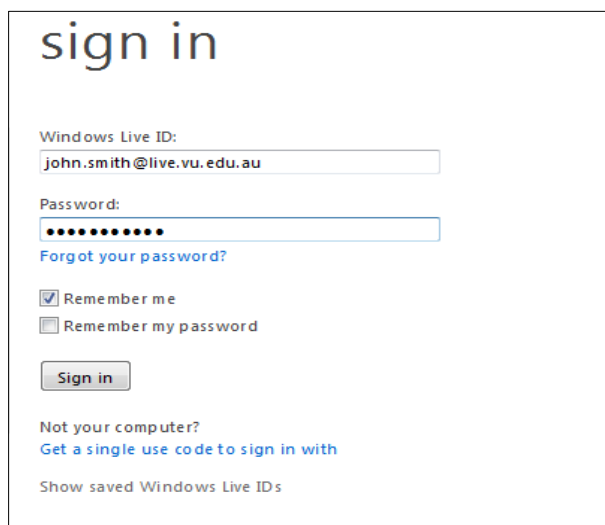


# **SECTION 5**

## **USING STUDENT EMAIL**

## 5. USING STUDENT EMAIL



sign in

Windows Live ID:

Password:

[Forgot your password?](#)

Remember me  
 Remember my password

Not your computer?  
[Get a single use code to sign in with](#)

Show saved Windows Live IDs

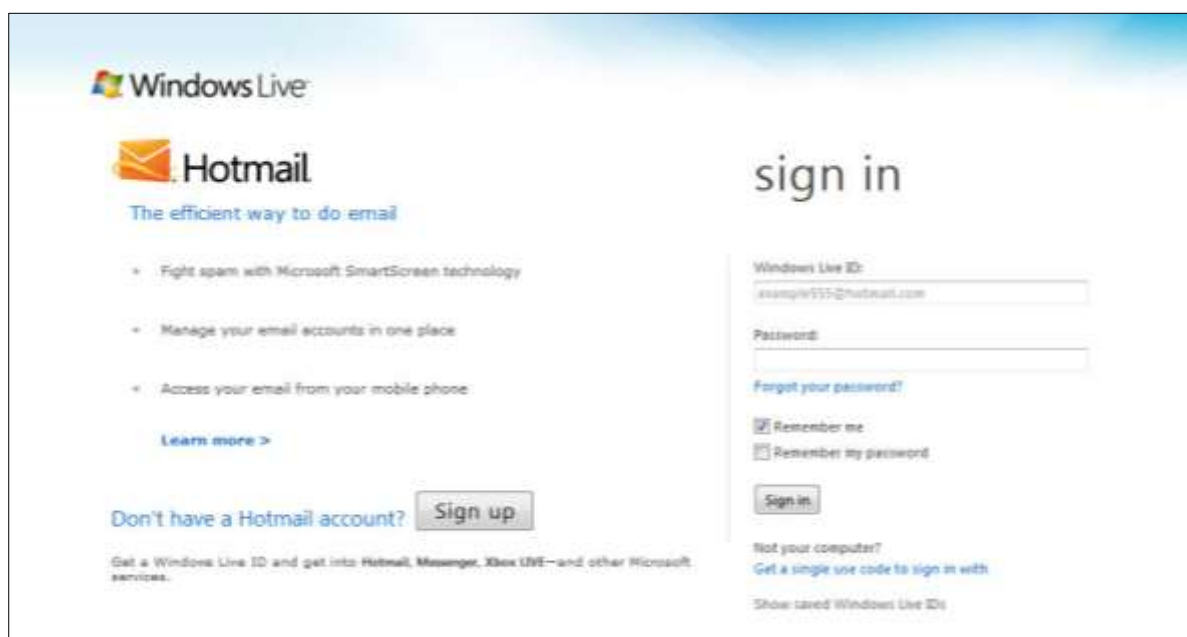
On enrolling at the University all students automatically have an email account created. Account creation depends on a student successfully enrolling at the University and paying appropriate fees in full. Once enrolled successfully, accounts are created within 24 - 48 hours.

For security and identification reasons, it is recommended that you always use your student email account when communicating with University staff and students. Other email systems are not supported and access is not available in all areas of the University.

### 5.1 HOW TO ACCESS YOUR EMAIL ACCOUNT USING A WEB BROWSER

To access your email account you can connect using an Internet Browser (for example Internet Explorer or Mozilla), through the <http://mail.live.com/> website.

At the Windows Live (shown below), type in your **Username**, then your **Password** and click on the Login button. (Details of your Username and Password are explained in the next section.)



Windows Live

Hotmail  
The efficient way to do email

- Fight spam with Microsoft SmartScreen technology
- Manage your email accounts in one place
- Access your email from your mobile phone

[Learn more >](#)

Don't have a Hotmail account?

Get a Windows Live ID and get into Hotmail, Messenger, Xbox LIVE—and other Microsoft services.

sign in

Windows Live ID:

Password:

[Forgot your password?](#)

Remember me  
 Remember my password

Not your computer?  
[Get a single use code to sign in with](#)

Show saved Windows Live IDs

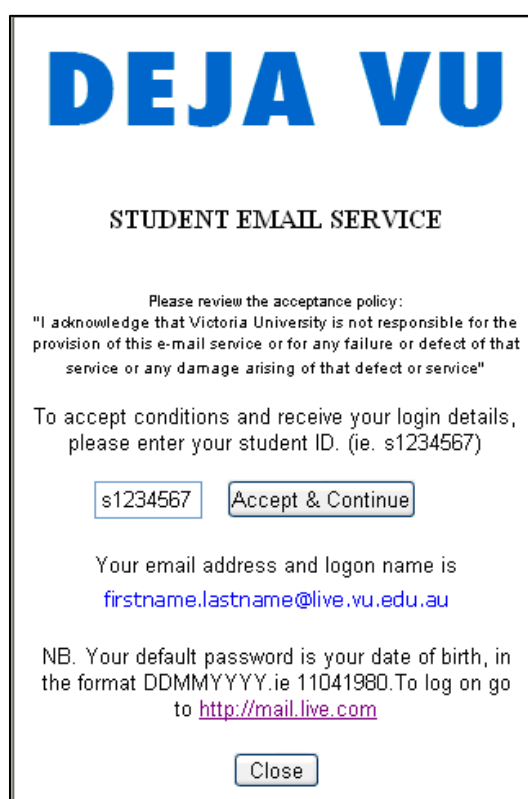
The amount of space available to you on the mail server is 5GB. To discover how much space has already been used, information is displayed under manage folders option which is discussed in **Section 5.5 Quotas**.

## 5.2 YOUR USERNAME AND PASSWORD

### WINDOWS LIVE ID

To confirm your windows live ID also known as your username type in the following link: <http://www.vu.edu.au/current-students/student-essentials/student-email> into your internet browser and then click on the First Time Users link and enter your student ID number with an 's' in front of your ID number, (Please refer to the diagram below) then click Accept and continue. By default your Username is usually your firstname.lastname@live.vu.edu.au unless there are more than one student with the same firstname and lastname, then a number is placed after the lastname.

For example: Enter your student ID Number with an 's' in front **1234567** to find out your username and email address.



The screenshot shows a web page titled "DEJA VU STUDENT EMAIL SERVICE". It contains the following text and elements:

- DEJA VU** (Large blue logo)
- STUDENT EMAIL SERVICE** (Section header)
- Please review the acceptance policy:**  
"I acknowledge that Victoria University is not responsible for the provision of this e-mail service or for any failure or defect of that service or any damage arising of that defect or service"
- To accept conditions and receive your login details, please enter your student ID. (ie. s1234567)
- Input field containing **s1234567**
- Accept & Continue** button
- Your email address and logon name is [firstname.lastname@live.vu.edu.au](mailto:firstname.lastname@live.vu.edu.au)
- NB. Your default password is your date of birth, in the format DDMMYYYY. ie 11041980. To log on go to <http://mail.live.com>
- Close** button

### PASSWORD

Your default Password is your date of birth preceding with the word Temp. Refer to **Section 3 Active Directory Login** for further details. The format for entering your date - of - birth as your password is as follows: **ddmmyyyy**. For example: if your birth date is January 1 1974, you type **01011974**.

## 5.3 YOUR EMAIL ADDRESS

Your email address is the same as your logon/ Windows Live ID.

The format for your email address is as follows:

Firstname.Lastname@live.vu.edu.au

For example: John.Student@live.vu.edu.au

However in case where students have the same name, then the email address would be in the format Firstname.Lastname#@live.vu.edu.au

For example: John.Student1@live.vu.edu.au

## 5.4 WHAT IS MY EMAIL ADDRESS?

To confirm the format of your email address, follow the steps below.

1. Open up Internet Explorer or Mozilla Firefox
2. Type in the following address in the address bar:  
[http://www.vu.edu.au/Current\\_Students/New\\_to\\_VU/Student\\_Email/index.aspx](http://www.vu.edu.au/Current_Students/New_to_VU/Student_Email/index.aspx)
3. Scroll down to the middle of the page, until you see the link 'First Time Users' and click on it.
4. The following screen will appear:

**DEJA VU**

**STUDENT EMAIL SERVICE**

Please review the acceptance policy:  
"I acknowledge that Victoria University is not responsible for the provision of this e-mail service or for any failure or defect of that service or any damage arising of that defect or service"

To accept conditions and receive your login details, please enter your student ID. (ie. s1234567)

s1234567

Your email address and logon name is  
**firstname.lastname@live.vu.edu.au**

NB. Your default password is your date of birth, in the format DDMMYYYY. ie 11041980. To log on go to <http://mail.live.com>

Email address and Windows Live ID

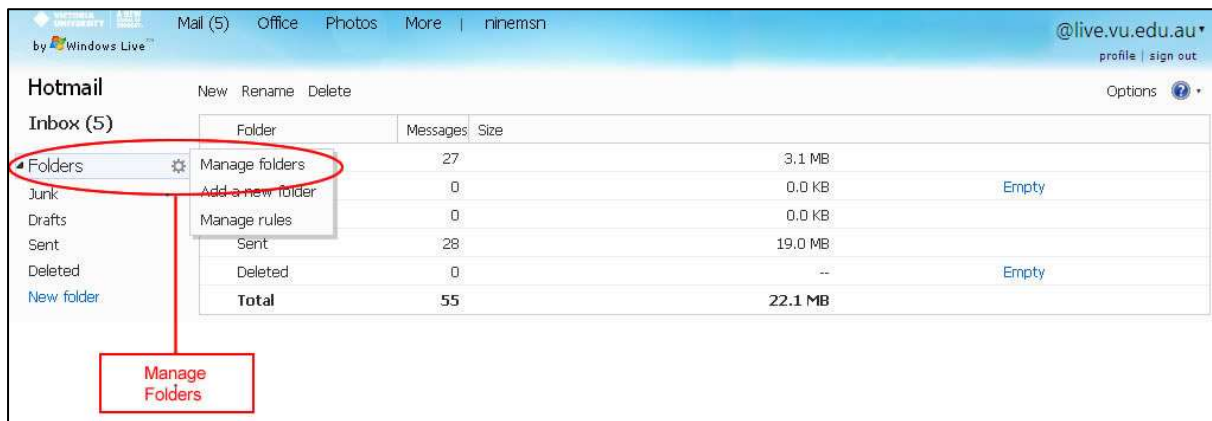
5. Type in your student ID number in the box provided for example (s1234567)
6. Click on **Accept & Continue**
7. Your email logon will be shown below

## 5.5 QUOTAS

The total limit for all your email folders (including Trash) on the server mail.live.com is **5GB**.

If you exceed 5GB your incoming mail will be returned to the sender with a message stating that the recipient's mailbox is full. Refer to the **Section 5.9 Deleting Email Messages** for further assistance.

The amount of space available to you on the mail server is displayed under the **Manage Folders** option which is discussed later in this document. The disk quota (limit) allocated to your account and the amount of disk space currently being used is also displayed at the bottom of the screen, after the list of messages on a particular page. The diagram below displays how to check your current disk consumption and limit.

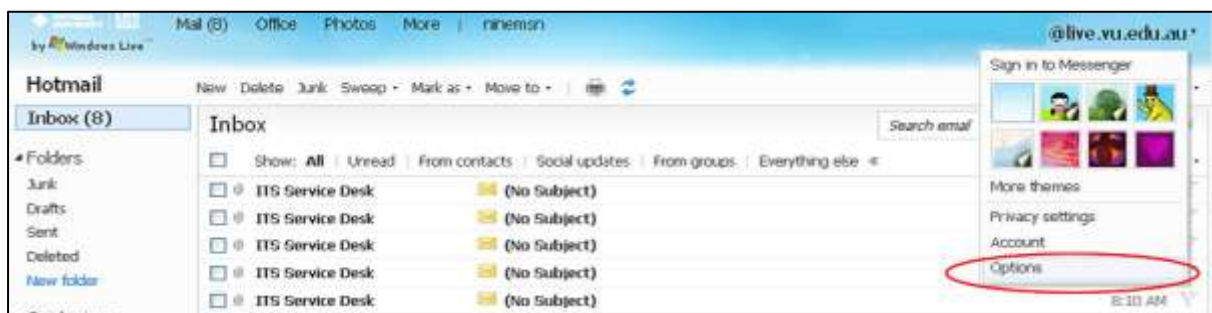


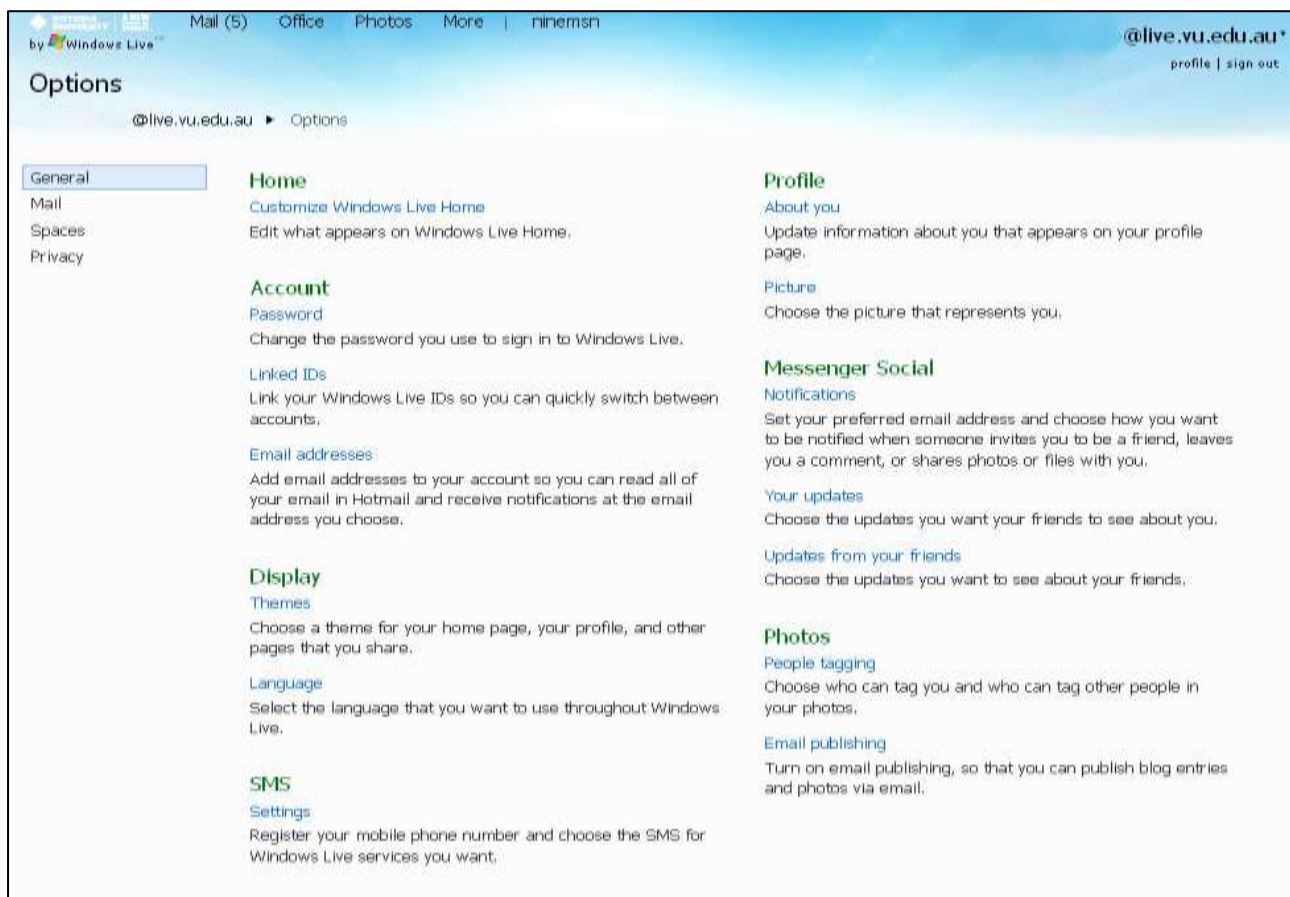
## 5.6 CHANGING PASSWORDS

For security reasons, it is recommended that you change your default password to a password that is more secure and one that you can remember.

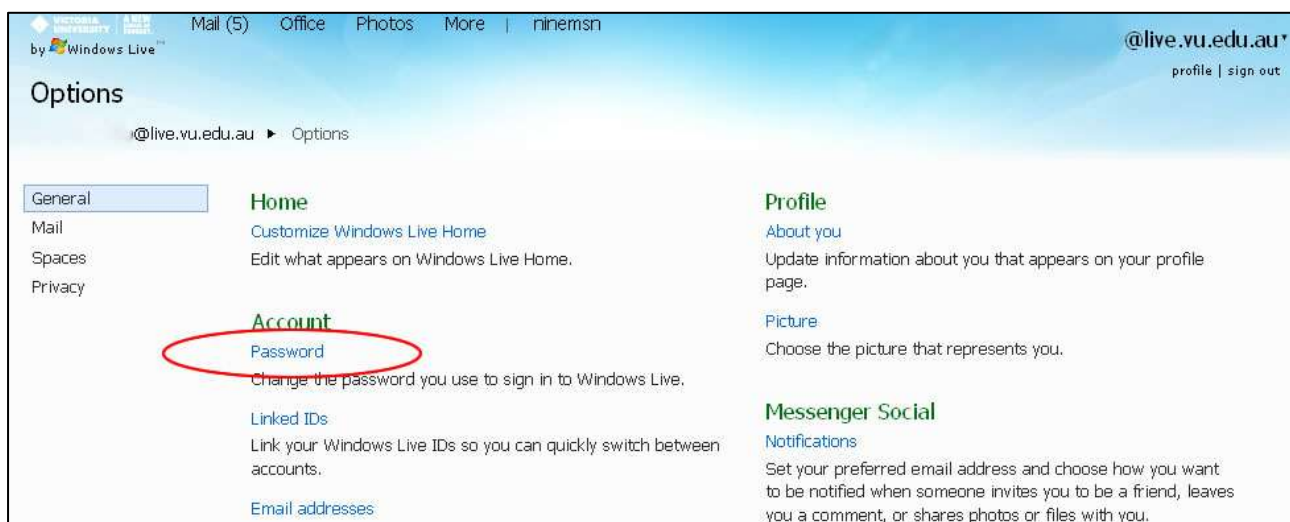
Please note when you change your AD password this also changes your email password. Refer to **Section 3 Active Directory Login** for further details.

To change your password use the Web Browser, by going to the <http://mail.live.com/> website, click on the drop down arrow beside your name and select view your account, the following screen is displayed.





The screen below will be displayed.



Select **Password** located in the middle of the screen.

Enter your current password in the old password box, and then your new password in the second and forth boxes. The third box indicates how easy or hard it is for someone to learn your password. To save the password change, click the **Save** button.



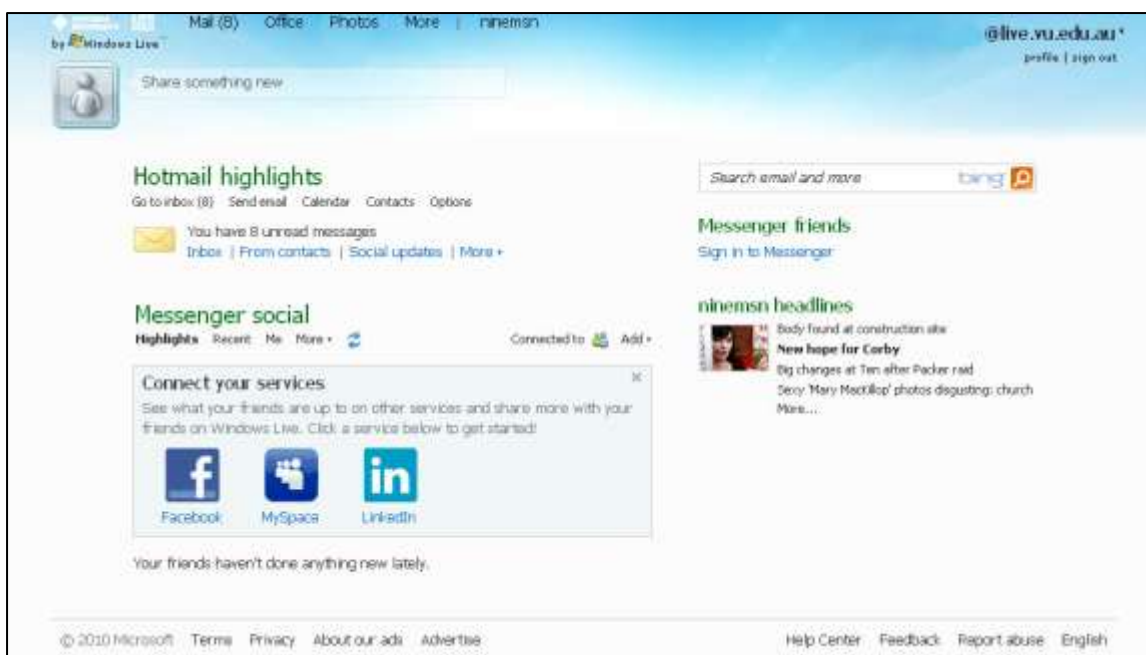
You can also place a tick in the box **Make my password expire every 72 days**. This option prompts you to then change your email password frequently. This is a recommended security measure but is not compulsory. This ensures that by frequently changing your email password it makes it more difficult for others to learn your email password to access it. To save this option for the prompt of the password change, click the **Save** button.

