

GOT MAIL?

The University of La Verne automatically creates a ULV email account for students within 24 hours of their first course registration. You should try to access it as soon as you have registered.

It is the responsibility of each student to check his/her email account on a **regular basis!** If you prefer to receive your ULV email messages through your home or business email account, simply forward your ULV email as instructed below. **All email communication from the University** (about registration deadlines, advising, student billing, financial aid, as well as communication from your instructors) **will be sent to your ULV email address**, so whatever option you choose, *you must check your ULV email messages regularly.*

Finding your ULV email address

If you know your ULV email account name (myname@ulv.edu), skip this step and proceed to: *Accessing your ULV email account.*

Find your ULV email address by logging into *MyULV*, your personal student records account on the Web:

1. Click on the *MyULV* icon on bottom of the ULV home page at <http://www.ulv.edu/>
2. Click on the “*Enter Secure Area*” link
 - a. User ID = your Student ID Number
 - b. PIN = your birthdate in MMDDYY format if this is your first time logging in.NOTE: if you have logged in before and do not remember your PIN, you may reset it by providing the correct answer to your security question, otherwise contact your Academic Advisor for assistance.
3. Your ULV email address will be noted on the Welcome Page. (Note: ULV email addresses are created 24 hours after your initial course registration.)
4. Write down your ULV email address and log out of the *Secure Area*.

Accessing your ULV email account

1. Once you have your email address, go to the ULV home page <http://www.ulv.edu/> and Click on the Web Mail icon at the bottom of the page. Prior to logging in to your email account be sure to read the *Appropriate Use and Information Security/Confidentiality Policy* located on the Web Mail log-in page.
2. Log in to the ULV email system by entering your User name and Password
 - a. User = your email account name - e.g.; jroberts (you don’t need to type the @ulv.edu)
 - b. Password = Student ID number and last 4 digits of your SSN if this is your first time logging in (if the password doesn’t work, then try using just your Student ID as the password)
3. Change your default password immediately as a security measure! Click on “Options”, then on “Change Password.” (Note: Passwords are case sensitive.)
4. If you have followed all these steps and still cannot log in, please contact the OIT Help Desk at (909) 593-3511, extension 4130 or email: help@ulv.edu.

How to use ULV Web Mail

There are several tutorials on the Web Mail home page that describe how to manage your Web Mail account and how to forward your emails. Once you have logged into the ULV Web Mail system, you can click on the *Help* button on the left side of the page and it will describe all the features of the system.

Forwarding your ULV email messages to your home or business email account

1. Log into the ULV Web Mail system.
2. Once logged in, click on the *Options* link on the left side of the page
3. Click on the *Forwarding* link on the top of the page.
4. Enter the email address where you want your ULV emails forwarded. If you would like to have a copy of the ULV email message retained in your ULV Web Mail account, click that box. **Important: You must click on the *Start* button for this request to be saved.**

Issues to consider: Check that your anti-spam software allows ULV messages. Be careful that your personal email account doesn’t reach its quota limit. Some corporate email accounts have firewalls that may block your ULV messages.