University of Twente

Setting Up Your UT Alumni Email Forwarding Account

A step-by-step guide for Thunderbird, Outlook, Apple Mail, Gmail, Mailbox.org and mobile devices.

UT Alumni Office | alumni@utwente.nl | Updated 10-09-2026

Quick Start: Keeping Your UT Alumni Email Working

Before 1 February 2027

Use this checklist to complete the most important tasks. Most people can finish the setup in 15–30 minutes, although copying large email archives may take longer.

- Choose your primary email account (Gmail, Outlook, Mailbox, or another provider).
- IMAP users: Copy your existing alumni emails before February 2027.
- Set up forwarding from your @alumnus.utwente.nl address.
- Create an Alumni Inbox folder or label in your primary email account.
- Define filters for incoming messages forwarded from your alumni email account.
- Set up a secondary identity for mailing using your alumni email address.
- Test everything using the final checklist in Section 13.

Which setup should I follow?

If you use...	Go to
Mozilla Thunderbird	Section 6
Microsoft Outlook	Section 7
Apple Mail	Section 8
Gmail	Section 9
Mailbox.org	Section 10
Mobile devices	Section 11
POP3 Users (All clients)	Section 12

Keep these outgoing server settings handy

SMTP Server	smtp.alumnus.utwente.nl
Port	587
Encryption	STARTTLS
Username	s1234567
Password	UT Alumni Portal password

Migration Decision Guide

Answer these questions to find the quickest route through the guide.

Do you still have emails stored in your UT alumni mailbox?

Yes — I use IMAP

Follow Section 3 to copy your emails, then Section 4 for forwarding and your chosen email client section.

No — I use POP3

Follow Section 12, which will guide you through Section 4 and your specific email client setup.

Your end goal

Incoming mail is forwarded.
You can send using your alumni email address.
Your old emails are safely stored.
Your alumni messages are organised into dedicated folders or labels.

1. What Is Changing and Why This Guide Exists

From February 1, 2027, the University of Twente will no longer provide server-based email storage for alumni accounts. This means you will no longer be able to access your @alumnus.utwente.nl mailbox directly through a web browser or through a mail client connected to our servers.

However, we will continue to offer an outgoing mail service (SMTP), so you can still send email from your alumni address. This guide explains how to set up a local email client on your computer and mobile phone so that you can:

- **Continue sending** email from your @alumnus.utwente.nl address
- **Receive forwarded email** from your alumni address in your personal inbox (Gmail, Outlook.com, etc.)
- **Keep your existing emails** safely stored on your own computer

Important — Please Read Before You Begin

Migrating email messages and folders carries risks. During any migration process, data can be lost, interrupted, or misplaced. The University of Twente Alumni Office cannot be held responsible for emails lost during your personal migration process.

Before you begin, we strongly recommend securing your most important messages first:

Forward critical emails to a secondary personal account (Gmail, Outlook.com, etc.) so they are safely stored elsewhere before you start any migration steps.

Print or export essential messages as PDF files if you need a permanent offline copy that is independent of any email system.

Only once your most important messages are secure should you proceed with the migration steps in this guide.

Note: If you currently have emails stored on our server and want to keep them, please follow the instructions in Section 3 of this document before February 2027. After that date, emails remaining on the server will be removed and will no longer be accessible.

2. Which Type of User Are You?

Before following the setup steps, identify which situation applies to you. Each type has a slightly different process.

Type A — POP3 Users

Your emails have already been downloaded to your computer. You are not at risk of losing messages when our server closes. You mainly need to:

- Set up a new primary email account in a local client
- Configure your alumni address as a secondary sending identity
- Arrange email forwarding so new messages still reach you

Go to: Section 12 first, then Sections 4 and your specific email client section (Sections 6-11)

Type B — IMAP Users (Light)

You use IMAP but have relatively few emails or a simple folder structure. You should follow the same steps as Type A.

Go to: Section 3 first, then Sections 4 and 6 (see Section 11 for mobile phone related information)

Type C — IMAP Users (Heavy — Many Emails and Folders)

You have a large archive of emails organised in folders and sub-folders on our server.

Go to: Section 3 carefully, then Sections 4 and 6 (see Section 11 for mobile phone related information)

Note: Not sure which type you are? If your email client currently shows folders that say Inbox, Sent, etc. under your alumni account and these sync when you go online, you are an IMAP user. If your client downloads messages and they disappear from the server, you are a POP3 user.

3. Before You Start — Migrating Your Emails (IMAP Users)

This section is for anyone currently using IMAP to access their alumni email. You must complete these steps before February 1, 2027.

Step 1 — Secure Your Most Important Messages First

Before moving anything, take a moment to protect the emails you cannot afford to lose. Forward critical messages to a personal account (Gmail, Outlook.com, Mailbox.org etc.) or print them as PDFs. Only then should you proceed with the steps below.

Step 2 — Set Up Your New Primary Email Account

Install a local email client (see Sections 6 - 11) and add your new primary email account (e.g. Gmail or Outlook.com) to it. This gives you somewhere to move your alumni emails to.

Step 3 — Add Your Alumni Account Alongside It

While our IMAP server is still running, also add your alumni account to the same email client using the settings in the box below. This lets you see both accounts side by side.

Incoming server: imap.alumnus.utwente.nl | Port: 993 | Encryption: SSL/TLS
Username: your student number (e.g. s1234567) | Password: your alumni portal password

Step 4 — Copy Your Emails to Their New Location

With both accounts visible in your email client, you can now copy your folders and emails from your alumni account into your new primary account or into Local Folders. We strongly recommend copying rather than moving — this way your originals remain safely on the alumni server until you have verified that everything has arrived correctly in its new location.

- To keep emails accessible on all your devices, copy them into your new primary account (Gmail, Outlook.com, Mailbox.org) — they will be uploaded to that account's server
- To keep a local-only archive that does not use cloud storage, copy them into Local Folders
- You can do both — copy recent emails to your primary account and copy older ones to Local Folders as an archive
- Some email services also offer a special feature for transferring messages like Mailbox.org's 'Migration Assistant'

How to copy rather than move in each email client:

- **Thunderbird:** right-click on a folder or selected messages and choose Copy To, then select the destination. Do not use Move To.

- **Outlook (classic):** hold the Ctrl key while dragging to copy instead of move. Alternatively, right-click and drag, then choose Copy when the menu appears.
- **Apple Mail:** hold the Option key while dragging to copy instead of move.

Note: Copying a large number of emails may take some time depending on your internet connection. Work through one folder at a time, starting with the folders you use most. Check that each folder has arrived correctly before moving on to the next.

Step 5 — Verify your data

Once you have copied all your emails, take time to verify that everything has arrived correctly in its new location — check that folder structures look right and that individual messages open as expected. Only once you are satisfied should you delete the copies from the alumni server, or simply leave them in place. They will become inaccessible after February 2027 regardless.

Step 6 — Remove the Alumni IMAP Account

When you are confident the migration is complete, you can remove the alumni IMAP account from your email client. Your copied emails will remain wherever you placed them and will not be affected by removing the account.

4. Setting Up Email Forwarding

UT alumni can choose to use an @alumnus.utwente.nl email address for outgoing mail and forwarding. Before sending mail or receiving forwarded messages, an alumni email account must first be activated through the Alumni Portal (*for graduates after February 2026*).

Alumni who graduated before February 2026 already have an active alumni email account and can proceed directly to configuring forwarding in Section 4.2. (Gmail users: please note the message at the bottom of this page)

4.1 Activating Your Alumni Forwarding Email Address

1. Log in to the UT Alumni Portal.
2. Open the Email section
3. Activate your alumni email address and define your forwarding settings.

Your alumni portal password is also used for email services such as SMTP sending. Your username is your student number in the format s1234567.

Once your alumni email account is activated, you can configure your alumni address for sending mail from Gmail, Thunderbird, Apple Mail, or another email client, as described in Sections 6 through 11.