## 5.7 READING EMAIL MESSAGES

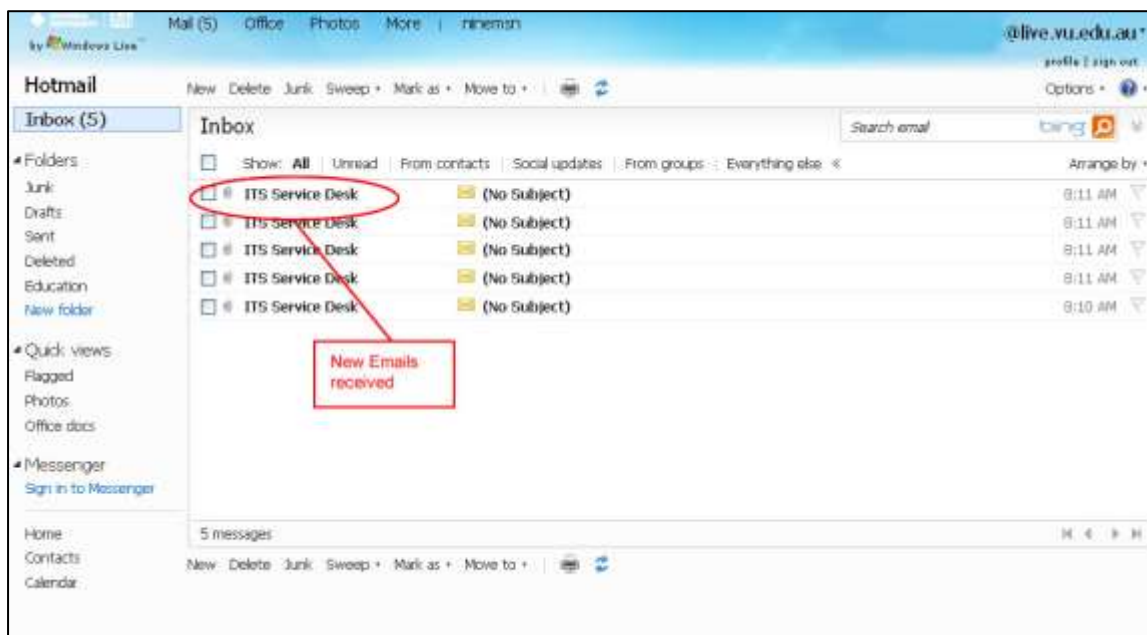
To read an email message, simply select the **Mail** tab see below.



The following screen will appear click on the **Inbox** option, your emails will display in the Inbox





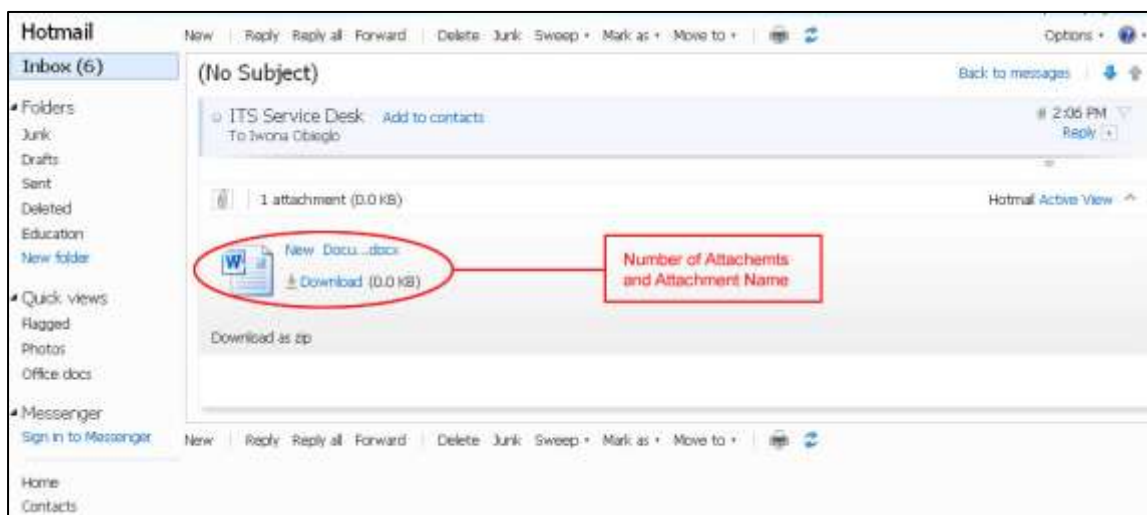


Once the **Inbox** appears click on the Subject of the email you wish to read and the contents of the email will now be displayed on the screen to read.

Emails that appear in bold and with a yellow envelope beside them represent new emails that have been received. The number which appears beside the inbox option on the left hand side indicates how many new email messages that have been received.

## 5.8 SAVING AN EMAIL ATTACHMENT

To save an email attachment, click on the Subject of the email you wish to read. The content of the email will now be displayed and any attachments will appear on the Attachments line as shown below.



To **open** attachment without having to save it, click on the Attachment name.



The following window will be displayed, prompting you to open the attachment.



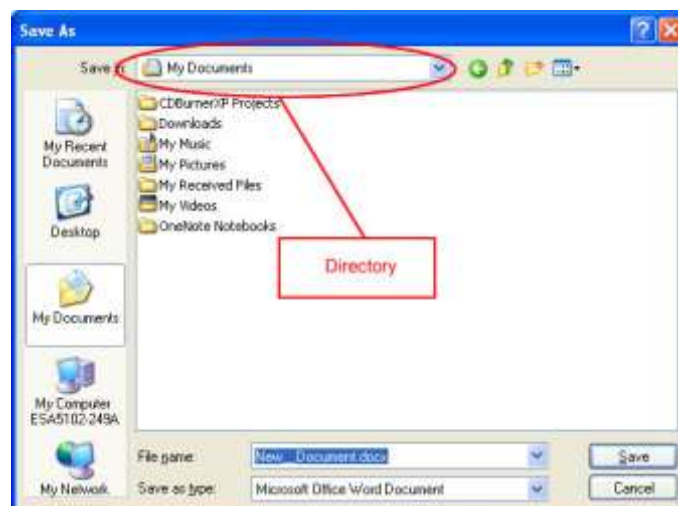
To save the attachment, click on the Attachment name.

The following window will be displayed, prompting you to save the attachment.

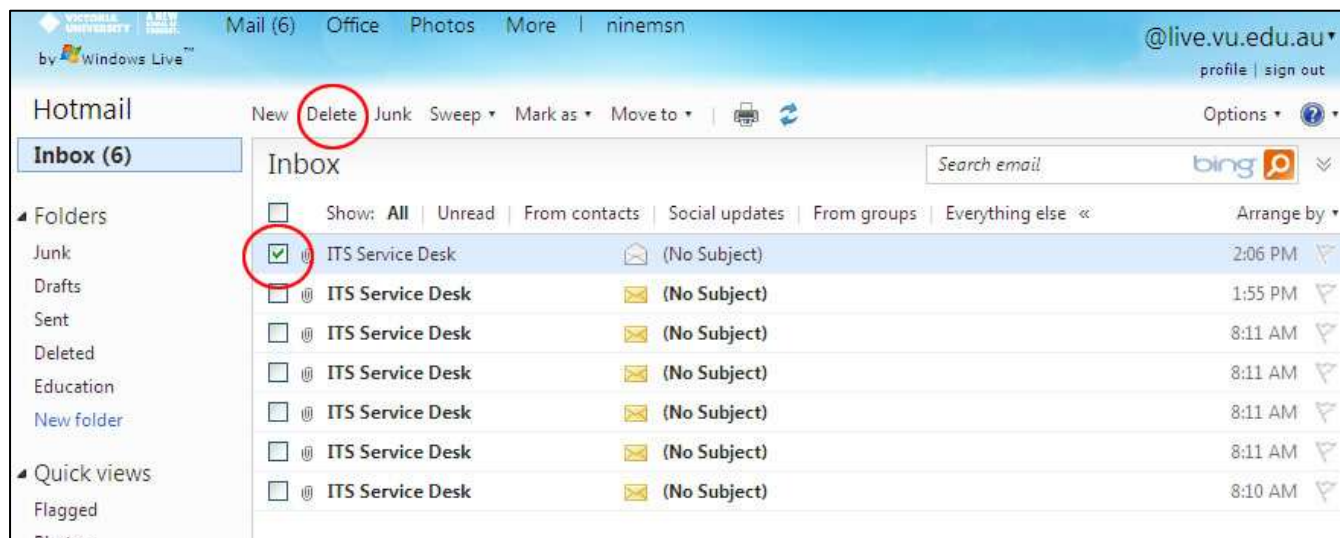


Select **Save**

Select the directory you wish to save your attachment file to and click on **Save**. The attachment file is now saved.

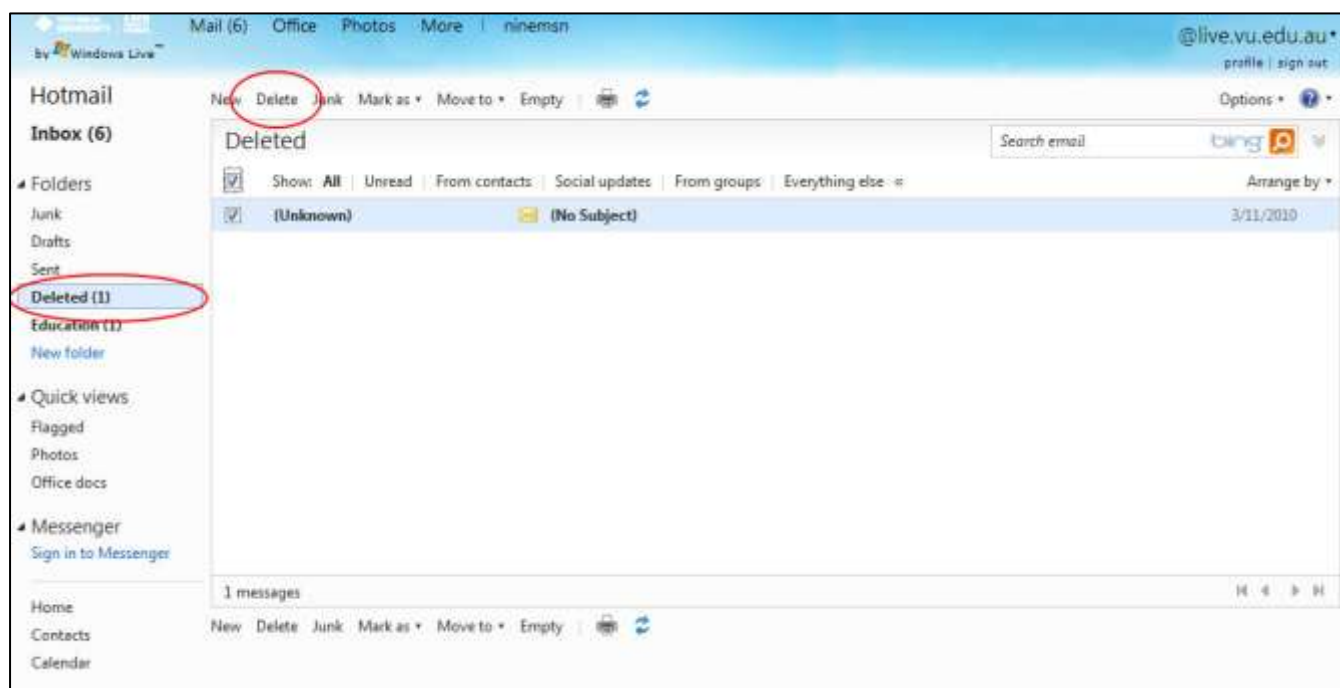


## 5.9 DELETING EMAIL MESSAGES



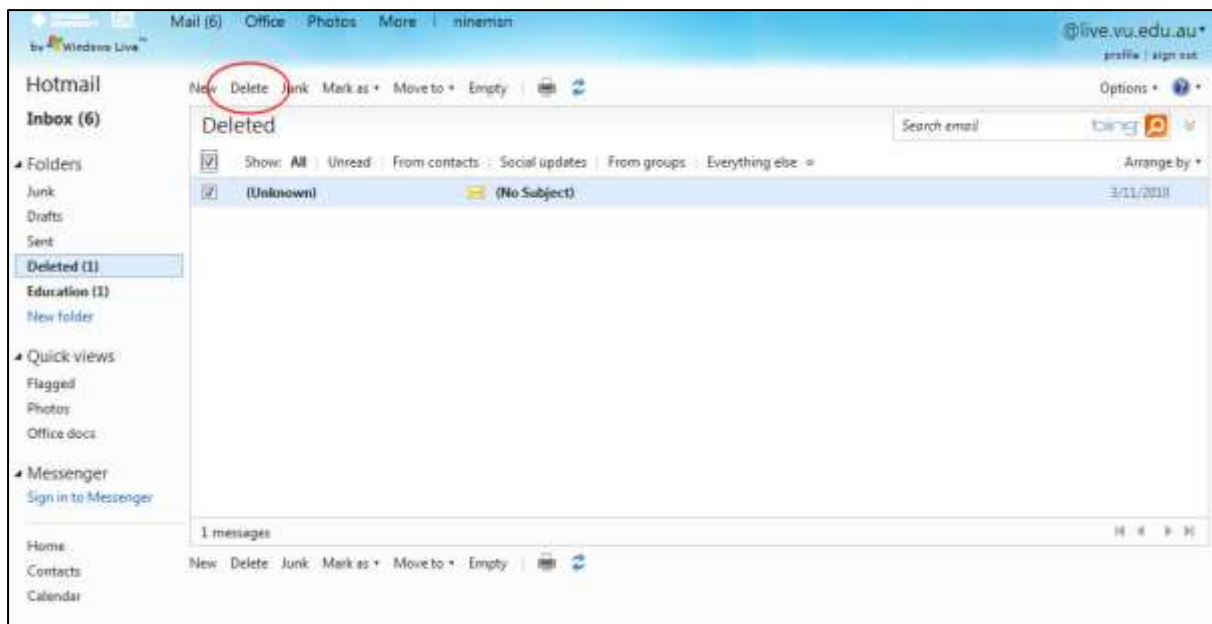
To delete an email message, select the email message/s you wish to remove by marking the checkbox on the left hand side next to the message/s and then click on the **Delete** icon.

By default, the message/s will be moved to the **Deleted** folder and will remain there until you empty this folder.



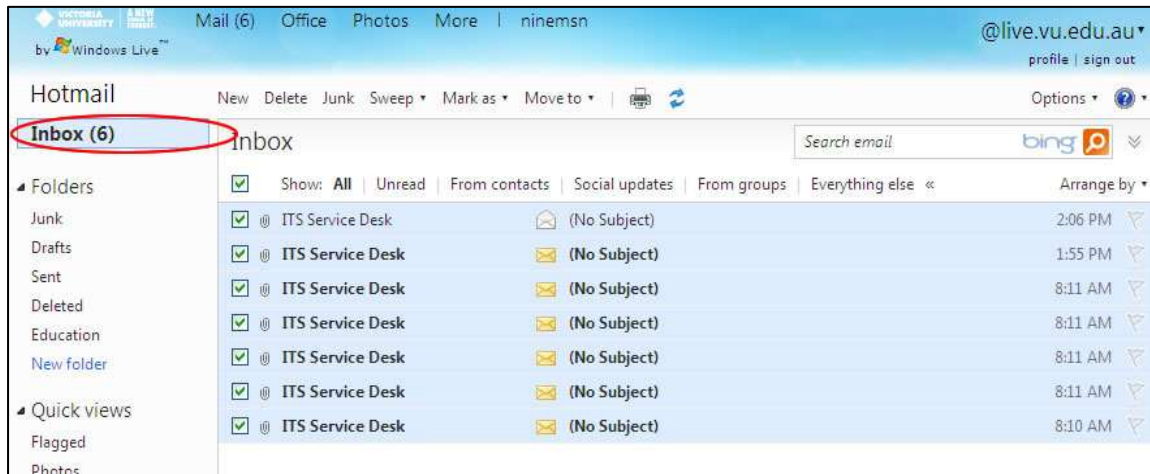
To empty the **Deleted** folder, click on the **Deleted** Option located on the left hand side of the screen, click on the sort by check box, which selects all the messages within the deleted items folder.

Click on **Delete**. It is important to empty the deleted messages as deleted messages still count towards your quota. See the **Section 5.5 Quotas** for further information.



## 5.10 GETTING NEW MESSAGES/UPDATING YOUR EMAIL

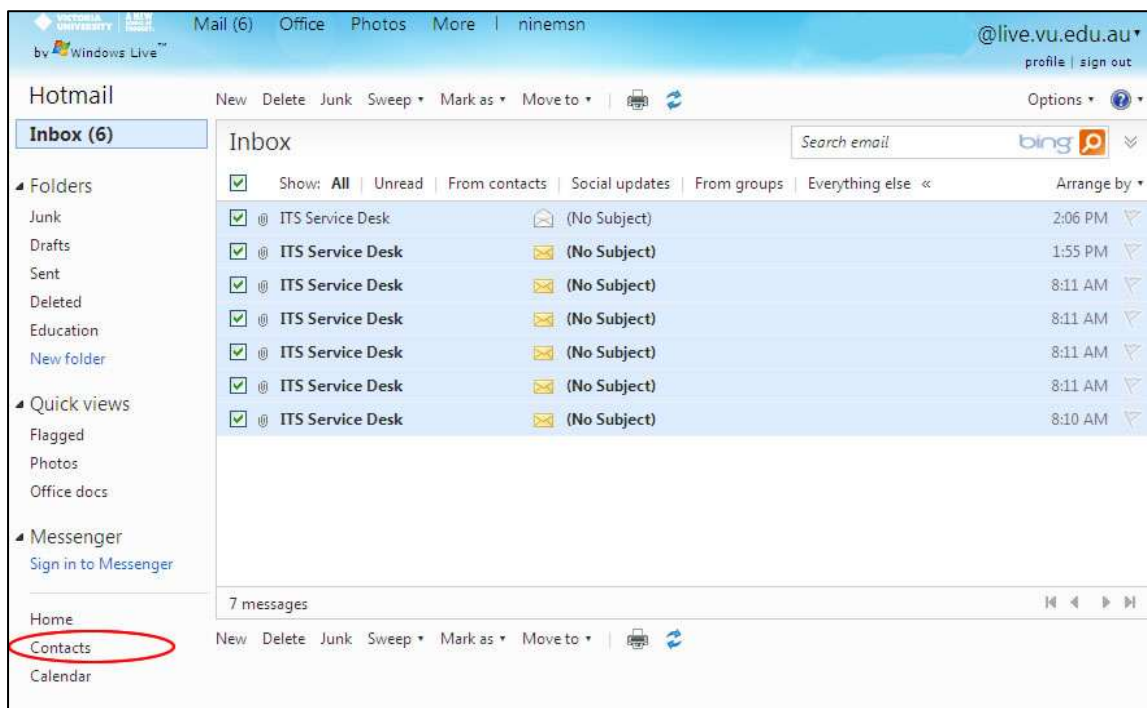
To get any new messages which maybe on the server, press the **F5** key located on the top of your keyboard, or click on the **Inbox** folder located on the left hand side. This will update any new email messages to be displayed on the screen. (Any new messages are displayed in bold)



## 5.11 ADDING NAMES TO YOUR CONTACT LIST (ADDRESS BOOK)

The windows live contact list can contain many contact details for one person. You can include the **person's contact details**, their **personal information**, their **business information** and **other information**.

1. To add someone's email address to your contact list, click the **Contact list** option on the left hand side of the screen as shown in the screen below.



2. The following screen will appear and by default all contacts will be displayed.



3. Click on **New** to add a new contact.

4. Type the person's first and last name, the nick name can be used as an optional. Type in the person's email address in the relevant text boxes under personal information, which are shown in the screen below. Other contact details, such as business information and other information are optional.

5. Click the **Save** button to save the entry.

Windows Live Mail (6) Office Photos More | nineman @live.vu.edu.au profile | sign out

## New contact

Save Cancel Search: contacts and more bing

**Contact info**

First name:

Last name:

Nickname:

Birthdays: Day  Month  Year

Personal email:

Windows Live ID:

Other email:

Home phone:

Mobile phone:

Other phone:

Fax:

Home address:

City:

State/Province:

ZIP/Postal code:

Country:

Website:

Notes:

**Work info**

Company:

Job Title:

Work email:

Work phone:

Pager:

Fax:

Work address:

City:

State/Province:

ZIP/Postal code:

Country:

Save Cancel

Repeat steps 2-5 to add more names and addresses to your contact list.

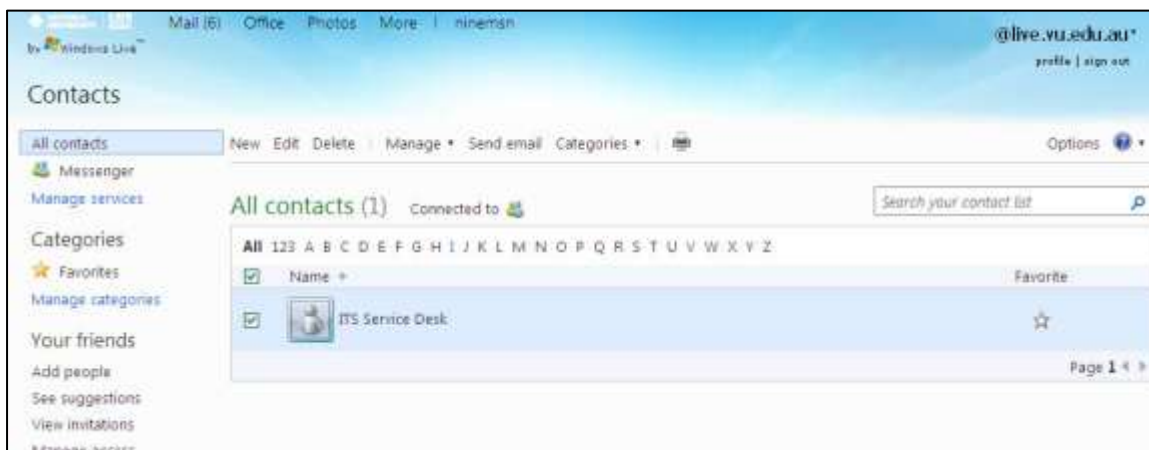
## 5.12 MODIFYING ENTRIES IN YOUR ADDRESS BOOK

If you wish to modify any of the existing entries in your contact list please follow the steps below:

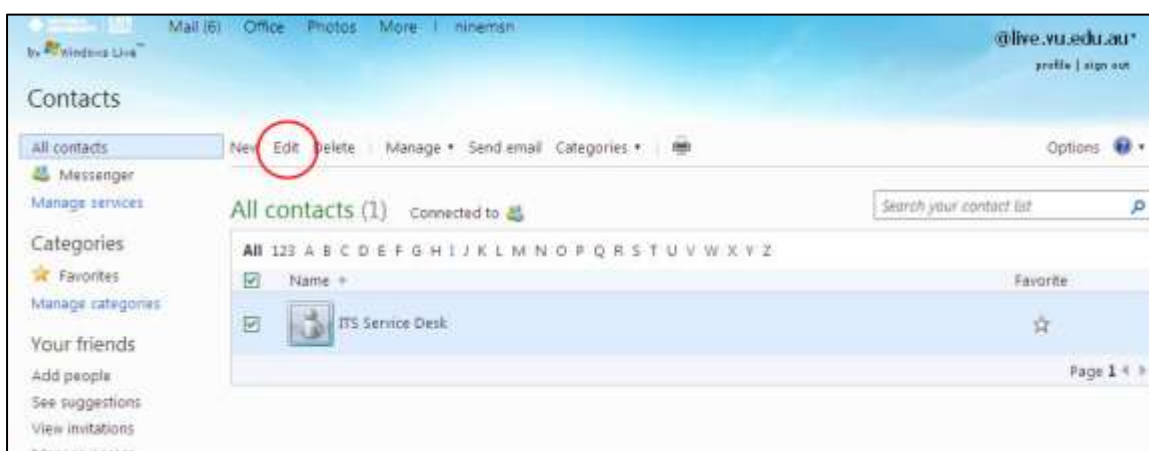
1. Click on the **Contact list** located on the left hand side of the screen and the list of names in your contact list will be displayed.



