Define Email Alias/ Address

CUHK staff and students can define their own email address, which is called email alias.

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For enquiries, please contact ITSC

- Hotline: 3943 8845 (during office hours)
- Online Service Desk: http://servicedesk.itsc.cuhk.edu.hk
A. Define Email Alias/Address - for Staff

1. After connecting to Campus Network OR CUHK/SSL VPN, go to [https://cai.itsc.cuhk.edu.hk/alias/](https://cai.itsc.cuhk.edu.hk/alias/).
   Log in with your Staff ID and OnePass Password.

   ![Login Page](image1.png)

   **My E-mail Alias and E-mail Address**

   - **Login ID**
   - **OnePass (CWEM)**
   - **Verification Code**
   - **Name**
   - **Computing ID**
   - **Department**
   - **Information Technology Services Centre**
   - **Current Email Address**
   - **New Email Address**
   - **Preferred Name**
   - **Optional, up to three characters of any letters, numbers and special characters including dot (.) or hyphen (-)**
   - **Optional, up to 3 digits (0-9)**

2. On the page, you can
   a. Find your default email address;
   b. Enter your preferred email alias (standardized format for CUHK staff).

   Click **Submit Modification**.

   Once decided, you cannot change the email alias again.
3. After a successful submission, the new email address will be effective online in 30 minutes and effective across Office 365 in 24 hours. It will also be your new login ID at CUHK Login Page and Office 365 services in 30 minutes.

Your old email address will then become invalid.
B. Define Email Alias/Address - for Department/Project/Student Organization

1. After connecting to Campus Network OR CUHK/SSL VPN, go to https://cai.itsc.cuhk.edu.hk/alias/.
   Log in with the Computing ID (e.g. b123456) and OnePass Password.

2. Enter your preferred email address in the text box. Click Submit Modification.
3. After a successful submission, the new email address will be effective online in an hour and effective across Office 365 in 24 hours.

- For email address in the format of alias@cuhk.edu.hk (i.e. Account in Staff Cloud)
  The new email address will also be your new login ID at CUHK Login Page and Office 365 services in 30 minutes. Your old email address will then become invalid.

- For email address in the format of xxx@link.cuhk.edu.hk (i.e. Account in Student Cloud)
  The new email address will
  - Be another email address of the account, in addition to the default one i.e. Computing-ID@link.cuhk.edu.hk. However, your login ID at CUHK Login Page and Office 365 services will still be Computing-ID@link.cuhk.edu.hk.
  - Be shown as your sender email address which your recipients can see.
## Define Email Alias/Address - for Students

1. After connecting to Campus Network OR [CUHK/SSL VPN](https://cai.itsc.cuhk.edu.hk/alias/), go to https://cai.itsc.cuhk.edu.hk/alias/.

   Log in with your Student ID and OnePass Password.

2. On the page,
   a. Read *Guideline for Proper Selection of E-mail Alias of CUHK Webmail and @Link*
   b. Enter your Alias for @Link (eg: chantaiman)
   c. Check I confirm the above to be my permanent alias for @link.
   d. Click Submit Modification

Once decided, you cannot change the email alias again.
3. The new email address
   - Will be effective in 3 hours
   - Cannot be further reverted
   - Will be another email address, in addition to the default student email address i.e. Student-ID@link.cuhk.edu.hk. However, your login ID at CUHK Login Page and Office 365 services will still be Student-ID@link.cuhk.edu.hk.
   - Will be shown as your sender email address which your recipients can see.

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