

Knights Email FAQ

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Welcome!

Knights Email is a special version of Microsoft Outlook Live, customized specifically for UCF students, and provides UCF students with a set of free hosted communication and collaboration services. Your Knights Email account will be your UCF email account.

Check Your Email!

[Account Login \(Outlook 365\)](#) 

Create a Knights Email Account

This will be your official UCF email account that you will use to communicate with your professors (so choose your account name appropriately!).

If you are a new student who has never taken a class at UCF, your Network Identification (NID) username will not be fully activated until the first day of class. To bypass the NID sign-in and be able to create your Knights Email address, please [follow the instructions in this document](#).

The new, updated Knights Email home page

Creating & Keeping Your Account

How do I create a Knights Email account?

If you are a new student at UCF and need to create a Knights Email account, please log on to the MyUCF portal, click the Knights Email link on the left hand side, and then click the create account button. If you are retired, but have an active NID, you can click the create account button. If you are alumni, we are working to provide this service to all alumni in the near future.

For details on account creation, [Click Here](#).

UCF Provided Documentation for Office 365 can be found on this web site under "Knight's Email Support" - <https://it.ucf.edu/help/student-support/>

Can I change my Knights Email address?

UCF can only rename Knights Email accounts on an exception basis for University purposes (e.g. legal name change).

What if I forget my password or my account is locked?

You will need to reset your password, you can reset your password by clicking the "Reset Password" button and select the alternate email where the password will be sent. *NOTE: This method sends the random password to Outlook on a schedule. Please allow at least 5 minutes for the automated process to update your Knights Email password at Outlook. After resetting your password here, you will be asked to change it to something new upon your next login.

For more information, [Click Here](#).

Microsoft has also provided a Self-Service Password reset process for Knights Email. Knowledge articles regarding self-service password reset for Knights Email can be found at the links below.

https://ucf.service-now.com/ucfit?id=kb_article&sys_id=bd2f2c2813045f0417507b304244b05f

https://ucf.service-now.com/ucfit?id=kb_article&sys_id=fd3f20a813045f0417507b304244b006

Do I get to keep my account after I graduate?

One advantage of Knights Email is that you won't have to abandon or export your email, contacts, or calendar items when you graduate from UCF. You can continue to use your Knights Email mailbox after you graduate if you wish. Knights Email accounts will be available to students from the time they matriculate to UCF, through and after graduation as long as the account remains active.

Knights Email accounts that have not been accessed via login within an 18 month period may be inactivated and blocked from login. Accounts that have been inactive for 3 years will be deleted.

Office 365 Services such as OneDrive, SharePoint, or Skype for Business may be removed at any point after graduation at the direction or discretion of Microsoft. Please ensure that any documents or non-email data stored in Office 365 be removed after graduation.

I haven't signed in to my account in a year. Is it expired?

Knights Email accounts will be available to students from the time they matriculate to UCF, through and after graduation as long as the account remains active. Knights Email accounts that have not been accessed via login within an 18 month period may be inactivated and blocked from login. Accounts that have been inactive for 3 years will be deleted.

What is Knights Email and why do I have to use it?

Knights Email is the student email system at the University of Central Florida. It is a web based system that provides UCF students, faculty, and alumni with a set of free hosted communication and collaboration services. When you sign up for Knights Email, it will serve as your University of Central Florida email account. Although Microsoft hosts the email, the University of Central Florida maintains control. The email system is powered by Office 365 and co-branded with the University of Central Florida. Knights Email provides a consistent, reliable system for official university student email communications. All university business processes that collect student email addresses shall treat students' Knights Email addresses as the official campus address. Please [click here](#) to see the official university policy regarding student email.

Can I create a Knights Email as a retired UCF Faculty member?

Yes, retirees have the ability to create and access a Knights Email account. You can learn more about Knights Email on the UCF Service Desk website under the Knights Email for Retirees section.

<https://it.ucf.edu/help/faculty-and-staff-support/>

Signing In

Where do I sign in to get to my email?

<http://knightsmail.ucf.edu> or <http://outlook.com/knights.ucf.edu>

I already have a Hotmail/Live/MSN account and when I click the sign in button, it goes to that email account. How can I login to my Knights Email?

Other Microsoft associated accounts are separate accounts altogether from your Knights Email account. To log in to your Knights Email, click this link: <https://login.microsoftonline.com>. Be sure to choose "Work or School Account" if prompted.

Using Email

How do I set-up my Knights Email account on my phone?

Office 365 provides multiple options for connecting to personal and mobile devices. Microsoft Office Outlook for Office 365 is the preferred software to connect to your Office 365 mailbox.

