



Alumni Email – Frequently Asked Questions

Trinity College Dublin uses Google Workspace to provide email accounts and a digital storage option for alumni. In 2021, Google imposed substantial fees for use of its Workspace offering. This was previously a free service.

Trinity has identified options which will minimise disruption for our alumni brought about by the imposition by Google of these fees.

What changes are happening to my @tcd.ie email account?

If you commenced your studies in Trinity prior to October 2023 and are a **graduate** of the university you will continue to have free access to your @tcd.ie email account and Trinity will cover the cost of this service.

Unfortunately, the additional benefit offered by Google of unlimited storage has now been removed and unlimited storage will no longer feature as part of this service. As a result, storage on all alumni @tcd.ie email accounts will be set to a maximum quota of **5GB**. To achieve this limit **Google Drive and Google Photos will no longer be available as part of your email account**. This will require you to remove your data from these services over the coming weeks.

So your account will remain available but it's use will be limited to email.

What is the new limit of storage that I may have on my account?

Storage on all alumni @tcd.ie email accounts will be set to a maximum quota of **5GB**. If your current mail usage is greater than **5GB** you must delete old emails to remain within your quota. If your mailbox is over quota, you will not be able to send or receive email.

Why is my @tcd.ie email storage set to 5GB?

Google have imposed charges on Trinity which is based on the amount of space used per account. In order for Trinity to maintain this benefit to alumni, a limit of **5GB** has been set per user.

When are these changes due to take effect?

Timelines for the switch-off of the apps are **25 March 2024 for Google Photos**, and **30 April 2024 for Google Drive**. **Time extensions are not possible**. Whilst access will be available to Google Photos and Google Drive until these dates, from **February 6th** you will no longer be able to create new files or folders in these apps.

What support can I avail of to help with reducing my storage?

To assist alumni to adapt to these changes to their email account, Trinity has engaged a third party company, CTS, to provide support. You can log onto their portal at [Trinity College Dublin \(cts.co\)](https://www.cts.co). There are a number of guides to assist in this transition, and you can register on the portal for guidance on specific queries.

How can I check my current storage usage linked to my @tcd.ie email account?

On your TCD email page, scroll to the bottom, then find the current online storage usage on the left toward the bottom.

What counts towards my storage quota?

Your storage quota is shared across Google Drive, Google Photos, and emails. Emails, including all attachments, are counted towards this quota.

How can I reduce my current storage?

You can reduce your storage by deleting emails, especially those with large attachments. You may also want to delete or download and then remove emails in the "Spam" and "Trash" folders.

Can I pay Trinity to retain my current storage?

It is not possible to retain storage by using a purchasing subscription via Trinity. The files in Google Drive and Google Photos must be removed. Your data can be transferred to a personal Google account.

How do I delete large attachments or emails?

You can use the search filter in your email account to find large emails (e.g., by searching "size:10MB" to find emails larger than 10MB) and then delete them.

Can I just delete attachments and keep the email?

No, attachments are part of the email, so deleting the attachment requires deleting the email. However, you can download the attachment to your device and then delete the email if you want to retain a copy.

What happens if I exceed my storage quota?

If you exceed your storage limit, you won't be able to send or receive emails, and you may need to delete content to free up space.

Is there a way to automatically manage storage?

Regularly checking your storage and managing large emails and attachments can prevent unexpected issues.

Are there other Google Apps that will be deleted?

The Google apps that will be available will be Gmail, Contacts and Calendar. All other Google apps will not be available.

Are emails in the 'Trash' folder counted towards my storage quota?

Yes, until they are permanently deleted. Items in the 'Trash' folder are typically automatically deleted after 30 days, but you can manually empty the folder to free up space immediately.

Even though I have done some courses in Trinity I never actually graduated from there. What happens to my @tcd.ie account now?

Access to a TCD email account is a benefit available to graduates of Trinity College Dublin only. If you have a TCD email account but are not a graduate of the university, this account will be closed. You will have the opportunity to export data from the account, but the account will not remain open.

Please also note for students who did not graduate from Trinity College Dublin:-

- It is not possible to pay or subscribe to retain the @tcd.ie account.
- It is unfortunately not possible to retain the @tcd.ie email address and use it on another service.
- If you have used your TCD mail address to set up accounts on other services you must change the mail address used on those other services.
- Time extensions are not possible. The university is at high risk of incurring significant costs if the data is not removed.
- There is no possibility of retaining photos in your TCD account. The data must be removed.
- There is no possibility of retaining files in your TCD Google Drive. The data must be removed.
- After an account is closed mail sent to the account will not be received and the sender will receive a non-delivery report stating that the account is not known on the TCD mail service.
- Mail forwarding is not possible. Trinity cannot forward your mail to another account.
- Your data can be transferred to a personal Google account as follows:-
 - If you already have a personal Google account, you can transfer your data to that account.
 - It is possible to buy a personal Google account. This account will have no connection whatsoever with your TCD account. See the pricing plans available here: <https://one.google.com/about/plans>
 - If you already have a personal Google account or if you buy a Google account, the email address will be of the form username@gmail.com. There is no possibility of using your current TCD address.
 - You can use a google data transfer feature called “takeout” to transfer your data to the personal Google account.
 - If you want to download your data and load it onto another service, Google provide instructions on how to download your data here: <https://support.google.com/accounts/answer/3024190?hl=en>
 - See the Guides our support company CTS provide @ <https://tcd.cts.co/hc/en-gb/sections/15372634519442-Recommended-Guides>