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# Emails

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Students and employees of Charles University have at their disposal a university e-mail address, which serves as the main official communication channel of the university.

University email is a part of the **Microsoft 365** cloud services provided by Charles University **free of charge**.

Emails are available through **Outlook** or **Exchange Online** - in your web browser, on your computer and on your mobile phone - and you sign in to them using your university CAS account.

The form of the email address may vary according to the faculty or unit of the university. Some faculties use their own environment (so-called **subdomain**), others use the **university-wide environment**.

## What do you need advice on?

How to log in?

You can log into Microsoft 365 cloud services (e.g. Outlook, Teams, OneDrive or SharePoint) at [www.office.com](http://www.office.com) or [microsoft.com](http://microsoft.com).

The login details depend on whether your faculty or unit uses a university-wide or its own environment.

University-wide environment

Students and employees of involved faculties and units use the [university-wide M365 environment](#).

When logging in, first enter your username in the form [PersonalNumber@cuni.cz](#) (the number can be found under the photo on your CU ID card).

You will then be redirected to the central CAS authentication service to log in:

- **personal number (CU ID)**
- and the **CAS password** (the same one you use for SIS, for example).

For increased security, we recommend that you have activated two-factor login on your account. [See how to set up your two-factor login correctly](#).

Faculties with their own environment (subdomain)

Overview of faculties with their own e-mail environment can change over time. It is therefore a good idea to follow the current [IT support information](#) on the Cloud Services website.

Manuals for working with Outlook

- **Emails**
  - [Creating and adding a signature](#)
  - [Signature generator](#) - requires login
  - [Automated Response Settings](#)
  - [Automated response template](#) - requires login
  - [Complete instructions for working with mail](#)
- **Calendar**
  - [Scheduling Calendar meetings](#)
  - [Complete instructions for working with the Calendar](#)

What are the limits for sending emails?

Up-to-date information on mailbox size and email sending limits is available at the [Exchange Online Rules](#) page.

Examples of limit drawdown

I am writing to [adam@cuni.cz](mailto:adam@cuni.cz) and in copy to [zdenek@cuni.cz](mailto:zdenek@cuni.cz) and [lenka@cuni.cz](mailto:lenka@cuni.cz)

- I draw 3 outgoing emails from the limit.

I am writing to [adam@cuni.cz](mailto:adam@cuni.cz) and in a copy to the email group the **Board of Leaders**, which contains 53 members.

- I draw 2 outgoing emails from the limit.

I am writing to [adam@cuni.cz](mailto:adam@cuni.cz) and in a copy to the email group the **Board of Leaders**, which contains 53 members and before sending I clicked on the icon next to the group to check if I was really writing to all intended recipients.

- I draw from the limit of 54 outgoing emails.

Frequently Asked Questions (FAQ)

**Can I forward M365 mail?**

- Forwarding of emails from the university environment Microsoft 365 is **technically possible**, but Charles University **does not recommend it**.

The university guarantees the delivery of e-mail **only to the university-wide environment of Microsoft 365**. If you redirect your mail outside of this environment (e.g. to a private email), delivery of messages cannot be guaranteed and the University is not responsible for their loss, delay or non-delivery.

At the same time, the use of private email addresses for work and study communication **is not in accordance with the recommendations of Charles University** ( [Guideline 3 – Use of private e-mail addresses](#) ). If you choose to set the redirection anyway, **you do so on your own responsibility**.

Instructions for forwarding mail [can be found here](#) .

#### **Can I also use email on my mobile or in Outlook app?**

- Yes, you can use your university email inbox in your internet browser, in Outlook or in the mobile version. Just log in with your [university username and password](#) .

#### **What if I can't find my login details or have forgotten my password?**

- In this case, first [reset your password in CAS](#) . If the problem persists, contact your [faculty or unit's IT support](#) or [Charles University IT support](#) , for a university-wide environment.

#### **What happens if I exceed the sent-emails limit?**

- Once you exceed the limit, the emails sent will not be delivered. You will be informed of this by an automated error message sent to you by email.

#### **What should I do if I receive a message that I have exceeded the OneDrive or mailbox data limit?**

- First of all, check how much space you have available. Look at the OneDrive icon - if the icon is orange, you are approaching the limit, if the icon is red, you have exceeded the limit. The same recommendation applies to OneDrive and Outlook/Exchange online: stop synchronisation, free up space from unnecessary items and empty the trash. If these measures do not lead to an improvement of the situation, contact your [faculty/unit IT support](#) or [Charles University IT support](#) , for a university-wide environment, to see what other options are available.

#### **I have received a message about an email detention. What should I do about it?**

- You now have 30-day period to decide whether or not the email should be delivered to you, using the link in the email detention message. Alternatively, at the same place you can verify the sender to receive future emails from them without stricter control of the anti-spam system. Or, alternatively, permanently block it.

#### **What happens to my data if I leave the university?**

- Up to 4 months after my relationship with CU ends, you can continue to use the services. After 4 months, the services will be reduced to an email service only (including deletion of user data, excluding emails). And after another 3 months, the email service will be deactivated, including deletion of emails. The deletion will not affect the data you have stored in a common space (e.g. in MS Teams or SharePoint). If necessary, you can request the preservation of user data with [faculty IT support](#) or [IT support from Charles University](#) , for a university-wide environment.

Support, Helpdesk

If you have problems logging in, sharing or setting up an account, contact your faculty helpdesk (you can find contacts on the faculty website) or [IT support of Charles University](#) .

Important links

- [Outlook manuals](#)
- [University-wide environment rules M365](#)