The Campus Email Systems

In late September, the old campus email system – which provided the @neo.tamu.edu email addresses – was shut down. While users can still log in (for a little while longer) and retrieve old emails, no new email is being delivered to these addresses nor can mail be sent from these addresses.

The new email system, based on Google Mail, is now the official email for all Texas A&M students. These addresses take the form of @email.tamu.edu and they are the only email addresses that students should be using for class-related correspondence. Every student has had several emails sent to them to reinforce this point.

Unfortunately, this does not mean that every student has actually read and/or acted upon these emails.

This is due to the confusion which exists about @tamu.edu. @tamu.edu is not an email address that has an account associated with it. It is simply an alias that forwards email received to a designated address. Many people use @tamu.edu as their address (primarily due to it being shorter). Unfortunately, they set the forwarding and forget about it. With this new email change, they have not made the necessary changes to ensure that the @tamu.edu address continues to function correctly. There have been emails about this, too. Again, not everyone reads or acts upon the emails they receive.

If you have interactions with undergraduates, it is recommended that you instruct them to make sure that:

a) They use their @email.tamu.edu (Google email) as their way of contacting you.
b) They go to the Gateway website (http://gateway.tamu.edu) and make sure that the forward settings for their @tamu.edu alias points to their @email.tamu.edu email address.
c) They update their campus directory information to list the @email.tamu.edu email address.

CIS has stated that @neo.tamu.edu addresses will forward for the next year. It is prudent to assume that this will not be the case – ask for @email.tamu.edu email addresses.