

FAQ for Outlook Live

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How do I log in for the first time?

NOTE: If you prefer, a video tutorial on how to log in for the first time can be found [here](#).

To log in for the first time, you can go to <http://www.nsu.edu/webmail>.



This block contains the login instructions for Faculty & Staff. It features a header image of a man in a red jacket and a woman looking at a book. The text reads 'Faculty & Staff Webmail'. Below this, under the heading 'Instructions:', are two numbered steps: 1. Username: Enter your username in this space; 2. Password: Enter your network password. At the bottom, there is a button labeled 'Faculty/Staff Webmail Login'.

This block contains the login instructions for NSU Student Spartan eMail. It features a header image of three students at a computer. The text reads 'NSU Student Spartan eMail'. Below this, under the heading 'Instructions:', are four numbered steps: 1. Enter your Live ID (i.e. @spartans.nsu.edu); 2. Enter your Live ID password; 3. Use the [Student ID Lookup](#) if you need to find your information; 4. Access the Outlook Live FAQ by clicking [here](#). At the bottom, there are two buttons: '-OLD- Student Webmail Login' and 'Outlook Live login', with the latter highlighted by a red border.

Click on the **Outlook Live Login** button and you will be presented with the following page:

Outlook Live

sign in

Windows Live ID:

Password:

[Forgot your password?](#)

Remember me [\(?\)](#)

Remember my password [\(?\)](#)

Type in your Live ID and password:

Your Live ID will be <username>@spartans.nsu.edu (i.e. j.d.doe@spartans.nsu.edu)

NOTE: Student's initial password for Outlook Live is "S" followed by seven digit student ID number followed by "\$" (e.g. S1234567\$)

Click

You will see a screen like the following asking you to verify information, set a new password, and additional information.

Provide account information

The account you're signing in to is missing some required information. To finish signing in, enter the following information.

We respect your privacy and will use this information in accordance with our privacy policy. [Learn about Windows Live privacy](#)

*Required fields

Verify your information

Windows Live ID: **cfstest60@spartans.nsu.edu**
[Sign in with another Windows Live ID](#)

*Password:
[Forgot your password?](#)

Change your password

*Type new password:
Six-characters minimum; case sensitive

Password strength:

*Retype new password:

Make my password expire every 72 days
[Get help with this](#)

Your information

*Country/region:
[Why is this required?](#)

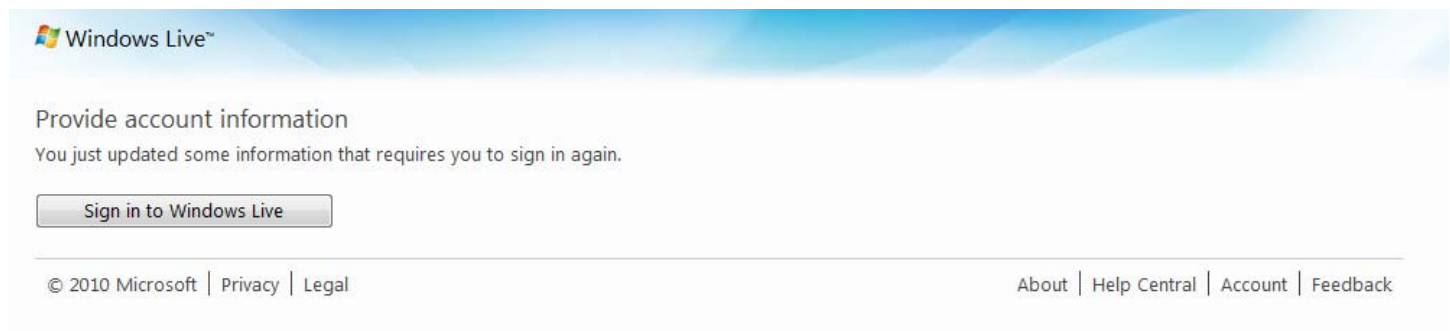
*Birth year:
Example: 1999
[Why is this required?](#)

Review and accept the Agreements

Clicking **I accept** means that you agree to the [Windows Live service agreement](#) and [Privacy Statement](#).

Fill in the required information and click at the bottom.

You will see a screen like the following:






Click **Sign in to Windows Live** button and you should see the following (except you should see your `username@spartans.nsu.edu`):



One Windows Live ID gets you into **Hotmail, Messenger, Xbox LIVE** — and other places you see 

Hotmail

-  Powerful Microsoft technology helps fight spam and improve security.
-  Get all your e-mail accounts, calendars, and contacts in one place - even if you use other e-mail services.
-  New! Chat from your inbox, see what's new with friends, and get 5 GB storage that grows when you need it.

[Learn more](#)

Don't have a Windows Live ID?