4.2 Setting Up Email Forwarding

Forwarding allows incoming messages sent to your @alumnus.utwente.nl address to arrive automatically in your personal inbox (for example Gmail, Outlook or Mailbox.org).

1. Log in to the UT Alumni Portal.
2. Open the Email section.
3. Enter the personal email address where you want to receive forwarded messages.
4. Save or enable forwarding.

Once forwarding is active, emails sent to your alumni address will automatically arrive in your personal mailbox. You can then set up a filter in your email client (see Sections 6 through 11) to sort these forwarded messages into a dedicated folder.

Note: If you plan to use Gmail's send-as feature (Section 9.1), activate forwarding only after you have verified your alumni address as a send-as identity in Gmail. The verification email is sent to your alumni mailbox, so you will need to retrieve it directly before forwarding is active.

5. Server Settings Reference

You will need these settings when adding your alumni account as a secondary identity in Sections 6 through 11. Keep this page handy.

Setting	Incoming (IMAP)	Outgoing (SMTP)
Server	`imap.alumnus.utwente.nl`	`smtp.alumnus.utwente.nl`
Port	`993`	`587`
Encryption	SSL/TLS	STARTTLS
Username	Your student number, e.g. `s1234567`	Your student number, e.g. `s1234567`
Password	Your UT alumni portal password	Your UT alumni portal password

Note: Your username is your student number in the format s followed by 7 digits, for example s1234567. Your password is the same password you use to log in to the UT alumni portal.

6. Setting Up in Mozilla Thunderbird

Mozilla Thunderbird is a free, open-source email client available for both Windows and Mac. Download it from thunderbird.net if you do not already have it installed.

6.1 Adding Your New Primary Email Account

If you have not already added your personal email account (Gmail, Outlook, Mailbox.org etc.) to Thunderbird, do this first.

1. Open Thunderbird. If the account setup wizard does not appear automatically, go to the top menu and choose File > New > Existing Mail Account.
2. Enter your name, personal email address, and password, then click Continue.
3. Thunderbird will automatically detect settings for common services like Gmail and Outlook. Click 'Done' to finish.
4. If settings are not automatically detected click on the 'Manual Configuration' option and enter the settings of your email provider's incoming and outgoing server.

6.2 Adding Your Alumni Address as a Secondary Identity

This allows you to send email from your @alumnus.utwente.nl address using Thunderbird. Before setting up the identity, first create a dedicated folder to store sent alumni mail — this keeps your alumni correspondence neatly separated from your personal sent mail.

1. In the left panel, right-click your primary email account and choose New Folder. Name it Alumni Sent. This folder will store a copy of every message you send from your alumni address.
2. Right-click your primary account again and choose Settings.
3. At the bottom of the account settings panel, click Manage Identities.
4. Click Add to create a new identity.
5. Fill in the following fields:
   - **Your Name:** the name you want recipients to see
   - **Email Address:** your full alumni address, e.g. j.smith@alumnus.utwente.nl
6. Click the Copies & Folders tab within the identity settings.
7. Under When sending messages, automatically place a copy in, select Other and navigate to the Alumni Sent folder you created in step 1.
8. Click OK to save the identity.

Note: With this setup, your alumni correspondence will be organised into two matching folders: Alumni Inbox for messages you receive, and Alumni Sent for messages you send. Both sit alongside your regular primary account folders.

6.3 Configuring the Alumni SMTP Outgoing Server

1. Go to Account Settings > Outgoing Server (SMTP) in the left panel.
2. Click Add to create a new outgoing server.
3. Enter the following settings:
   - **Description:** UT Alumni
   - **Server Name:** `smtp.alumnus.utwente.nl`
   - **Port:** `587`
   - **Connection Security:** STARTTLS
   - **Authentication Method:** Normal password
   - **Username:** your student number, e.g. `s1234567`
4. Click OK.
5. Go back to Manage Identities, select your alumni identity, and set the Outgoing Server dropdown to UT Alumni.

6.4 Setting Up a Forwarding Filter

Once forwarding is active on your alumni account, incoming messages will arrive in your primary inbox. You can create a filter to move them automatically into your Alumni Inbox folder, keeping them alongside your Alumni Sent folder for a complete picture of your alumni correspondence.

1. Right-click your primary account in the left panel and choose New Folder. Name it Alumni Inbox.
2. Go to Tools > Message Filters (press the Alt key first if the menu bar is not visible).
3. Select your primary account and click New.
4. Name the filter, for example: Alumni forwarded mail.
5. Set the condition to: To or CC > contains > your alumni address.
6. Set the action to: Move Message To > Alumni Inbox.
7. Make sure the filter is set to run when Checking Mail.
8. Click OK.

Note: If the To field does not reliably catch forwarded messages, try adding a second condition using Delivered-To > contains > your alumni address, with the match set to Any of the following conditions (OR logic).

7. Setting Up in Microsoft Outlook (Desktop)

These instructions apply to the Outlook desktop application included with Microsoft 365, available on both Windows and Mac. Before following this section, please read the important limitation notice below.

Important — Please Read Before You Begin

Important limitation: Microsoft 365 Outlook and custom SMTP.

Microsoft 365 Outlook is designed to work within the Microsoft ecosystem and does not support adding an external custom SMTP server as a secondary sending identity. This means that in most cases, you cannot configure Outlook to send email from your @alumnus.utwente.nl address using the UT alumni SMTP service.

The new Outlook (the redesigned version rolling out from 2024 onwards) does not support custom SMTP servers at all. The classic Outlook interface has limited support that varies by account configuration. See Appendix 1 for more details.

We recommend one of the following approaches if you are an Outlook user:

Option 1 (recommended): Install Mozilla Thunderbird alongside Outlook. Use Outlook as normal for your primary account, and use Thunderbird specifically for sending from your alumni address. Thunderbird is free and fully supports custom SMTP. See Section 6 for setup instructions.

Option 2: Switch to Thunderbird as your primary email client. Thunderbird can manage all your accounts in one place, including your primary personal account and your alumni sending identity.

7.1 What Outlook Can Still Do

Even with this limitation, Outlook remains useful for part of your setup. Specifically, Outlook handles incoming mail filtering reliably, so if your primary email account is hosted on Microsoft 365 or Outlook.com, you can still use Outlook to:

- Receive forwarded alumni mail in your primary inbox
- Automatically sort forwarded alumni mail into a dedicated folder using rules

In many cases, sending from your alumni address will need to be done via Thunderbird or Gmail (see Sections 6 and 9).

7.2 Adding Your New Primary Personal Email Account

1. Open Outlook. If this is the first time, the setup wizard will start automatically.
2. If Outlook is already set up, go to File > Add Account.
3. Enter your personal email address and follow the prompts. Outlook will detect settings automatically for Microsoft 365, Exchange, Gmail, and Outlook.com accounts.

7.3 Setting Up a Forwarding Filter (Rule) for Incoming Alumni Mail

Once forwarding is active on your alumni account, use an Outlook rule to automatically sort those messages into a dedicated folder.

1. In Outlook, right-click on your primary inbox in the left panel and choose New Folder. Name it Alumni Inbox.
2. Go to Home > Rules > Manage Rules & Alerts.
3. Click New Rule.
4. Select Start from a blank rule and choose Apply rule on messages I receive.
5. Set the condition to: “with specific words in the message header”, click on the underlined value and enter your alumni address.
6. Set the action to: move it to the specified folder, click on the underlined value and select your Alumni Inbox folder.
7. Click Finish to save the rule.

Note: For sending from your alumni address, please follow Section 6 (Thunderbird) or Section 9 (Gmail) in addition to this Outlook setup.

8. Setting Up in Apple Mail (Mac Only)

Apple Mail comes pre-installed on all Macs and is a straightforward option for macOS users.

