

# Student Email

*How to use Outlook Live*

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# Student Email

Student email and calendaring at the University of Bradford are provided through Outlook Live. This document provides a brief guide to using this service. For further help, please contact the IT Help Desk in the J B Priestley Library - <http://www.bradford.ac.uk/lss/it-services/it-help/>.

Alongside email and calendaring, Outlook Live offers a range of other free facilities, such as Microsoft Office Web Apps and the SkyDrive (a document repository and collaboration tool). These are not directly supported by the University and as such, students are responsible for looking after email data, and any other files stored on SkyDrive etc. The IT Help Desk will assist with any queries or problems on a 'best endeavours' basis.

Note: All data (email, documents, photos etc) held within Outlook Live are stored on servers within the European Union, not at the University, and are subject to EU data protection regulations. **Deleted data are non-retrievable.**

## Getting Started

By now you will have requested your Outlook Live account as part of the enrolment or re-enrolment process and should have your Windows Live ID in order to login. (If you haven't yet done this, you can request your account now - [www.bradford.ac.uk/lss/it-services/email/](http://www.bradford.ac.uk/lss/it-services/email/))

1. Go to: [www.outlook.com](http://www.outlook.com).
2. Type in your Windows Live ID, e.g. **branybo6@student.bradford.ac.uk** - this is your computer username with *@student.bradford.ac.uk* after it. There are no dots.
3. Type in your University password (which you will have created upon registration with the University).
4. Click on **sign in**. A Microsoft Outlook Web App box will appear.
5. If you are not able to login successfully, please see our troubleshooting guide at [www.bradford.ac.uk/lss/it-services/email/problems.php](http://www.bradford.ac.uk/lss/it-services/email/problems.php).
6. From the Language: drop down box select **English (United Kingdom)**.
7. From the Time Zone: drop down box select **UTC Greenwich Mean Time**.
8. Click on **OK**.
9. If your email Inbox does not open at this point, click on **My Mail** in the top right hand corner to go to your inbox.

Note: If you wish to change the language or time zone settings, click on **Options – Select All Option... – Settings – Regional** tab. Remember to click on **Save** after making any changes.

## Common Actions and Settings in Outlook Live

These instructions are correct for users of Microsoft Internet Explorer; users of other browsers may experience a difference in functionality.

### Mail

Note: The University of Bradford will **never** ask for your account details. If you get an email asking for this, it is not from us. **Do Not Respond**. Never open attachments from senders you do not recognise, as these are likely to contain viruses or other malicious software which will affect your computer.

<p>Accessibility</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Settings – General</b>.</li> <li>2. Check the box next to Use the blind and low vision experience.</li> <li>3. Click on <b>Save</b>.</li> <li>4. <b>Sign out</b> of Outlook Live and <b>sign in</b> again to enforce the change.</li> </ol> <p><b>Note:</b> If the folder has been emptied the email is non-retrievable.: Making these changes will provide access to an altered version of email calendaring and contacts but will not allow access to any of the additional free services.</p> <p>To remove this change:</p> <ol style="list-style-type: none"> <li>1. Click on <b>Options – Accessibility</b>.</li> <li>2. Uncheck the box next to <b>Use the blind and low Vision Experience</b>.</li> <li>3. Click on <b>Save</b>.</li> <li>4. <b>Sign out</b> of Outlook Live and <b>sign in</b> again to enforce the change.</li> </ol>
<p>Add an attachment</p>	<ol style="list-style-type: none"> <li>1. In the new message window click on the <b>paperclip</b> icon.</li> <li>2. Navigate to the file to be attached and click on <b>Open</b> (the title and size of the document will appear in the <b>Attached:</b> field).</li> </ol> <p>The maximum size for an email with attached files is 25MB. Use file compression on larger files, see: <a href="http://www.bradford.ac.uk/lss/documentation/#Utilities">http://www.bradford.ac.uk/lss/documentation/#Utilities</a>.</p>

