

## **IMPORTANT EMAIL INFORMATION**

As a student of the Rutgers University School of Social Work, it is critical that we have the ability to communicate with you via email in a reliable, secure and timely manner.

**The School of Social Work requires that you read emails regularly at <http://scarletmail.rutgers.edu>**

(In addition to checking Canvas or Sakai for course notifications and emails)



The University cannot guarantee email delivery to students who forward their mail outside of Rutgers (e.g. to Gmail, Yahoo, AOL, etc.). Since you will be held responsible for the instructions, deadlines and other important information we send via email, it is imperative to your good academic standing that you comply with this directive.

**Please take a few minutes to review and complete these steps:**

1. Go to [netid.rutgers.edu](http://netid.rutgers.edu)
2. If you have not yet activated your NetID, click on “NetID Activation” and follow the screens to complete this process.
3. If you already have an active NetID, click on “Manage Email Addresses” and log in using your NetID and password. Review the information on the left pane and address the following:
  - ✓ If you do not have a self-selected “*Personalized Email Address*”, you may create one in the section on the top of the page (@rutgers.edu address). This is not the email account you use to check your emails. You will check emails through your “*Delivery Email Account*”.
  - ✓ Your ScarletMail email address should be listed in the section for “*Delivery Email Account*”. If it is not there, please enter your ScarletMail email in one of the boxes and click on “*Add Delivery Address*”. Your “*Delivery Email Account*” (@scarletmail.rutgers.edu) is where you will check your email messages.
  - ✓ Your “*Official Rutgers Email Address*” is the address that is viewable to the University and where all emails are sent. It must be set to either:
    - The email address listed as your “*Personalized Email Address*” (@rutgers.edu) OR
    - Your ScarletMail email address ([@scarletmail.rutgers.edu](mailto:@scarletmail.rutgers.edu))

This is a **critical step** as it will ensure that your official Rutgers emails are delivered to your ScarletMail inbox.



### **RUTGERS OFFICE OF INFORMATION TECHNOLOGY (OIT): CONTACT INFORMATION**

If you have any questions or need help with your NetID, password or email, please call the **Computing Help Desk** on your campus:

- **Camden Campus:** Robeson Library, 1st Floor, 856-225-6274. [help@camden.rutgers.edu](mailto:help@camden.rutgers.edu)
- **New Brunswick Campus:** 848-445-HELP (4357) [help@oit.rutgers.edu](mailto:help@oit.rutgers.edu)
- **Newark Campus:** Hill Hall, Room 109, 973-353-5083. [help@newark.rutgers.edu](mailto:help@newark.rutgers.edu)