8.1 Adding Your New Primary Email Account

1. Open Apple Mail. Go to Mail > Add Account.
2. Select your provider (Google, iCloud, etc.) or choose Other Mail Account for a custom address.
3. Enter your details and follow the prompts.

8.2 Adding Your Alumni Address as a Secondary Identity

1. Go to Mail > Settings (or Preferences on older macOS versions) > Accounts.
2. Select your primary account.
3. In the Account Information tab, find the Email Address field. On newer macOS versions you can add multiple addresses separated by commas. Add your alumni address here.
4. When composing a message, use the From dropdown to select your alumni address.

8.3 Configuring the Alumni Outgoing Mail Server

1. In Mail Settings > Accounts, select your primary account and go to the Server Settings tab.
2. Under Outgoing Mail Account, click the dropdown and choose Edit SMTP Server List.
3. Click the + button to add a new server and enter:
   - **Description:** UT Alumni
   - **Server Name:** `smtp.alumnus.utwente.nl`
   - **Port:** `587`
   - **Use STARTTLS:** enabled
   - **Authentication:** Password
   - **Username:** your student number, e.g. `s1234567`
4. Click OK and assign this server to your alumni identity when composing messages.

Ensure the alumnus SMTP server is selected whenever the alumni ‘From address’ is used.

8.4 Setting Up a Forwarding Filter (Rule)

1. Go to Mail > Settings > Rules and click Add Rule.
2. Name the rule, for example: Alumni forwarded mail.
3. Set the condition to: To > contains > your alumni address.
4. Set the action to: Move Message > to mailbox > Alumni Inbox (create this folder first by right-clicking your account in the sidebar).
5. Click OK.

9. Setting Up in Gmail (Web-Based Option)

Gmail is a browser-based option — no software installation is required. This is a good choice if you already use Gmail as your personal email and are comfortable working in a web browser. Note that this setup does not give you a desktop email client; emails are accessed through Gmail in a web browser on any device.

Note: Gmail refers to folders as labels. Throughout this section, label and folder mean the same thing.

9.1 Adding Your Alumni Address as a Send-As Identity

This allows you to compose and send email from your @alumnus.utwente.nl address directly within Gmail, using the UT alumni SMTP server.

Important — Please Read Before You Begin

Important: complete this step before setting up forwarding.

When you add your alumni address as a send-as identity, Gmail will send a verification email to your alumni mailbox but this will not be received if forwarding is already activated. We therefore recommend completing this section first, then retrieving the verification code from your alumni webmail, and only then setting up forwarding via the alumni portal.

1. In Gmail Settings, go to the Accounts and Import tab.
2. Under Send mail as, click Add another email address.
3. Enter your name and your full alumni email address (e.g. j.smith@alumnus.utwente.nl). Ensure that 'Treat as an alias' is unchecked.
4. Click Next Step. On the following screen, enter the outgoing server details:
   - **SMTP Server:** `smtp.alumnus.utwente.nl`
   - **Port:** `587`
   - **Username:** your student number, e.g. `s1234567`
   - **Password:** your UT alumni portal password
   - **Secured connection:** STARTTLS
5. Click Add Account. Gmail will send a verification email to your alumni address. Open that email and click the confirmation link, or enter the code provided.
6. Once verified, your alumni address will appear in the From dropdown when composing a new message.

Note: The verification email will arrive in your alumni mailbox. If email forwarding is already enabled, temporarily disable it via the Alumni Portal. Then follow the steps above and retrieve the verification email through the alumni webmail interface. Once verification is complete, re-enable forwarding.

9.2 Setting Up a Filter for Forwarded Alumni Mail

Once your alumni account is set to forward incoming mail to your Gmail address, you can automatically sort those messages into a dedicated label.

1. First, create a new label: in Gmail, click the + button next to Labels in the left sidebar, or go to Settings > Labels > Create new label. Name it Alumni Inbox or similar.
2. Go to Settings > Filters and Blocked Addresses and click Create a new filter.
3. In the To field, enter your full alumni email address.
4. Click Create filter.
5. On the next screen, tick Apply the label and select your Alumni Inbox label.
6. Optionally tick Skip the Inbox if you want forwarded alumni mail to go straight to the label without appearing in your main inbox.
7. Click Create filter.

9.3 Choosing Your Default Sending Address

If you want Gmail to default to sending from your alumni address rather than your personal Gmail address, you can change this in settings.

1. Go to Settings > Accounts and Import > Send mail as.
2. Next to your alumni address, click make default.

You can always switch the From address on individual emails using the From dropdown when composing.

Gmail tip: when composing a message, click the From field to switch between your Gmail address and your alumni address. If you do not see a From dropdown, it appears automatically once a second send-as address has been verified.

10. Setting Up in Mailbox.org

Mailbox.org is a privacy-focused, ad-free email service based in Germany, popular among users who prefer a European provider with strong data protection standards. It supports standard IMAP and SMTP protocols, making it straightforward to configure alongside your UT alumni sending address. These instructions apply to the Mailbox.org web interface and its settings panel. If you prefer to use Mailbox.org via a desktop client such as Thunderbird, follow Section 6 instead. Note that the necessary functionality requires a paid subscription.

10.1 Adding Your Alumni Email Account

This allows you to compose and send email from your @alumnus.utwente.nl address directly within Mailbox.org, using the UT alumni SMTP server.

1. Log in to your account at Mailbox.org.
2. From the top menu, click the Settings icon and then select ‘Add email account’ at the bottom of the menu.
3. Enter your email address and password in the pop-up window. Click Add.
4. An ‘Error’ notification will appear. Click on the ‘Configure manually’ option.
5. Enter the details below in the ‘Add email account’ screen

Account name: Alumni	**Server:** imap.alumnus.utwente.nl
Your name: Your name	**Server type**: IMAP
Server name: imap.alumnus.utwente.nl	**Connection security:** SSL/TLS
Server port: 993	**Username**: s1234567
Password: Alumni account password	

Outgoing server details:

Server name: smtp.alumnus.utwente.nl	**Connection security:** STARTTLS
Server port: 587	**Authentication:** As incoming mail server

6. Click ‘Save’

10.2 Copy messages from your Alumni Account to Mailbox.org

This allows you to copy folders from your alumni account to the Mailbox.org platform.

1. Log in to your account at Mailbox.org.
2. From the top menu click on the settings icon and then ‘All settings’
3. Select ‘Migration assistant’ from the left side menu
4. Click on ‘Start migration with audriga’ and accept terms of service.
5. Select ‘Add missing provider or server’ from dropdown menu
6. Enter imap.alumnus.utwente.nl as the mailserver hostname. Click on ‘Check’
7. Click on Continue.
8. Enter an email address for status notification and then click on ‘Proceed’
9. Enter the details of your alumni account (Source, where username follows the format s1234567) and Mailbox.org account (Destination) followed by ‘Check’ for both. Afterwards click on ‘Confirm’
10. Click on Proceed.

11. A ‘Migration summary’ provides an overview of the emails that will be transferred and the expected duration. If acceptable click on ‘Start migration’. A confirmation message will be sent when the migration is complete.

10.3 Setting Up Email Forwarding to Mailbox.org

Once your alumni account forwarding is activated in the UT Alumni Portal (see Section 4.2), incoming messages sent to your @alumnus.utwente.nl address will automatically arrive in your Mailbox.org inbox. No additional configuration is needed in Mailbox.org for incoming forwarded mail to arrive — the steps below simply help you sort it once it does.

10.4 Setting Up a Filter for Forwarded Alumni Mail

You can create a filter in Mailbox.org to automatically sort forwarded alumni messages into a dedicated folder, keeping them separate from your other mail.

1. In Mailbox.org, right-click on Inbox in the left sidebar and choose New Folder (or go to Settings > Mail > Folders). Name it Alumni Inbox.
2. Go to Settings > Mail > Filter Rules and click Add Rule or the + button.
3. Name the rule, for example: Alumni forwarded mail.
4. Set the condition to: To — contains — your full alumni address (e.g. j.smith@alumnus.utwente.nl).
5. Set the action to: Move to folder — Alumni Inbox.
6. Save the rule.

