



University of Toronto Policy on Official Correspondence with Students

The University and its divisions may use the postal mail system and/or electronic message services (e.g., electronic mail and other computer-based on-line correspondence systems) as mechanisms for delivering official correspondence to students.

Official correspondence may include, but is not limited to, matters related to students' participation in their academic programs, important information concerning University and program scheduling, fees information, and other matters concerning the administration and governance of the University.

Postal Addresses and Electronic Mail Accounts

Students are responsible for maintaining and advising the University, on the University's student information system (currently POWER), of a current and valid postal address as well as the address for a University-issued electronic mail account that meets a standard of service set by the Vice-President and Provost.

Failure to do so may result in a student missing important information and will not be considered an acceptable rationale for failing to receive official correspondence from the University.

University rights and responsibilities regarding official correspondence

The University provides centrally supported technical services and the infrastructure to make electronic mail and/or on-line communications systems available to students. University correspondence delivered by electronic mail is subject to the same public information, privacy and records retention requirements and policies as are other university correspondence and student records. The University's expectations concerning use of information and communication technology are articulated in the guidelines on Appropriate Use of Information and Communication Technology (available on the web site of the Office of the Vice-President and Provost: <http://www.provost.utoronto.ca/policy/use.htm>.)

Students' rights and responsibilities regarding retrieval of official Correspondence

Students are expected to monitor and retrieve their mail, including electronic messaging account[s] issued to them by the University, on a frequent and consistent basis. Students have the responsibility to recognize that certain communications may be time-critical. Students have the right to forward their University-issued electronic mail account to another electronic mail service provider address but remain responsible for ensuring that all University electronic message communication sent to the official University-issued account is received and read.

Getting a UTORid

What is a UTORid?

The University of Toronto Identification (UTORid) (along with your password) is your userid for a number of different services at the University of Toronto. Some of these are:

- The UofT Portal (for Blackboard)
- UTOReil (Institutional Email System)
- Webmail (Convenient way to access the Institutional Email System)
- UTOReb (Individual Websites)
- UTORewn (Wireless Access)
- UTORechedule (Scheduling & Calendaring System)

How do I obtain a UTORid?

New to UofT? If you are a part of the PGME program, take your letter of offer, your student number and one piece of government issued photo ID to the TCard office in Robarts Library (130 St. George Street).

Already have a UofT student number? If you already have a UofT student number go to the TCard office and they will issue you a UTORid as well as a new TCard and Secret Activation Key (SAK).

What do I do after I obtain a UTORid?

After you get your UTORid, you need to activate it. In order to activate your UTORid, you also need an SAK. If you have an SAK, please visit the activation page

(<https://www.utorid.utoronto.ca/cgi-bin/utorid/activate.pl>) to activate your UTORid.

If you do not have the SAK or have lost it, please read [How can I get a new Secret Activation Key \(SAK\)?](#)

How can I get a new Secret Activation Key (SAK)?

When you got your TCard, you should have received a **Secret Activation Key (SAK)** on it. If you have lost it, did not get it, or the SAK is not working, go to the Information Commons Help Desk during their hours of service

Monday-Friday Walk-in 9:30 a.m. to 7:00 p.m., Telephone 8:30 a.m. to 9:00 p.m.

Saturday Walk-in 11:00 a.m. to 2:00 p.m., Telephone 11:00 a.m. to 3:00 p.m.

Sunday Walk-in Closed, Telephone 1:00 p.m. to 5:00 p.m.)

so that staff can reset the SAK. The Information Commons Help Desk is on the ground floor of Robarts Library. Bring your TCard with you when you go.

After you activate your UTORid visit the link below to begin using email at UofT:

<http://help.ic.utoronto.ca/content/1/320/en/getting-started-with-email-at-uoft.html>

University of Toronto - Information Commons Helpdesk:

The Help Desk provides support for the University's dial-up service as well as the installation, configuration, and use of many email programs and web browsers. For help by phone please contact the Helpdesk at (416) 978-HELP.

The information above is summarized from...

<http://help.ic.utoronto.ca/content/13/60/en/what-is-a-utorid.html>

If you want to forward your UTOReil account to an external email account go to the following link:

<https://www.utorid.utoronto.ca> and then go to Make Changes and click on change options.