

Email Account for Students

Your e-mail account is created at the same time as your [Academic Account](#) and is typically this format: [preferredname.Lastname@royalroads.ca](#). There are exceptions, for instance, if you have a number in your username, then your email address will be [preferredname.#lastname@royalroads.ca](#)

This is the e-mail address that students, faculty, associate faculty and staff at Royal Roads will use to correspond with you.

[Can I change my username and/or email account?](#)

There are a few ways you can receive your RRU email

- [Forwarding](#) (default) - All RRU email is sent to your personal email account associated with your account.
- [Webmail](#) - Forwarding is off, you log into our webmail server. **(This option may be disabled for students. If you get a warning saying the service is disabled, please [contact Computer Services](#) to enable this service)**
- [Mobile](#) - With forwarding off, you can access your email on your mobile device directly from our server **(By default this option is disabled for students. You must [contact Computer Services](#) to enable this service)**

Which option is the best for my email?

Ultimately this will come to a personal preference; however here are some pros and cons for each option:

Forwarding

- Pro - You get all your email (personal and RRU) in one place
- Pro - You have no RRU email quota to worry about
- Pro - You do not have to worry about transferring the email you want to keep at the end of studies
- Pro - Simple to manage and nothing to do (this is the default)
- Con - Limited tracking. (We can tell if the mail got to your personal mail server, we cannot confirm that it got to your personal mailbox.)
- Con - RRU email can be blocked or caught in spam filters (see our [known issues](#) regarding Yahoo, Hotmail, Government, Sympatico and Gmail email addresses)

Webmail

- Pro - You have all your RRU email separate from your other email
- Pro - We can guarantee delivery and track missing emails
- Pro - Easy access to the RRU global address list
- Con - Students, you have a 60mb quota limit so you will need to manage your email closely
- Con - After convocation, your email account expires and is eventually deleted. You will need to save any email you want to keep before your account expires.
- Con - Microsoft's webmail application does not have all the features when using Firefox or Safari.
- Con - This option may be disabled for students so you will need to [contact Computer Services](#) to enable this service

Mobile (iPhone/Android)

- Pro - Once setup, you have total control over your email
- Pro - Works WITH Webmail. Both will have access to all folders including inbox, sent and deleted items
- Pro - Second most reliable way to receive RRU email since you are reading it directly from our server
- Pro - We can track email sent to you
- Con - Students, you have a 60mb quota limit so you will need to manage your email closely
- Con - After convocation, your email account expires and is eventually deleted. You will need to save any email you want to keep before your account expires.
- Con - Requires a setup
- Con - You have another place you need to check your email
- Con - Small screen to work with
- Con - This option may be disabled for students so you will need to [contact Computer Services](#) to enable this service

I am concerned I am not getting all my emails?

Related articles

- [Student ID Number #](#)
- [Moodle - Official Moodle mobile and desktop apps](#)
- [About Office 365 for RRU Staff, Faculty and Students](#)
- [Manage Your Email Forwarding](#)
- [Where Is All My Email?](#)

Get Help

Still need help?

[Submit a Request.](#)



Webmail disabled?

If you follow one of the procedures above but are getting an error, please try logging into <https://webmail.royalroads.ca/> (same username and password as Moodle) and confirm that you have access to the account. If you get a warning saying that it has been disabled, please [Contact Computer Services](#) to activate this service. Otherwise, if you are able to log into Webmail, give us a call and we would be pleased to assist you further.