<p>Read an attachment</p>	<ol style="list-style-type: none"> <li>1. In the Reading Pane, click on <b>[Open in Browser]</b> next to the attached document details to view or print the attachment. Alternatively, click on the document tile.</li> <li>2. Click on <b>Open</b> or <b>Save</b> to open it in the programme in which it was created e.g. Word.</li> </ol>
<p>Delete an email</p>	<p>Deleted messages are sent to the Deleted Items folder, where they are stored. Deleted emails count towards your overall quota of space. To permanently delete messages:</p> <p>Click on the <b>Deleted Items</b> folder. Select a message and click on <b>Delete</b>. To empty the folder completely, click on <b>Empty</b>.</p>
<p>Retrieve a deleted email</p>	<p>Locate the email in your <b>Deleted Items</b> folder. If you haven't emptied this folder (see above), the email will be there.</p> <p><b>Note:</b> If the folder has been emptied the email is non-retrievable.</p>
<p>Add a signature</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Settings – Mail</b>.</li> <li>2. Type in an e-mail signature.</li> <li>3. Check the box next to <b>Automatically include my signature on messages I send</b> and click on <b>Save</b>.</li> </ol>
<p>Create a new folder</p>	<ol style="list-style-type: none"> <li>1. In the Navigation pane on the left, right click below the list of folders or on an existing folder to create a sub folder.</li> <li>2. Select <b>Create New Folder....</b></li> <li>3. Type in a name and press the <b>Enter</b> key.</li> </ol>
<p>Move email to a folder</p>	<ol style="list-style-type: none"> <li>1. Select the message to be moved.</li> <li>2. From the <b>Move</b> drop down list select <b>Move to folder....</b></li> <li>3. Select from the list of folders and click on <b>Move</b>.</li> </ol>
<p>Spell check</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Settings – Spelling</b>.</li> <li>2. Check the box next to <b>Always check spelling before sending</b>, ensure the correct dictionary is selected and click on <b>Save</b>.</li> </ol>
<p>Malicious email</p>	<p>Contact ICT Service Desk <a href="mailto:ictservicedesk@bradford.ac.uk">ictservicedesk@bradford.ac.uk</a> 01274 233333 or forward the message with full header to <a href="mailto:abuse@bradford.ac.uk">abuse@bradford.ac.uk</a>.</p>

<p>Forward email to another account</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Organise E-mail – Inbox Rules.</b></li> <li>2. Click on <b>New.</b></li> <li>3. From the top drop down box select [<b>Apply to all messages</b>].</li> <li>4. From the bottom select <b>Redirect the messages to....</b></li> <li>5. In the new window either select an address or type one into the <b>To&gt;</b> field.</li> <li>6. Click on <b>OK, Save,</b> and then <b>Yes.</b></li> </ol>
<p>Remove forwarding to another account</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Organise E-mail – Inbox Rules.</b></li> <li>2. Ensure the box next to the forwarding rule is checked, click on the cross icon (<b>delete</b>) button and then <b>Yes.</b></li> </ol>
<p>Create an out of office reply</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Organise E-mail – Automatic Replies.</b></li> <li>2. Check the box next to <b>Send automatic replies, Send replies only during this time period</b> and select the dates during which the out of office reply will be sent.</li> <li>3. Type in the message you want to be sent out.</li> <li>4. Check the box next to <b>Send automatic reply messages to senders outside my organisation.</b></li> <li>5. Click on <b>Save.</b></li> </ol>
<p>Block messages from specified sender</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Block or Allow.</b></li> <li>2. In the Blocked Senders section type in an email address or domain name and click on the <b>add</b> button (plus symbol).</li> <li>3. Click on <b>Save.</b></li> <li>4. To undo this action highlight an email address or domain name, click on <b>Remove</b> then click on <b>Save.</b></li> </ol>

<p>Stop messages being sent to Junk E-mail from specified senders</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Block or Allow.</b></li> <li>2. In the <b>Safe Senders and Recipients</b> section type in an email address or domain name and click on the <b>add</b> button (plus symbol).</li> <li>3. Click on <b>Save.</b></li> <li>4. To undo this action, highlight an email address or domain name, click on <b>Remove</b> and then click on <b>Save.</b></li> </ol>
<p>Change your display name (if needed)</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Options – See All Options... – Edit.</b></li> <li>2. Change the text in the *Display Name: box to the name you want to display (your first name and family name is recommended, eg, John Smith).</li> <li>3. Click on <b>Save.</b></li> <li>4. You will need to logout and login again for this change to take effect.</li> </ol> <p><b>Important:</b> This name will be seen in the 'To:' field when an email is composed to you, in the 'From:' field of emails sent by you, in any Groups you belong to, and in your Calendar.</p>

**Contacts**

<p>Import contacts from another account</p>	<ol style="list-style-type: none"> <li>1. Create and export a .csv (comma separated values) file from the original account.</li> <li>2. In Outlook Live select <b>Contacts</b> in the Navigation Pane</li> <li>3. Click on <b>Import...</b></li> <li>4. Click on <b>Browse...</b> and navigate to your saved .csv file and click on <b>Open.</b></li> <li>5. Click on <b>Next</b> and then <b>Finish.</b></li> </ol>
<p>Create a new contact</p>	<ol style="list-style-type: none"> <li>1. Click on <b>New - Contact.</b></li> <li>2. Complete the form and click on <b>Save and Close.</b></li> </ol>

