

## Access to UL systems and email following retirement

### *Frequently Asked Questions*

#### **New @retiree.ul.ie account**

##### *When will my new retiree email be set up?*

For people who retired prior to 03.05.2022, your @retiree.ul.ie email account has already been set up, and usage of this account is governed by the principles defined in the Acceptable Usage Policy, the IT Security Policy and associated procedures. Your username and initial password have been sent in email or postal letter correspondence.

For people planning to retire, your new @retiree.ul.ie account will be set up before your departure date. This is a temporary account and will remain active until June 1 2023. Details will be provided to you prior to your retirement date.

##### *How do I reset my @retiree.ul.ie email password?*

Go to <https://portal.office.com> and select 'can't access your account?'. You can use this method to reset your password if you have mislaid the email or postal letter containing your initial password. You will need to have your mobile phone available to complete the password reset process.

##### *What system access does my new @retiree.ul.ie account provide?*

Email - Your new email account is an online Microsoft Outlook email only account. It does not provide access to Microsoft Office applications e.g., Word, Excel, PowerPoint, OneDrive, OneNote, and SharePoint, university applications such as antivirus, or a Microsoft Operating System License (Windows 10/11).

University Systems – Your new account provides access to the On-line library services. Please log in with your [JoeBloggs@retiree.ul.ie](mailto:JoeBloggs@retiree.ul.ie) (note no dot between first name and last name) and password. You will not have access to other university systems, e.g., Core HR, Agresso, Sulis etc. Note, you have access to your @retiree.ul.ie account until June 1, 2023.

##### *What will happen when my @retiree.ul.ie email account is discontinued?*

The purpose of the temporary @retiree.ul.ie email 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. Retirees will not be able to access the temporary @retiree.ul.ie email account after the communicated expiry date. An Out of office should be set up on your temporary @retiree.ul.ie account to inform people of your personal email address. Click here for further details [Send automatic \(out of office\) replies in Outlook on the web \(microsoft.com\)](#)

#### **Legacy @ul.ie account**

##### *Will I have access to my legacy @ul.ie email account?*

No, you will not have access to your legacy account, including data stored in Email, One Drive for Business and SharePoint.

##### *I will continue to receive emails to my @ul.ie account, can I get access to these emails?*

Yes, your @retiree.ul.ie account will continue to receive new emails sent to your legacy @ul.ie email address, as well as emails sent directly to your @retiree.ul.ie address. This will continue until June 1, 2023.

*I no longer use my @ul.ie email address and I do not plan to use a @retiree.ul.ie account.*

That is ok, no further action is required.

*I have been asked to continue working for the University of Limerick and I may need to retain my current system access and use a UL provided laptop / mobile phone. Is this possible?*

Some Retirees may be asked to continue to carry out work for the university, e.g., contribute to ongoing research or work in an advisory capacity. In such circumstances, access to university systems (e.g., your UL email account, access to Agresso, Sulis etc.) can be extended beyond the retirement date. Approval is required for this facility, please consult with your Department Head/ Executive Committee member or HR representative for further details.

## **Accessing personal data in my legacy UL email account**

*What is classified as personal data in my UL email account?*

‘Personal data’ is information that relates to an identified or identifiable individual. **Examples of Personal Data** that may be in UL email accounts include one or more of the following:

- Employment/pension records
- Banking correspondence
- House/car/health/pet Insurance correspondence / policy attachments
- Utilities correspondence, e.g. electricity, gas, phone (mobile/landline), home broadband provider, TV provider, TV licence etc.
- Local Property Tax (LPT) correspondence with revenue.ie
- Flights/tickets/bookings correspondence e.g. concerts, events, personal travel etc.
- Personal correspondence with individuals outside work (e.g. friends, family)

It is acceptable that these types of emails may be retained following retirement.

Emails sent / received in the carrying out of official duties as an employee of the University are not personal emails and **MUST NOT** be saved or retained in any way. Official duties include administrative, teaching or research duties. **The majority of emails in UL email accounts fall into this category.**

*I am planning to retire and I have personal data on my legacy account, how can I retain this data?*

If you have personal data stored in your legacy account, you will need to back it up before access to your account is removed. See attached link for details. [Create, reply to, or forward email messages in Outlook on the web \(microsoft.com\)](#)

**Note, university data must not be downloaded or forwarded to another account as per the IT Security Policy and associated procedures.**

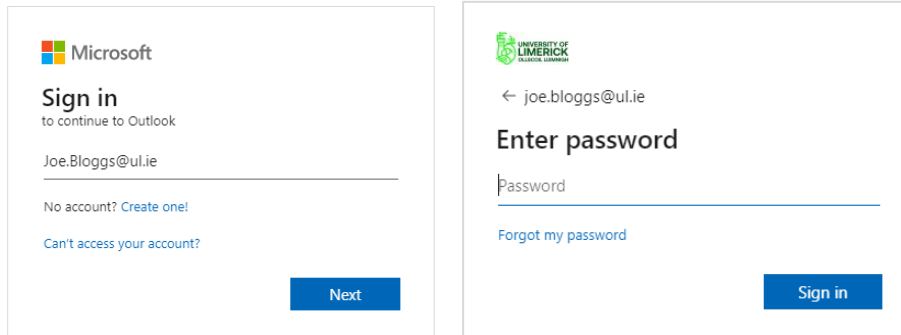
*I have already retired, I require specific personal data from my legacy UL email account, how can I do this?*

