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:
   - Select the Create an Onyen tab.
   - If you have forgotten your Onyen, select the Lookup My Onyen tab. You will need your PID.
3. Enter required information in fields.
4. 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).