

Student Email FAQs

Are we required to use the DeVry email account?

No, but you must have an active account setup as primary in our Student System (OSS). If you decide to use the DeVry account, you can activate it as your primary OSS account right on my.devry.edu student portal after you have activated the account. Please follow the instructions posted on your student portal.

How do I keep my account active?

- You must sign-in again to your account at least once directly after activating within 10 days to keep your account active.
- You must sign-in to your account at least once every 30 days after the initial 10 day period to keep your account active.
- If your account is deactivated because you did not follow the steps above you will need to sign back in using the new password that you created during the activation of your account and go through the steps again to reactivate your email account.

What happens if I forgot my password?

Make sure you have setup an alternate email address when activating your account so you can use the “Forgot Your Password?” link on the login page.

How do I get help when using my DeVry email account?

Under the FAQs in your email account you will find the following:

Get help with your Microsoft Passport Network account

For help with your Microsoft Passport Network account, including information about changing your password, editing your account information, or closing your account, visit the [Passport Network home page](#), and then click **Help**.

Note

To help you find the help topic you want more quickly, try typing a search term into the search box at the top of the help pane. For example, to find topics about how to close your Passport Network account, type **close** in the text box, and then press ENTER.

Related topics

[Get help with other MSN products](#)

[Get help with MSN Search](#)

[Upgrade Microsoft Internet Explorer](#)

[Was this topic useful?](#)

[Contact us](#)

Click on the ‘Help’ on your home page or click on the “Contact Us” link.

Can I forward my DeVry email account?

No. This is to ensure the privacy of the information in your account. You may use an alternative account, but we cannot guarantee that email from DeVry will not be blocked by your alternative provider. It is your responsibility to maintain your preferred email account information in OSS.