Mobile (Android, iPhone/iPad):

<https://support.office.com/en-us/article/set-up-office-apps-and-email-on-a-mobile-device-7dabb6cb-0046-40b6-81fe-767e0b1f014f>

Outlook Windows or Mac:

<https://support.office.com/en-us/article/add-an-email-account-to-outlook-6e27792a-9267-4aa4-8bb6-c84ef146101b>

How do I add my Knights Email account to my computer's mail client (e.g. Outlook, Thunderbird)?

If you are already familiar with how to configure an email client, the general instructions are provided here: <https://support.office.com/en-us/article/add-your-outlook-com-account-to-another-mail-app-73f3b178-0009-41ae-aab1-87b80fa94970>. Your POP and IMAP and SMTP servers can all be found in the Options of the Outlook Web App. <http://www.outlook.com> Go to Options -> See All Options. Under Account Information, click "Settings for POP, IMAP, and SMTP access..." There you will find the servers, ports and encryption methods for your email server. The setup is an exchange-type email therefore: Address: m.outlook.com Domain: knights.ucf.edu Click Here for instructions on using Outlook with Knights Email

Can I forward my Knights Email to another email address?

No. Forwarding is not available for Knights Email to any outside system. Knights Email is predominantly a means of communication between UCF, Professors, Staff and students for official university business. Forwarding university business related email to a non-university personal email account is not permitted in order to prevent potentially sensitive university information from being sent to external, non-secure email systems that can not be traced.

What size is my mailbox?

Users will be given 100 GB inboxes. That's plenty of space to keep those bulky email messages packed with pictures, video clips, and assignments.

What size attachments?

You can send 150 MB messages and up to 125 attachments to any Knights Email user. However, the UCF system will block messages over 40 MB, so keep that in mind when sending to anyone with an @ucf.edu, @creol.ucf.edu, @bus.ucf.edu, or @fiea.ucf.edu address.

How do I get rid of the spam in my Knights Email account?

There are a number of ways to combat spam on the Outlook Live platform. SmartScreen™ Technology learns to detect spam based on you reporting spam in your inbox. SenderID Framework matches the sender's email address to their IP address to protect against spoofing. About 95% of all spam and 99% of image-based spam is blocked. You can mark certain emails as safe versus unsafe and Knights Email "learns" based on user actions to mark spam. Furthermore, you can set individual junk mail folder rules, create blocked user lists, and safe user lists.

Using Calendar

How can I share a calendar with others? Does the calendar have a "free/busy" look up?

You can access published calendars through iCalendar and also publish your calendar for other users to see (and control the level of detail visible). All local Outlook calendar capabilities are also available through the use of the Outlook Connector provided free to Outlook users.

How does the calendar system synchronize with mobile devices?

Calendar sync to mobile devices is supported by Microsoft Active Sync. If you attach your Knights Email account to your phone using Active Sync, or Exchange, then you will be able to have your calendar events synced with your mobile device.

Using Other Services

I get my email, what are the other services that are offered by Knights Email?

After signing up on Knights Email you will have an active ID. It will give you access to a set of Office 365 services, all of which are opt-in and free unless otherwise noted.

Also included with your Knights Email account is 5 Licenses of Microsoft Office for all of your devices. Download and installation instructions for Office are located below.

https://ucf.service-now.com/ucfit?id=kb_article&sys_id=471366e013863a0017507b304244b09f

<https://support.office.com/en-us/article/download-and-install-or-reinstall-office-365-or-office-2019-on-a-pc-or-mac-4414eaaf-0478-48be-9c42-23adc4716658>

Privacy and Safety

Is it safe to be using Microsoft email?

Data is stored on Microsoft servers where all the common Microsoft practices for security are followed. Microsoft does this through security testing, has third parties do penetration testing, uses best practices to maximize security of the servers and prevention of unauthorized network access, and only allows select personnel with approved clearance to have access to the live site. No one from Microsoft or UCF will read your email. See Microsoft's privacy statements at <https://privacy.microsoft.com/en-us/privacystatement>.

While an automated process indexes your email content for fast search retrieval, no humans at Microsoft will be looking at your email. See UCF's Use of Information Technologies and Resources policy here. Microsoft doesn't share or sell any contact information unless you agree, this is covered in Microsoft's comprehensive privacy and disclosure policies. See <http://www.microsoft.com/privacy>.

Microsoft Support: <https://support.office.com/en-us/outlook>

I opted out of the UCF Alerts, why am I still getting Campus News emails?

The UCF Alert system is a separate system than the Campus News.