Note: If forwarded messages are not reliably caught by the To condition, try adding a second condition using Delivered-To — contains — your alumni address, with the condition logic set to Any (OR). This handles cases where the original recipient field is rewritten during forwarding.

10.5 Choosing Your Default Sending Address

If you want Mailbox.org to default to sending from your alumni address rather than your primary Mailbox.org address, you can update this in your sender identity settings.

1. Go to Settings > Mail > Sender Identities.
2. Select your alumni identity and mark it as the default sender.

You can always switch the From address using the From dropdown when composing.

Mailbox.org tip: when composing a message, click the From field to switch between your Mailbox.org address and your alumni address. If you do not see a From dropdown, it will appear automatically once a second verified sender identity has been added to your account.

11. Sending from an Alumni Address on Mobile Devices

This section covers how to add your alumni address as a sending identity on your smartphone or tablet, so you can compose and send messages from your @alumnus.utwente.nl address directly from your mobile mail app. Forwarding (Section 4) handles incoming mail — the steps below are purely about configuring the outgoing side.

11.1 iOS Mail (iPhone and iPad)

The built-in iOS Mail app can be configured to send from your alumni address using the alumni SMTP server. Once the IMAP server is shut down in February 2027, any alumni account configured this way will stop working and will need to be removed.

For iPhone and iPad users, we therefore recommend one of the following alternatives, both of which continue to work after the IMAP shutdown:

Option A — Use the Gmail iOS app

The Gmail app does not support adding a custom SMTP server directly on mobile. The workaround is to first set up the alumni address as a send-as identity in Gmail on the web (Section 9.1). Once that is done, the identity appears automatically in the mobile app and no further setup is needed on your phone.

Option B — Add the Mailbox.org webmail to your Home Screen

If you use Mailbox.org as your primary email provider, its webmail interface can be added to your iPhone or iPad Home Screen as a web app. This gives you a near-native experience — a dedicated icon, full-screen view, and no need to open Safari each time. Sending via your alumni address works through the identity you configured in Section 10.1.

1. Open Safari on your iPhone or iPad and go to Mailbox.org.
2. Log in to your Mailbox.org account.
3. Tap the Share button at the top right side of the screen (the square with an arrow pointing upward).
4. Scroll down in the share sheet, click on ‘View More’ and tap Add to Home Screen.
5. Give it a name — for example Mailbox — and tap Add.
6. The Mailbox.org icon will appear on your Home Screen. Opening it launches the full webmail interface in a dedicated full-screen view. You can compose messages and select your alumni address from the From field as you would in a regular mail app.

Note: the Home Screen web app approach also works on iPad, and on any other iPhone or iPad where Safari is available. The experience is very close to a native app — the only difference is that it opens as a browser session, so you may occasionally be asked to log in again if your session expires.

11.2 Gmail App (Android)

The Gmail app does not support adding a custom SMTP server directly on mobile. The workaround is to first set up the alumni address as a send-as identity in Gmail on the web (Section 9.1). Once that is done, the identity appears automatically in the mobile app and no further setup is needed on your phone.

Prerequisite: complete Section 9.1 on the web first

Log in to Gmail on a desktop browser and follow the steps in Section 9.1 to add your alumni address as a verified send-as identity. This involves entering the UT alumni SMTP server details and clicking a verification link sent to your alumni mailbox. Once verified, the identity syncs to the Gmail app on all your devices automatically.

Sending from the alumni address in the Gmail app

1. Open the Gmail app and tap the Compose button.
2. Tap the From field. A dropdown will list all your verified send-as addresses.
3. Select your alumni address. The message will be sent via the alumnus SMTP server.
4. The app remembers the last From address you used, so if you regularly send from your alumni address you will not need to switch it each time.

Note: if your alumni address does not appear in the From dropdown, the web setup in Section 9.1 has not been completed or the verification step was not confirmed. Go to Gmail Settings > Accounts and Import > Send mail as and check the status there.

11.3 Thunderbird for Android

Thunderbird for Android (formerly K-9 Mail) is a full-featured open-source mail client that supports multiple accounts and sending identities with custom SMTP.

Adding a primary account

1. Open Thunderbird for Android. If this is your first account, the setup wizard will start automatically. Otherwise, tap the menu (three lines) and choose Add Account.
2. Enter your name, primary email address, and password (use the email account where your alumni email messages are being forwarded to). Tap Next — Thunderbird will attempt automatic detection.

Adding a second alumni sending identity

If you already have a primary email account in Thunderbird for Android, follow these steps to add your alumni email address as an additional identity within that account.

1. Go to Settings, tap your account, Sending mail and afterwards Manage Identities.
2. Tap New Identity and fill in the asked details including your alumni email address.
3. Under the menu Sending mail click on Outgoing Server, tap Add new outgoing server and enter the alumnus SMTP details (smtp.alumnus.utwente.nl, port 587, Normal password, username = your student number, alumni account password).
4. Click Next. The SMTP settings will be checked.

11.4 Mailbox.org webmail on Home Screen

If you use Mailbox.org as your primary email provider, its webmail interface can be added to your Android phone home screen as a web app. This gives you a near-native experience — a dedicated icon, full-screen view, and no need to open a browser each time. Sending via your alumni address works through the identity you configured in Section 10.1. Note that the necessary functionality requires a paid subscription.

1. Open Google Chrome on your Android phone and go to Mailbox.org.
2. Log in to your Mailbox.org account.
3. Tap the three dots button at the top right side of the screen.
4. Scroll down the menu, click on ‘Install and create shortcut’.
5. Select the ‘Install’ option.
6. The Mailbox.org icon will appear on your Home Screen. Opening it launches the full webmail interface in a dedicated full-screen view. You can compose messages and select your alumni address from the From field as you would in a regular mail app.

12. POP3 Users — Pre-February 2027 Guide

If you currently use POP3 to access your alumni email, your messages have already been downloaded directly to your computer. You are not at risk of losing existing messages when our server closes, but you must reconfigure how you send and receive new messages.

⚠️ CRITICAL WARNING: If you use Microsoft Outlook, do NOT switch to the "New Outlook" interface. The New Outlook does not support POP3 accounts or local email data files (.pst). Switching will hide your historical email folders. Please stick strictly to Classic Outlook, or migrate your emails to Mozilla Thunderbird (see Section 6) to guarantee you do not lose access to your archive.

Step 1 — Back Up Your Local Data (Do This First!)

Before making any changes or configuring your new account, save a copy of your current local email data.
• Microsoft Outlook (Classic): Go to File > Open & Export > Import/Export and choose Export to a file (.pst).
• Mozilla Thunderbird / Apple Mail: Back up your local profile folder, or right-click your folders to Export them as an MBOX file.

Step 2 — Verify Recent Downloads

Ensure your email client has pulled down recent messages. If it was set to "leave messages on the server for X days," emails not downloaded will be lost after February 2027.

Step 3 — Set Up Forwarding & New Primary Account

1. Set up email forwarding in the UT Alumni Portal to your personal email address (Follow Section 4.2).
2. Set up your new primary personal email account (Gmail, Outlook.com, etc.) inside your local desktop email client.

Step 4 — Manage Your Old Folders

Your old POP3 emails will remain in your sidebar as a separate local folder or archive. You have two choices:

• Option A (Keep as an Archive): Leave the old folders exactly where they are. You can click on them anytime to read past emails. (Recommended for large mailboxes). Once safe, you can eventually remove the old POP3 account profile; your downloaded emails will remain in Local Folders.

• Option B (Move to a New Account): Copy individual emails or folders from your old local folder into your new account's folders (See below for client-specific copy/paste modifiers like holding Ctrl or Option). If your new account uses IMAP, this will upload your old emails to your new provider's server.

