

# NTU mail Retention Service (for ex-staff)

## **Your Office 365 Account**

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Your NTU retained account gives you access to your mailbox.

Retained mailboxes domain will change from STAFF to ASSOC and a "%" prefixed on the Display Name.

**Account ID:** Username@assoc.main.ntu.edu.sg

**Email Address:** username@ntu.edu.sg

**Domain:** ASSOC

Your account and mailbox will be deleted once it expired (This was the period assigned to you by your department head or dean). An reminder email will be sent to you prior to account termination.

Your retained account does not allow you to make use of VPN, web folder.

*\*This service is subject to the approval of the Centre for IT Services reserves the right to terminate a user's account if the account has been misused or the Rules and Regulations violated. Legal action may also be taken against such users.*

*\*Account which had not been logged on for a 6 months period would be deactivated*

## **Policy on Mass Mailing**

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Spamming or mass mailing is strictly prohibited in NTU. Mass mailing is a waste of resources and the practice is very inconsiderate too.

We will take tough action on those who mass mail, regardless of staff or students. Users who mass mail will be dealt as follow:

- First time offender - 1 week account suspension
- Subsequent offender - Account suspension until further review

## **Password Policy**

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Your password expires every 180 days. NEVER disclose your password to anyone.

## **Rules and Regulations**

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Please refer to this [link](#) for the **Rules & Regulations (Alumni & Former Staff)**

### **Help and Support**

**NSS Service Desk** through the following channels: **Hotline: 6790**

**HELP(4357)** and press "9" to speak to our operators

(Monday to Thursday - 8.30am to 5.30pm)

(Friday - 8.30am to 5.00pm);

**E-mail:** [servicedesk@ntu.edu.sg](mailto:servicedesk@ntu.edu.sg)