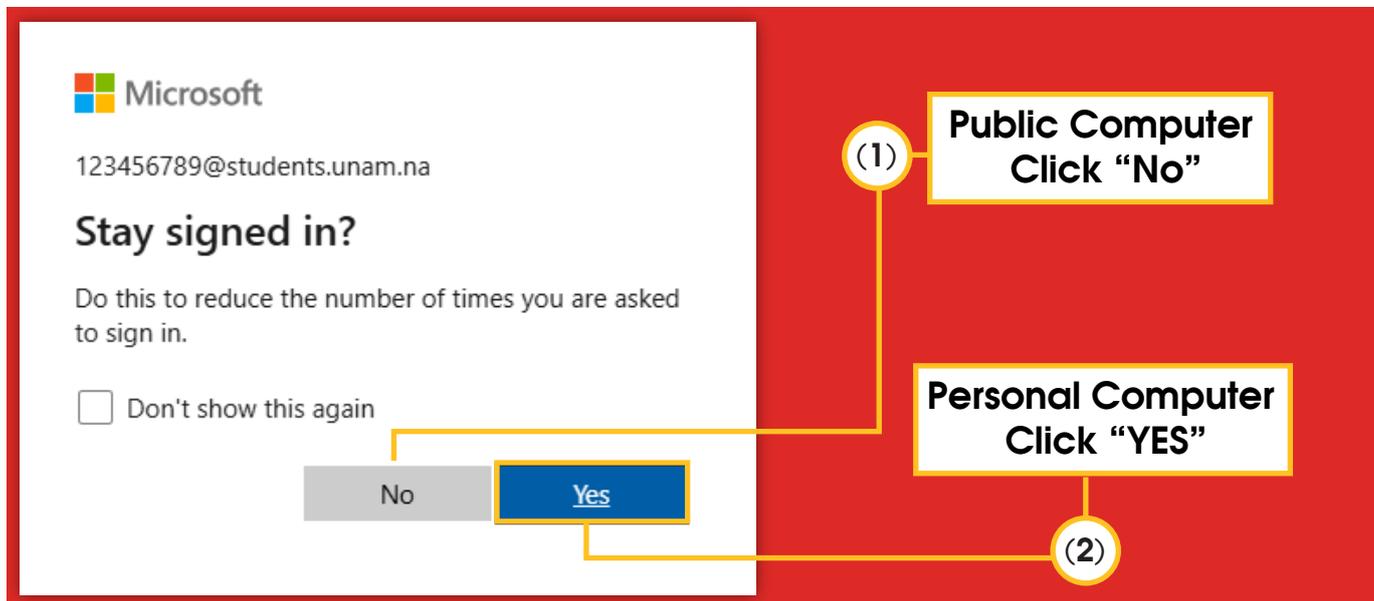


The screenshot shows a Microsoft account protection screen. At the top left is the Microsoft logo and the email address 123456789@students.unam.na. Below this is the heading "Protect your account". A message states: "For a faster and safer way to sign in, your organization requires you to use Microsoft Authenticator." Below this is a link: "Skip for now (3 times left)". At the bottom right of the white box is a blue button labeled "Next". A yellow callout box with the text "Click 'NEXT'" has a line pointing to the "Next" button.

How To Access UNAM Student Email

USER GUIDE

Step 9: If public computer, select (1) NO. If personal computer, select (2) YES if you prefer