2. To modify an entry, tick the name of the person's details who you want to modify.



3. Click on **Edit** to make changes to the person's contact details.





4. Make the changes to the person's contact details as required and then click **Save**, to save the changes.

The screenshot shows the Windows Live Messenger interface for editing a contact named 'ITS Service Desk'. The contact's profile picture is a generic person icon. The page title is 'ITS Service Desk' and it includes a message: 'You're not friends with ITS Service Desk in Messenger. Add as friend'. At the top, there are navigation links for Mail (6), Office, Photos, and More, along with the user's name 'nineman'. The contact's profile information is displayed, including a search bar for contacts and more. The 'Contact info' section is expanded, showing fields for First name (ITS Service Desk), Last name, Nickname, Birthday (Day, Month, Year), Personal email (servicedesk@vu.edu.au), Windows Live ID, Other email, Home phone, Mobile phone (Australia (61)), Other phone, Fax, Home address, City, State/Province, ZIP/Postal code, Country, Website, and Notes. The 'Work info' section is also expanded, showing fields for Company, Job Title, Work email, Work phone, Pager, Fax, Work address, City, State/Province, ZIP/Postal code, and Country. At the bottom, there are 'Save' and 'Cancel' buttons.

Windows Live Mail (6) Office Photos More | nineman @live.vu.edu.au profile | sign out

ITS Service Desk

You're not friends with ITS Service Desk in Messenger. Add as friend

Save Delete Cancel Search contacts and more bing

• Contact info

First name: ITS Service Desk

Last name:

Nickname:

Birthday: Day Month Year

Personal email: servicedesk@vu.edu.au

Windows Live ID:

Other email:

Home phone:

Mobile phone: Australia (61)

Other phone:

Fax:

Home address:

City:

State/Province:

ZIP/Postal code:

Country:

Website:

Notes:

• Work info

Company:

Job Title:

Work email:

Work phone:

Pager:

Fax:

Work address:

City:

State/Province:

ZIP/Postal code:

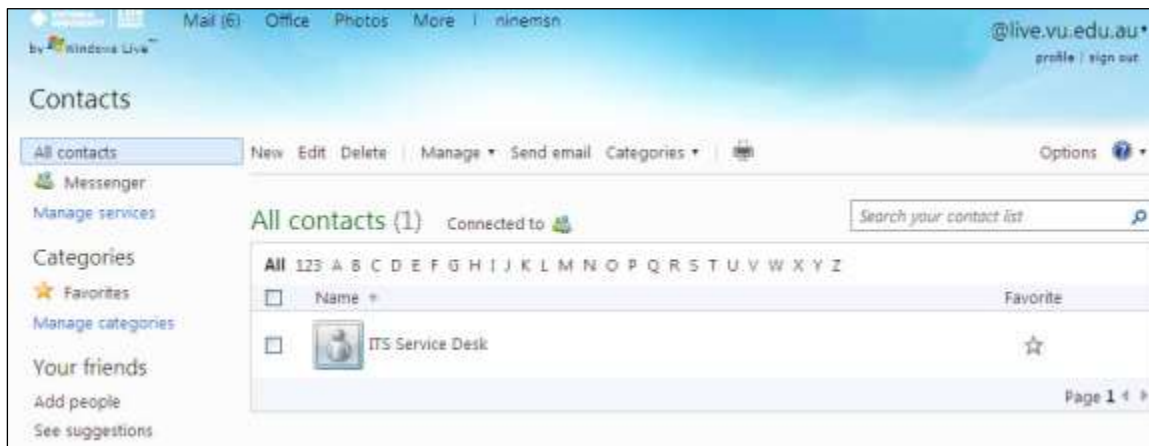
Country:

Save Cancel

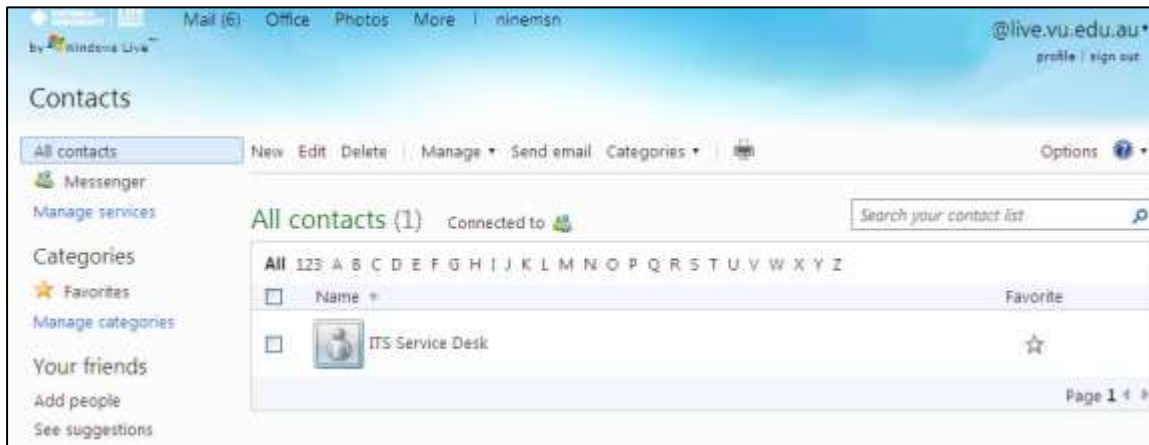


## 5.13 DELETING AN ADDRESS FROM YOUR CONTACT LIST

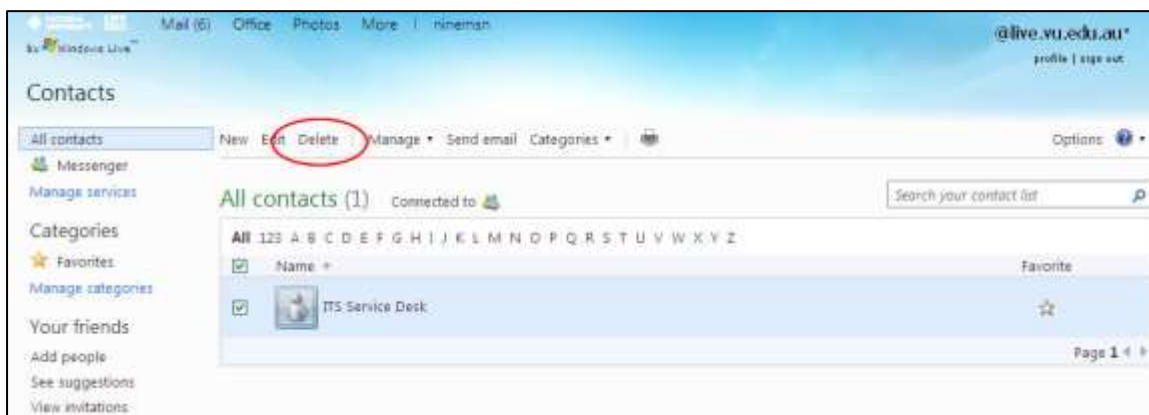
1. Click on the contact list located on the left hand side of the screen and the list of names in your contact list will be displayed.



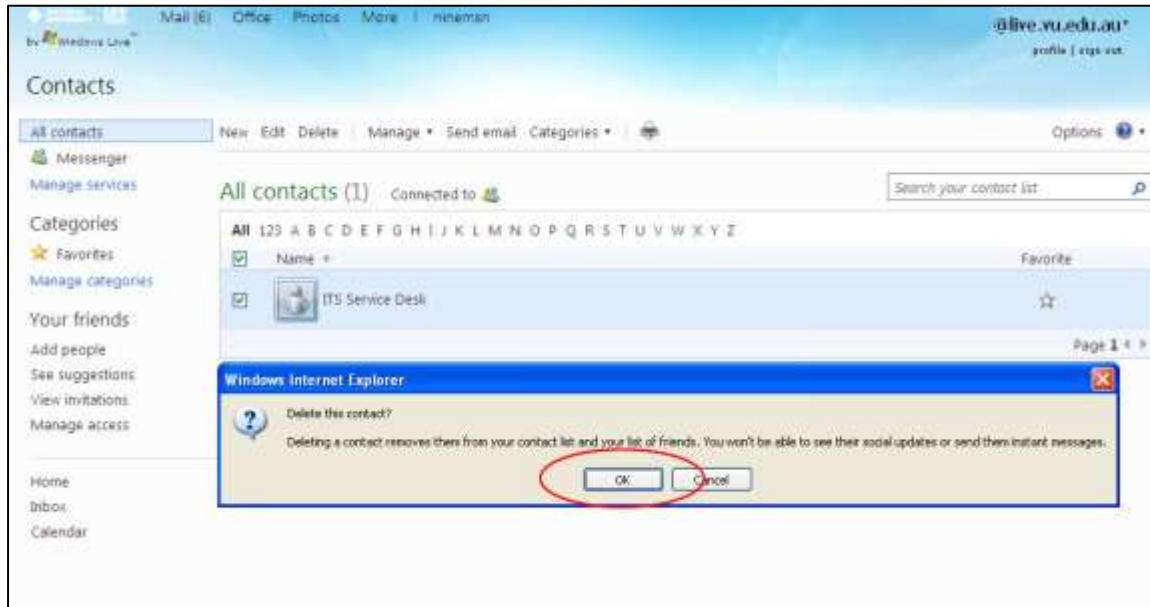
2. To **delete** an entry, tick the name of the person's details of who you want to delete.



3. Click on **Delete** to delete the person's contact details. You will be asked if you are sure if you want to delete this contact from your email.



Select OK if this is the correct contact you need to delete.



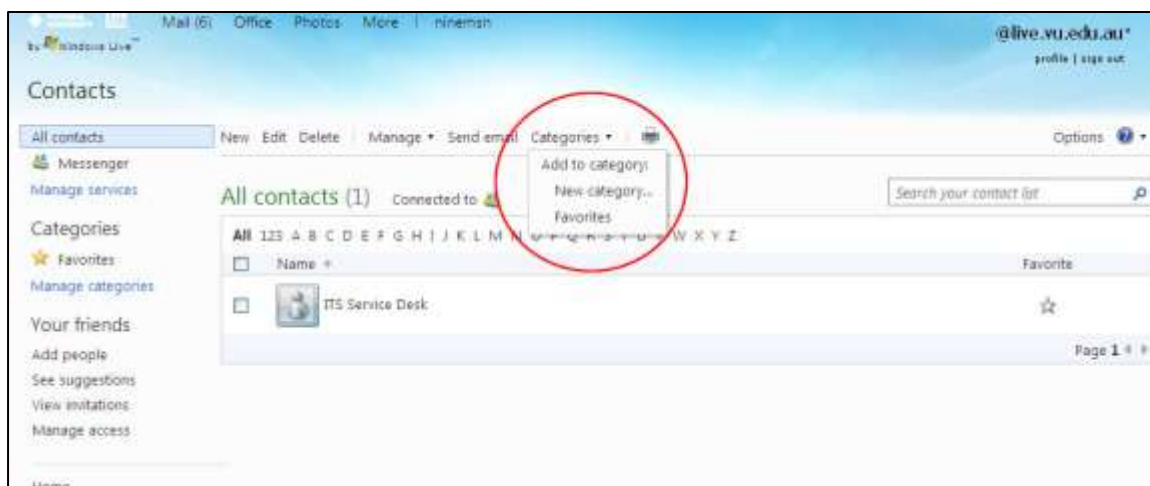
4. The contact is then automatically deleted from your contact list.

## 5.14 ADDING A GROUP ADDRESS TO YOUR ADDRESS BOOK

You can also have a group address in your address book. The group address allows you to send the same message to all of the people that are part of the group. This is referred to as a **Category**.

To create a category, you must first have the names and email addresses of the people for the group added in your address book.

1. Click the **Contacts** link on the left hand side of your inbox to open your contact list.
2. Click the **Categories** option.



### 3. Select New Category



4. Type in the name of what you would like the category to be called in the **Name** field,

5. Enter the email addresses of the people you would like to have part of this list in the **Members** section with a semi colon (;) separating each separate email address.

6. If an email address has been entered in error, if you click on the  (X) to remove from the list.

7. Once all the names have been entered click on **Save**.

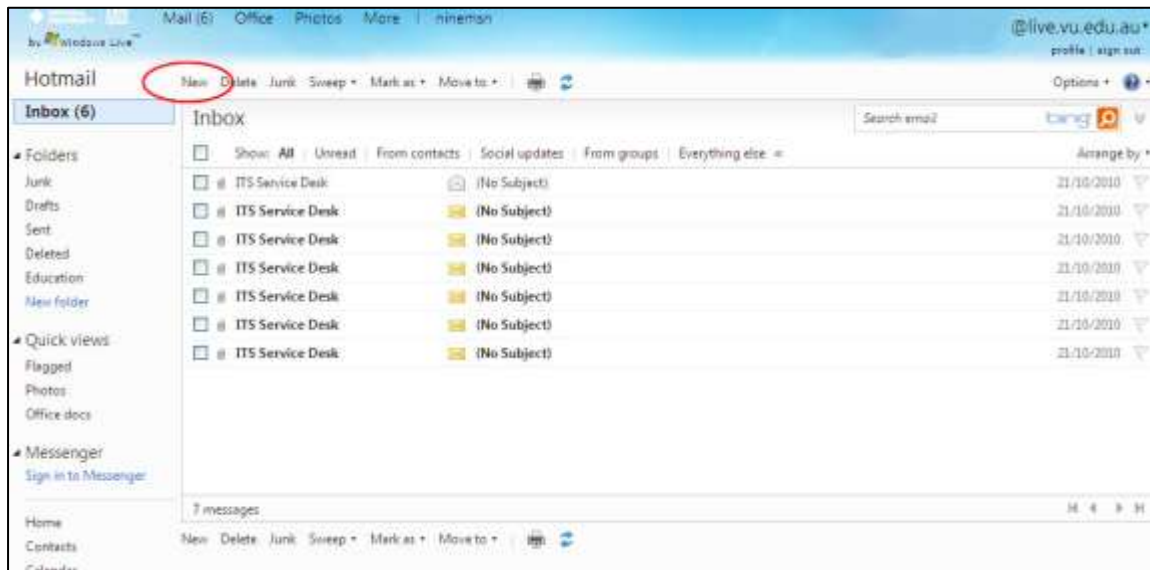


Add more names by repeating the steps outlined above.

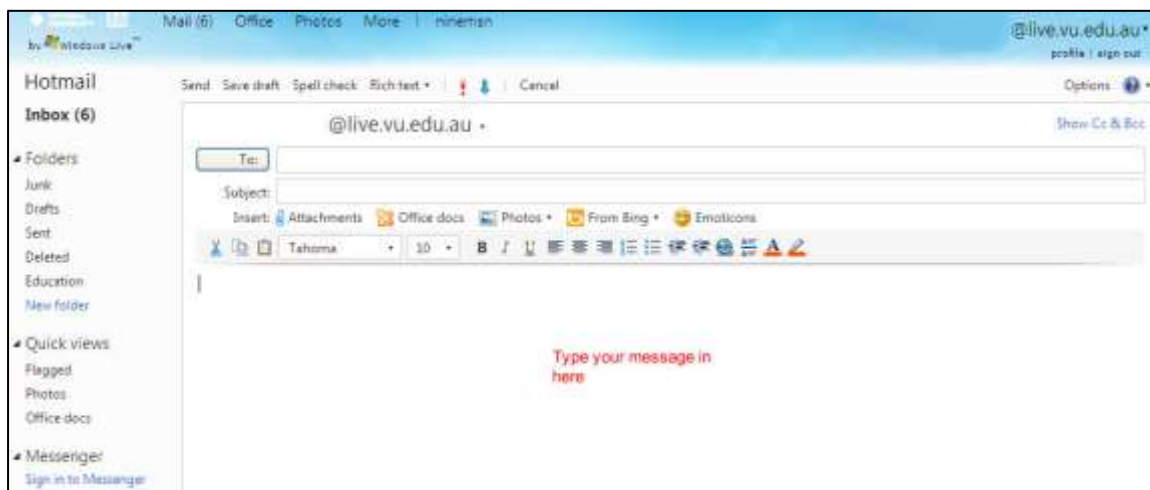
Refer to the [Section 5.16.2 Sending the Same Message to a Group Address](#) to see how Group Addresses are used to send a message.


## 5.15 WRITING AN EMAIL MESSAGE

1. To write an email message, while you are within your **Inbox**, click on **New**.



The compose window will then be displayed:



2. Address the message (see [Section 5.16 Addressing a Message](#))
3. In the Subject entry box, type in a topic or description of your message.
4. If you would like to see the CC: and BCC: fields then click [Show Cc & Bcc](#) on the located on the right hand side of the screen beneath the options heading.
5. You may start typing your message in the blank text area (this appears under the Subject section).
6. The default priority of your message will be Normal but you may change this to High Priority by clicking on the  located on the top beside the rich text field.
7. You can also spell check your email before sending by clicking on the **Spell Check** button.
8. Email messages can be formatted with fonts and colours by using the formatting toolbar.
9. Once you have completed typing your email, click on the **Send** button to send the email.

## 5.16 ADDRESSING AN EMAIL MESSAGE

There are three possibilities for addressing a message. You can simply **type the email address** (if you already know it), use the **Address Lookup** feature or **select a name directly from your Address Book**.

### 5.16.1 TYPING THE EMAIL ADDRESS

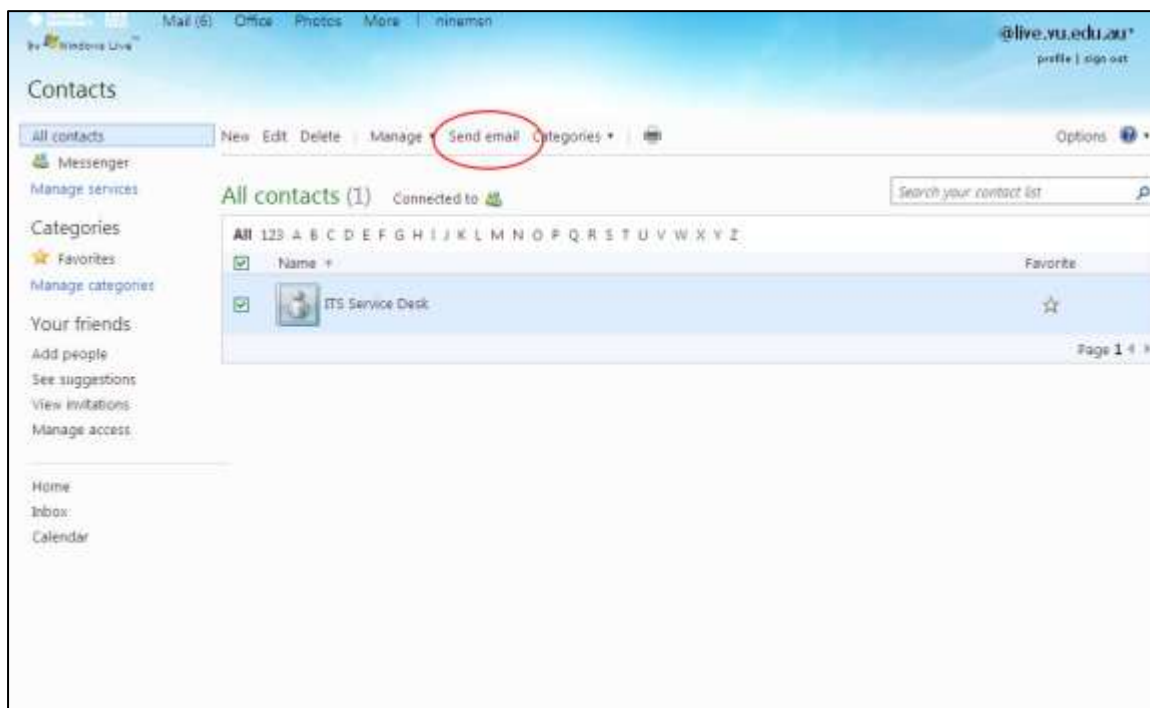
1. In the **To**, **CC** or **BCC** entry box, simply type in an email address, then choose from the following:

- **To**: Use this field to address a message to recipients. Type a recipient's name, and next to **As**, click **To**.
- **Cc**: Use this field to send a carbon copy. Type the copied recipient's name, and next to **As**, click **Cc**.
- **Bcc**: Use this field to send a blind carbon copy. Other recipients cannot see that you have sent a copy of the message to this recipient. Type the blind copied recipient's name, and next to **As**, click **Bcc**.

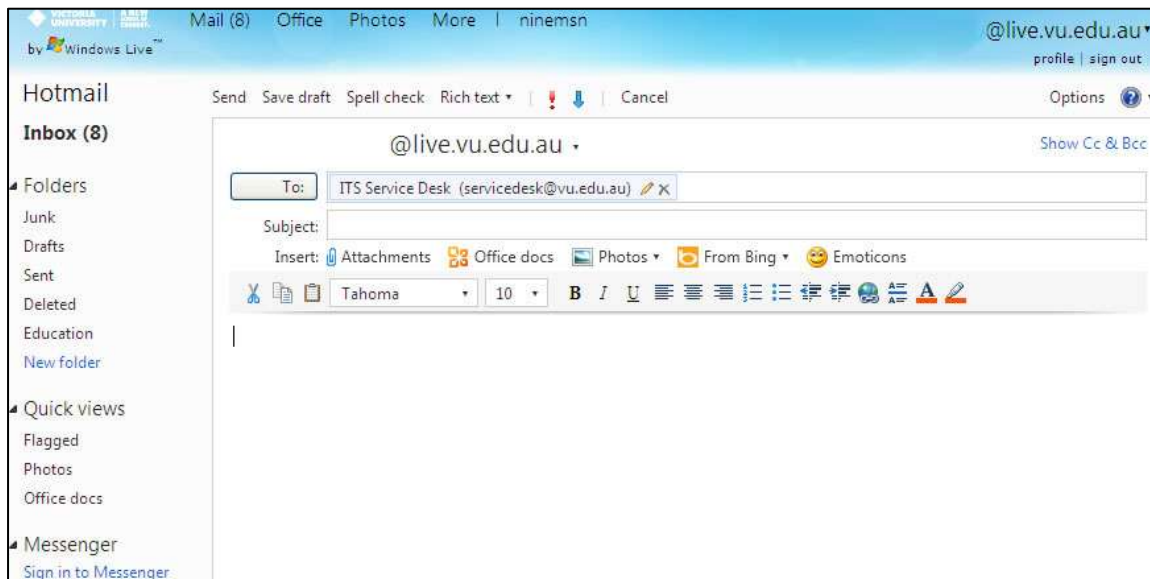
To then compose/write a message you need to proceed with the steps under the **Section 5.15 Composing/Writing an Email Message**.

