ITS Resource Center Home

Your Hamilton E-mail & SSS Accounts After Graduation

Contact Information

Help Desk & Training Services
315-859-4181
helpdesk@hamilton.edu

M-F 8 a.m. - 4 p.m.
Sa-Su Closed

Frequently Asked Questions

Although the questions below allow you to quickly get to the information you need, you are urged to read through all of the sections to get a full understanding of what your options are after you graduate.

When is my account deleted?
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When is my account deleted?

Your Hamilton email account will be *deactivated* approximately three (3) months after you graduate. Typically this occurs on August 31 or March 31 (for December graduates). Once your account is deactivated, no new mail is received. After deactivation, your old mail remains on the server until your account is physically removed (deleted) one month later.
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What happens if I miss the deadline to transfer my mail to another account?

Although your account is deactivated on the deadline date, your messages are not physically removed from our server for another month. This allows us to easily restore your account access should you accidentally miss the deadline. After the one month grace period has passed, your mail is no longer retrievable.
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How do I get a deadline extension?

Under special circumstances it is possible to obtain a brief extension. Please address your request to the helpdesk (hd@hamilton.edu). You should include your reason for requesting the extension and the length of time it is desired.
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How do I get an alumni email account?

The alumni address available to Hamilton graduates (*you@alumni.hamilton.edu*) is not an actual email account. Instead, it is a mail forwarding service. To sign up for this service please visit the Hamilton Alumni Directory Registration page and follow the step-by-step registration process. When you register, you must provide a real address to which mail is forwarded when mail is addressed to *you@alumni.hamilton.edu*. The email address you used as a student will not be available for your alumni email address until your old account has been fully *deleted* as described above. The advantage to the alumni forwarding service is that it allows you to list a Hamilton Alumni email address on professional correspondence. It remains in effect after your Hamilton student account is removed and as long as the address to which you forward mail remains active.
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How do I transfer my contacts and mail from my Hamilton email account to another account?

To transfer your *contacts* to any other email account, you will need to export them from your Hamilton account. Please refer to the link provided below for instructions.

Exporting contacts

To move existing *email* from your Hamilton account into another account *before* your Hamilton account is deleted please refer to the link provided below for instructions.

Transferring email from Hamilton to another account
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How do I *forward* my Hamilton email to another account?

Once you have transferred your mail to your non-Hamilton account, it is wise to start forwarding new mail to that account at the same time. When forwarding is turned on it only forwards mail received *from that point forward*. To transfer mail *previously* received, please see the section above. For instructions on how to set up forwarding, please refer to Google's help page at:
http://mail.google.com/support/bin/answer.py?answer=10957
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How do I set up an auto-reply that will send correspondents my new address?

To create an auto-reply message that will send correspondents your new email address, please refer to Google's help page at: http://mail.google.com/support/bin/answer.py?answer=25922

NOTE: Your auto-reply will end when your student email account is deactivated! Consequently, the sooner you set this up, the better.
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What happens to the files I stored on the Student Storage Server (SSS)?

If you have files stored on the Student Storage Server (SSS), they will remain available to you via the "Files" tab in My Hamilton only until about June 20. Before and after June 20, they can be accessed via FTP. Although the files you have stored on the SSS are backed up, the backup tapes are only retained for a few months. Consequently, **it is imperitive that you move your SSS files to your personal computer as soon after graduation as possible**. While you may not think you'll need that research paper you wrote in your second year, why take chances? ITS receives frantic requests each year from recent graduates who suddenly need a file to provide to a prospective employer or graduate college.

Prior to June 20, you can access your files via My Hamilton. Simply log in to my.hamilton.edu and click on the tab labeled "Files". There is documentation linked at the bottom of the Files page to assist you. Note that you can only save one file at a time.

After June 20, you can access your SSS files via FTP
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Questions?

If you have questions regarding your Hamilton email account after graduation, please feel free to contact the ITS Help Desk at helpdesk@hamilton.edu or call 315-859-4181.
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Last Updated: May 8, 2014