Copying messages to a new location: With both accounts visible in your email client, you can now copy your folders and emails from your alumni account into your new primary account or into Local Folders. We strongly recommend copying rather than moving — this

way your originals remain safely on the alumni server until you have verified that everything has arrived correctly in its new location.

- To keep emails accessible on all your devices, copy them into your new primary account (Gmail, Outlook.com, Mailbox.org) — they will be uploaded to that account's server
- To keep a local-only archive that does not use cloud storage, copy them into Local Folders
- You can do both — copy recent emails to your primary account and copy older ones to Local Folders as an archive
- Some email services also offer a special feature for transferring messages like Mailbox.org's 'Migration Assistant'

How to copy rather than move in each email client:

- **Thunderbird:** right-click on a folder or selected messages and choose Copy To, then select the destination. Do not use Move To.
- **Outlook (classic):** hold the Ctrl key while dragging to copy instead of move. Alternatively, right-click and drag, then choose Copy when the menu appears.
- **Apple Mail:** hold the Option key while dragging to copy instead of move.

🛑 STOP — Do Not Delete Your Old Profile Yet. When removing your old POP3 account from your mail client, ensure you only remove the email sending/receiving configuration. Do NOT delete the underlying data file or local folders. If you are unsure, leave the inactive account profile exactly as it is; it will simply stop connecting, but your emails will stay safe.

Step 5 — Configure Secondary Identity & Filters

Follow the specific section for your chosen email client (Sections 6 through 11) to:

1. Configure your alumni address as a secondary sending identity.
2. Set up an incoming filter/rule to sort your forwarded alumni mail into a dedicated folder.

13. Final Testing Checklist

Complete these tests before considering your migration finished.

Sending test

☐ Sender shows your alumni address.

☐ Your name appears correctly.

☐ The email arrives successfully.

Reply test

☐ Replies are delivered.

☐ Conversation stays together.

☐ Attachments work.

Forwarding test

☐ Mail arrives in your personal inbox.

☐ Forwarding works automatically.

☐ No unexpected delays.

Folder or label test

☐ Forwarded messages are sorted automatically.

☐ Sent alumni mail is stored correctly.

Archive test (IMAP & POP3 users)

☐ Older emails open correctly.

☐ Attachments are accessible.

☐ Folder structure is intact.

☐ Old POP3 emails open correctly and are visible in local folders/Archives

Need help?

Check Section 14 for possible solutions or contact the UT Alumni Office at alumni@utwente.nl and include your student number, email client, operating system, and screenshots where relevant.

14. Troubleshooting

I cannot connect to the alumni IMAP or SMTP server

- Double-check your username is your student number only (e.g. s1234567), without @alumnus.utwente.nl
- Make sure you are using the exact server addresses as shown in Section 5
- Check that port 993 (IMAP) and port 587 (SMTP) are not blocked by a firewall/VPN
- Try restarting your mail client
- Try toggling off your VPN if you have one active

My password is not being accepted

- Make sure you are using your current UT alumni portal password — this may be different from your old student password
- If you have recently changed your portal password, update it in your email client settings too

Emails from my alumni address arrive with a wrong name/address

- Check your identity settings — make sure the From name and email address are correctly entered
- Make sure the correct outgoing (SMTP) server is selected for the alumni identity

Forwarded emails are not appearing in my Alumni Inbox folder

- Make sure that forwarding is activated via the alumni portal with the correct address
- Check that the forwarding rule is enabled and running on new incoming mail
- Make sure the filter condition matches exactly — check for extra spaces in the email address
- In Thunderbird, try running the filter manually: right-click your inbox and choose Apply Filters

I cannot see my old emails after removing the alumni IMAP account

- If you moved emails to Local Folders before removing the account, they should still be visible under Local Folders in your email client
- If you moved them to your primary account (Gmail, Outlook.com), check there
- If you are not sure where they went, do not delete the IMAP account yet — contact the Alumni Office for help

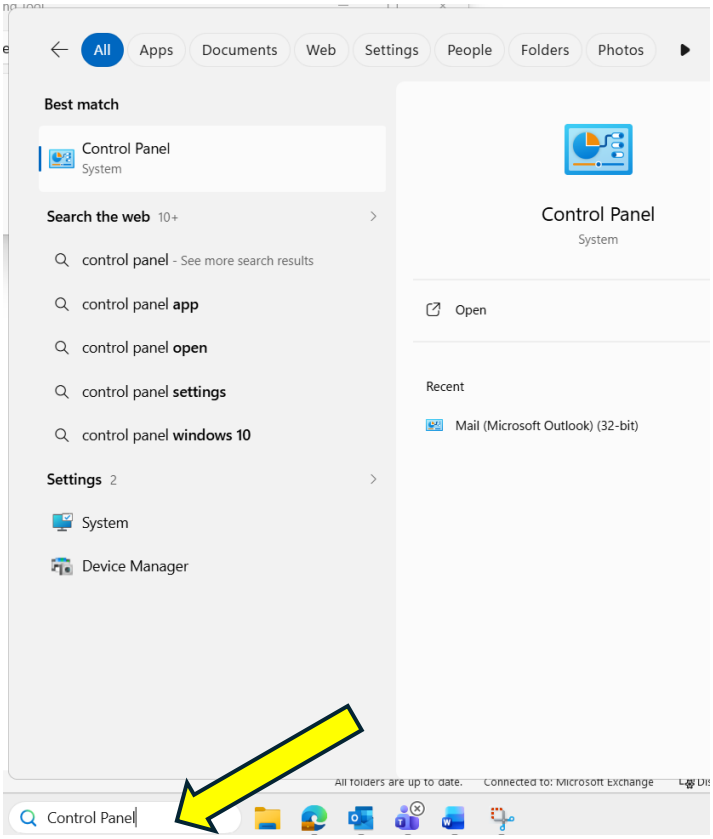
Still need help?

Contact the Alumni Office at alumni@utwente.nl. Please include your student number and a brief description of the problem, including which email client and operating system you are using along with screenshots if relevant.

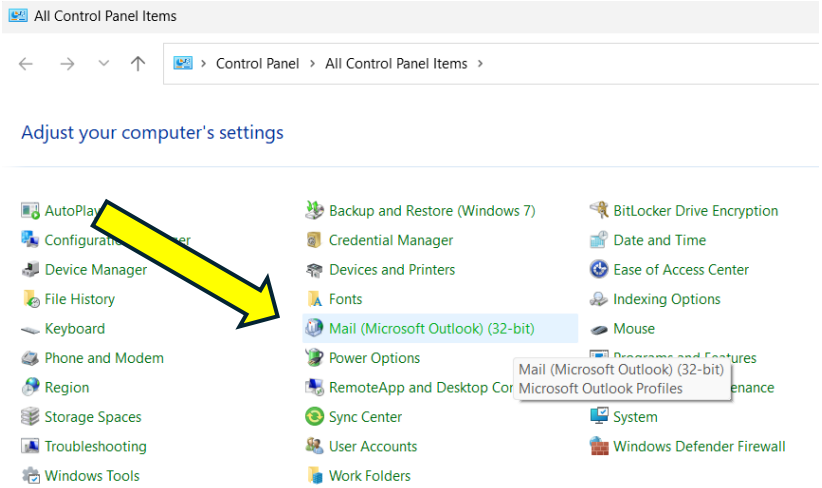
Appendix 1: Adding an alumni email mailbox to Outlook (Classic desktop)

Follow this to add your alumni mail account to an Outlook mail client using IMAP. These instructions are meant to assist during the copying of alumni mail folders and messages to your new primary account. Note that the alumni mailbox will not work after February 2027.