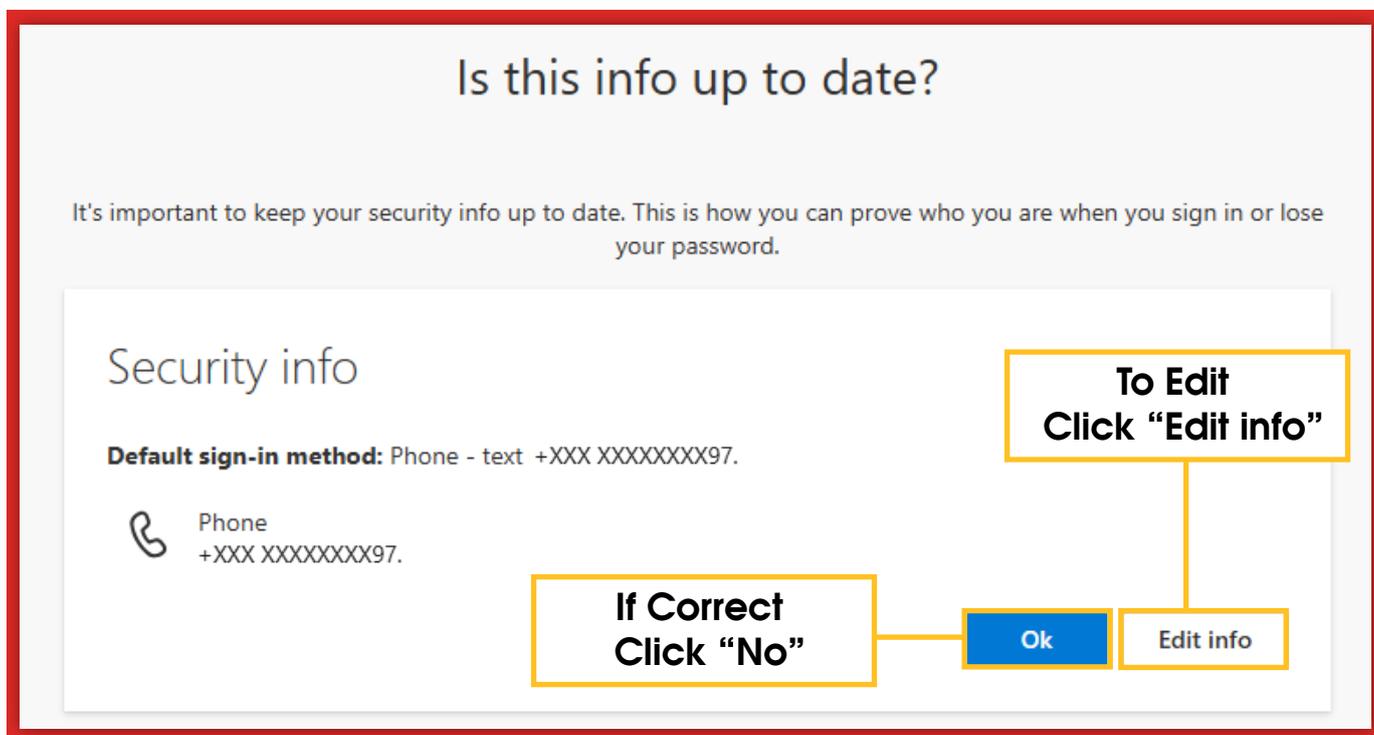
The screenshot shows a Microsoft login page with the following elements:

- Microsoft logo and email address: 123456789@students.unam.na
- Question: **Stay signed in?**
- Text: Do this to reduce the number of times you are asked to sign in.
- Checkbox: Don't show this again
- Buttons: **No** (grey) and **Yes** (blue)

Annotations for Step 9:

- (1) points to the **No** button, with a callout box: **Public Computer Click "No"**
- (2) points to the **Yes** button, with a callout box: **Personal Computer Click "YES"**

Step 10: Verify your mobile number, then click Ok if correct, or edit if you want to use a different number



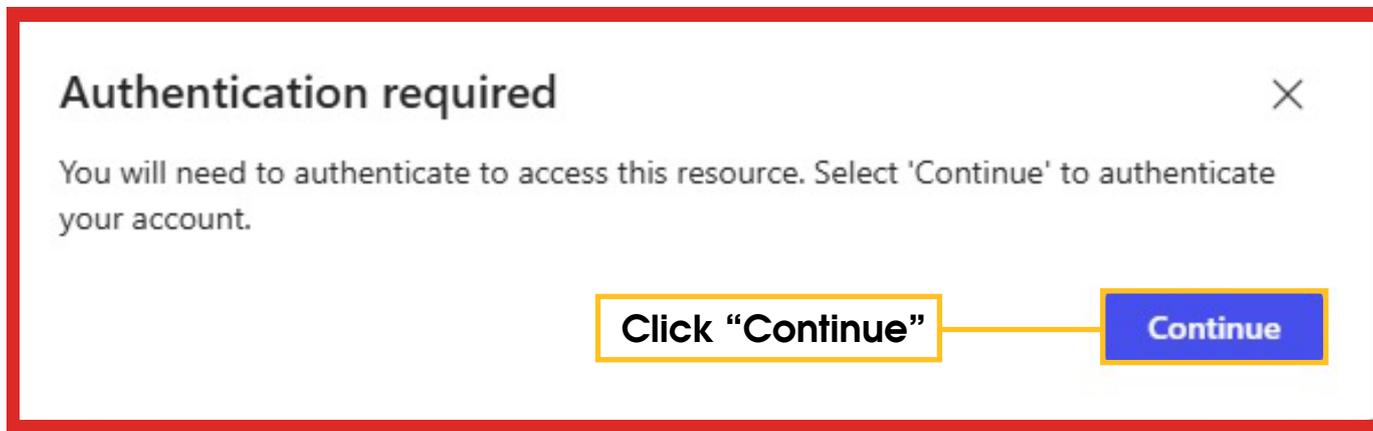
The screenshot shows a security information update screen with the following elements:

