

Alumni Email Transition FAQ

For Former MasonLive Email Account Holders

1. Why can't I access my MasonLive email account anymore?

The MasonLive email retirement process was completed on **July 15, 2026**. Alumni MasonLive accounts have been deactivated and are no longer accessible. This change was made by the university to free up email capacity and resources for current students, faculty, and staff.

2. Can my MasonLive account be restored or reactivated?

Unfortunately, no. Once the retirement process was completed, MasonLive accounts were permanently closed. The Office of Alumni Relations is unable to restore access, extend deadlines, or recover account contents.

3. Can I still retrieve emails, contacts, or files from my old MasonLive account?

No. Alumni who wished to save emails, contacts, files, or other account content needed to do so before the July 15, 2026 retirement date. After deactivation, the contents of retired MasonLive accounts are no longer available for retrieval.

4. What is the benefit of the gmualumni.org email service?

The **gmualumni.org** email service is an alumni email forwarding address. It allows alumni to maintain a Mason-affiliated email identity after their MasonLive account has been retired.

5. Is the gmualumni.org email connected to my old MasonLive account?

No. The gmualumni.org email forwarding service is a **brand-new service** and is **not connected to your former MasonLive account or its contents**. It does not provide access to previous emails, files, contacts, or folders.

6. How does the forwarding service work?

When someone sends an email to your gmualumni.org address, it is automatically forwarded to a personal email address that you designate. The gmualumni.org service is not an inbox and does not store messages.

7. How do I set up a gmualumni.org forwarding address?

If you have not yet established an alumni forwarding address, please contact the Office of Alumni Relations at **alumni@gmu.edu**. We can help create your forwarding address and connect it to the personal email account of your choice.

8. I used my MasonLive email for subscriptions, banking, shopping, or other online services. What should I do?

You should update your email address directly with any services that previously used your MasonLive account. The gmualumni.org forwarding service can help receive future messages, but it cannot recover messages that were sent to your retired MasonLive account after it was deactivated.

9. I never received notice about the change. Why?

The university communicated the MasonLive retirement through multiple channels, including email, postcard and phone communication available in university records. Regardless of whether a message was received, the retirement process was completed for all eligible alumni accounts on July 15, 2026.

10. Who can I contact if I have questions?

Please contact the **Office of Alumni Relations** at **alumni@gmu.edu**. We are happy to assist with questions about the gmualumni.org forwarding service and alumni email options. However, we cannot restore access to retired MasonLive accounts or recover deleted account content.