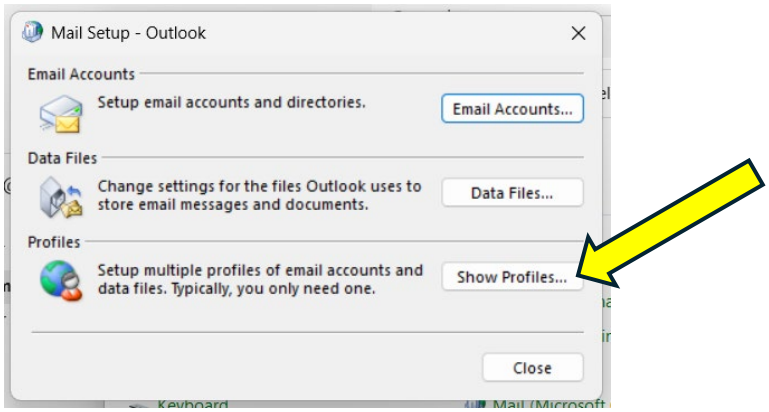
- From the windows search window access the computer's control panel



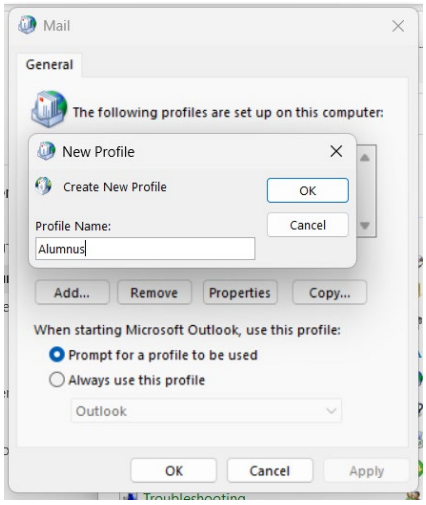
- Click on the Mail (Microsoft Outlook) icon



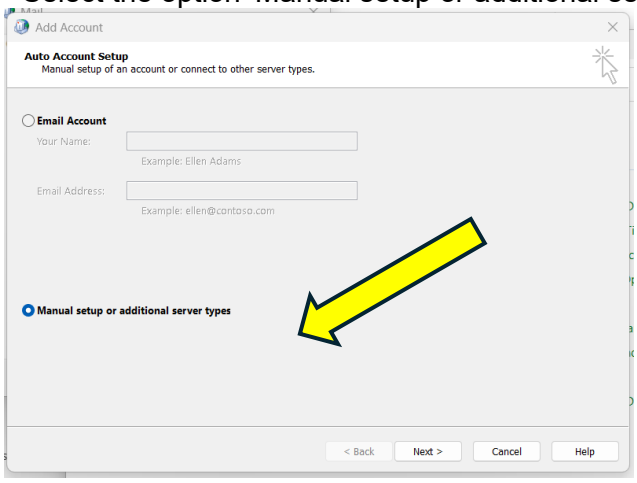
- Select the last ‘Profiles’ menu item (click on ‘Show Profiles …’)



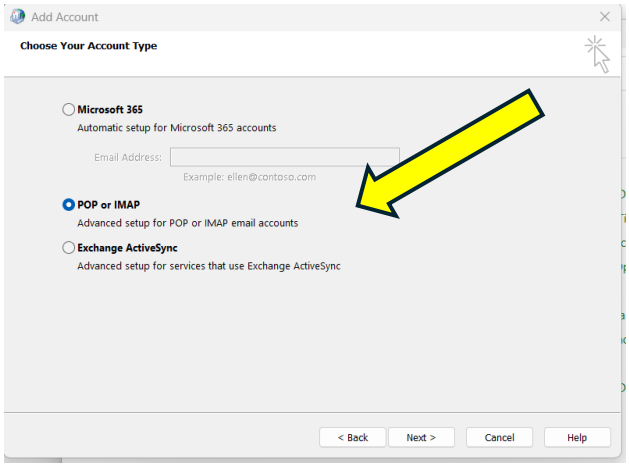
- Mark the option ‘Prompt for a profile to be used’
- Press on the ‘Add’ to create a new profile
- Enter the Profile Name (i.e. Alumni)



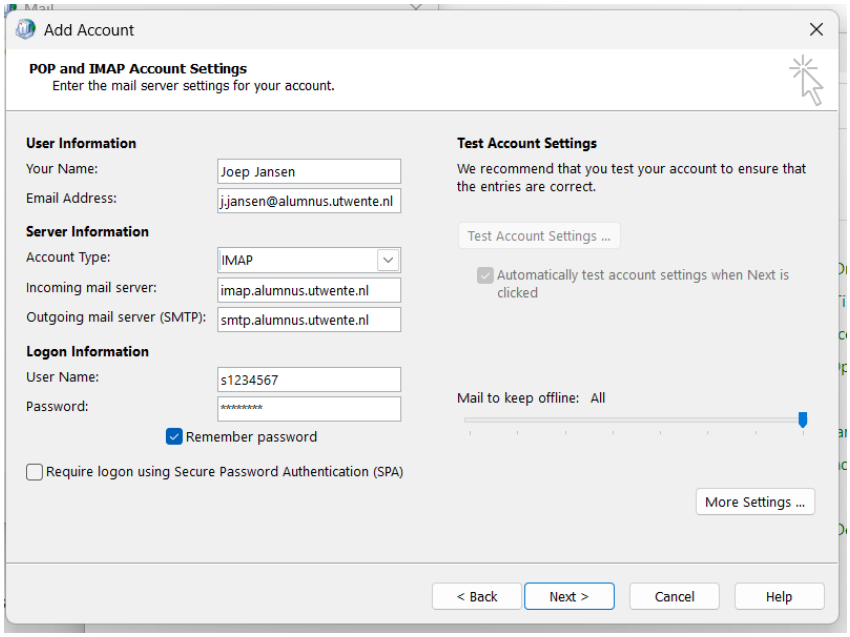
- Select the option ‘Manual setup or additional server types’



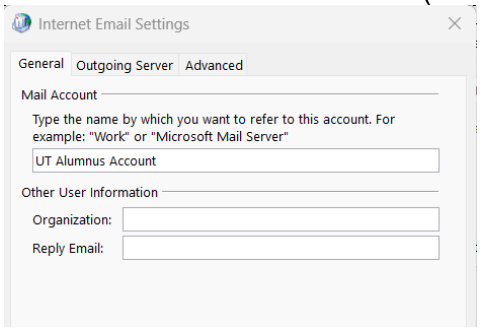
- Select the option ‘POP or IMAP’



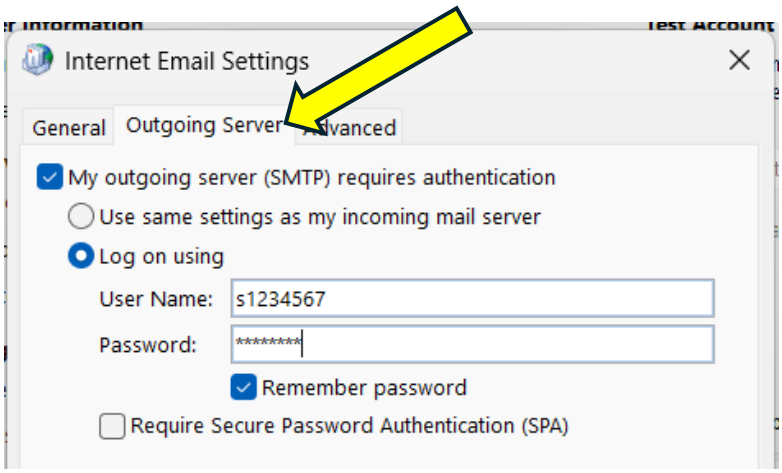
- Complete the details of your account plus the server settings below
- Click on the button ‘More Settings …’



