

Accessing your new @retiree.ul.ie email account

Dear Retiree,

You have been provided with a new temporary email account, which will remain active until **June, 2023**.

The purpose of this temporary account is to allow you time to set up a personal email account, e.g., Gmail, Outlook, iCloud Mail etc. and remove any dependency (household utility bills etc.) on your legacy @ul.ie email address.

From June 30, 2022:

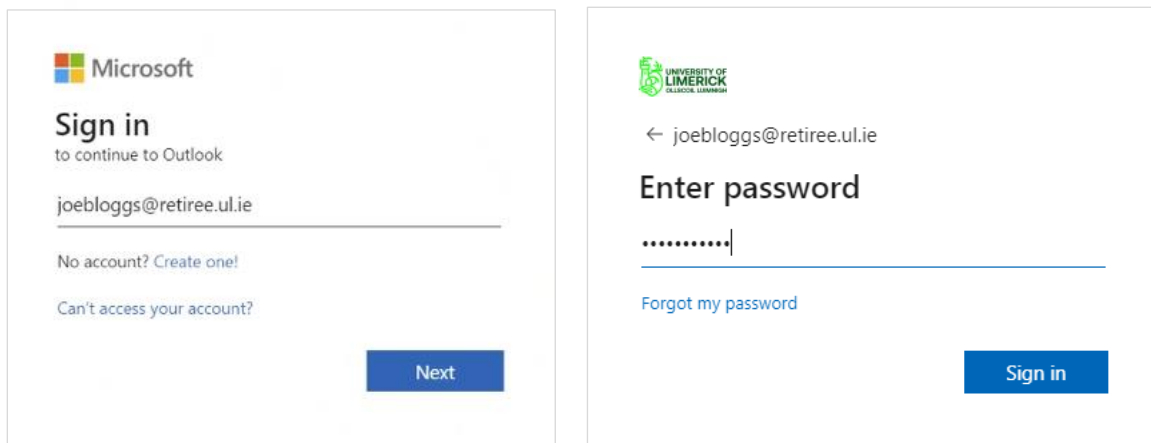
- Your legacy @ul.ie email account will no longer be accessible.
- You will **not** have access to old emails and data stored in One Drive and SharePoint.
- Your @retiree.ul.ie account will continue to receive new emails sent your legacy @ul.ie email address as well as emails sent directly to your @retiree.ul.ie address.
- All emails you send will come from your @retiree.ul.ie email address.

The temporary @retiree.ul.ie account will expire on June 1, 2023, so all Retirees should have transitioned to a personal email account before this date.

First time log in to your new account:

1. Log in to outlook.office.com

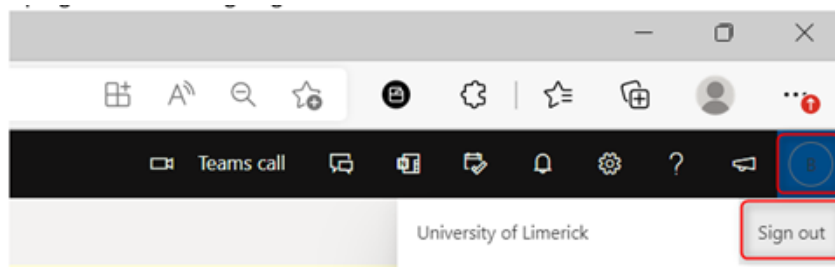
Enter your credentials as provided in the email. **Please note there is no dot between First Name and Last Name.**



The left screenshot shows the Microsoft 'Sign in' page for Outlook. It includes the Microsoft logo, the text 'Sign in to continue to Outlook', and a text box containing the email address 'joebloggs@retiree.ul.ie'. Below the text box are links for 'No account? Create one!' and 'Can't access your account?'. A blue 'Next' button is at the bottom right.

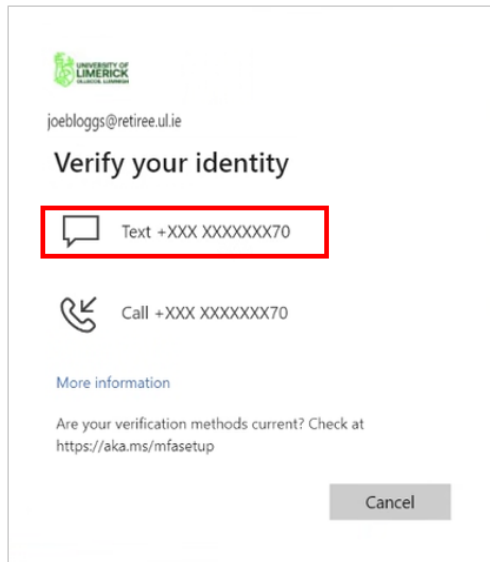
The right screenshot shows the 'Enter password' page. It features the University of Limerick logo, the email address 'joebloggs@retiree.ul.ie', and the text 'Enter password'. There is a password input field with a masked password '.....'. Below the field is a link for 'Forgot my password'. A blue 'Sign in' button is at the bottom right.

