

from:  
OIT Help Desk

audience:  
3,400 users affected by account audit

Dear \_USERNAME\_,

According to our records, you have the following Rutgers email account, but you no longer hold a role at Rutgers that is eligible for the service:

\_MYACCOUNTS\_

This email account is now subject to closure on \_LOCKDATE\_. We are providing advance notice to allow you to review the account and reach out to us if you think the closure is in error.

If you would like to transfer non-PHI information out of your current Rutgers email account or update your delivery address to a new email account before \_LOCKDATE\_, please visit the following webpage for instructions: <https://it.rutgers.edu/knowledgebase/rutgers-connect-account-audits/>

If you currently are a student, alumni, or retiree and need to transfer important information from your current Rutgers email account, you are still eligible for a ScarletMail account. To activate an account:

- Visit the [Rutgers NetID website](#)
- Select "Service Activation"
- Select the service "ScarletApps, including ScarletMail"

If you have further questions, you may reach out to the Office of Information Technology Help Desk at [help@oit.rutgers.edu](mailto:help@oit.rutgers.edu) or 848-445-HELP (4357).

Please note: Because of the prevalence of fake "phishing" messages seeking account information, please feel free to call the Help Desk at 848-445-HELP (4357) to verify the legitimacy of this message.

Thank you,

Office of Information Technology Help Desk  
848-445-HELP (4357)