- Question: **Is this info up to date?**
- Text: It's important to keep your security info up to date. This is how you can prove who you are when you sign in or lose your password.
- Section: **Security info**
- Text: **Default sign-in method:** Phone - text +XXX XXXXXXXXX97.
- Phone icon and text: Phone +XXX XXXXXXXXX97.
- Buttons: **Ok** (blue) and **Edit info** (white)

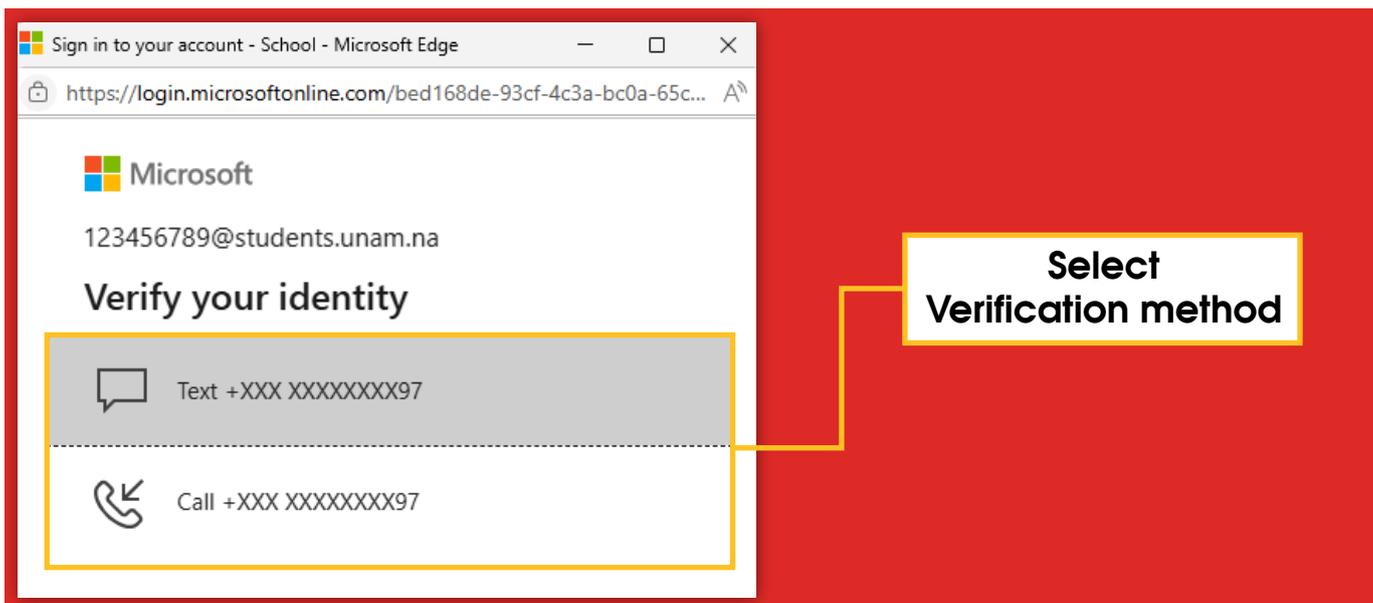
Annotations for Step 10:

- If Correct Click "No"** points to the **Ok** button.
- To Edit Click "Edit info"** points to the **Edit info** button.