<p>Create a new group</p>	<ol style="list-style-type: none"> <li>1. Click on <b>New - Group</b>.</li> <li>2. Type in the <b>Group Name</b>.</li> <li>3. Add contacts by typing their email address in the <b>Members...</b> box and clicking on <b>Add to Group</b>.</li> <li>4. Click on <b>Save and Close</b>.</li> </ol> <p>To remove a contact from the list:</p> <p>Highlight the email address and click on <b>Remove from Group</b>.</p>
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### Calendar

<p>Create an appointment</p>	<ol style="list-style-type: none"> <li>1. Click on <b>New - Appointment</b>.</li> <li>2. In the Appointment tab complete the form and click on <b>Save and Close</b>.</li> </ol>
<p>Edit an appointment</p>	<p>Double click on the event to open it, amend the details and click on <b>Save and Close</b>.</p>
<p>Delete an appointment</p>	<p>Right click on the event and click on <b>Delete</b> in the popup menu.</p>
<p>Share your calendar</p>	<ol style="list-style-type: none"> <li>1. Click on <b>Share - Share This Calendar....</b></li> <li>2. Enter an email address, choose what level of access you want to allow, type a message, and then click on <b>Send</b>.</li> </ol> <p><b>Note:</b> All appointments except those marked private will be viewable by those you share your calendar with.</p>
<p>Add a shared calendar</p>	<p>In the email inviting you to view someone's calendar, click on the <b>Add This Calendar</b> button, and then click on <b>OK</b>.</p> <p>A list of calendars shared with you will appear in the calendar navigation pane under People's calendars.</p>
<p>Send a meeting request</p>	<ol style="list-style-type: none"> <li>1. Click on <b>New - Meeting Request</b>.</li> <li>2. Complete the details on the Appointment tab and click on <b>Send</b>.</li> </ol>
<p>Receive a meeting request</p>	<p>In the email requesting you to attend a meeting click on the appropriate icon: <b>Accept</b>, <b>Tentative</b> or <b>Decline</b>.</p> <p>A pop menu may appear asking you to choose an option for responding to the sender.</p> <p><b>Note:</b> If you accept a meeting it will appear in your calendar, if your response was tentative it will appear greyed out. It will not appear at all if you have declined.</p>

## Advice for PG Research Students

If you currently use Microsoft Outlook rather than Webmail (and would prefer to continue doing so), you can create another Outlook account and connect this to Outlook Live.

1. In Outlook Live, click on Options – See All Options - My Account tab.
2. Click on **Settings for POP, IMAP, and SMTP access...** Make a note of the IMAP and SMTP setting (server name, port number and encryption method) for use later.
3. In Outlook, go to Tools – Account Settings – Email tab.
4. Click on **New...**
5. Ensure **Microsoft Exchange** is selected and click on **Next**.
6. Complete the fields for your Name, Outlook Live email address (in the format *username@student.bradford.ac.uk*) and University password.
7. Check the Manually configure server settings or additional server types box.
8. Click on **Next**.
9. Select **Internet E-mail** and click on **Next**.
10. Complete the **Your Name** and **E-mail Address** information if necessary.
11. Select **IMAP** from the Account Type drop down box.
12. Complete the **Incoming mail server** and **Outgoing mail server (SMTP)** boxes with the server names noted down from Outlook Live (see points 1 and 2).
13. In the User Name box type in your Outlook Live email address (in the format *username@student.bradford.ac.uk*).
14. In the Password box type in your University password.
15. Ensure the **Remember password box** is checked.
16. Click on More Settings.
17. Click on the **Outgoing Server** tab.
18. Check the My outgoing server (SMTP) requires authentication box.
19. Select Use the same settings as my incoming mail server.
20. Click on **OK**.
21. Click on **Test Account Settings**. If errors occur, close the Test Account Settings window and click on **More Settings...**
22. Click on the **Advanced tab**.
23. Complete the port and encryption information for IMAP and SMTP with the setting noted down from Outlook Live (see points 1 and 2).

24. Ensure the In the Outgoing server (SMTP) box still displays the correct port number.
25. Click on **OK**.
26. Click on Test Account Settings.
27. You will get a Congratulations message. Click on **Close**, **Next** and **Finish**.

## **Advice for Returning Students who have previously used Webmail**

### ***Import Existing Emails from Webmail***

1. In Outlook Live go to Mail – Options – See All Options...
2. Click on the **Connected Accounts** tab.
3. Click on **New...**
4. Enter your Webmail email address and password.
5. When the Warning box appears, click on **No**.
6. Click on the **IMAP** link within the message.

