

Tsinghua Alumni Email Activation Self-Service Manual

Sept 2020

1. Introduction

- ❖ Tsinghua alumni email is a permanent email and is an alumni's lifelong bond with the Tsinghua community, provided by Tsinghua Alumni Association.
- ❖ The email service provider is NetEase, Inc., with English language available once email account activation is completed following this manual.
- ❖ If alumni have any questions during the email activation process, they can send an email to accounts@tsinghua.org.cn.

Step 1: Login at self-service activation portal (1/2)

❖ Website:

<http://mailservice.tsinghua.org.cn>

❖ Log in with your Tsinghua Info platform login credentials.

❖ Please use your Tsinghua Info password, the same one used for online course selection in Tsinghua system.

Student ID Number →

Tsinghua Info Password →

Click “login” →



The screenshot shows the login interface for the Tsinghua University user electronic identity service system. At the top, there is the Tsinghua University logo and the name '清华大学' in Chinese characters. Below this, the title '清华大学用户电子身份服务系统' is displayed. A message indicates the user is logging into the '清华大学校友邮箱账号自服务系统'. There are two input fields: the first is for the Student ID Number, and the second is for the Tsinghua Info Password, which is masked with dots. A blue '登录' (Login) button is positioned below the password field. At the bottom, contact information is provided: a phone number '010-62771940 / 010-51775940' and an email address 'its@tsinghua.edu.cn'.

Step 1: Login at self-service activation portal (2/2)

❖ If an alumnus has forgotten the password or couldn't log in successfully for any reason, please send the following information to accounts@tsinghua.org.cn.

Photocopy of personal ID Card/Passport

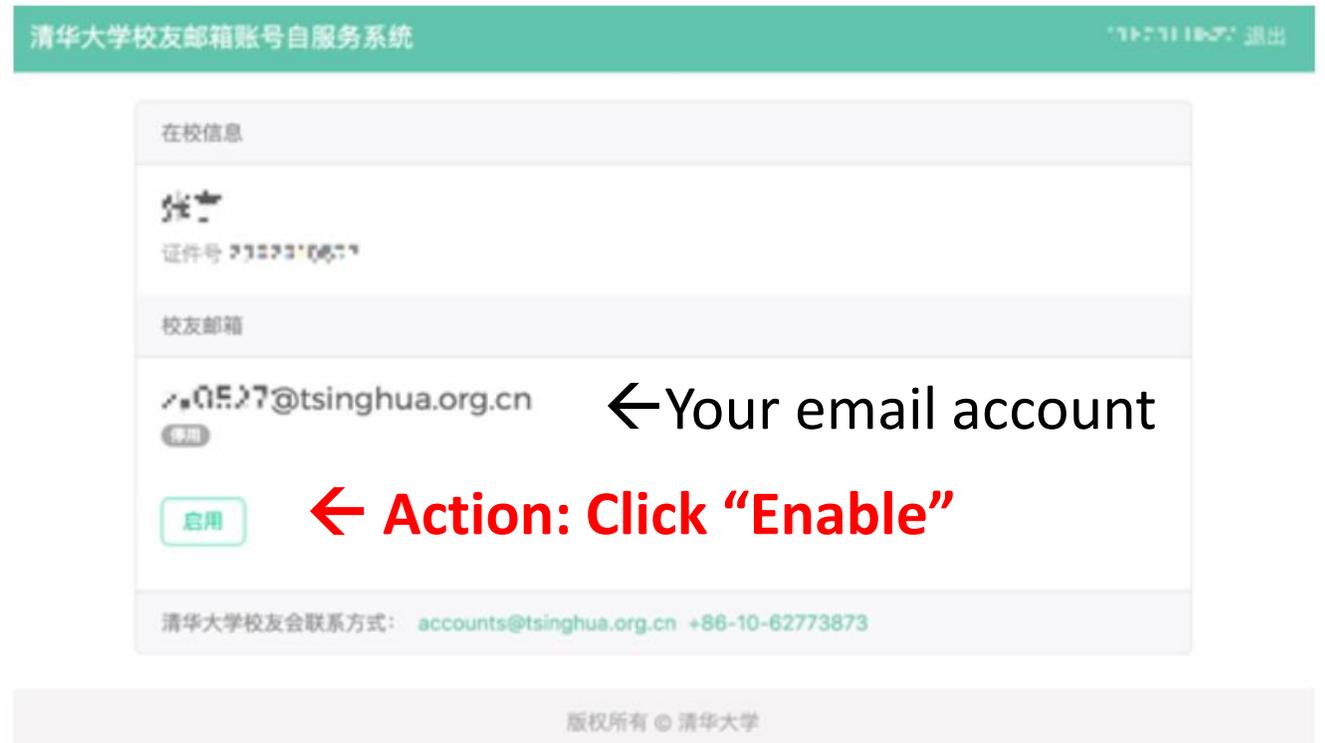
Photocopy of the Graduation Certificate

Fill in the table below which is required for INFO password resetting at the backstage.