Step 11: Click continue to authenticate your account



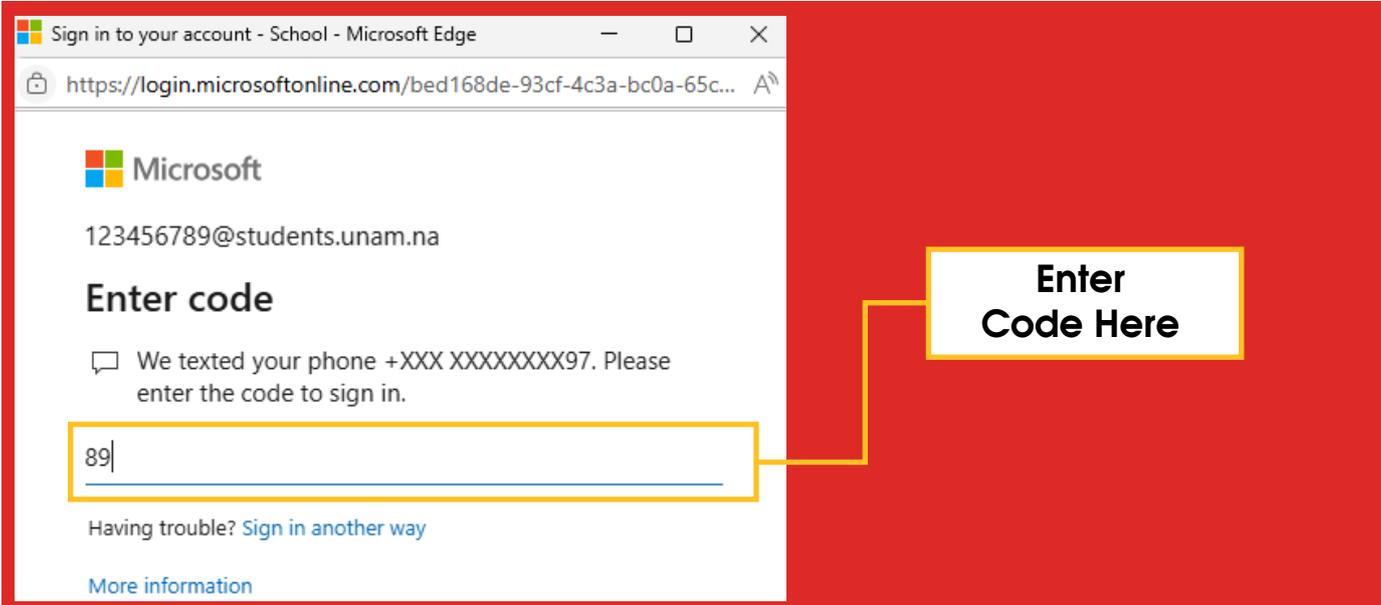
Step 12: Select the preferred verification method