If you are not seeing the Sign-In page when you navigate to outlook.office.com it is likely that you are already signed in to your original @ul.ie account. You will need to sign out by clicking your initials at the top right and selecting "Sign Out".



Alternatively, you can open up an InPrivate window and you will see the sign-in form when you go to outlook.office.com.

2. You will now be asked to perform Multi Factor Authentication (MFA). Click on the Text option as highlighted below.



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joeblogs@retiree.ul.ie

Verify your identity

☒ Text +XXX XXXXXXXX70

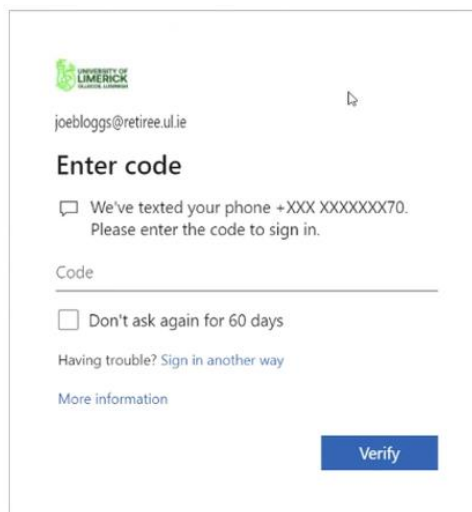
☐ Call +XXX XXXXXXXX70

[More information](#)

Are your verification methods current? Check at <https://aka.ms/mfasetup>

Cancel

3. A text message will be sent to your mobile phone number with a code, which must be entered on the device you are using to access your new account. Verify as requested.



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Enter code

☒ We've texted your phone +XXX XXXXXXXX70. Please enter the code to sign in.

Code

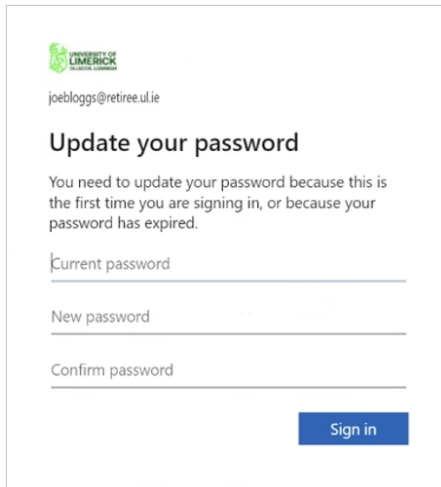
☐ Don't ask again for 60 days

[Having trouble? Sign in another way](#)

[More information](#)

Verify

4. You will now be asked to reset your password and Sign in. You will be directed to your new email account.

A screenshot of a web page for the University of Limerick. At the top left is the university's logo and the email address 'joebloggs@retiree.ul.ie'. The main heading is 'Update your password'. Below this is a message: 'You need to update your password because this is the first time you are signing in, or because your password has expired.' There are three input fields: 'Current password', 'New password', and 'Confirm password'. At the bottom right is a blue 'Sign in' button.

joebloggs@retiree.ul.ie

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

Sign in

5. When you create your new personal email account, it would be a good idea to set up an automatic message on your @retiree.ul.ie email address asking anyone contacting you on that address, to note the change to your new address and to change their email contact details for you.

How to create a new personal email account

The temporary @retiree.ul.ie account will expire on June 1, 2023, so all Retirees should have transitioned to a personal email account before this date.

There are several free web-based email services. You are welcome to choose any service provider. The following are sample links to the relevant support sites for Gmail, Outlook and iCloud Mail.

<https://support.google.com/mail/answer/56256?hl=en>

<https://support.microsoft.com/en-us/office/add-an-email-account-to-outlook-e9da47c4-9b89-4b49-b945-a204aeea6726>

<https://support.apple.com/en-gb/HT204316>