



UCD IT Services

UCD IT Services Standards for generation of UCD Email addresses.

Date: August 2019



UCD IT Services

Background:

- Email addresses for Faculty & Staff are generated based on their “Known As (firstname)” record in the staff database (CoreHR).
- Email addresses for Students are generated based on their full name in the student database (BANNER).
- Email addresses for Sponsored IT Connect accounts are generated from the name provided by the account Sponsor.

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 Faculty & 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.

**Email addresses cannot contain special characters.*

General rules of email address re-use.

To protect University information, any email address that has been deleted, will not be re-used.



Faculty & Staff email addresses:

Email addresses are generated in the following format:

- KnownAsName.lastname@ucd.ie *or if not available*
- KnownAsName.middleinitial.lastname@ucd.ie *or if not available*
- KnownAsName.lastname#@ucd.ie where # is a number, starting from 1

Email addresses for Faculty & Staff can be changed when:

- owner changes name
- name was spelt incorrectly in UCD HR database (CoreHR)
- email addresses to be changed from Irish to English / English to Irish
- name changes due to Gender Identity & Expression

Change process:

All staff requesting this must contact UCD HR first in order to change their personal details in the HR database (CoreHR). 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.

Student email addresses:

Student emails are generated in the format:

- firstname.lastname@ucdconnect.ie *or if not available*
- 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 to English / English to Irish
- name changes due to Gender Identity & Expression

Change 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. This will ensure consistency with their student record.



Sponsored Connect IT account email addresses:

Email addresses are generated in the following format:

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

Email addresses can be changed when:

- name was spelt incorrectly in UCD Identity Management System

Change process:

Because the email account is generated originally from information provided by the Sponsor, Visitors requesting changes to their email address must contact their Sponsor directly. The Sponsor can then contact IT Services on the person's behalf, to verify the change request.

For reference, please see information on other University email procedures:

http://www.ucd.ie/students/documents/email_po.pdf

<https://www.ucd.ie/t4cms/eictpolicy.pdf>