How To Access UNAM Student Email

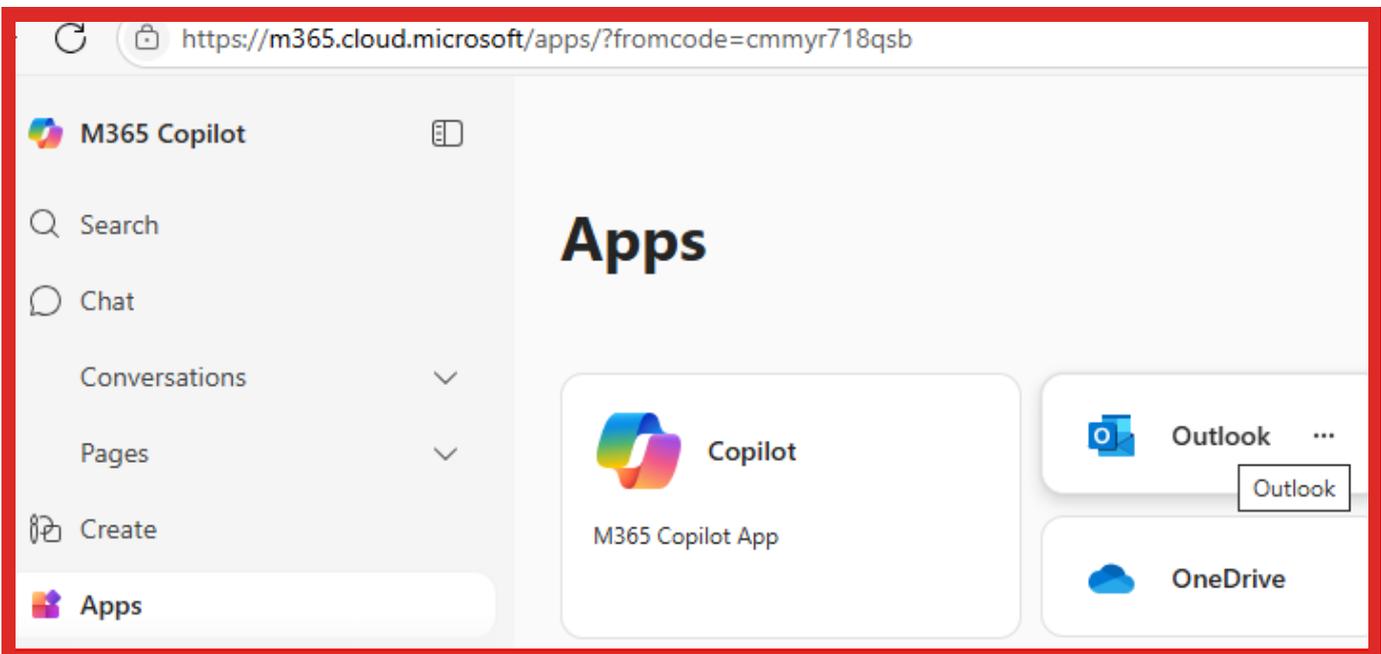
USER GUIDE

Step 13: Enter the code you receive



The screenshot shows a Microsoft login page in a Microsoft Edge browser window. The address bar displays the URL: <https://login.microsoftonline.com/bed168de-93cf-4c3a-bc0a-65c...>. The page content includes the Microsoft logo, the email address 123456789@students.unam.na, and the heading "Enter code". Below the heading, a message states: "We texted your phone +XXX XXXXXXXXX97. Please enter the code to sign in." A text input field contains the code "89". A yellow callout box with the text "Enter Code Here" points to the input field. At the bottom of the page, there are links for "Having trouble? Sign in another way" and "More information".

Step 14: Access the Microsoft apps (lookout for the Outlook app)

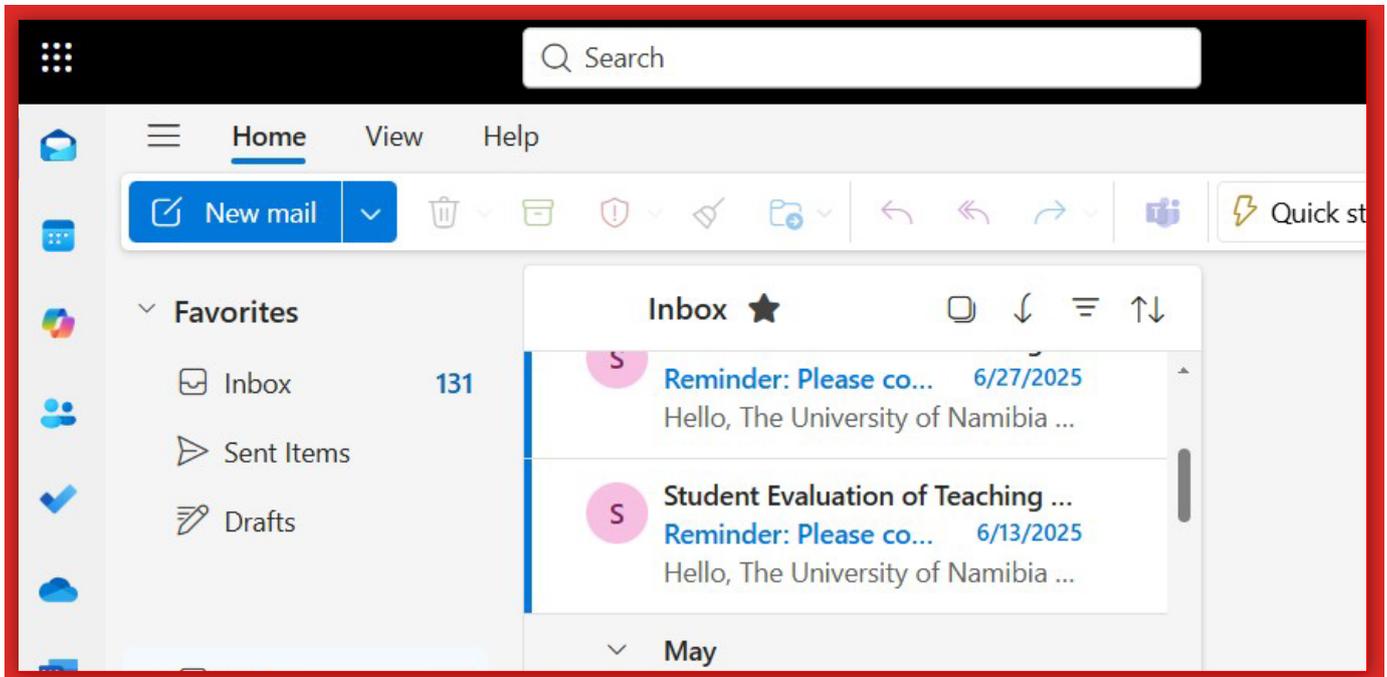


The screenshot shows the Microsoft 365 Apps page in a browser window. The address bar displays the URL: <https://m365.cloud.microsoft/apps/?fromcode=cmmyr718qsb>. The page features a left-hand navigation menu with options: "M365 Copilot", "Search", "Chat", "Conversations", "Pages", "Create", and "Apps". The main content area is titled "Apps" and displays several app tiles: "Copilot" (M365 Copilot App), "Outlook" (with a sub-menu icon and a label "Outlook"), and "OneDrive".

How To Access UNAM Student Email

USER GUIDE

Step 15: Access your mailbox



Step 16: If you use a public computer such as the library, don't forget to sign out.