### 5.16.2 COMPOSING A MESSAGE USING YOUR CONTACT LIST

1. Click the **Contact** list icon to open your address book.
2. Find the name of the person to whom you want to send this email to and place a tick beside their name and click the **Send Email** option on the right hand side as shown below:



3. This opens the Compose Message box and the person's email address will be in the **To:** box:

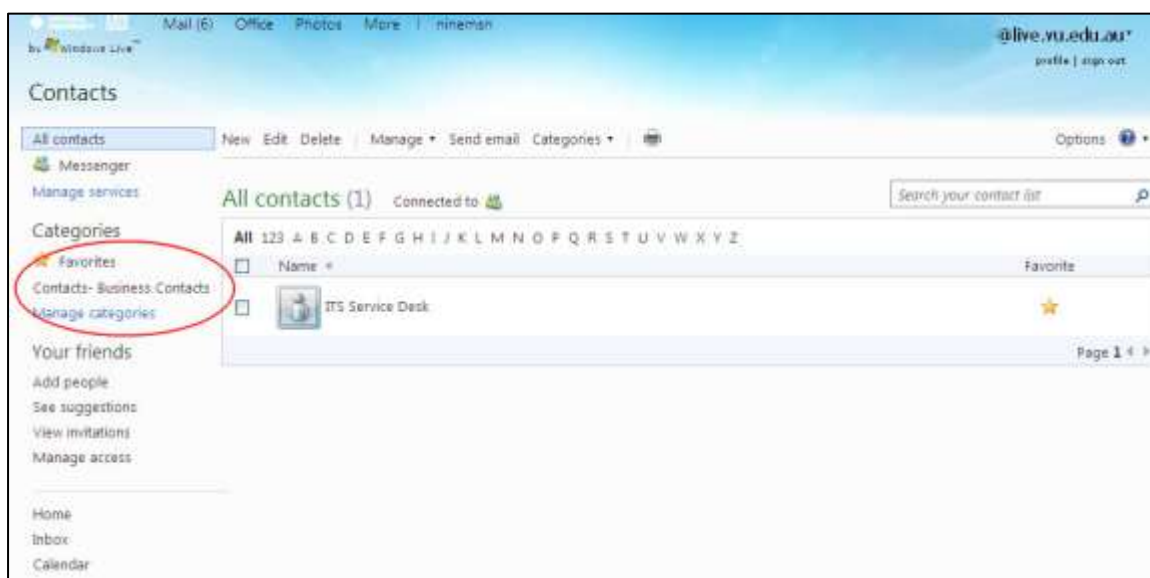


4. Proceed with the steps under the Section 5.15 Composing an Email Message.

### 5.16.3 SENDING THE SAME MESSAGE TO A GROUP ADDRESS/ CATEGORY

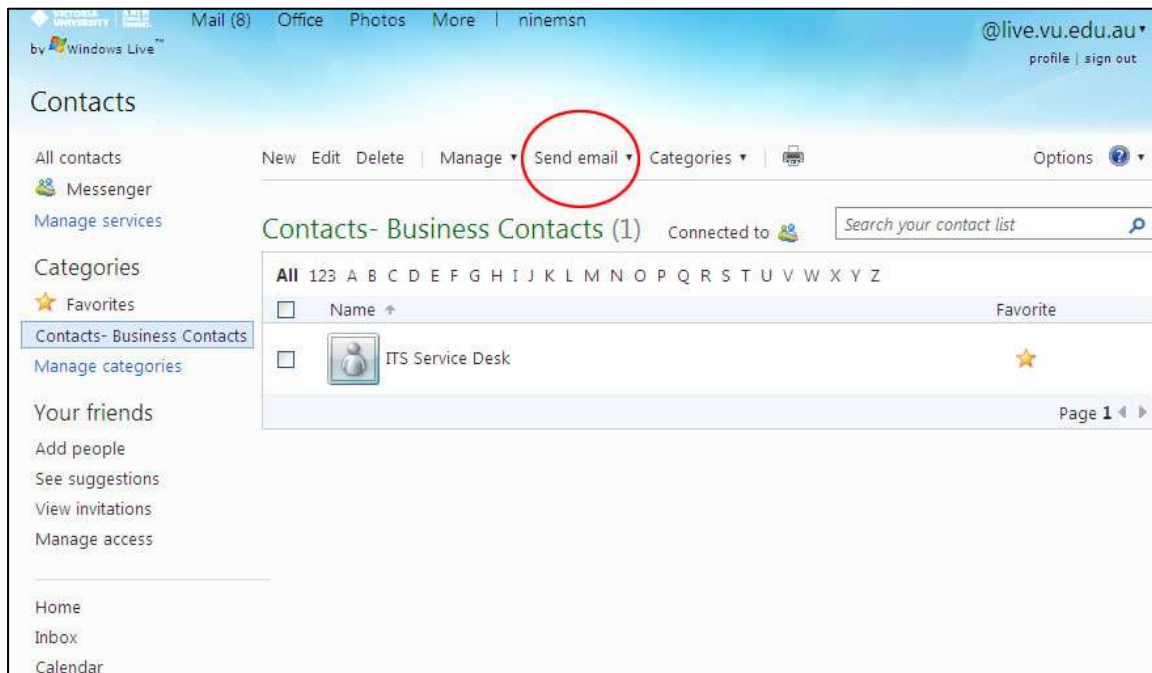
**Note:** The category has to be setup first, please refer to the Section 5.14 Adding a Group Address to your Address Book

1. Click on the **Contacts** list.
2. Click the name of the list located under the **Categories** option to open your contacts. The name of any groups that are already setup will be appear in the list under **Categories** located on the left hand side of the screen.

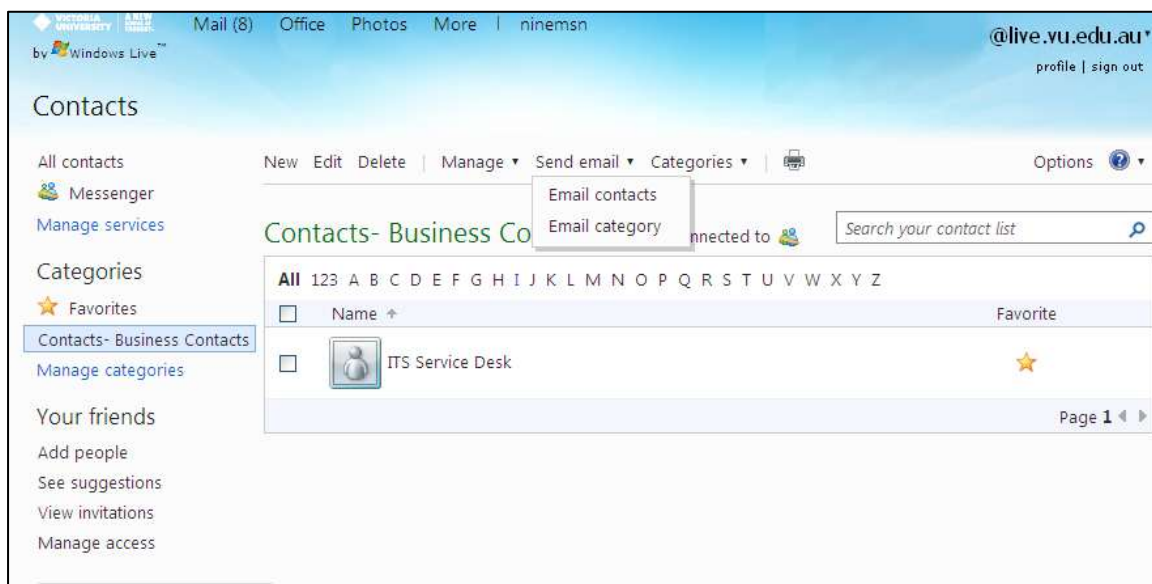




3. Click the **send email** link along the top of the screen.

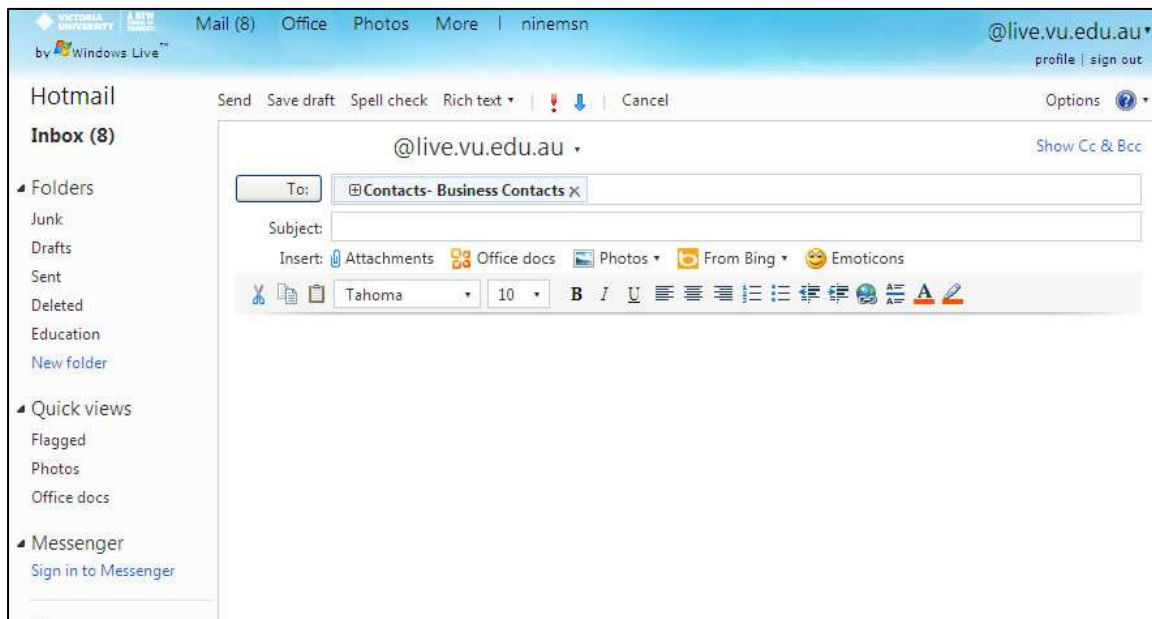


4. Select the **Email Category** option.





5. The screen will appear like the one below. Notice that the category is automatically inserted into the  field and the compose message screen will appear.

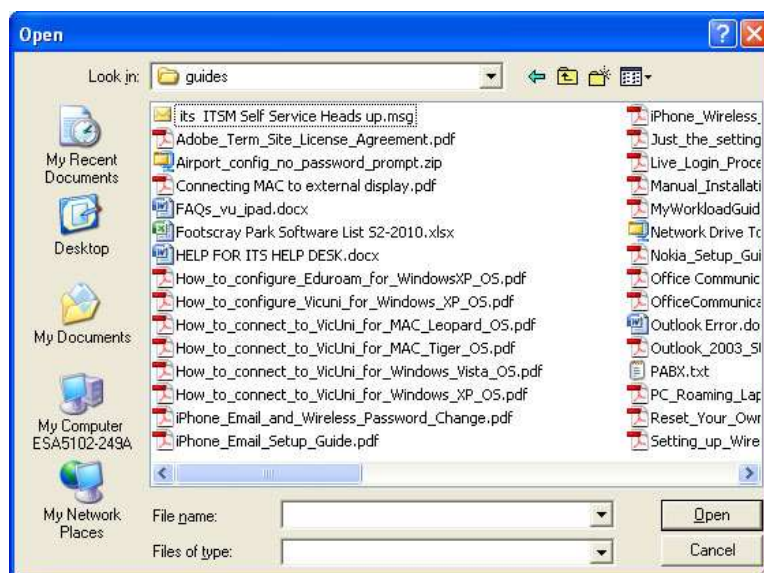


6. Proceed with the steps under the Section 5.14 Composing an Email Message.

## 5.17 COMPOSING AN EMAIL MESSAGE WITH AN ATTACHMENT

An attachment is a file that is sent along with your email.

1. To compose a message with an attachment, click **New** within your inbox.
2. To select the file you wish to send as an attachment, click on the **Attach** button and the option to attach a **File** or **Photo** will appear. Select **File** for any documents, or folders. Select **photo** only for any images.

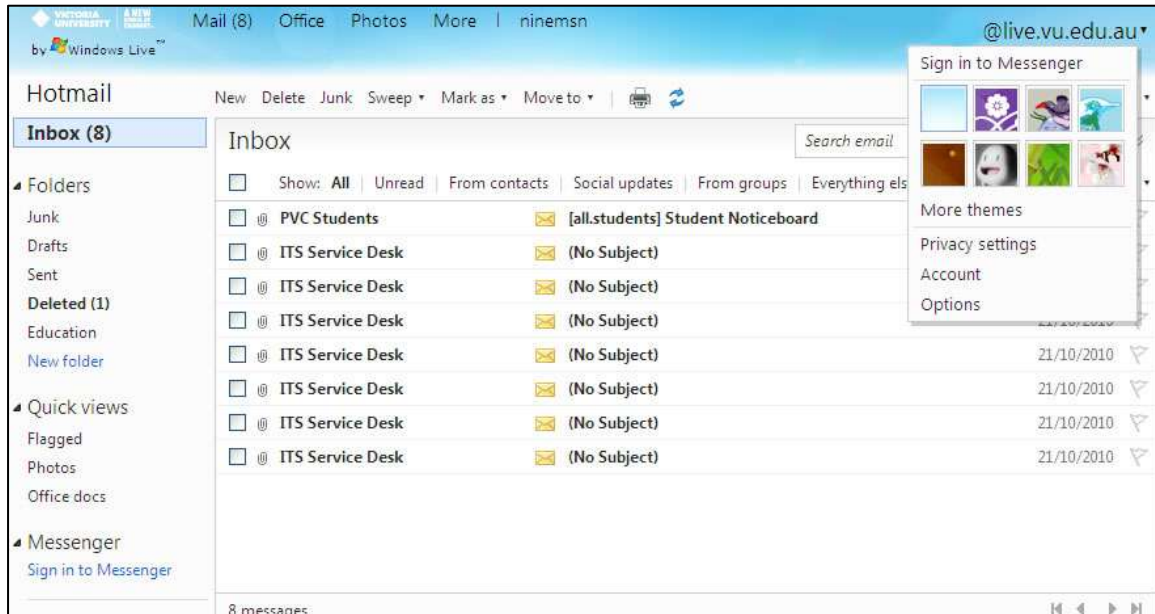


3. A **Choose File** window will be displayed for you to choose your file (attachment) from.

4. Find the file you wish to send as an attachment and click on **Open** the file will then automatically attach.



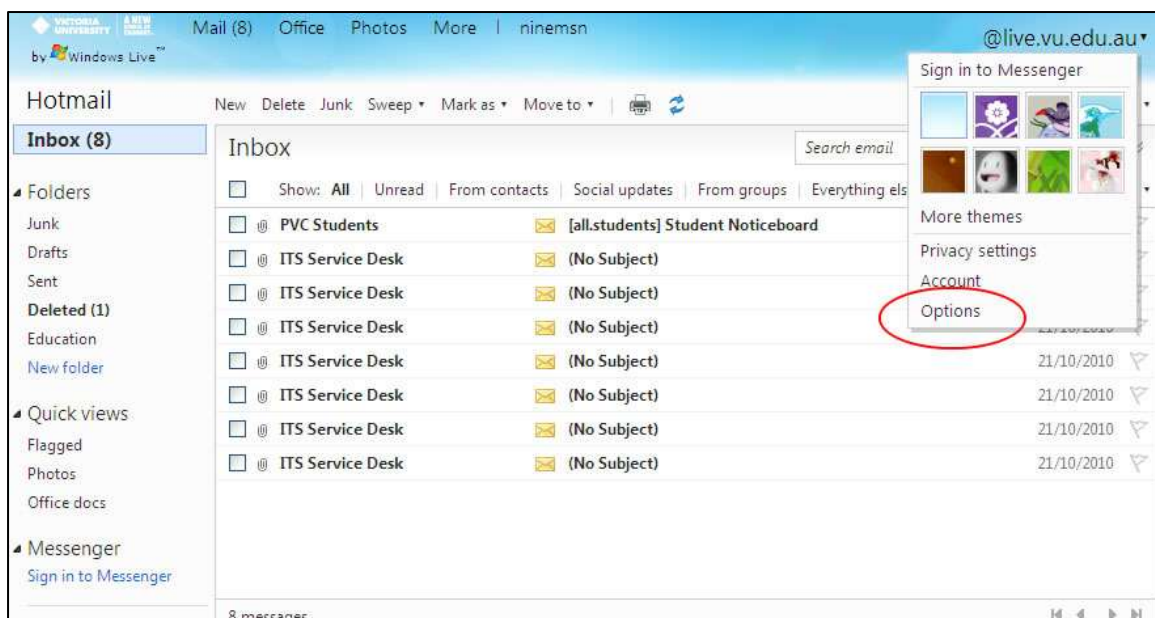
To access these items, click on the **Options** located on the top right hand corner of your screen.



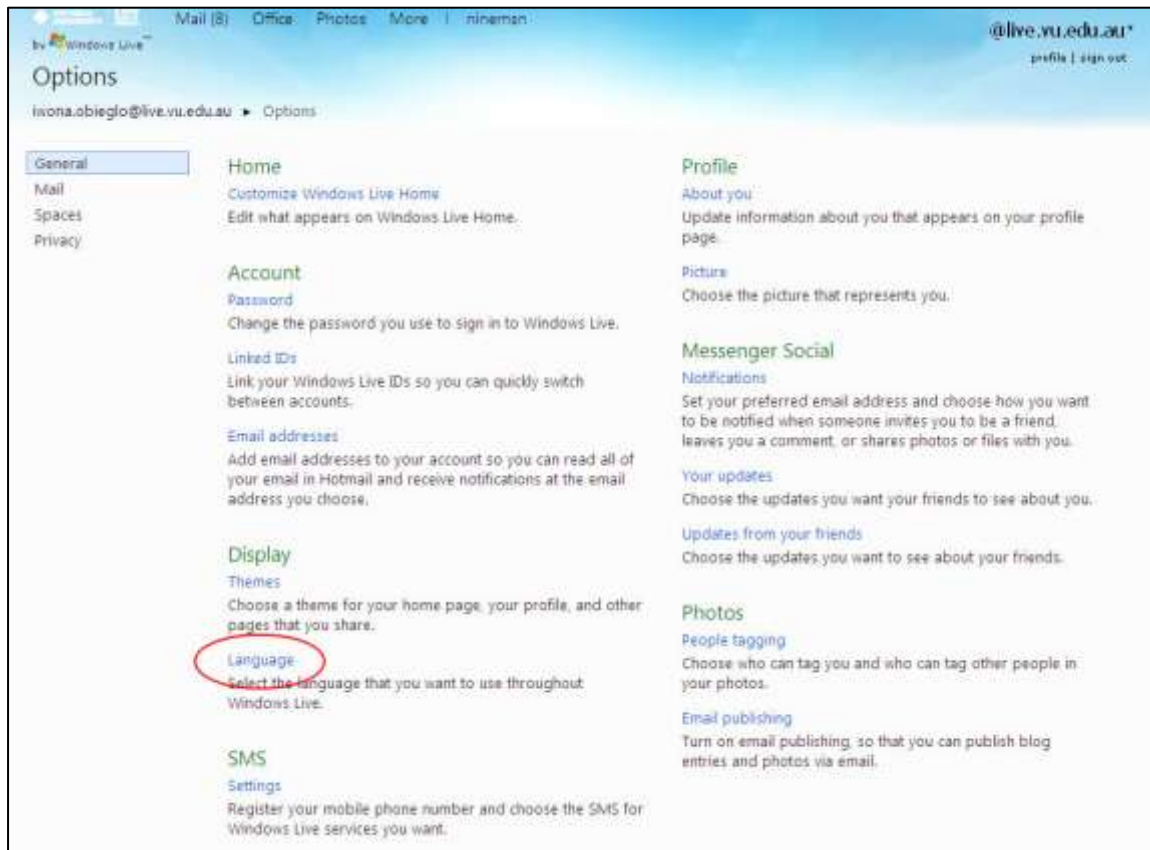
### 5.18.1 LANGUAGE

By selecting this option, you can easily change the language in which live displays the language in. The interface changes all account setting and options to the language selected.

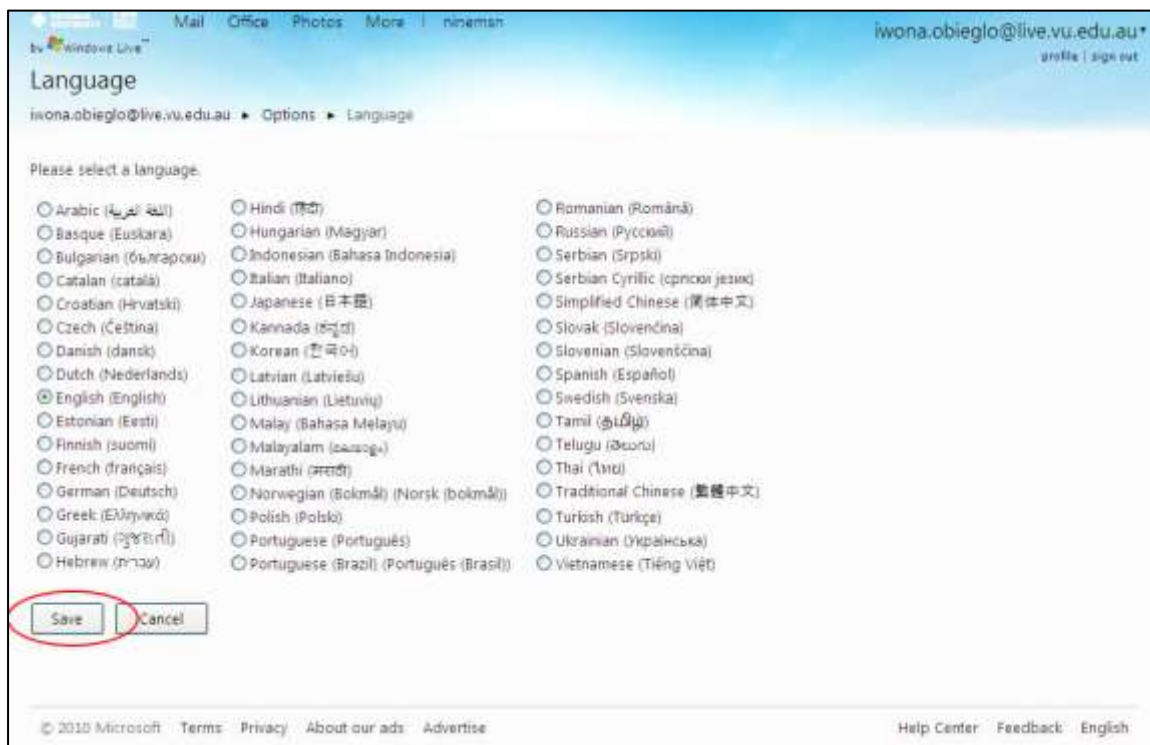
**Please Note :** This does not change the language of the messages in your inbox, just the language of your account settings and options.



