

Email Frequently Asked Questions

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Overview

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Frequently asked questions about the usage of Tennessee Tech's email system using Microsoft Office 365.

FAQ

How do I connect my smartphone to my TTU email?

- Log in to your student email account and select **Options**.
- Select **See All Options**
- Select the **Phone** link to the left and then to view the help information go to the **Configure the phone to synchronize with Microsoft Exchange** link.

Resources for configuring Office365 on:

- [iOS \(iPhone and iPad\)](#)
- [Android](#)
- [Windows Phone](#)

How do I reset my password if I have forgotten it?

- If you have set up your security questions in the **IDme** portal, you can reset your own password there.
- If you have not setup your security questions, contact the [myTECH Helpdesk](#).

Can I have my TTU student email forward to another address?

Per [Tennessee Tech policy 803 \(Email Use\)](#), accounts may not be forwarded outside of Tennessee Tech-controlled domains.

How do I print messages and save attachments in TTU student email?

To print an email:

- *Double-click* on the message to open it.
- Select the **Printable View** icon

To save an attachment:

- Click on the message to view it in the preview area.
- Click on the filename.
- Select **Save File > OK**
- Navigate to a location where you wish to save your message(s), such as a flash drive, or the My Documents folder in the PC labs or on your computer.
- Type a filename if necessary.
- Click **Save**.

What happens when I leave the university?

- If you **withdraw from TTU**, your email account will be **deactivated the next day**.
- If you **graduate**, your account will remain active for ~1 year, after which it will be disabled and the data deleted.

Where can I go for help?

- Start with the online **Help** in Office365. Select the ? icon in the upper right corner.
- For additional assistance contact the [myTECH Helpdesk](#).

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