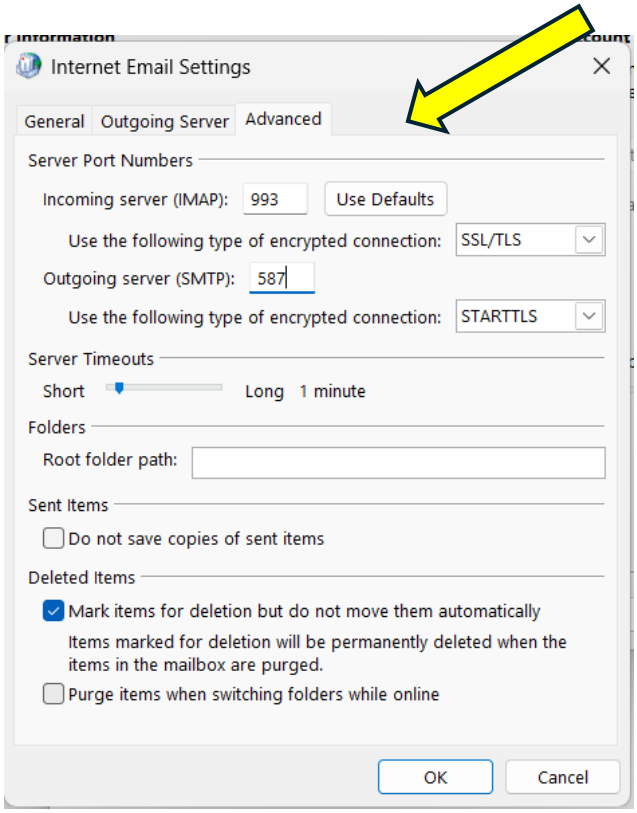
- Fill in the name of the account (i.e. UT Alumni Account)



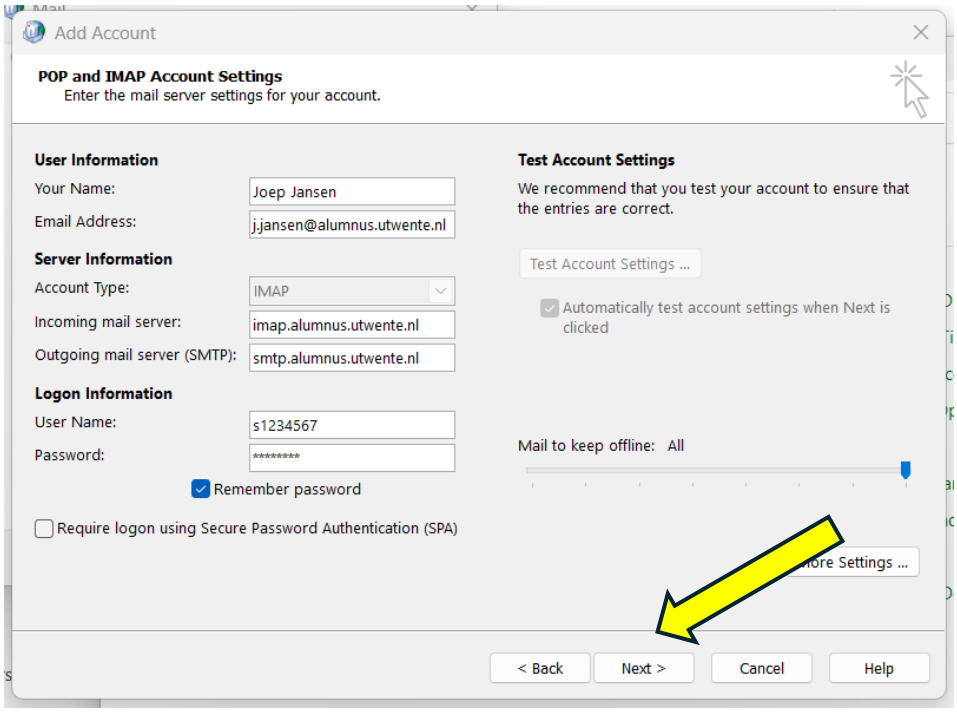
- Click on the tab ‘Outgoing Server’
- Fill out the details below



- Click on the tab ‘Advanced’ & Add the details below and click ‘ok’



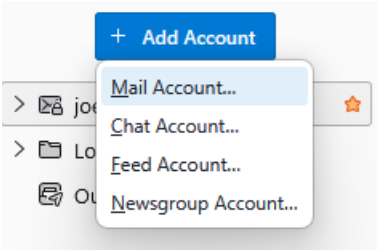
- Click ‘Next’ to test the account settings and add it to Outlook



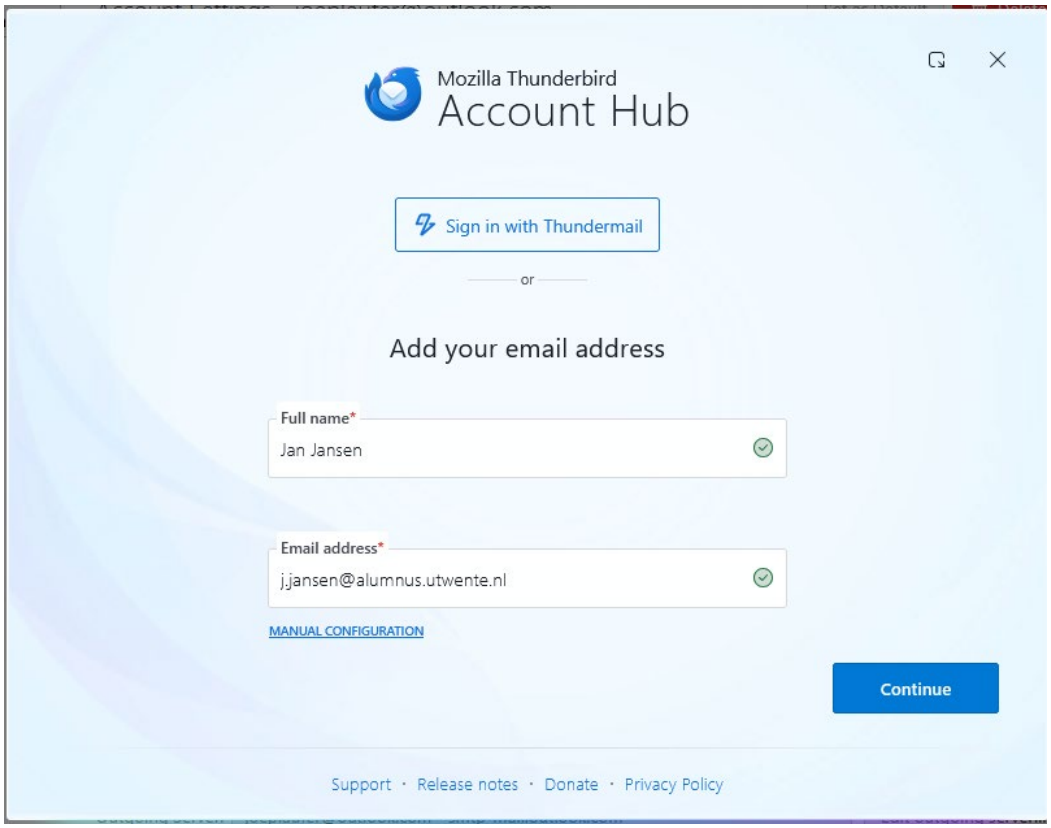
Appendix 2: Adding your alumni mailbox to Thunderbird

These instructions are meant to assist during the copying of alumni mail folders and messages to your new primary mailing account. Note that the installed alumni mailbox will not work after February 2027.

