5. USING STUDENT EMAIL

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 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.)

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.
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/New_to_VU/Student_Email/index.aspx into your internet browser and then click on the “First Time Users” link and enter your student ID number with a ‘s’ in front of your ID number, (please refer to the diagram below) then click except 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.

For example: s1234567.

PASSWORD

Your default Password is your date - of - birth. 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
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:

   ![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.

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 **Change** from under the **password reset information** for **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 **Home** Option 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 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.
The following screen will appear to advise that the file has been saved successfully

Click Open

![Download Complete dialog box](image)

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.

![Email window with delete option](image)

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.

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.

### 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 Sending the Same Message to a Group Address (in 5.16.2) 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 the 5.16 Addressing a Message section).

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 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:

![Image of Compose Message 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 Adding a Group Address to your Address Book (in section 5.14)

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.

![Image of Contacts with Categories]

Page 44
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 filed. 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.

5. Once you have selected the file to be sent as an attachment the file name will be displayed in the attachment window.

6. You are now ready to either start composing your email, or click on the **Send** icon to send your email with the attachment.
5.18 MAIL OPTIONS

Under the options menu there are a number of settings that will help to make your use of email easier. These are explained in the following sections and include:

- Language
- Themes
- Reading Pane Options
- More Options, which includes
  - Manage
  - Junk Email
  - Customize your mail
  - Customize your contacts

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.

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 you 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** that 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 More 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 **More Options**

![Image showing the Options menu]

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

![Image showing the Customise your mail section]

3. Select the option **don’t save sent messages**

4. Click **Save**

![Image showing the saved sent messages option]

**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.
Mail Forwarding

This option can only be used, for a gmail, hotmail or live email account. Use this option to send a copy of every message you receive to a specific email address. For example, if you want to send a copy of every message that you receive to another email account, you would enter the particular email address within this area. To activate this option, please follow the steps below:

1. Click on the Options tab and select More Options

2. Select the option forward mail to another email account under the manage your account option

3. Ensure that the option Forward your email to another email account
4. Enter the complete email address in the space provided one address per line
5. Click Save to save the changes.
Removing the Mail Forwarding

To remove the mail forward, follow steps 1-2 for Mail Forwarding

1. Ensure that the option Don’t Forward
2. Click Save to save the changes.

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 allow 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

• 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 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.

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 firstname. 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 Send 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 whoever 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 **More Options**, the following screen will appear

3. Under **Manage your Account** option select **Send 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**