

## Initial Notification

SUBJECT: EWU Account Expiration

Dear <first name>,

Your EWU account, <email address>, will expire on <date>. Accounts expire one (1) year after graduation or leaving the university. For more information, review our [official account eligibility practices](#).

Before your account expires, you will want to download or export your personal files and email. We have provided guides to downloading your files from NetStorage, Office 365, Google G Suite, and your email in our knowledge base: <https://support.ewu.edu/support/solutions/folders/10000082560>

If you don't need anything from your old account, no action is required.

If you want to close your account immediately, just send us a note at <a href="mailto:helpdesk@ewu.edu?subject=Close Account">helpdesk@ewu.edu</a>

How do I know this is legitimate and not a phishing scam? Please contact the IT Help Desk at 509-359-2247 or <a href="mailto:helpdesk@ewu.edu?subject=Account Expiration Notice Inquiry">helpdesk@ewu.edu</a> if you have any questions about the authenticity of this message.

We will remind you again 30 days, 1 week, and the day before your account expires.

**Q.** I plan to re-enroll. What will happen to my account?

**A.** If you re-enroll prior to your account's expiration date, no changes will be made to your account until you are no longer eligible for an account again.

**Q.** What happens if I re-enroll after the expiration date?

**A.** Your account will be recreated with the same username, but any data you left in your old account will not be available.

**Q.** Why doesn't EWU offer "accounts for life"? Isn't this free to EWU?

**A.** No, EWU pays licensing fees for all active accounts, including former students. Some of these fees are direct (i.e. to Microsoft) and some are indirect through university site licenses.

EWU accounts, including those of former students, are subject to university policy and federal and state law. As a public institution, EWU is responsible for managing public records requests and must legally provide information to third parties when asked, as long as the disclosure is permissible under federal laws such as FERPA. All EWU accounts are owned by the institution

and the state.

Finally, as many of these services, such as Office 365 and Google G Suite, are only licensed services, we cannot guarantee their continued availability. Microsoft or Google can and do change their terms of service on a regular basis. While we maintain contracts with these companies, those agreements have a typical lifespan of only a few years.

**Q.** Is there any way that I can keep my account?

**A.** If you'd like to retain your account, we'd encourage you to enroll in a class or program!

## 30 Day Notification

SUBJECT: 30 Day EWU Account Expiration

Dear <first name>,

This is your 30-day account expiration notice.

Your EWU account, <email address>, will expire on <date>. Accounts expire one (1) year after graduation or leaving the university. For more information, review our [official account eligibility practices](#).

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We will remind you again 1 week and the day before your account expires.

## 1 Week Notification

SUBJECT: 1 Week EWU Account Expiration

Dear <first name>,

This is your 1-week account expiration notice.

Your EWU account, <email address>, will expire on <date>. Accounts expire one (1) year after graduation or leaving the university. For more information, review our [official account eligibility practices](#).

If you don't need anything from your old account, no action is required.

If you want to close your account immediately, just send us a note at <a href="mailto:helpdesk@ewu.edu?subject=Close Account">helpdesk@ewu.edu</a>

Before your account expires, you will want to download or export your personal files and email. We have provided guides to downloading your files from NetStorage, Office 365, Google G Suite, and your email in our knowledge base:

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We will remind you again the day before your account expires.

## 1 Day Notification

SUBJECT: 1 Day EWU Account Expiration

Dear <first name>,

Your EWU account will expire tomorrow. This is your final notification. If you haven't already downloaded your files and email, it is imperative that you take action today.

Your EWU account, <email address>, will expire on <date>. Accounts expire one (1) year after graduation or leaving the university. For more information, review our [official account eligibility practices](#).

If you don't need anything from your old account, no action is required.

If you want to close your account immediately, just send us a note at <a href="mailto:helpdesk@ewu.edu?subject=Close Account">helpdesk@ewu.edu</a>

Before your account expires, you will want to download or export your personal files and email. We have provided guides to downloading your files from NetStorage, Office 365, Google G Suite, and your email in our knowledge base:

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