Passport Name	Tsinghua Registered Chinese Name	Student ID Number	INFO User Name

Step 2: Activate the email account

- ❖ After logging in to the self-service activation portal, the page will display your email account, with the domain name of “tsinghua.org.cn”.
- ❖ The default setting of the email account is “Disabled”.
- ❖ Please click “Enable” to activate the account.



Step 3: User name & new temporary password (1/2)

- ❖ After clicking on “Enable”, a window will pop up with the following message.

The system will generate a new temporary password for you to log in at Tsinghua Alumni Email System (main page)
<http://mail.tsinghua.org.cn>

Note: The above main page is the official login page for Tsinghua alumni email account.



Step 3: User name & new temporary password (2/2)

清华大学校友邮箱账号自服务系统 退出

在校信息

张宁
证件号 722222108577

校友邮箱

zy0527@tsinghua.org.cn ← User name to be used at the main page

启用账号成功。您的临时密码是 **1234567890**。请立即登录 <http://mail.tsinghua.org.cn> 修改您的密码。

清华大学校友会联系方式: accounts@tsinghua.org.cn +86-10-62770070

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- ❑ Important: the new temporary password doesn't contain any spaces, and can be used ONCE only on the Main Page.
- ❑ If the first login on the Main Page is unsuccessful, an alumnus will need to RE-START from step 1 of this manual, so that the activation system will generate another temporary password for a second login attempt at the Main Page.

****Action: copy the temporary password in the red frame, but do NOT include any spaces while copying.**

Step 4: Login at Tsinghua Alumni Email System (main page)

<http://mail.tsinghua.org.cn>



- ❖ User name: email prefix
- ❖ Password: system-generated temporary password.
- ❖ At the main page, after logging in with the temporary password, user will be directed to the password resetting page.

Step 5: Password Reset (1/2)

- ❖ Following the login page is password reset.
- ❖ Once completed, the page will be re-directed to the home page of Email Account.
- ❖ Please refer to the next page for the detailed password requirement.

密码修改

ssatest@tsinghua.org.cn, 您好:为了保障您的帐号安全

Action 1: Type in New PW

请输入新密码:

Action 2: Type in New PW Again

请再次输入密码:

注意: 若您正在使用邮箱客户端收发邮件, 修改密码后请及时更新客

Action 3: Click "Change Password"

修改密码

Password requirement

- ✔ 必须包含: 数字、大写字母、小写字母、特殊字符中的3种字符
- ✔ 连续3位及以上数字不能连号 (例如 123、654)
- ✔ 连续3位及以上字母不能连续 (例如 abc、cba)
- ✔ 密码不能包含用户姓名大小写全拼
- ✔ 密码长度必须为8至16位

系统将自动

Step 5: Password Reset (2/2)

❖ Password requirements:

- Must contain at least three of the four types: 1) Number, 2) Capital letter, 3) Lowercase letter, 4) Special characters (@ % + \ / ' ! # \$? () { } [] ~ - _ .)
- No more than 2 numbers in sequence (e.g. 123, 654 not allowed)
- No more than 2 letters in sequence (e.g. abc, cba not allowed)
- Must not contain Username spelling in either lower or upper case
- Password length should be 8 to 16 characters

Step 6: Successful login & Change language



The screenshot displays the web interface for Tsinghua University's alumni email system. At the top, the header includes the university's logo and name in Chinese, the email address 'sa@tsinghua.org.cn', and navigation links for '设置' (Settings), '我的客服' (My Customer Service), '自助查询' (Self-service Query), 'English' (highlighted in a red box), '手机版' (Mobile Version), and '退出' (Logout). Below the header is a main navigation bar with '首页' (Home) selected, and other options like '通讯录' (Address Book), '应用中心' (Application Center), and '收件箱' (Inbox). The left sidebar contains navigation icons for '收信' (Receive Mail) and '写信' (Write Mail), along with a list of folders: '收件箱' (Inbox), '红旗邮件' (Red Flag Mail), '待办邮件' (To-do Mail), '星标联系人邮件' (Starred Contact Mail), '草稿箱' (Drafts), and '已发送' (Sent). The main content area shows a large circular profile icon and a summary of email statistics: '未读邮件' (Unread Mail), '待办邮件' (To-do Mail), '联系人邮件' (Contact Mail), and '剩余容量:10G' (Remaining Capacity: 10G). A yellow callout box with red text is overlaid on the right side of the interface, providing instructions on how to change the language.

❖ After logging in the email account
→ Press “English”, then, you are good to go!

Using your alumni email

- Once activated, simply access your email whenever desired by logging in via: <http://mail.tsinghua.org.cn> with your user name and password.
- Make sure to note your password down and keep it in a safe place.
- We hope you enjoy using your Tsinghua alumni email! We welcome your feedback! accounts@tsinghua.org.cn