Click on the Language link



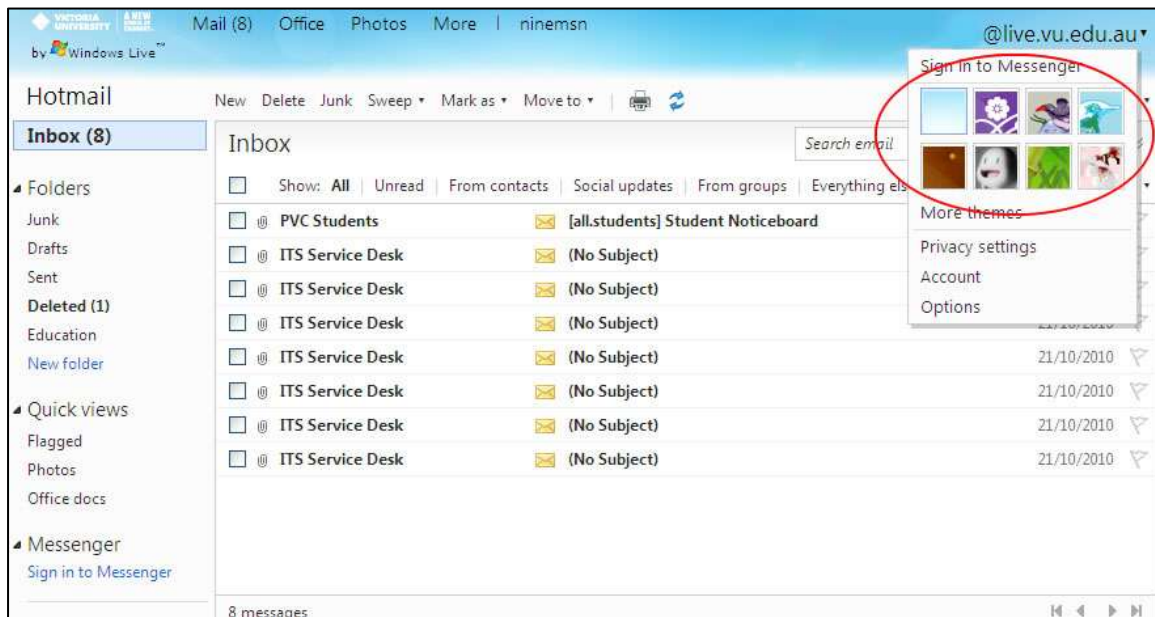
Once you have selected your language option, please make sure that you click on **Save** at the button of the screen for changes to occur.





## 5.18.2 THEMES

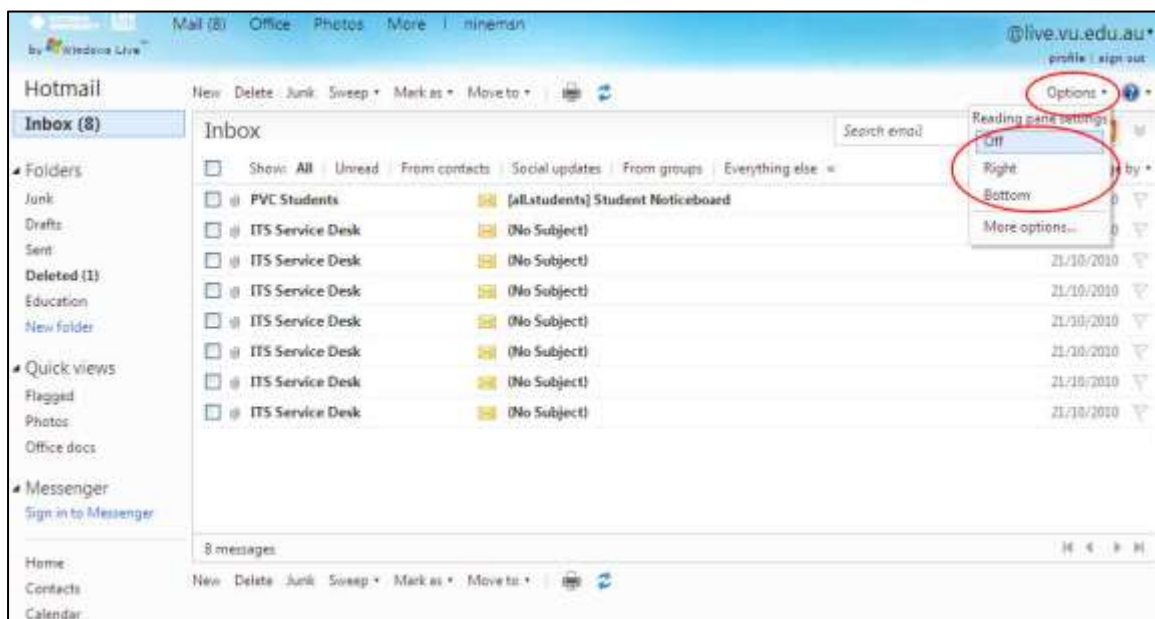
The **Themes** option allows you to change the theme of your inbox. The optional themes that you can set are already previewed in your themes option. Once you select a theme, the look of your inbox will change to that theme.



## 5.18.3 READING PANE

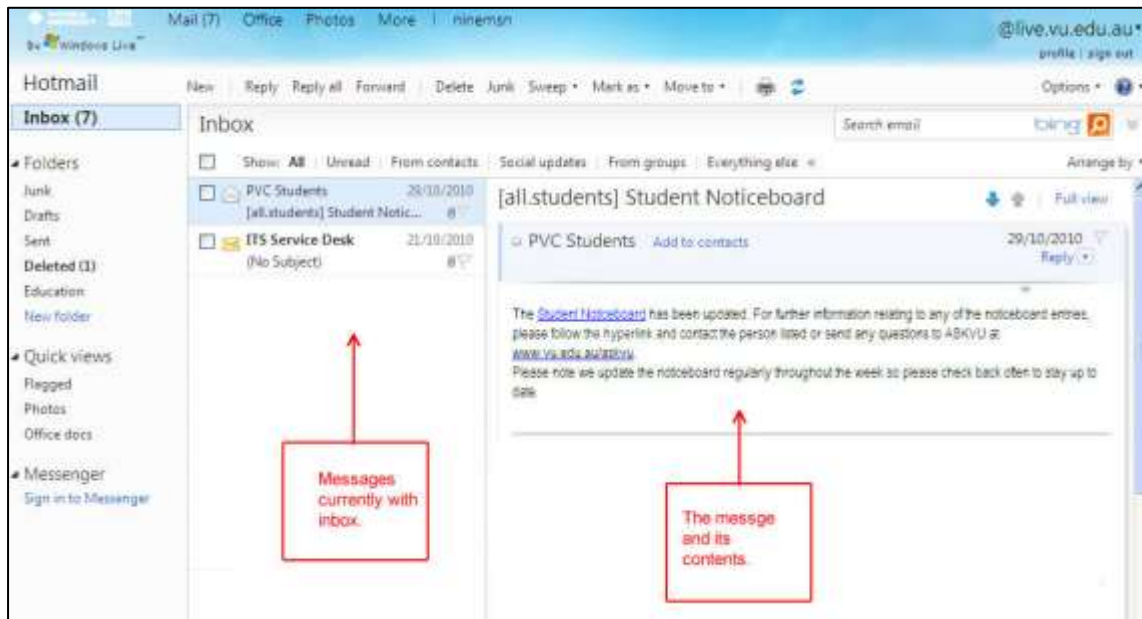
This option allows you to select a view of how your messages within your inbox are displayed. You can select from 3 options: Right, Bottom or Off.

To resize the reading pane, point to the left or the top of the reading pane. When the pointer becomes a double-headed arrow, drag the border to resize.



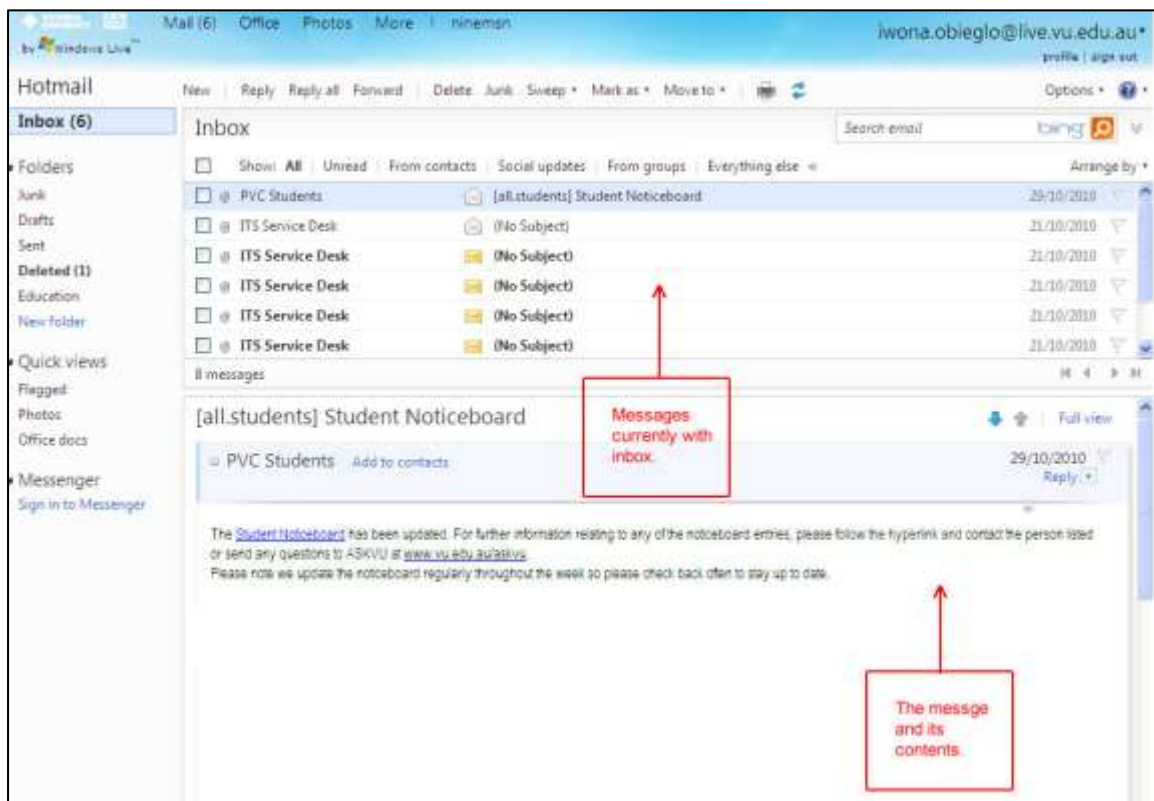
## Right Reading Pane:

This option splits your screen in 3 sections and displays your messages to the right of the screen. With all other messages within your Inbox displayed to the left of the screen.



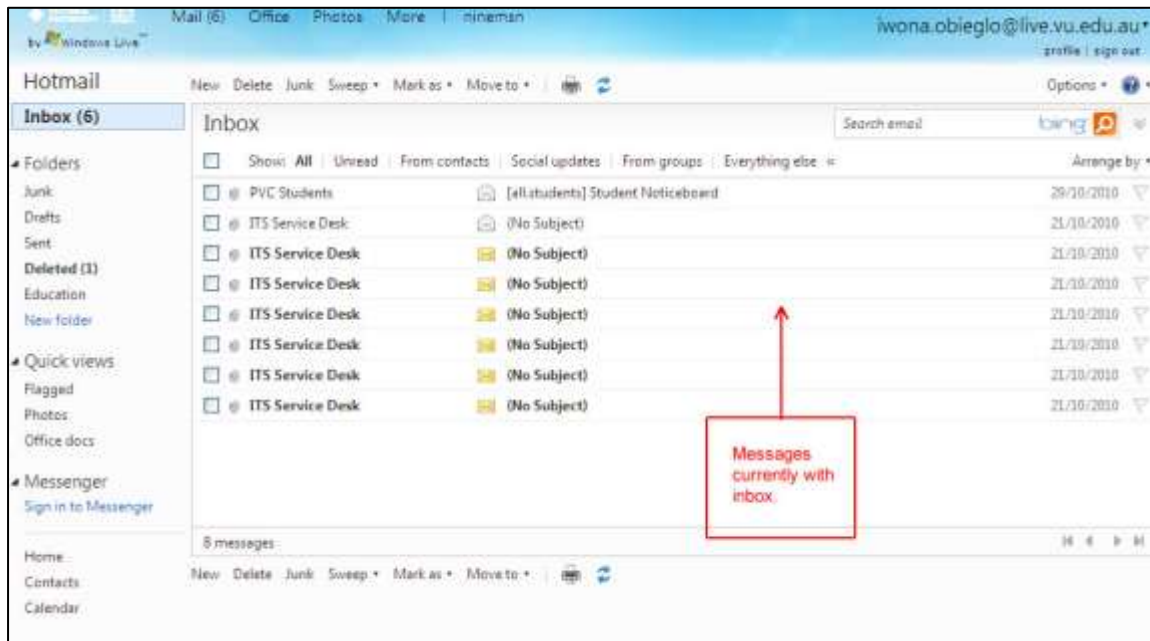
## Bottom Reading Pane:

This option splits your screen in 3 sections and displays your messages on the bottom part of the screen. All other messages within your Inbox are displayed above the message contents.



## Reading Pane Off:

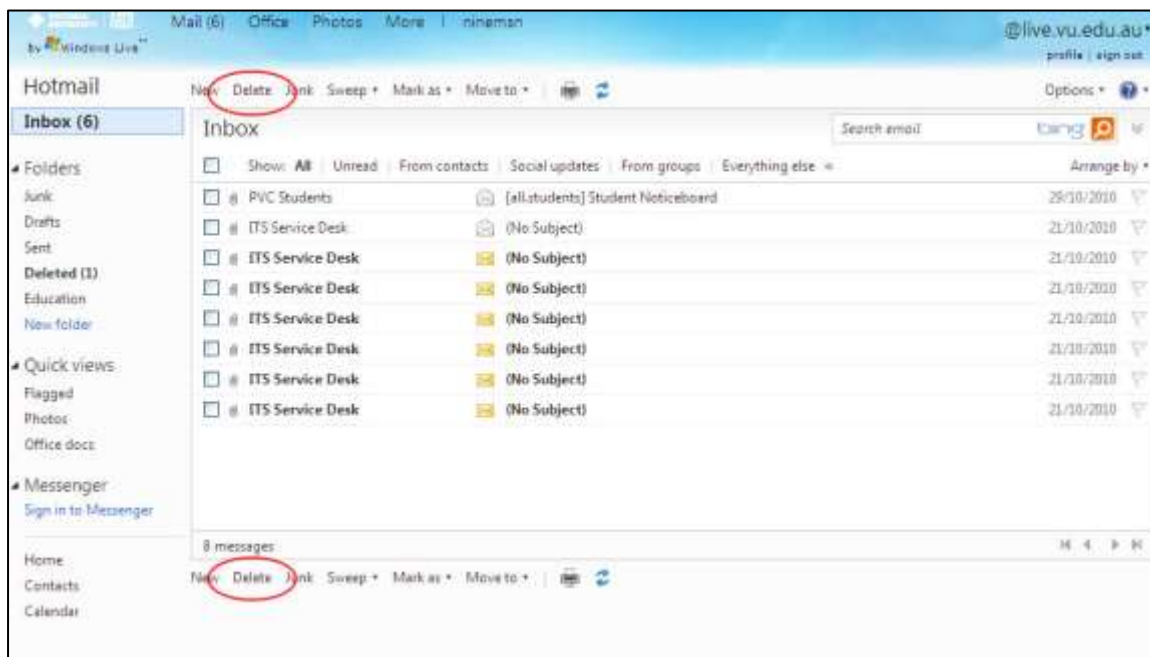
This option displays all messages that are within your Inbox. It does not display any or part of the message. Until you click on the message that you will like to read.



## 5.18.4 DELETING MAIL

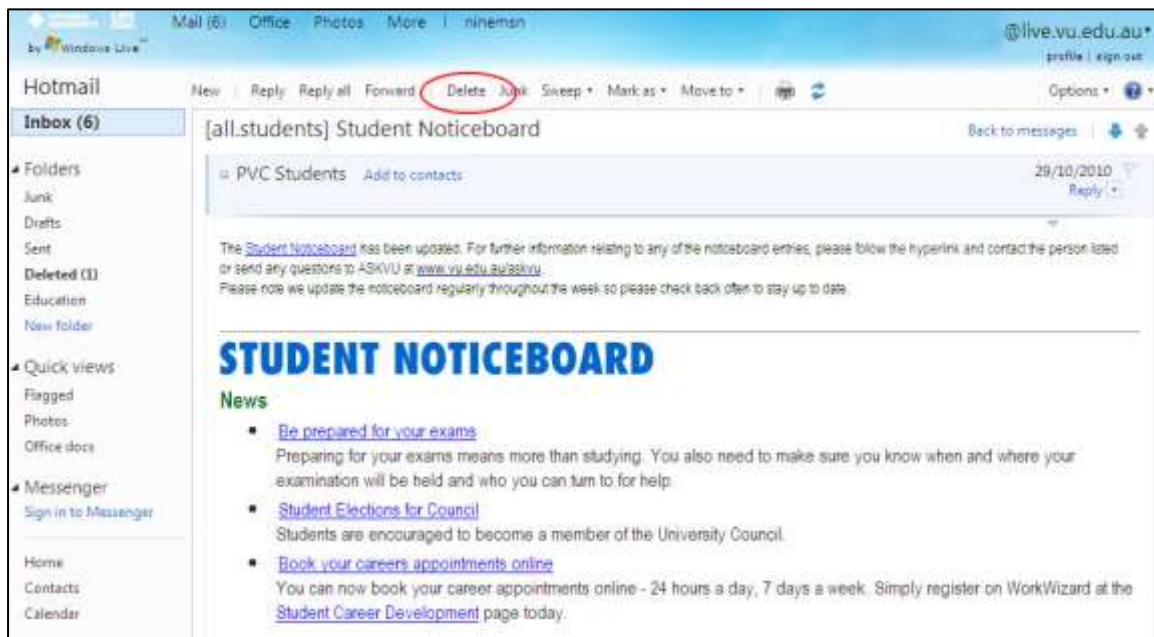
There are two options for deleting emails:

You can delete the message from within the **Reading pane** by placing a tick within the square box located on the left hand side and then click on the delete button.

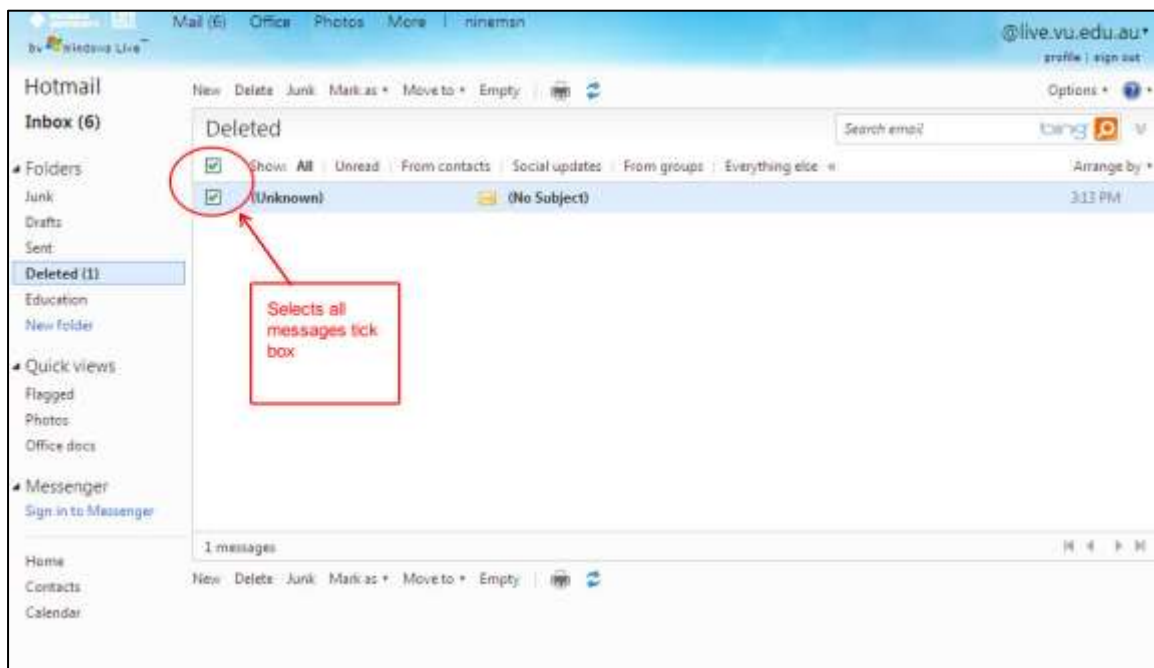




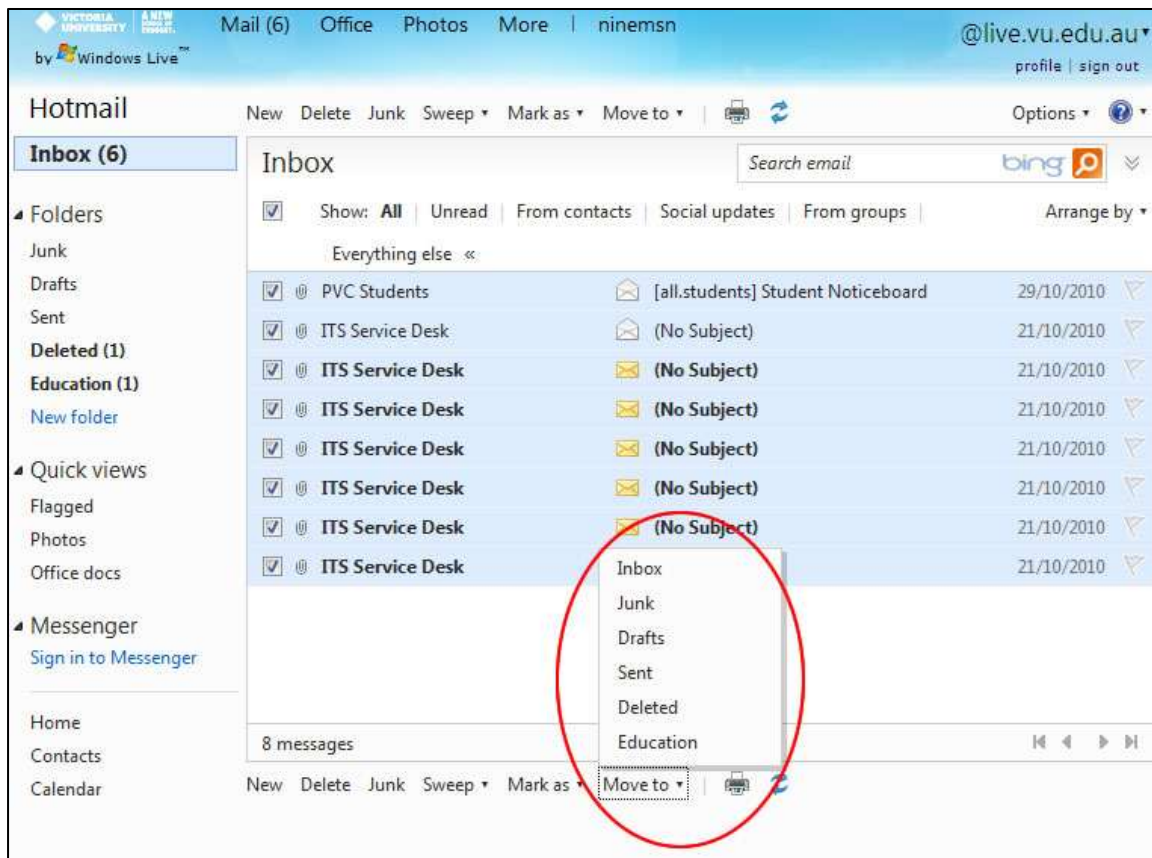
You can also delete messages within the actual message. For example once you are within the message and have read the message, and you no longer need it, you can also delete it from within the inbox. Please see the screen below for an example.



