



UCD IT Services

UCD IT Services Guidelines for generation of UCD Email addresses.

Date: November 2017



UCD IT Services

Background:

Email addresses for both staff are generated based on their “known as” record in the staff database (Core), full name in the student database (Banner) for students.

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 addresses:

Staff email are generated in the format:

1. *firstname.lastname@ucd.ie or if not available*
2. *firstname.middleinitial.lastname@ucd.ie or if not available*
3. *username@ucd.ie or if not available*
4. *firstname.lastname#@ucd.ie where # is a number, starting from 1*

Email addresses can be changed when:

- owner changes name
- name was spelt incorrectly in UCD HR database (CORE)
- email addresses to be changed from Irish to English / English to Irish
- name changes due to gender identity & expression

Process:

All staff requesting this must contact UCD HR first in order to change their personal details in the HR database (CORE). These changes can be requested through [UCD HR Change of Personal Details](#) website.

When the change in HR 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.



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Student mails

Student emails are generated in the format:

1. `firstname.lastname@ucdconnect.ie` *or if not available*
2. `firstname.lastname.#@ucdconnect.ie`, where # is a number.

Email addresses can be changed when:

- owner changes name
- name was spelt incorrectly in UCD student database (Banner)
- email addresses to be changed into Irish / English
- name changes due to gender identity & expression

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.