

Vail Resorts Email FAQ

Purpose

This document is meant to answer some frequently asked questions about email at Vail Resorts.

Before 1st Logon

- 1. How do I know my new @vailresorts.com email address?**
 - You received an email with details on your new Vail Resorts email address.
 - If you did not receive an email or cannot find your new email address call the IT Support Center at the number below.
- 2. How do I access my new email account via the web?**
 - Using any browser navigate to outlook.com/vailresorts.com
 - Login with your Vail Resorts email address.
 - Password – use the password you set when you logged on to your VRI domain computer.
 - You may be prompted to set your Time zone.
 - Or use the Outlook application on a Vail Resorts computer.
- 3. Why has my user name changed? Why is there a middle initial or number in my new email address?**
 - There is a standard naming convention that is used with initial then last name. If there are duplicate names then your middle initial or a number may be used.
- 4. Can I change my email address?**
 - Email addresses follow a standard naming convention but please contact the IT Support Center for specific requests (i.e. name change due to change in marital status).

Managing Email in my Inbox

- 1. Why are messages deleted from my inbox after 90 days?**
 - Vail Resorts maintains a 90 day retention schedule for email contained in the Inbox, Sent Items, and Deleted Items folders in the mailbox.
- 2. Can I save important email messages?**
 - If you wish to save items longer than 90 days, please create a subfolder in your mailbox and move items as needed.
- 3. Can I access my new email from my smart phone or from home?**
 - Use directions in WB Email Guide for Android or iPhone.

*Remember that once you set up your Vail Resort email, other Vail Resorts employees will see your new email address and likely begin correspondence via Vail Resort email exclusively so be certain to monitor your new mailbox.

Managing your Password

After setting your password initially, Vail Resorts password policy requires users to change passwords every 90 days.

- 1. How do I reset my password before it expires?**
 - You will receive an email in your vailresorts.com email account 7 days prior to your password expiration.
 - The password reset functionality is only available if you are not currently locked out or disabled.
 - Open a Web Browser and navigate to <https://fs.vailresorts.com/adfs/portal/updatepassword>
- 2. How do I reset my password if I don't know my password?**
 - Call the IT Support Center **1(970)754-4357**

If You Need Assistance

- Call the IT Support Center **1(970)754-4357**
- Log a ticket from Vail Resorts computer
 - i. Navigate to <https://inside.vailresorts.com/sites/dept/helpdesk/SitePages/Home.aspx>
 - ii. Click on "Open an IT Support Ticket".