Note: We advise you choose IMAP rather than POP. Using POP will remove all emails from Webmail. Any data lost in the transfer will not be retrievable.

7. Complete your Webmail account information.
8. Under Server Information, complete the following fields:
  - Incoming server = `imap.brad.ac.uk`.
  - Authentication = Basic.
  - Encryption = TLS.
  - Port = 143.
9. Click on **Save**.
10. Read the Information message and click on **Close**.

Note: It is recommended that you create a new folder within Outlook Live and save any old webmail messages you want to keep to it. Connecting your webmail account to Outlook Live only allows you to view and use that accounts through the Outlook Live interface. Any data not stored directly in Outlook Live will be lost when your Webmail account is finally closed.

### ***Import Contacts from Webmail***

1. In Webmail click on **Address Book** then **Import / Export**.
2. In the Export Address Book section select **Comma separated values** as the format and then the address book to be exported.

3. Click on **Export**.
4. In the dialog box click on **Save**, then in the **Save As...** box choose where to save the file.
5. Click on **Save** and then **Close**.
6. In Outlook Live select **Contacts** in the Navigation Pane.
7. Click on **Import...**
8. Click on **Browse...** and navigate to your saved .csv file and click on **Open**.
9. Click on **Next** and then **Finish**.

## **Access Email, Calendar and Contacts on your Phone**

The University's Outlook Live student email service is now available, and it is possible to synchronise this with a range of mobile phones that support email accounts. If you are a returning student and don't yet have the new @student.bradford.ac.uk account, you first need to activate your Outlook Live account. Some of the more advanced Smartphones (eg. iPhone, Android or Windows Phone, or other type that supports setting up an Exchange Email account) will also allow you to wirelessly synchronise your Outlook Live calendar and contacts with your phone.

Note: the Outlook Live Service is provided by Microsoft and not the University of Bradford. If you set up your phone to work with this service then the University accepts no responsibility for any issues that may arise, and can only offer limited support.

### **Cost**

Before setting up an email connection on your phone it is important that you consider any costs you may incur. Accessing email on your mobile will use the phone's internet connection. Depending upon your mobile phone tariff, you may be charged for this unless your usage is within an inclusive data bundle. If you are unsure about charges for internet usage and email on your phone you should speak with your mobile phone network.

### ***How to configure your phone***

The interface and settings for mobile phones vary greatly so it is impossible for us to supply detailed setup instructions for every type of handset. However, there is standard information that all phones will require, and certain steps that you will need to follow.

### **If your Phone Supports Exchange**

1. Choose Settings and Add Mail Account or Add Account.

2. You should then be presented with choosing the account type. Select **Exchange**.
3. Follow the setup wizard through. To complete it you will require the following information:
  - Email address is the University email address with which you have been provided, e.g. **j.bloggs@student.bradford.ac.uk**.
  - Password is your University Password.
  - Username is your Windows Live ID (not your standard University username), and does not contain any dots between your initials and surname, e.g. **jbloggs@student.bradford.ac.uk**.
  - Description or Mailbox can be anything meaningful to you e.g. **Uni Email**.
  - The server address is **m.outlook.com**.
4. Choose which types of information you wish to synchronise and click on **Save**.

### **If your Phone Does Not Support Exchange**

1. Find a PC and login to your Outlook Live Account.
2. Click on Options - See All Options - Account - My Account - Settings for POP, IMAP, and SMTP access.
3. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Protocol Settings** page under **POP setting** or **IMAP setting**, and **SMTP setting**.
4. On your phone, choose **Add Mail Account** and use the settings shown on your Outlook Live account to complete the phone setup wizard.

### **Accessing your Email while on Placement**

If you are going on a work or study placement, please check the placement provider's policy regarding your access to your University email account.

Some providers block access to external web sites, which means you might be unable to access Outlook Live to check your University emails.

An example is the NHS. Many NHS trusts have policies on this issue, due to the fact that some email attachments contain viruses, which can affect the PCs on which they are downloaded. The consequences of this can be costly and time consuming to the trust so in order to protect the IT systems within the Service, connection to external email supplied by large organisations such as Gmail, Hotmail and Yahoo can be blocked.

## ***What can you do?***

There are several things you can do:

1. You can forward your University email to your placement email account if you are provided with one. Instructions for doing so can be found under the 'Common Actions and Settings' section above. (All emails forwarded to NHS email accounts go through the NHS's approved antivirus checker).
2. You can connect to your Outlook Live account using your own laptop or other mobile device, using your own network connection. (Some NHS trusts now provide free WiFi services usually in public areas, which will enable you to access emails on your own devices).
3. Consider changing your working practice, so that you check your University emails outside of your placement hours, eg, either at home or while you are on campus.