To delete all the messages within your deleted items, click on the deleted folder, select the top check box so that all messages are selected and click on **Delete**.

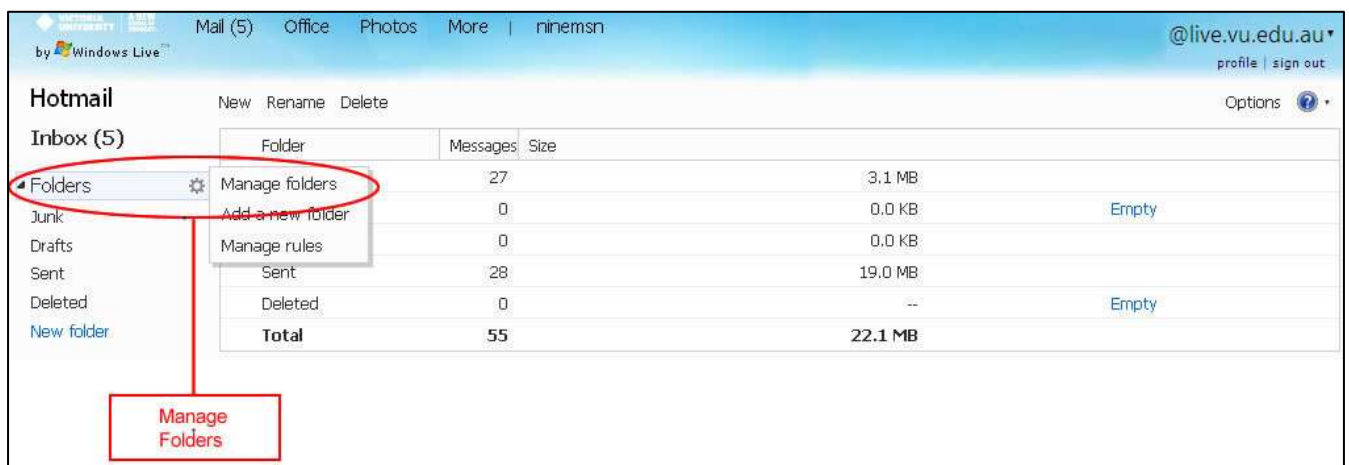


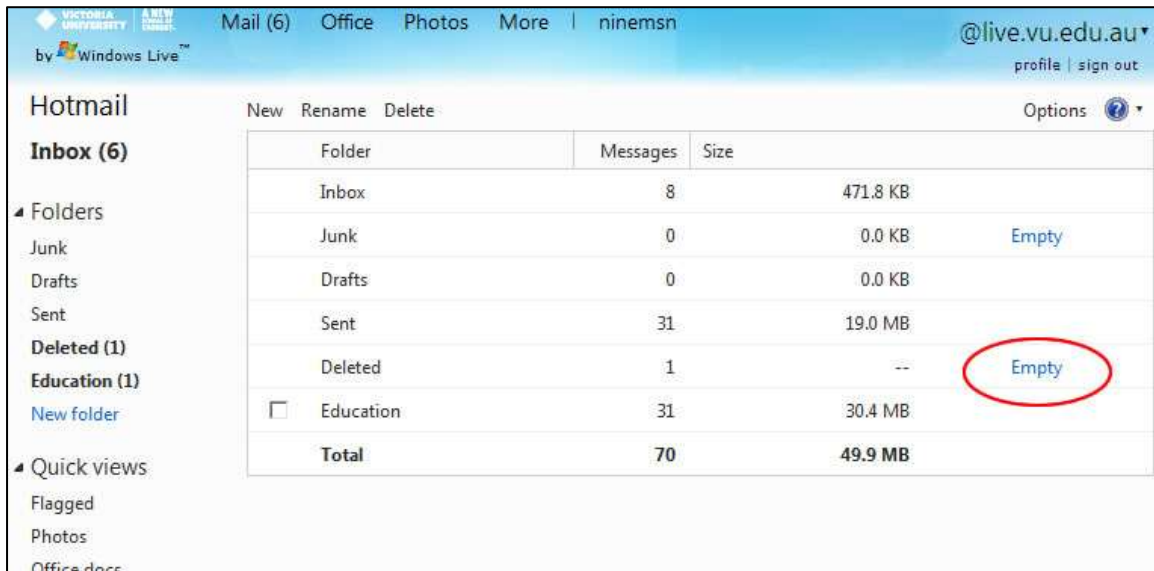
You can choose the **Move to** option from the drop down list and select **Deleted** as well, and all messages will go into this folder. To use this option please ensure that you have selected the message you want to delete first and then click on **move to deleted**. This option requires you to maintain your **Deleted** folder, which means you should periodically delete your 'Deleted' to ensure that you do not exceed your disk quota. (Refer to the **Sections 5.5 Quotas** and **5.9 Deleting Email Messages**)



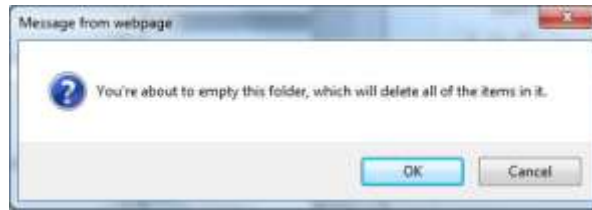
To empty all items from the Deleted Items folder, click on the **Manage folders** option.

**Please note:** Your message size and mailbox quota can be seen through here as well.





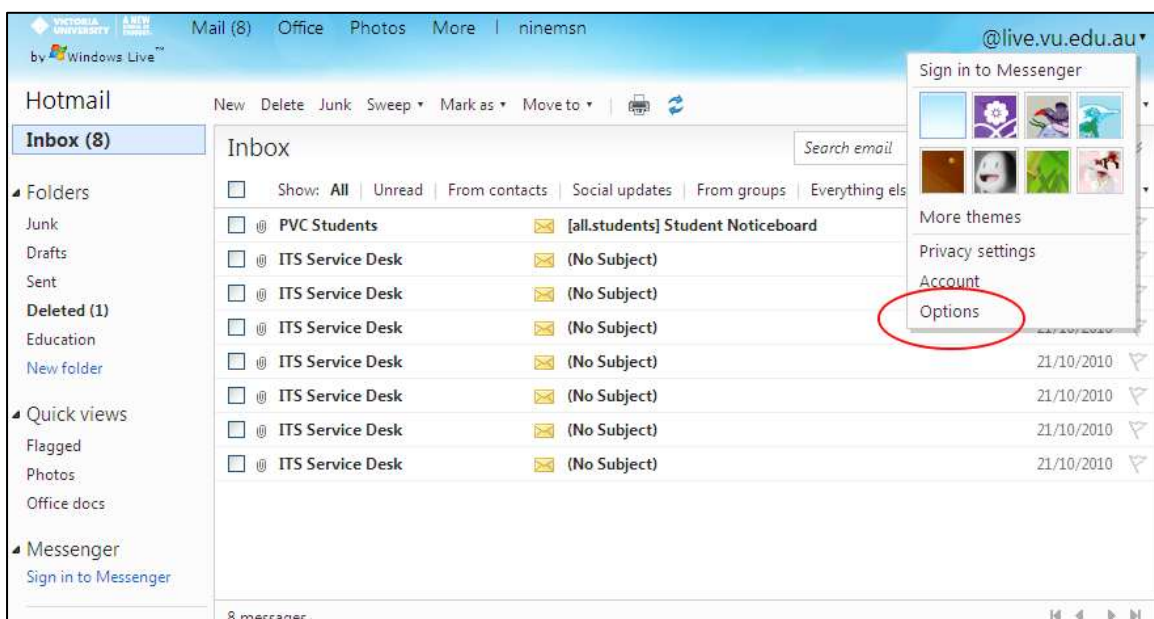
Then click on **Empty**. The following screen will appear. Click OK. This will permanently delete messages from your email account.

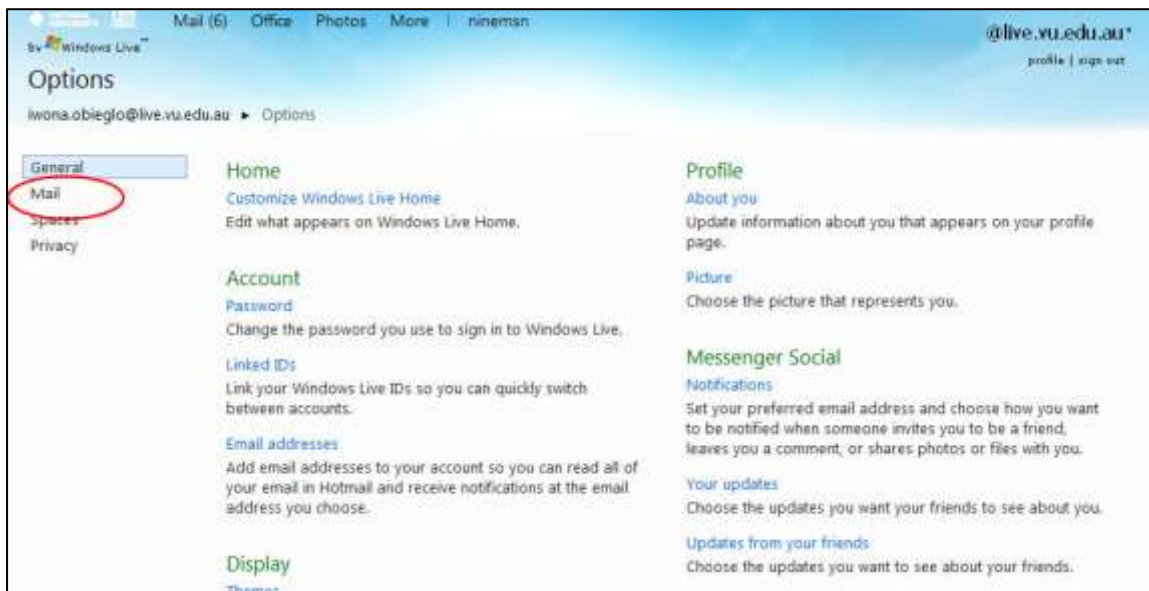


### 5.18.5 SENT MESSAGES

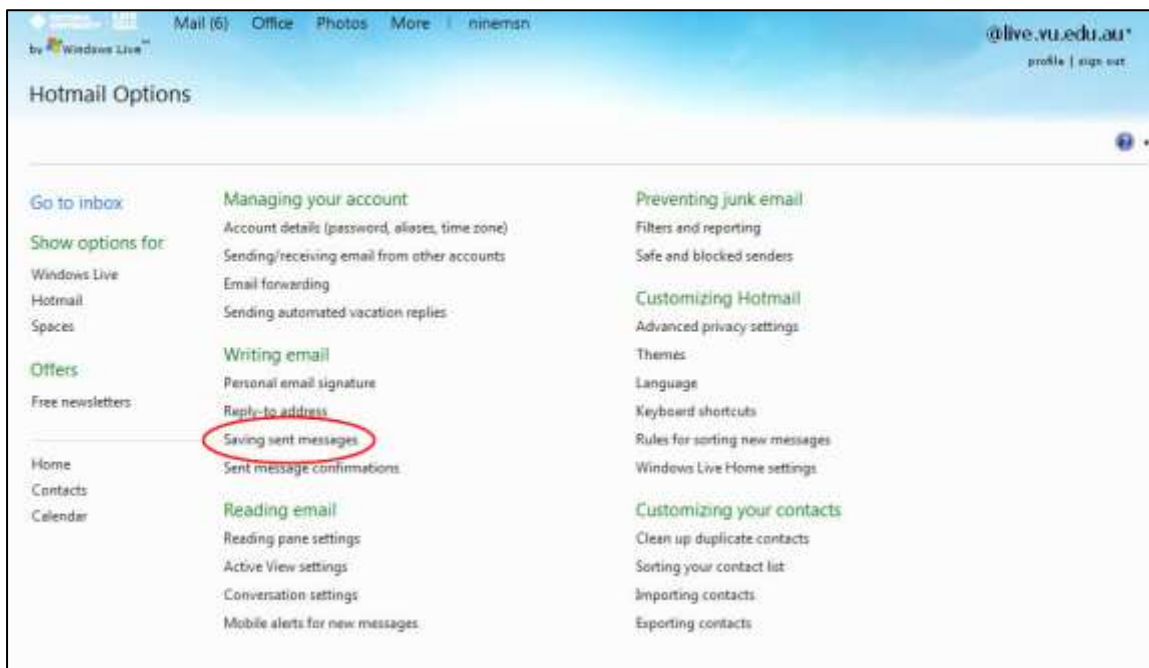
This option allows you to save a copy, of every message you have sent to a person. To activate this option please follow the steps below:

1. Click on the **Options** menu and select **Mail Options**.





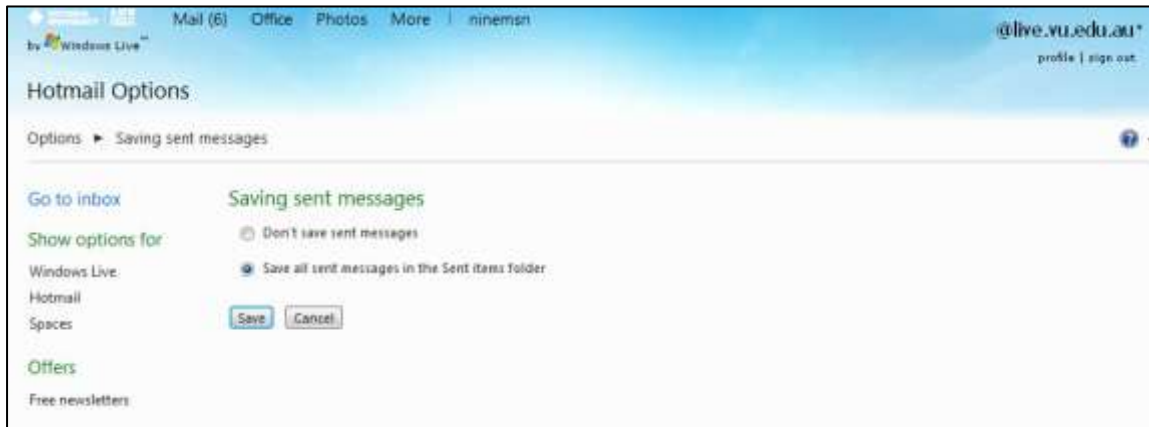
2. Select the option **Save sent messages** under the Customise your mail option.



3. Select the option **Save all sent messages** in the sent items folder.

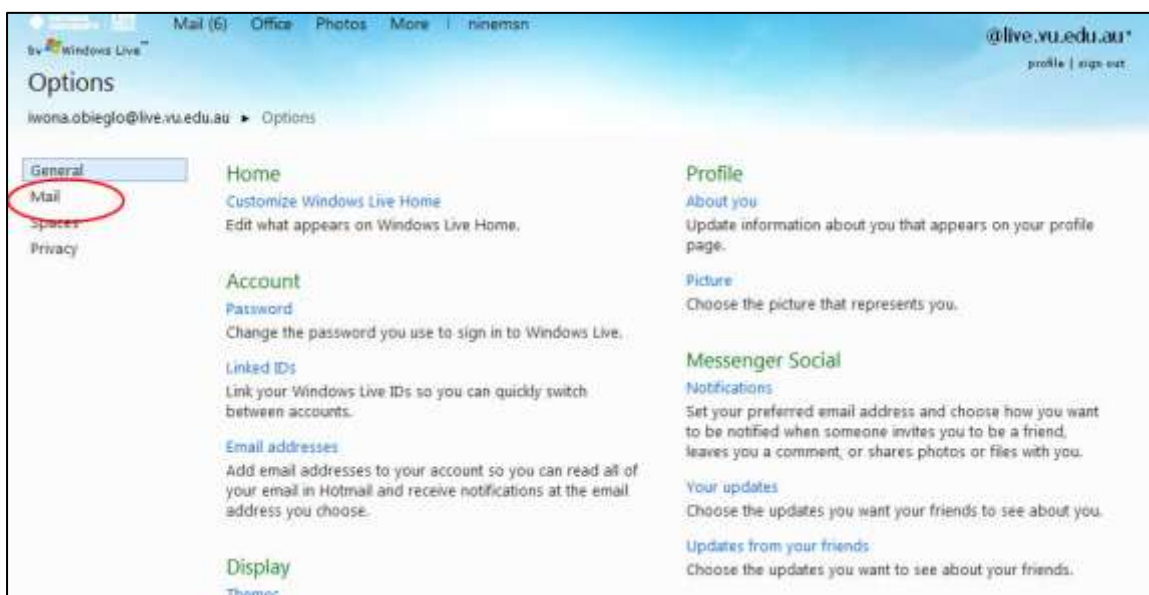
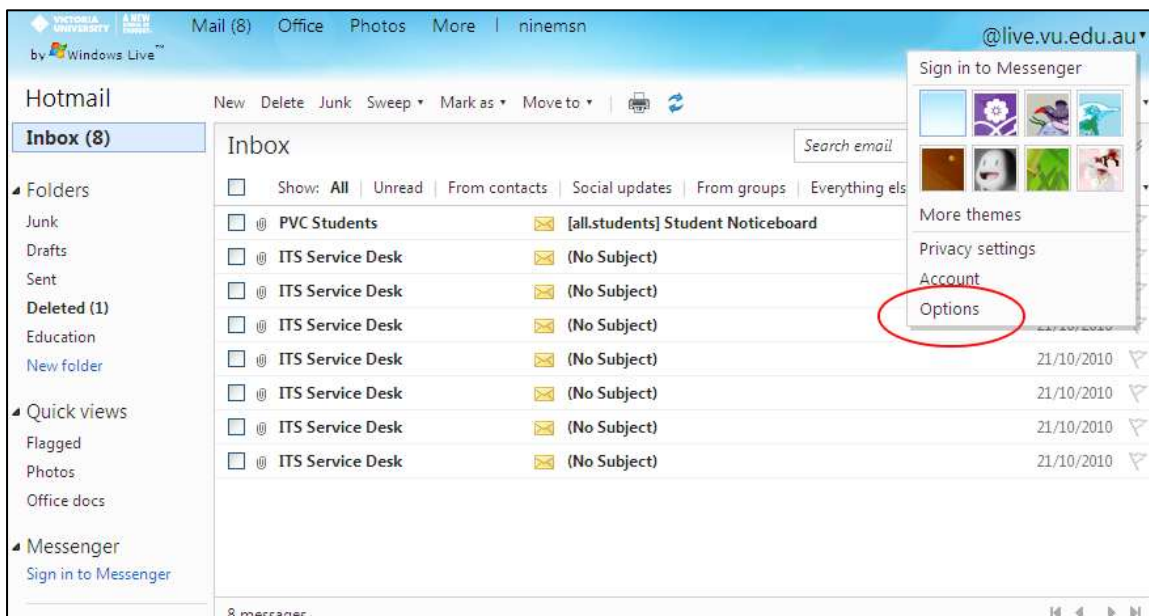


4. Click **Save**.

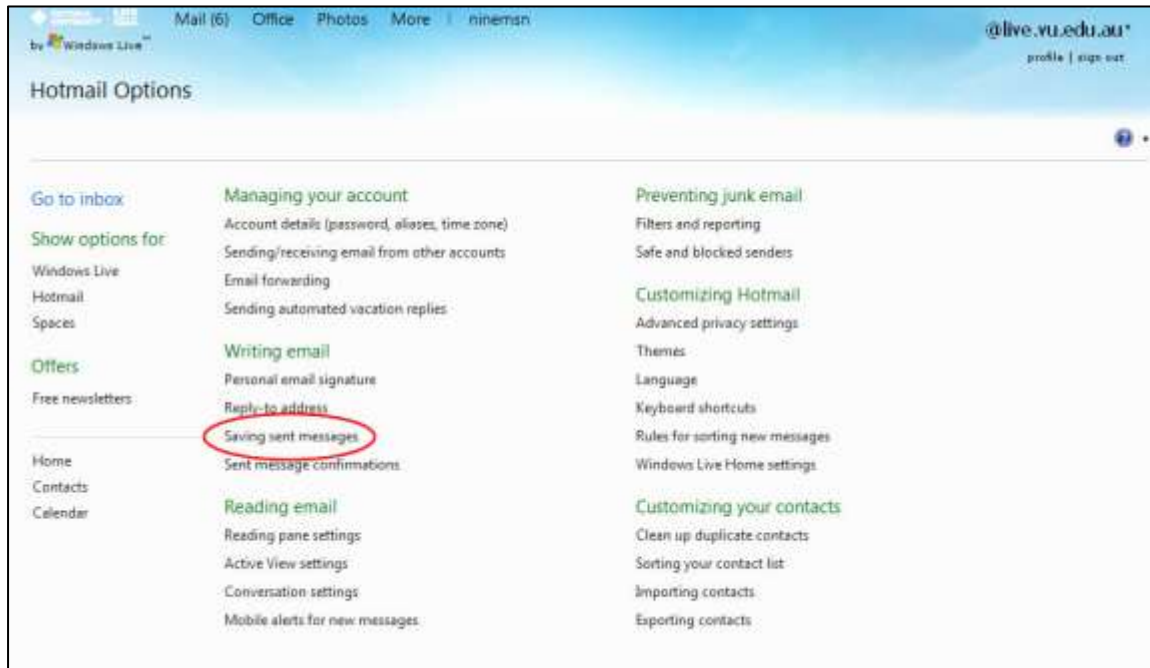


To deactivate the option of saving sent messages, please follow the steps below:

1. Click on the **Options** menu and select **Mail** Option.

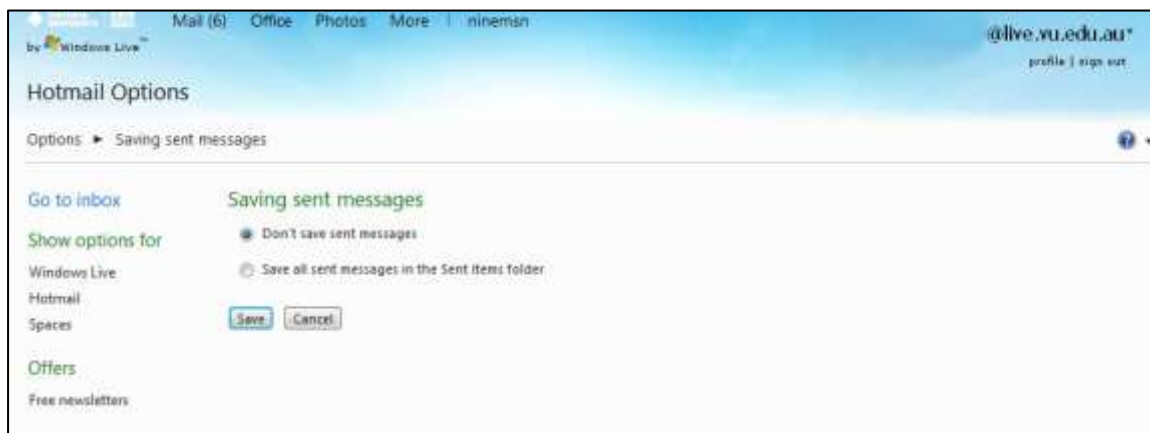


2. Select the option **Save sent messages** under the Customise your mail option.



3. Select the option **Don't save sent messages**.

4. Click **Save**.



## Message Drafts

This folder is the default folder where email messages are kept and saved before they are sent to a particular recipient. To view messages within this folder, simply click on the drafts option located on the left hand side of your inbox.