The University have provided a facility for Retirees to get temporary access (duration two weeks) to their legacy UL email account (Outlook Web Access only) to retrieve personal data. A ‘Request Form for Temporary Access to UL Email Account’ must be filled out by the Retiree and submitted to [compandbens@ul.ie](mailto:compandbens@ul.ie). The request will be reviewed and approved by the HR Director and ITD Director. The form is located in the ‘Retired Members of Staff – Keeping in touch’ section of the UL website [Keeping in Touch | University of Limerick \(ul.ie\)](#)

## Once I have approval for temporary access, how do I log in to my legacy account – Outlook Web Access?

Log in to [outlook.office.com](https://outlook.office.com)

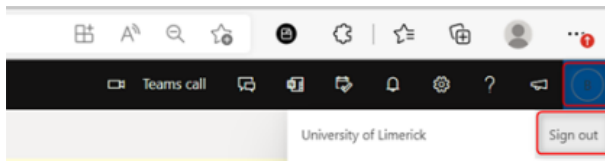
Enter your credentials. Your password should be the same as it was when you last logged in to your @ul.ie account.



The first screenshot shows the Microsoft Sign in page. It has the Microsoft logo at the top left, followed by 'Sign in to continue to Outlook'. Below that is the email address 'Joe.Bloggs@ul.ie' entered in a text field. There are links for 'No account? Create one!' and 'Can't access your account?'. A blue 'Next' button is at the bottom right.

The second screenshot shows the University of Limerick 'Enter password' page. It has the University of Limerick logo at the top left, followed by the email address 'joe.bloggs@ul.ie'. Below that is the text 'Enter password' and a password input field. There is a link for 'Forgot my password' and a blue 'Sign in' button at the bottom right.

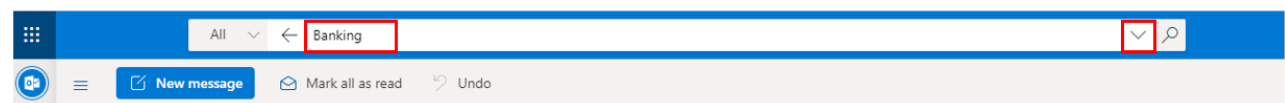
If you are not seeing the Sign-In page when you navigate to outlook.office.com it is likely that you are already signed in to your new retiree@ul.ie account. You will need to sign out by clicking your initials at the top right and selecting “Sign Out”.



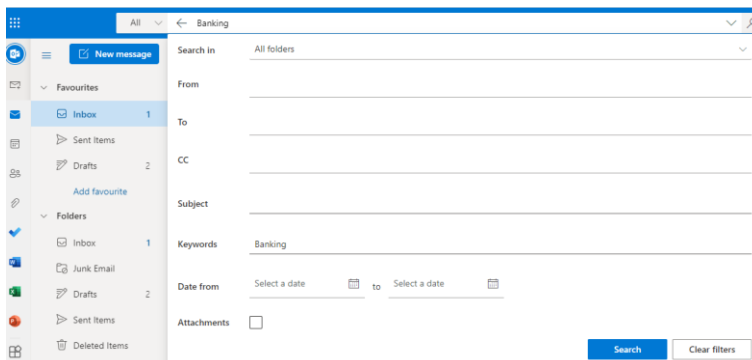
Alternatively, you can open up an InPrivate window and you will see the sign-in form when you go to outlook.office.com.

## How do I search for personal emails?

The ‘Search’ functionality can be used to search for relevant information. The search box is located at the top of the Outlook window. Once you click on the Search Box, the search functionality can also be refined by clicking on the symbol as shown below.

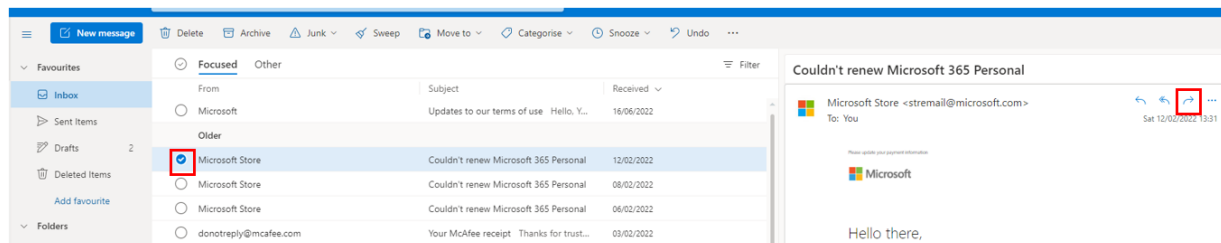


A filter box will be displayed to help refine the search.



## How do I retrieve personal emails?

Emails can be retrieved by using the 'Forward' functionality'. Highlight the email you want to forward, select the forward button and send the email to your personal email address.



Note, this functionality is intended for retrieving a small quantity of personal emails.

## Miscellaneous

### *I want to remain connected to the University community, how can I do this?*

Retirees can be provided with access to our UL Connect communications platform where you can subscribe to receive notifications regarding retirements, death notices, appointments and events. To request access, please fill out the Retired Staff Communication Consent Form.

### *I currently have a local version of MS Office installed on my device, how will I be impacted after I retire?*

As a retiree, you can access your @retiree.ul.ie email account and use the online version of MS Office at <https://portal.office.com>.

If you have a local version of MS Office installed using a UL license, you'll see Unlicensed Product or Non-commercial use / Unlicensed Product in the title bar of your Office apps, and most features of Office are disabled. You should uninstall the local copy, or you can purchase a valid license from Microsoft.

### *How do I set up a personal email account?*

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.

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

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

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

### *What level of IT support will be provided to me as part of this new process?*

The university will help you get access to your new @retiree.ul.ie account.