



UCD IT Services

UCD IT Services Guidelines for generation of personal UCD Email addresses.

Date: March 2012

Background:

Email addresses for both staff and students are generated based on their “known as” record in the respective staff and student databases.

From time to time, people request that an email address be changed. UCD IT Services can facilitate this request on the basis that the name changes are changed in the staff and student records first.

This document is an outline of how UCD email addresses are generated and what the process is to request a change to an email address.

Staff email:

Staff email is Firstname.lastname@ucd.ie as standard.

In the case where this is unavailable,

- firstname.middleinitial.lastname@ucd.ie
- firstnameinitial.lastname@ucd.ie
- username@ucd.ie – if none of the above results in unique address. This can be changed at a later date, following the change of email address process outlined below.

Note: Numbers are not used when generating staff email accounts.

Email addresses can be changed when:

- owner changes name due to marriage / separation / co-habitation.
- name was spelt incorrectly in UCD HR database (CORE)
- email addresses to be changed into Irish / English

Process:

All staff requesting this must contact UCD HR first in order to change their personal details in the staff database (CORE). These changes can be requested using the:

[UCD HR Change of Personal Details form.](#)

When the change in staff database is complete, the person requesting the change can then contact IT Services to change the email address. This will ensure consistency with their personnel details.

Student mails

Student email is Firstname.lastname@ucdconnect.ie as standard

- If this is unavailable the Firstname.lastname#@ucdconnect.ie, where # is a number.

Note: Numbers **can** be used in the generation of student email addresses

Email addresses can be changed when:

- owner changes name due to marriage / separation / co-habitation.
- name was spelt incorrectly in UCD Student database (BANNER)
- email addresses to be changed into Irish / English

Process:

All students requesting changes must contact UCD Registry to change their personal details in the student database (BANNER).

When the change in student database is complete, the person requesting the change can contact IT Services to change the email address.

An exception to this process for both staff and student is when an email address change is requested due to shorten it for **usability** purposes only. These are dealt with on a case by case basis.