

All Finance and Operations staff are expected to create a UNC email address. UNC leadership and supervisors use UNC email accounts to communicate important information to staff. Managers and coworkers use email to provide information relevant to a person’s position or professional development. Finance and Operations IT does not own or setup UNC email accounts. This is a centralized service provided by Central ITS.

How do I set up my UNC email?

To create a UNC email account, you must first set up an Onyen. This is a required process for onboarding.

Create or Find your Onyen

To create, manage or to discover your Onyen:

1. Visit the ONYEN services site at: <https://onyen.unc.edu>

2. Select an option:



Result: You will be directed to the Onyen Services page.

3. To create an Onyen select the **Create an Onyen** tab. If you have forgotten your Onyen, select the **Lookup My Onyen** tab. You will need your PID.



4. Enter required information in fields.

The screenshot shows a 'Self Identification' form with the following fields: 'PID (Forgot?)', 'Legal First Name', 'Legal Middle Name' (with 'Optional' text), 'Legal Last Name', 'Gender' (with a dropdown menu showing 'Please Select'), and 'Date of Birth (mm/dd/yyyy)'. A blue 'Submit' button is at the bottom.

5. Click **Submit**.

Request a UNC Email Account

To request an email address:

1. Login to <https://selfservice.unc.edu> using your Onyen and password.
2. Select **Email Sign-up** from the options.

This will create an Office 365 email account. An Office 365 email account can be accessed via a web browser at <https://heelmail.unc.edu>. If you have a university or personal computer, Microsoft Outlook can also be configured to access email.

Tips for Selecting a UNC Email Address

- When selecting an email address, a common format is firstname.lastname@unc.edu. While this is acceptable it reveals a certain level of personal information. You should consider a more secure email format such as the initial of your first name, your full last name, followed by other characters. *For example, John Smith might choose the address jsmith99@unc.edu.*
- To make it more difficult to hack your UNC account, please do not use an email with your Onyen as the only thing before the @ sign.
- Choose something easy to say/explain over the phone to others.

Setting up Two-Factor Authentication

UNC uses a two-factor authentication for email, using Microsoft Authenticator. You will need to sign up for this service at <http://onyen.unc.edu> and select '2-step Verification for Office 365 (Heelmail).'

We recommend using a personal phone as this is a device you would most likely have with you at any given time.

Need Help?

The best support for creating or troubleshooting an email account is Central IT support which can be reached by calling 919-962-HELP (4357).