## Reply All

This option allows you to reply to all recipients within a message, excluding the recipients listed in the BCC field.

## 5.18.6 MANAGE YOUR ACCOUNT OPTIONS

From the Manage your account option you may do the following;

- **View and Edit your personal information**  
This option allows you to change your password, secret question and answer and alternate and email address.
- **Send and retrieve mail from another email account**  
This option allows you to specify another hotmail or live account to send from. Although this option is available it is not recommended as this may be seen as junk mail.
- **Forward mail to another email account**  
This option allows you to forward your email messages to another email account.
- **Send automated vacation replies**  
This option allows you to enable a vacation message if you are going to be away and want to advise all people who email you that you are currently unable to respond to their email messages.

## 5.18.7 JUNK EMAIL

From the junk email options you can do the following:

- **Filtering and Reporting**  
This option allows you to customise your reporting and filtering options to determine whether you are receiving junk or legitimate emails. Customise these settings through this option to as low or a high as you wish.
- **Safe and Blocker senders**  
This option is broken down into three parts; Safe sender, safe mailing list and blocked senders. Safe senders Manage who is allowed to send you e-mail. Messages from safe senders will not be sent to the junk e-mail folder.
- **Safe mailing lists**  
Manage which mailing lists are sent to your account. Messages to safe mailing lists will not be sent to the junk e-mail folder.
- **Blocked senders**  
Manage who is blocked from sending you e-mail. Messages from blocked senders are automatically deleted.

## 5.18.8 CUSTOMIZE YOUR MAIL

From the Customize your mail option you can do the following:

- **Select Language**  
The default language you want to use. To edit the language, select the language you want to use from this option.
- **Reading Pane Settings**  
This option allows you to select a view of how your messages within your inbox are displayed. To see how the different views differ please see [Section 5.18.3 Reading Pane](#).



- **Personal email signature**  
To customise the signature that will be included at the bottom of each message you write, select this option to include as much or as little information as you require.
- **Save sent message**  
This allows you to save all sent messages within the folder. You may want to keep this option so that you can refer to messages sent to recipients. By default it will automatically save them. If you do not want this option to save your sent messages then you can disable this feature. Please refer to **Section 5.18. 5 Sent Messages** for further information.
- **Automatically sort email into folders**  
This option allows you to set up a filter to automatically sort out your email messages. Use this option to add this option.
- **Reply to address**  
To change your reply to address, complete this field. For example, if your email address is John.Student@live.vu.edu.au, but want replies sent to another email account, then enter your other email address in this option.

**Please Note:** That you can only add one email address per line within the box. If you want your emails to be sent to two or more separate accounts please ensure that you press the enter key at the end of the first email address.

**Please Note:** When you are finished entering changes to these options, please remember to click Save. If you make changes and decide not to save them, click Cancel. This will refresh the page back to the original information.

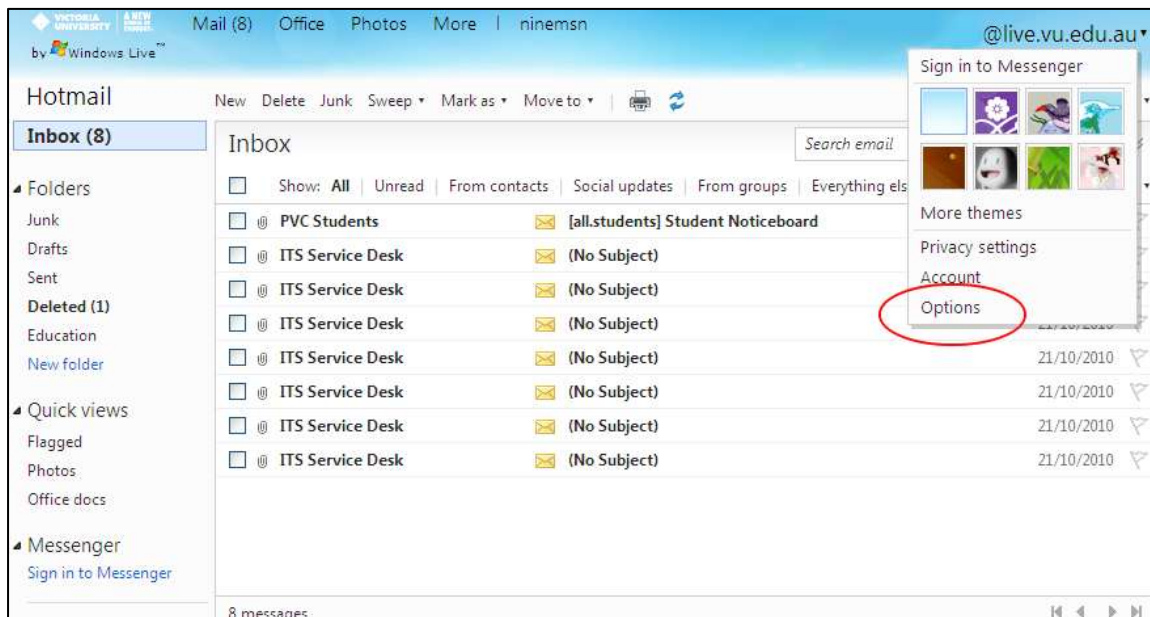
### **5.18.9 CUSTOMIZE YOUR CONTACTS**

From the Customize Your Contacts option you can do the following:

- **Clean up your duplicate contacts**  
This allows you to clean up all your contacts with the same email address.
- **Display contacts as**  
This allows you to change the way that your contact names are displayed they can be displayed as first name and then last name, or last name first and then followed by first name. You can also sort the contacts by their company names.
- **Import contacts**  
This option allows you to import your contact names and email address from another email service, such as yahoo, outlook address etc.
- **Export contacts**  
You can export your contacts to a CSV file format. This allows you to save them to your computer or transfer them to other e-mail services.

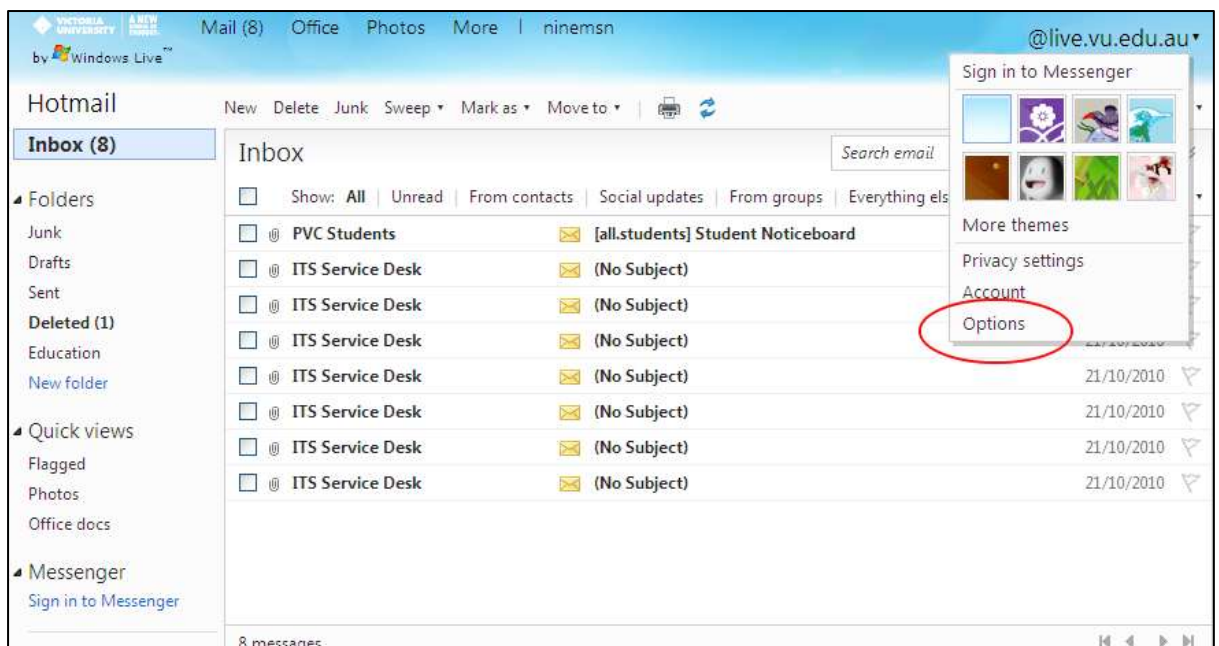
## 5.18.10 VACATION MESSAGE

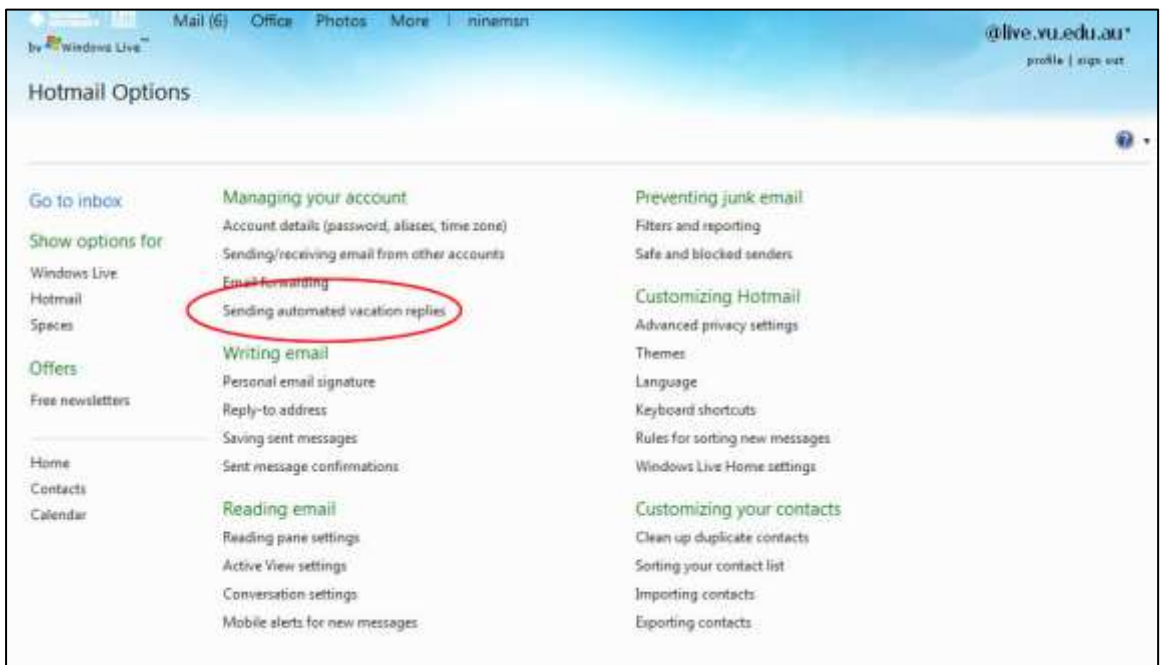
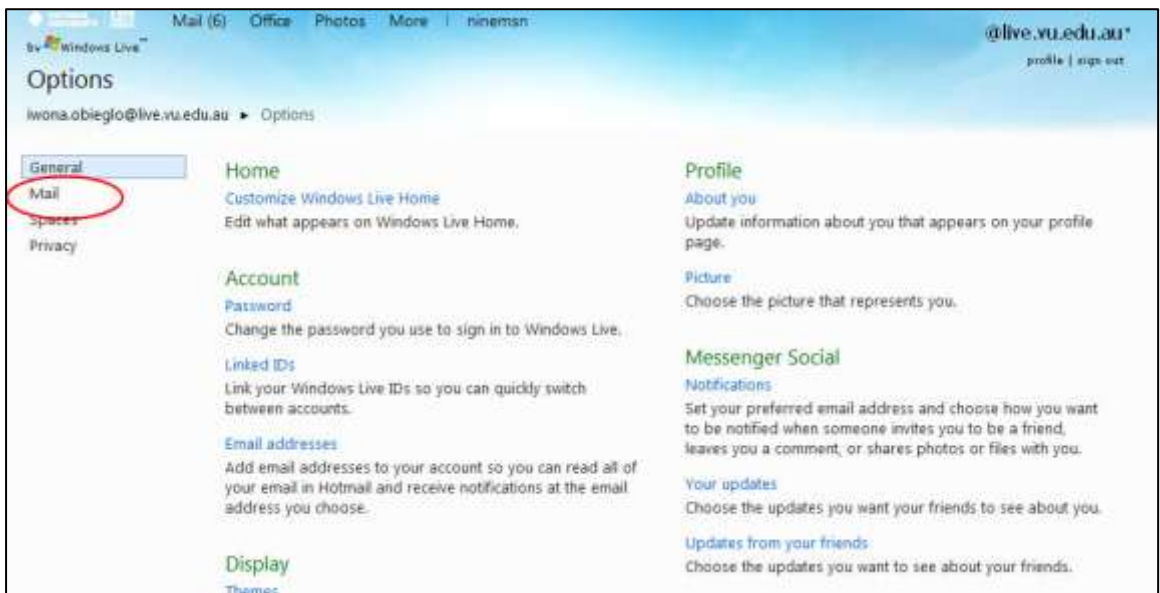
This option allows you to set up automatic replies for periods when you cannot read your email.



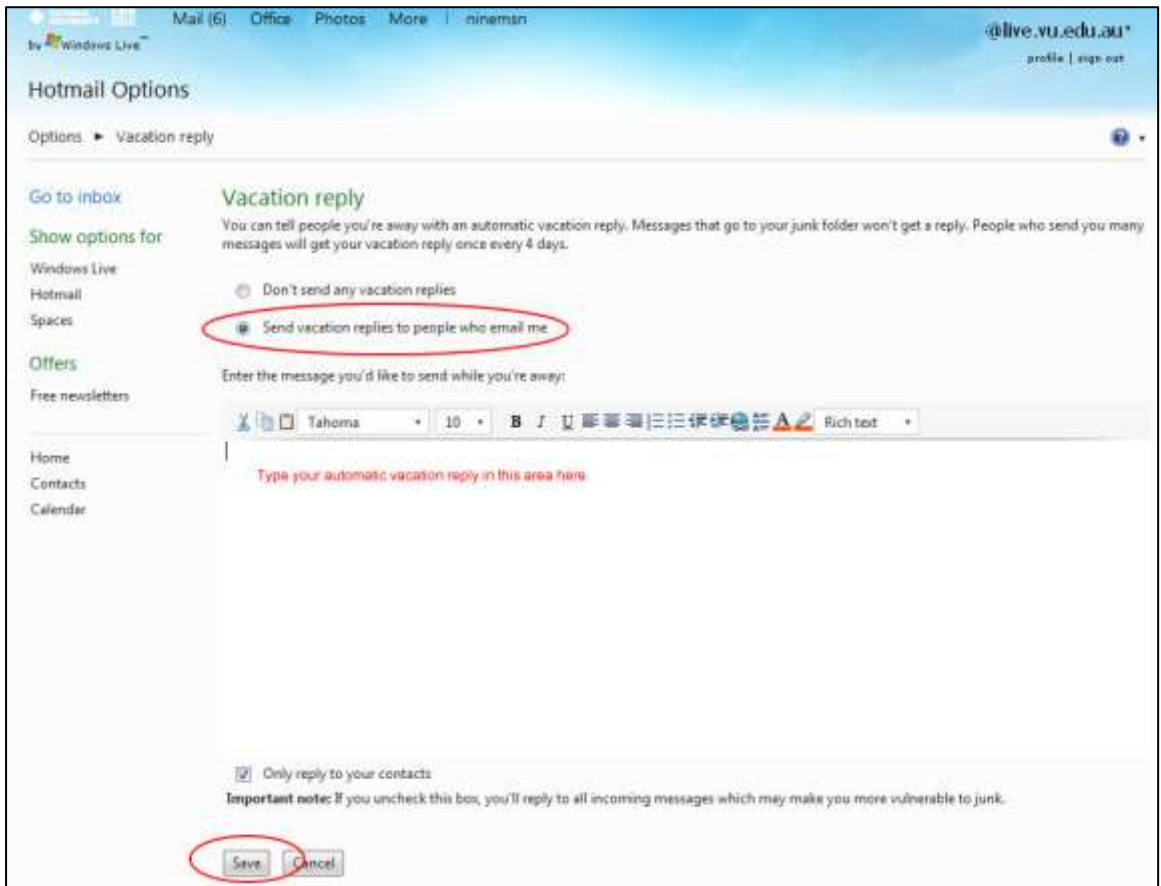
To set a vacation message:

1. Click the **Options** button.
2. Select **More Options**, the following screen will appear.





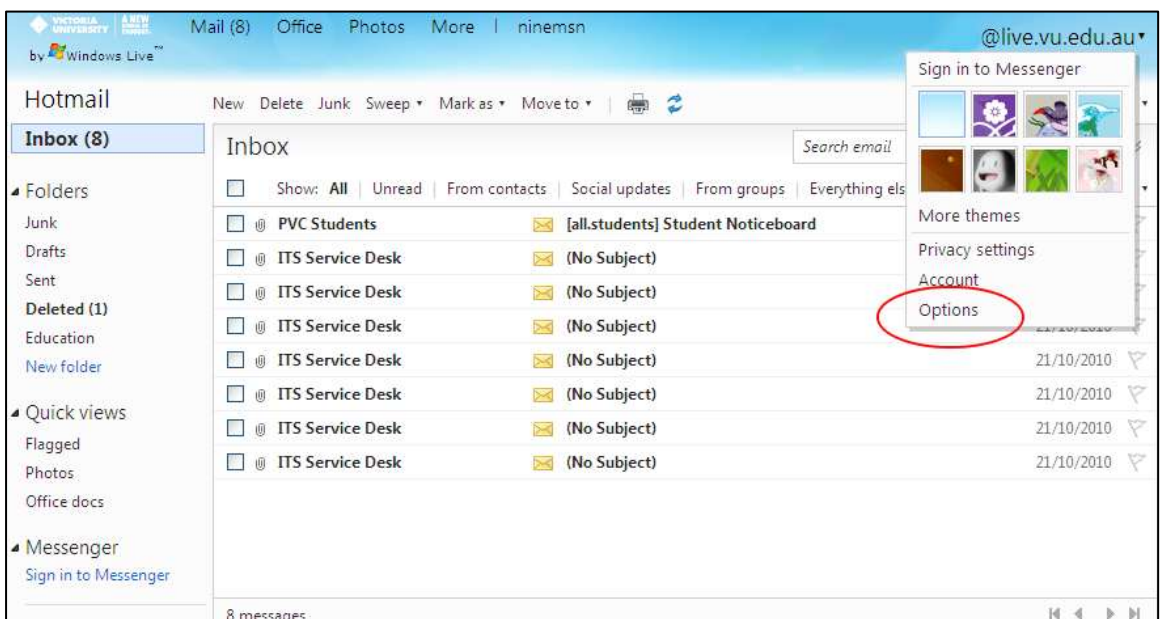
3. Under **Manage your Account** option select **Sending automated vacation replies**.
4. In the vacation reply screen, select the option **Send vacation replies to people who email me**.



