

# MAINTAINING CONTACT INFORMATION

## E-Mail

You will receive an @du.edu email address to use while enrolled at the University of Denver. All emails sent to you by the University will be delivered to your @du.edu email address. Information on accessing your @du.edu email address can be found in this knowledge base ([https://univofdenver.service-now.com/sp/?id=kb\\_article&sys\\_id=9c31b88d1bf81510712b3333dd4bcb31](https://univofdenver.service-now.com/sp/?id=kb_article&sys_id=9c31b88d1bf81510712b3333dd4bcb31)). Upon graduation, you will have the option to move your email account to an @alumni.du.edu address.

The IT Computer HelpDesk can assist with logging into My4D (<https://my.du.edu/dashboard/>) and answer questions on a variety of other technical topics. To contact the HelpDesk call 303-871-4700, send email to [support@du.edu](mailto:support@du.edu) or access support through the IT website (<https://www.du.edu/it/contact/>).

The University sends much of its correspondence solely through email. This includes policy announcements, emergency notices, meeting and event notifications, course syllabi and requirements, and correspondence between faculty, staff, and students. The University is not responsible if payment of tuition and fees is not made because a student did not receive a billing notice. Students may be assessed a late fee if payment is not received by the due date printed on the bill. Such correspondence is mailed only to the official university email address. Faculty, staff, and students are expected to check their email on a frequent and consistent basis in order to stay current with University-related communications. Faculty, staff, and students have the responsibility to recognize that certain communications may be time-critical. This policy applies to all members of the University of Denver community; faculty, staff, and students.

## Address Information

### Student Location and Addresses Policy

Accurate address and student location information is imperative for many reasons. Safety and emergency notification processes require accurate student location information. Certain educational benefits are based on student location; regulations for international students require the University to maintain accurate address information. Federal regulations (34 CFR § 668.43) require that for programs leading to licensure, the university must determine the location of the student enrolled in the program and must notify students if professional licensure or certification requirements in the state in which they are located are not met by the curriculum of the program, or if DU has not determined whether the curriculum meets the requirements in the state where they are located. Other federal regulations (34 CFR § 600.9) also require DU to obtain authorization to operate in any state where a student is located.

DU will determine all students' location (state):

1. At the time of the student's initial application to an educational program; and
2. Upon receipt from the student of information about a change in the student's location or address;
3. DU will solicit student location and address information at least two times per year and maintain and publish processes for students to provide address and location information;
4. If a student does not provide a physical location, and the student is enrolled in at least one on-campus course, then the student's physical location is determined to be Colorado.
5. If a student does not provide a physical location, and the student is not enrolled in at least one on-campus course, then the student's physical location is determined to be the state provided in the student's address.

Students unable to make address changes online can pursue the following options:

- Visit the registrar's office on the garden level of University Hall or download the Address/Phone/Email Change Request form from <http://www.du.edu/registrar> (<http://www.du.edu/registrar/>).
- Send an email to [registrar@du.edu](mailto:registrar@du.edu); include student number and indicate which address or addresses are to be changed. (See following address types.)
- Call 303-871-4095. (For security reasons, students are asked to give identifying information.)
- Send a fax to 303-871-4300. (Include student number, month and date of birth, and indicate which address types are to be changed.)

## Types of Addresses

- **Mailing:** This is the default address used by DU. All constituents should have a correct mailing address.
- **Billing:** Used to send the tuition bill to a different address from the mailing address.
- **Business:** Your place of work. For DU employees, this will be your office address.
- **Grades:** Used to send grades to a different address than the mailing address.
- **Home:** Used to distinguish a permanent (family) address for students from out of the area, or a home address for alumni. International students and employees (visa classes F, M and J) must maintain a valid foreign address in this field.
- **On--Campus:** Used only for University housing addresses. It is populated automatically each term.
- **Parents:** DU can maintain up to two addresses for parents.

- **Seasonal:** Used to override your permanent mailing address for certain times each year—e.g., a summer house.
- **Temporary:** Used to override your permanent mailing address for a single specified period.

### **Telephone Numbers**

Students can enter several different types of telephone numbers in their student account: permanent home, business, cell, fax and local (if different from permanent home). Indicate the type and whether the number should be added or deleted on the front of the form. If checked as “unlisted,” the telephone number will only be released to University officials.

### **Notification preferences**

Students may opt to receive emergency notifications and other official University notifications via text message. Notification preferences may be updated in MyDU (<https://my.du.edu/dashboard/>) by navigating to Student Tools, Records and Requests, Update your notification preferences.