



## Alumni Email Program FAQ

### 1. What is the Alumni Email program?

The Alumni Email program lets you request and keep an @alumni.juilliard.edu email account hosted on Microsoft 365, so you can stay connected with classmates, receive updates, and maintain a professional identity that reflects your time here.

### 2. How long do I keep my account for?

The goal is long-term access, absolutely! You can keep your address as long as the account stays active and in good standing. Just be sure to sign into Okta at least once every 120 days so we know your account is still being used.

### 3. How to I keep my account active?

Sign into Okta at least once every 120 days. That sign-in tells us your account is active and helps keep everything secure.

### 4. What if I don't sign in within 120 days?

If we don't see an Okta sign-in for 120 days, the account may be temporarily paused to protect it from unauthorized access.

### 5. I have my email set up on my phone, does that count as signing in?

No! We must see a sign in at [juilliard.okta.com](https://juilliard.okta.com) for your account to be viewed as active.

### 6. Can I get the account back if it's paused?

In most cases, yes! Many paused accounts can be reactivated by emailing [alumni@juilliard.edu](mailto:alumni@juilliard.edu). If your account is inactive for a subsequent 180 days, it may not be retrievable.

### 7. Could my account be paused for other reasons?

Occasionally — if we detect unusual activity or a potential security risk, we may temporarily lock the account to keep you safe and require you to verify your identity before unlocking your account. If you have sign in issues, please email [alumni@juilliard.edu](mailto:alumni@juilliard.edu).

### 8. Will you notify me before changes are made to my account?

We do our best! Make sure your Okta recovery email and phone number are up to date so we can reach you with reminders or alerts.

### 9. Does the Alumni Email program include Office apps or OneDrive?

The program includes a Microsoft 365 email account **only**. Access to additional services (like cloud storage or apps) is not provided.

### 10. Can the Alumni Email program change?

Like all technology services, the program may evolve as platforms and security needs change. If anything significant changes, we'll communicate updates clearly and in advance whenever possible.

### 11. Do we permit email auto-forwarding?

Auto-forwarding is not a feature offered as part of the Juilliard Alumni Email Program.

### 12. What's the best way to ensure I keep my email long-term?

- Sign into **Okta** at least once every **120 days**
- Keep your recovery info current
- Follow normal good email and security habits

Do that, and you'll enjoy your alumni email for many years to come!