

# OFFICIAL COMMUNICATION

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The University of Texas at San Antonio provides all students with an email account, which ends with @my.utsa.edu (university email), upon matriculation to the institution. The official means of student communications at UT San Antonio is through the @my.utsa.edu email. As of October 4, 2021, UT San Antonio has discontinued the preferred personal email address option and all email communications are required to flow through the @my.utsa.edu address assigned to the student.

The UT San Antonio email account provides additional security deemed appropriate by the institution. Students should not share login or password information related to this email as UT San Antonio officials assume the person in control of the account is the student to whom the account was assigned. Students are responsible for all official information sent to their UT San Antonio email account and should exercise extreme caution when sending confidential or sensitive information, such as social security numbers, because email is not a fully secure platform. Students may set up an automatic forward of messages to another account, but students do so at their own risk and students are still responsible for all information in their UT San Antonio email, including attachments.

Students submitting requests to any UT San Antonio office must do so using only their UT San Antonio email. UT San Antonio officials will not respond with detailed or sensitive information to any non-university email account. Students must check their UT San Antonio email accounts regularly (daily is suggested). Not having seen an important UT San Antonio email message from a faculty member or other UT San Antonio administrator or administrative office is not accepted as an excuse for failure to review a UT San Antonio email or to take important action.