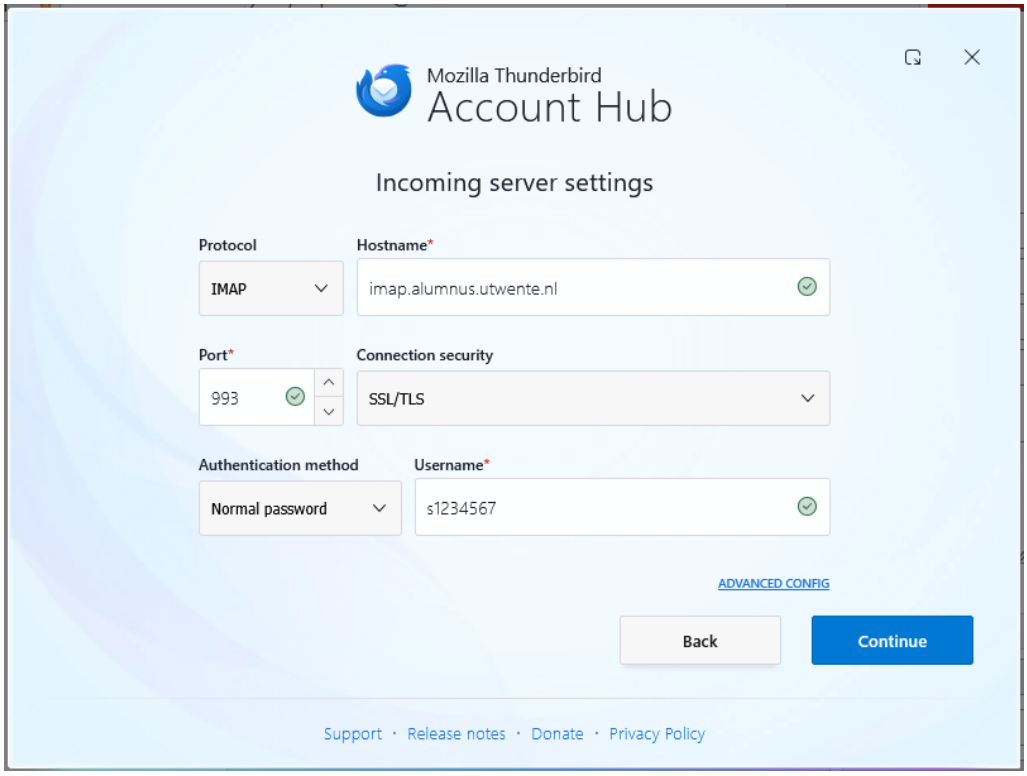
- Click on the '+ Add Account' and select 'Mail Account'



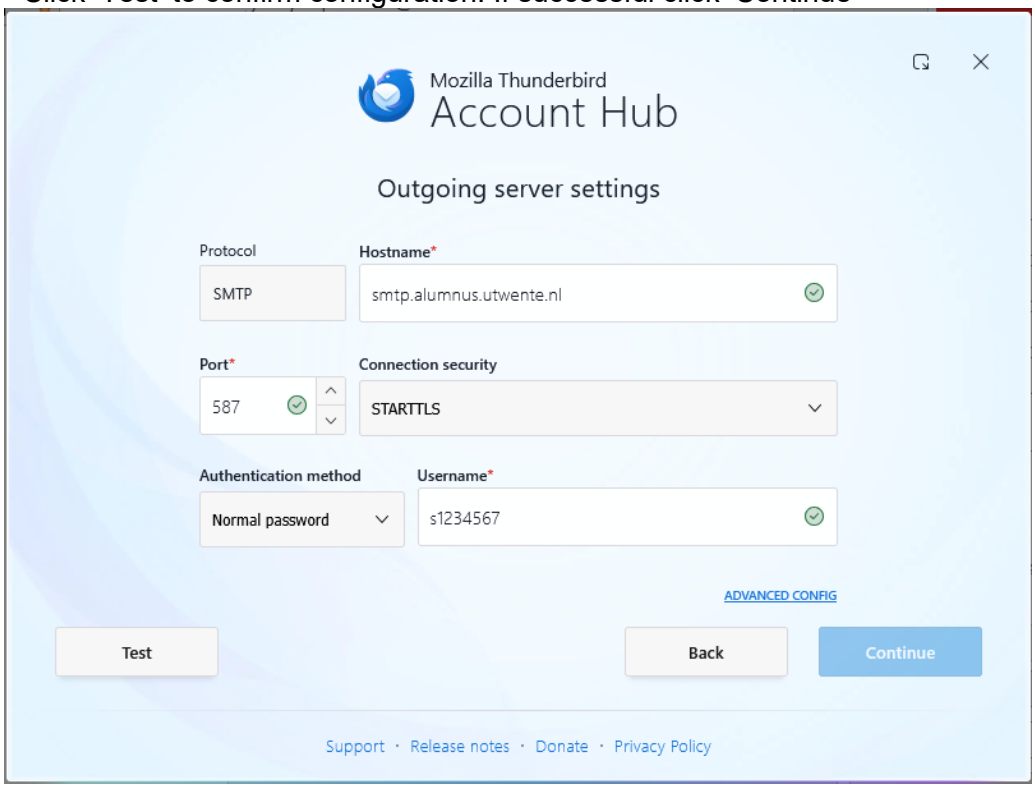
- Enter your name and alumni email address
- Click on the 'MANUAL CONFIGURATION' link



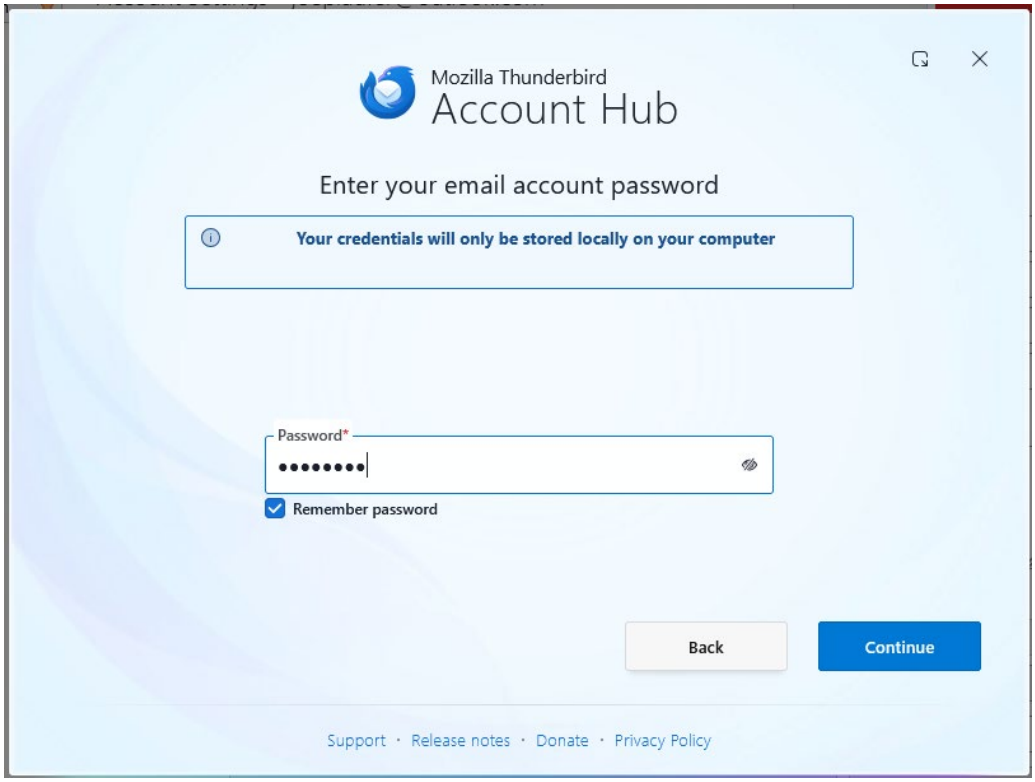
- Add the incoming server settings (username is your UT student number)
- Click on the 'Continue' button



- Add the outgoing server settings (username is your UT student number)
- Click ‘Test’ to confirm configuration. If successful click ‘Continue’



- Enter your alumni email account password
- Click ‘Continue’ & on the next screen ‘Finish’


Mozilla Thunderbird
Account Hub
Enter your email account password
Your credentials will only be stored locally on your computer
Password*
Remember password
Back
Continue
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