

REQUESTING FOR UPDATE WITH UP MAIL CREDENTIALS INSTRUCTIONS GUIDE

Undergraduate students may request changes/updates to their UP Mail Credentials once they see an error (e.g. UP email with no middle initial) on their UP email.

For undergrad students without their middle initial on their UP Mail, you may do the following steps:

Step 1: Send an email requesting for inquiry on changing UP Mail credentials addressed to the **UPLB Information and Technology Center** (itc.uplb@up.edu.ph) and the **OUR SAIS Team** (sais.uplosbanos@up.edu.ph) along with a **scanned copy of your PSA Birth Certificate** attached.

Step 2: Once your UP Mail credentials have been updated by the UPLB ITC, send an email to the **Office of the University Registrar** (our.uplb@up.edu.ph) **using your NEW UP Mail** to inform them about the changes made.