



FAQ's

Johns Hopkins alumni email aliases (@jhu.edu or @jhmi.edu)

What are email aliases? How do they work?

Email aliases are email addresses that act as a forwarding service. Once you leave Johns Hopkins, you no longer have access to your full jhu.edu or your jhmi.edu email account. That jhu.edu or jhmi.edu address will act as an email alias. Any emails that are sent to that jhu.edu or jhmi.edu address will forward to another email account. Prior to 2016, alumni could set their aliases to forward to third party email providers, like a Gmail account. Now, new email aliases (or any changes to current email aliases) must forward to alumni email accounts, hosted by Johns Hopkins.

I've sent email messages from a Johns Hopkins email address through my email service provider for years. Now, I'm receiving messages that my emails have been quarantined or blocked. Why?

Like many other universities, Johns Hopkins University is constantly targeted with impersonation scams, most often through email. These phishing and spoofing scams are frequently used by cyber criminals to try to impersonate Johns Hopkins faculty, staff, and senior leadership.

The university's technology and security teams continue to research and implement ways to better safeguard the Hopkins email environment from these malicious attempts. In early September, the university began to quarantine and reject all messages sent from Johns Hopkins email addresses using third-party email service providers, like Gmail, Yahoo, and Hotmail.

What can I do?

If you are sending emails from a third-party email service, like Gmail, you would simply use your Gmail address in the "From" line, instead of your Hopkins address. Emails will continue to send normally.

But, I want to send emails from a Hopkins address. How can I do that without being blocked?

Alumni may request an alumni email account, with the address YourJHEDID@alumni.jh.edu. This is a fully functioning email account, with an inbox and send capabilities. You can request yours by visiting alumniemail@jhu.edu, if you don't have one already.

I've used my jhu.edu/jhmi.edu address with many of my contacts. What will happen to emails that are sent to that address?

Nothing. Emails sent to your jhu.edu/jhmi.edu address will continue to forward to the email account that you have on file.

I have an alumni email account already. Will emails that I send from that account be blocked?

No. If you send emails from your alumni account using your alumni email address, your messages will continue to send normally.

I have an alumni email account and my jhu.edu/jhmi.edu email address forwards to it. Will I continue to receive emails that my contacts send to that Hopkins email address?

Yes. Emails sent to your jhu.edu/jhmi.edu address will continue to forward to your alumni email account uninterrupted.

What are phishing and spoofing?

Phishing and spoofing are ways that cyber criminals try to impersonate a reputable institution to conduct malicious activity, like stealing personal identifiable information or sending malware, through an email communication.

Example: A malicious person attempting to send emails from <someone>@jhu.edu or <someone>@jhmi.edu from a third-party email service (like Gmail), trying to trick you into thinking they are that person and sending official business from Johns Hopkins University.

I've heard the term 'DMARC Compliance'. What does that mean?

Domain-based Message Authentication, Reporting, and Conformance, or DMARC, is a technical standard that helps protect email senders and recipients from spam, spoofing, and phishing. DMARC email security prevents anyone except for authorized senders to send an email using an organization's domain.

How do I know I'm receiving a DMARC-compliant email from Johns Hopkins?

All DMARC-compliant emails sent on behalf of Johns Hopkins from external third-party service providers will follow a specific nomenclature. For example, you may receive emails from the Johns Hopkins Alumni Association through an email service called MailChimp. The DMARC-compliant address will be alumni@mail356.jh.edu.

What else is Johns Hopkins doing to keep email communications safe?

Johns Hopkins continues to evaluate other Anti-Phishing security settings and policies to reduce the amount of emails sent by threat actors. As these threats arise, Johns Hopkins will tailor its security systems to address the need.

I have more questions. Who can I contact?

Email alumniemail@jhu.edu.