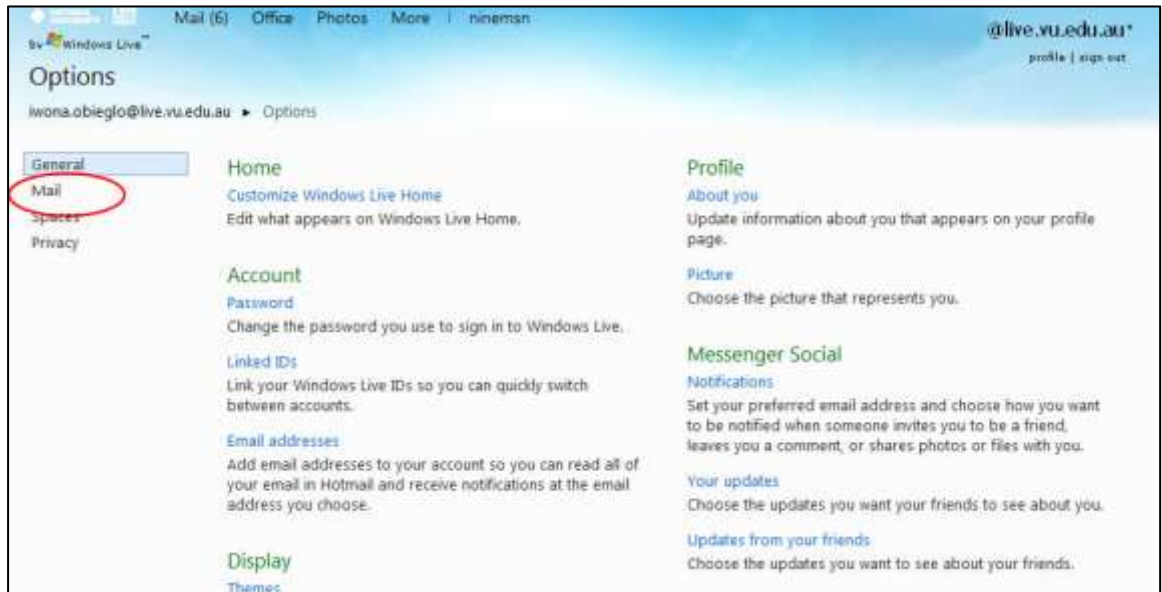
5. Type your vacation message as required.
6. By default the option only **reply to your contacts** is checked. This option can be unchecked whenever you may receive junk mail into your inbox.
7. Click **Save**

When you want to disable the vacation message:

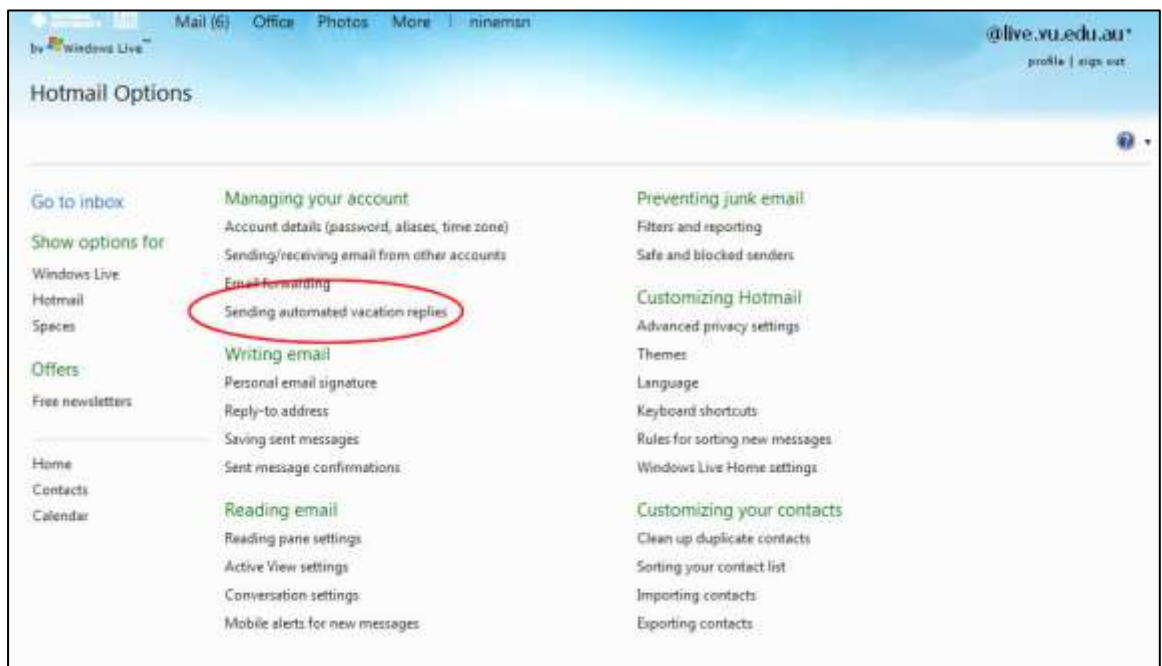
1. Click the **Options** button.



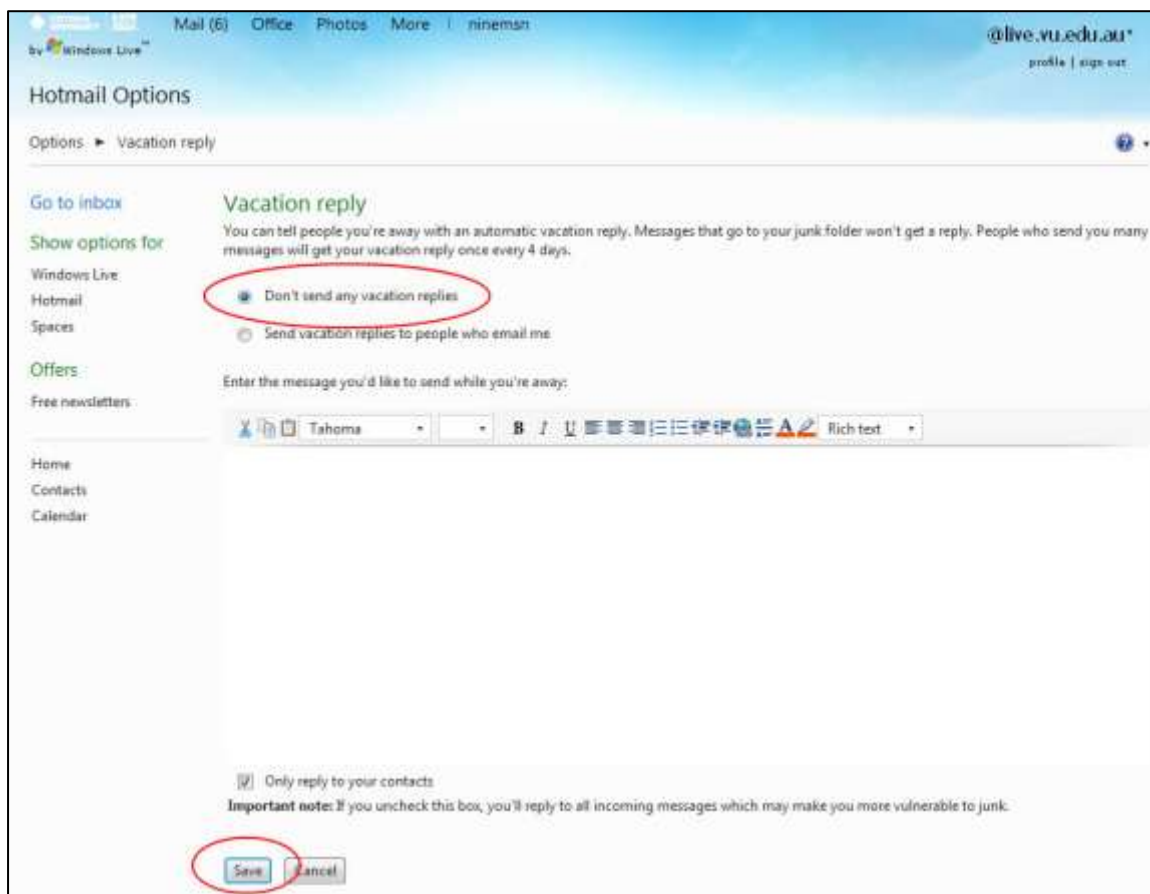
2. Select **Mail Options**, the following screen will appear.



3. Manage your Account option select **Sending automated vacation replies**.



4. In the **vacation reply** screen, select the option **don't send vacation replies to people who email me**.



5. Click on **Save**.

### 5.18.11 MAIL FORWARDING

Mail forwarding is not recommended by the University for the following reasons:

- We cannot guarantee that forwarded mail will be accepted by external systems, or that the mail sender will receive notification of any forwarding delivery error. Because mail forwarded by the Live mail service will originally have been addressed to a Live mailbox rather than an external mail account, the destination mail system may mistake it for spam and either refuse to accept it or filter it into a 'junk' folder that you rarely check for legitimate messages. If the destination mail system rejects the forwarding attempt or cannot receive it due to a technical fault of some kind, any bounce notice generated by the delivery failure will be returned to a Live system address rather than the person trying to contact you. A number of students who forward mail to domains outside live.com and hotmail.com have missed important emails as a result of this issue.
- Live mailboxes must record a user login at least once every 270 days in order to remain active. If you configure your student account to forward mail to another address and stop accessing the mailbox directly, it will eventually be marked as inactive and disabled by Microsoft. Your email address will then be suspended and your student account will not be able to receive any mail.

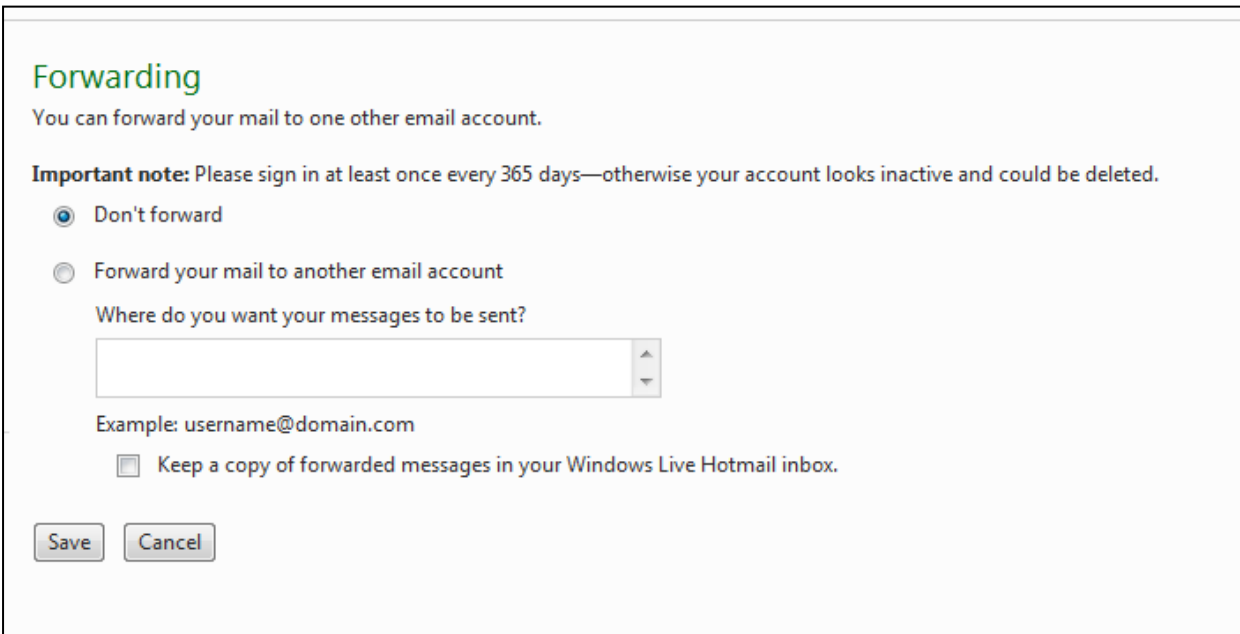
The University uses your student email address to communicate important news and information about your classes, enrolment and exams. If you are not able to receive these messages you could face grave academic or financial consequences.



The following options are safe alternatives to forwarding:

- Read messages directly from your live.vu.edu.au student account. Logging into the account regularly will ensure it remains active and provide the best assurance you will see everything sent to you by the University.
- Link your live.vu.edu.au account to an existing Hotmail or Windows Live Custom Domain account. This will provide a single sign-on for all such linked accounts so you can check multiple Live/Hotmail mailboxes without needing to log in to each one. Once you have logged into your email account, refer to the help documentation for instructions on how to link accounts.
- Setup POP3 access from an email client. Refer to the help documentation in Hotmail/Live for instructions.
- Access your email from Outlook using the Outlook Connector. Refer to <http://office.microsoft.com/en-au/outlook/HA102225181033.aspx> for instructions.

View of Options | Email forwarding dialog:



The screenshot shows a dialog box titled "Forwarding" with a green header. Below the title, it says "You can forward your mail to one other email account." An "Important note" states: "Please sign in at least once every 365 days—otherwise your account looks inactive and could be deleted." There are two radio button options: "Don't forward" (which is selected) and "Forward your mail to another email account". Below the second option is a text input field with the label "Where do you want your messages to be sent?". An example email address "username@domain.com" is shown below the field. There is a checkbox labeled "Keep a copy of forwarded messages in your Windows Live Hotmail inbox." At the bottom of the dialog are "Save" and "Cancel" buttons.

## 5.19 USING THE WINDOWS LIVE CALENDAR

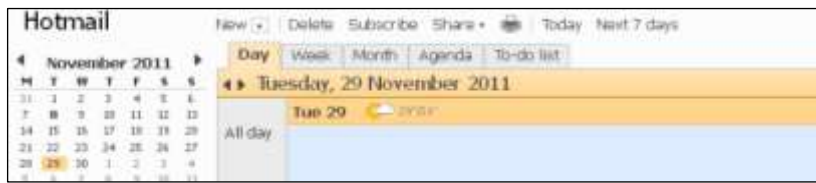
Windows live has a calendar feature which allows you to make appointments and keep track of the date. The calendar can be displayed in different formats such as day, week, month and year.

- The **Day** option displays appointments, and times scheduled by you just for that day.
- The **Week** option displays all appointments and times scheduled by you for that week.
- The **Month** option displays all appointments and times scheduled by you for that month.
- The **Year** option displays all appointments and times scheduled by you for that year.

To navigate through this calendar by day, week, month or year please press the  to go to the next date. The calendar allows you to make a new appointment or meeting request so that you can be more organised. Please refer to **Section 5.19.2 Making a New Appointment or Meeting Request**.

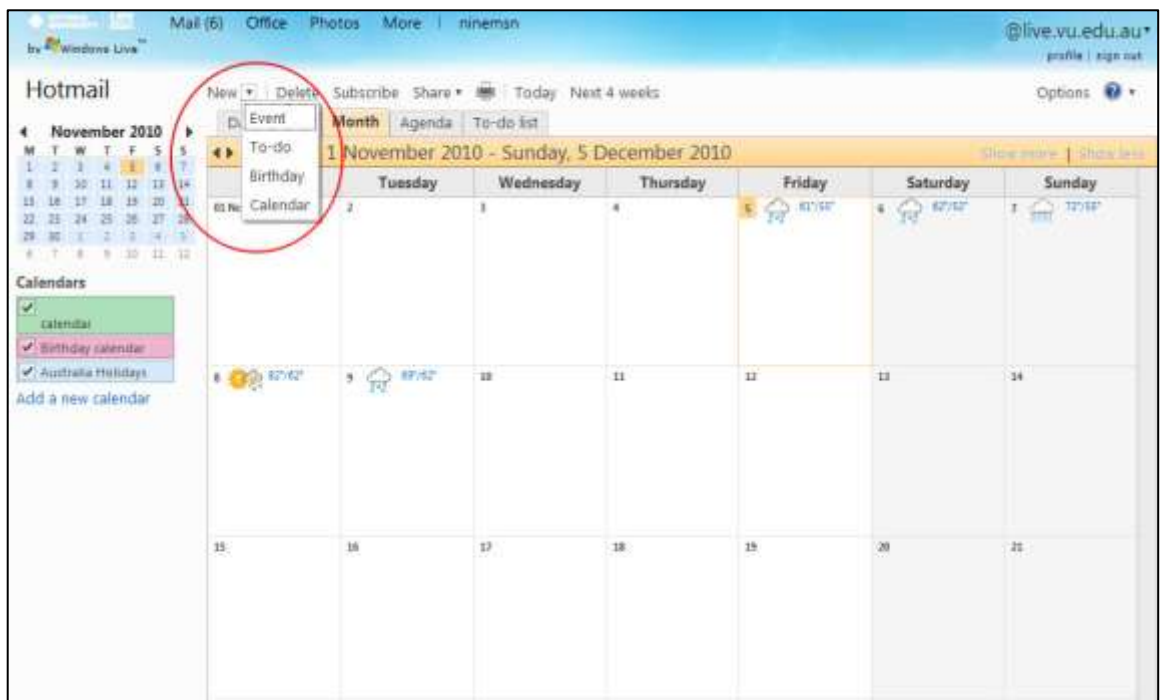
### 5.19.1 VIEWING THE CALENDAR IN DIFFERENT VIEWS

1. To view the calendar in different view simply click on the icon in which you would like the calendar displayed. For example, click on the Day tab to display the calendar in one day view.



### 5.19.2 MAKING A NEW APPOINTMENT OR MEETING REQUEST

1. To make a new Event or To-Do Task click new.



2. Meeting request or Appointment depending on the schedule.

**Add an event** ✕

What:

Where:

Calendar: iwona.obieglo's calendar ▼

All day

Start: 29/11/2011 9:00 AM

End: 29/11/2011 10:00 AM

[Add more details](#)

3. Enter the details that are required.

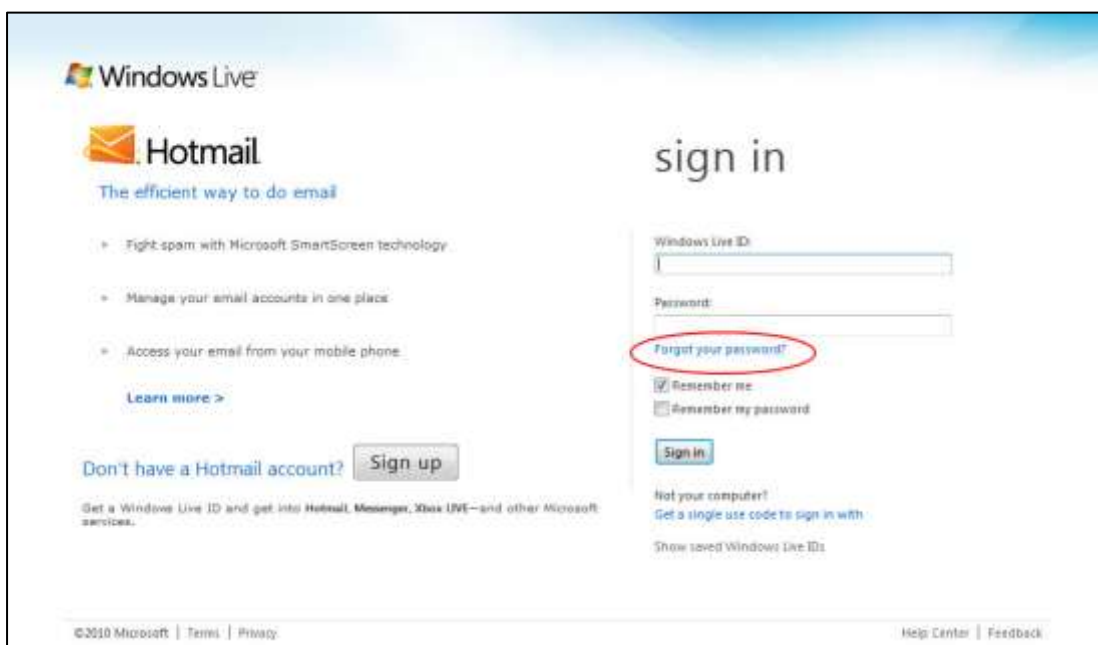
## 5.20 EXITING THE WINDOWS LIVE SYSTEM

To exit the Windows Live Email system, click on the Sign Out button located on the top right hand corner of the screen.



## 5.21 FORGOTTEN PASSWORD?

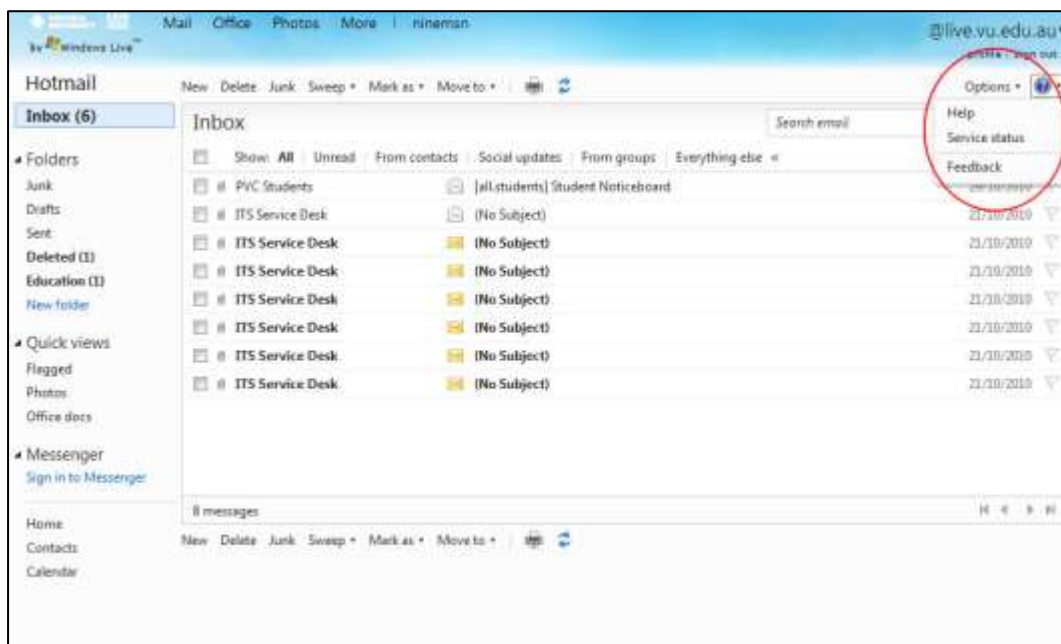
If you have forgotten your password or cannot login to your account, please click on the **forgotten password** link to have your password reset, this process will ask you to answer a secret question set by yourself when you first logged in. If this still does not allow you to access your email, then please see the IT Support staff on your campus and have your Student ID card with you. Refer to **Section 2.2 for IT Support locations**. Alternatively you can contact the IT Service Desk on 9919 2777. However for security purposes, you will undergo an authentication process before a job request can be logged to have your password reset. Please note that account password can take up to 48 hours to be reset, if your account has been locked.



## 5.22 NEED EXTRA HELP ON LIVE FEATURES AND FUNCTIONS?

For further information on how to customise your student email account features, please use the help menu to see instructions on customising your features.

To access the help feature, click on the  icon and select Help from the drop down menu.



## 5.23 CLOSING YOUR ACCOUNT

Please note you may keep your student email account indefinitely, even after you have completed your studies at the University. The account will normally remain open until you have not logged into it for a period of time.

Windows Live accounts become inactive if you do not sign in for more than 270 days or within the first 10 days after signing up for your account. After an account becomes inactive, all messages, folders, and contacts are deleted. Incoming messages will be sent back to the sender as undeliverable. Your account name is still reserved. However, if the account stays inactive for an additional 90 days, the account name may be permanently deleted. If you don't use your Windows Live ID (The user name and password that you use to sign in to any Windows Live) for 365 days, your Windows Live ID may be permanently deleted.