

Email Support Policy

Business School E-mail Forwarding (@gsb.columbia.edu)

The Business School provides MBA students with lifetime email forwarding from the time you join the Business School's community. You will have this address for your entire life, and while you are here in the MBA program, **this address will be used for all official school communication, and will be published in all School and University publications.** It is critical that you read all email sent to this address.

Before prospectives go through the Incoming Student Computer Configuration and once students graduate, this address acts only as a forwarding address. ***This forwarding address is not a mailbox and will not store any mail.*** It is much like a forwarding card that you give to the Post Office when you move. You fill out that card to have all your mail forwarded to your new residence. Similarly, your @gsb.columbia.edu address forwards your mail to whatever you designate as your current email account. During these periods you can change the account to which your address forwards mail at any time, and to any account. This can be done through the committed students' website or the alumni services website, respectively.

Columbia University E-mail (@columbia.edu)

If you do not have an email account, or would prefer to use the Columbia University supplied one as you e-mail box, you can use the one automatically given to you by the University. If you choose to use this address, please make sure you update your Business Schools forwarding address to this address.

If you choose to use this Columbia account, you must activate it before being able to receive mail. CUIT creates these accounts and maintains the servers that provide this service. Any Columbia University e-mail issues are referred to the CUIT help desk for resolution. ITG will work with you to resolve these issues but if we are not able to resolve your problem internally, we will escalate the issue to CUIT. In most cases, you will not be required to visit CUIT after visiting ITG.

When referring a problem to CUIT, ITG will:

1. Contact the CUIT Help Desk and provide full details as to the nature of the problem.
2. Open a problem ticket on behalf of the student.
3. Inform the student of any instructions relayed by the CUIT Help Desk Specialist.

Students can familiarize themselves with CUNIX e-mail by visiting <http://www.columbia.edu/acis/email>.