



FAQ's

Johns Hopkins alumni email aliases (@alumni.jh.edu)

I've sent email messages from my Johns Hopkins alumni email address (@alumni.jh.edu) through my email service provider for years. As of April 21, 2022, my emails will be 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, alumni, 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. Beginning April 21, 2022, the university will begin to quarantine and reject all messages sent from Johns Hopkins alumni email addresses (@alumni.jh.edu) 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 alumni email address. Emails will continue to send normally.

But, I want to send emails from a Hopkins email address, like my alumni email address @alumni.jh.edu. How can I do that without being blocked?

Simply login to your alumni Outlook email account at <https://alumni.jhu.edu/email> with your JHED ID and the password you set for your account. You will be able to send and receive emails normally from that account without issue.

I've used my @alumni.jh.edu email address with many of my contacts. What will happen to emails that are sent to that address?

Nothing. Emails sent to your @alumni.jh.edu address will arrive in your alumni email account inbox at <https://alumni.jhu.edu/email>. Login to that Outlook account to retrieve your emails.

Will emails that I send from my official @alumni.jh.edu Outlook account be blocked?

No. If you send emails from your official alumni email account at <https://alumni.jhu.edu/email>, your messages will continue to send normally.

I have an alumni email account and I have redirected my @alumni.jh.edu address to forward to a third party account, like a gmail. Will I continue to receive emails that my contacts send to that Hopkins email address?

Yes. Emails sent to your @alumni.jh.edu address will continue to forward to your third party email account. However, you cannot send emails from that third party email account using your @alumni.jh.edu address. Your emails will be blocked, as of April 21, 2022.

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>@alumni.jh.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@jh.edu.