[More about Windows Live ID](#)

[Privacy Policy](#)

Click a Windows Live ID to sign in




`cfstest60@spartans.nsu.edu`

[Forget me](#)




[Sign in with a different account](#)

[Use standard security](#)

Click on your username@spartans.nsu.edu and you should get a box to type in your password similar to the following:

One Windows Live ID gets you into **Hotmail**, **Messenger**, **Xbox LIVE** — and other places you see 

Hotmail

-  Powerful Microsoft technology helps fight spam and improve security.
-  Get all your e-mail accounts, calendars, and contacts in one place - even if you use other e-mail services.
-  New! Chat from your inbox, see what's new with friends, and get 5 GB storage that grows when you need it.

[Learn more](#)

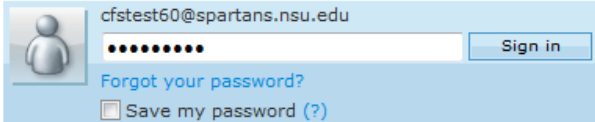
Don't have a Windows Live ID?

[Sign up](#)

[More about Windows Live ID](#)

[Privacy Policy](#)

Click a Windows Live ID to sign in



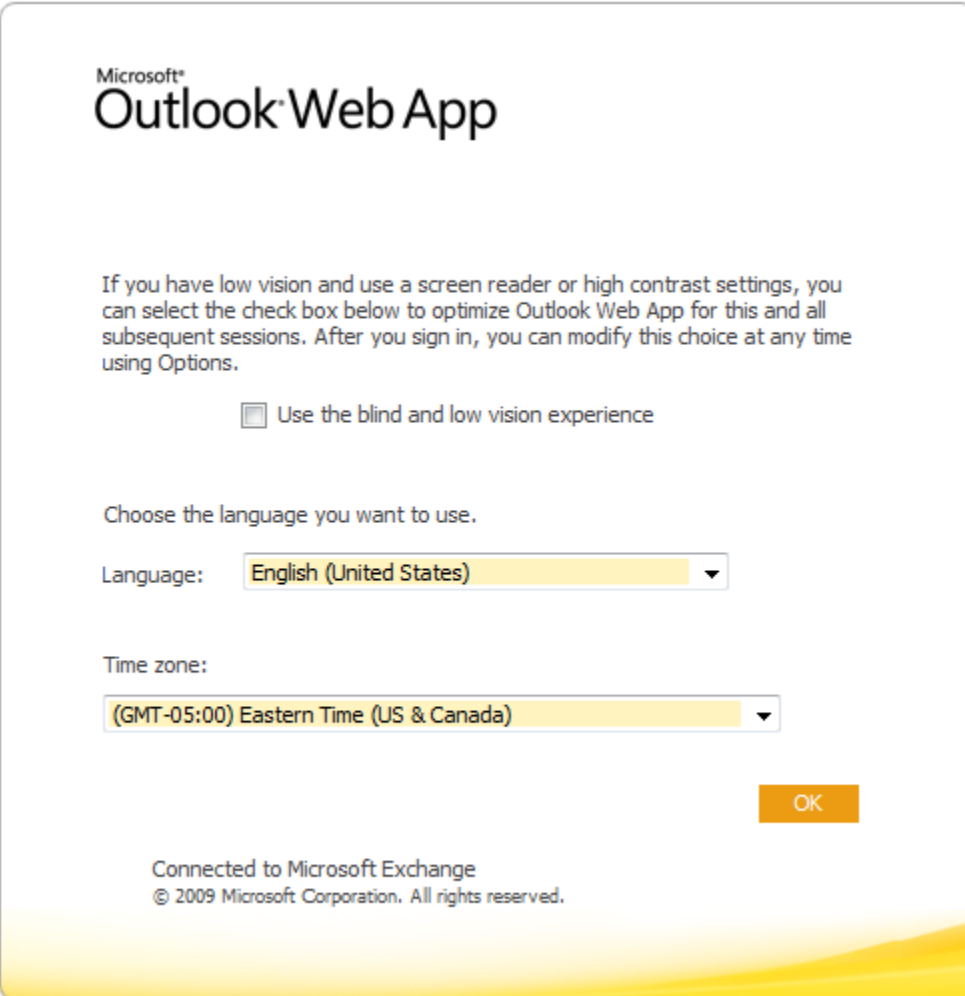
cfstest60@spartans.nsu.edu
[password field] [Sign in](#)
[Forgot your password?](#)
 [Save my password \(?\)](#)

[Forget me](#)

[Sign in with a different account](#)

[Use standard security](#)

Type in the password you just set and click **Sign in** button and you should see the following:



Microsoft
Outlook Web App

If you have low vision and use a screen reader or high contrast settings, you can select the check box below to optimize Outlook Web App for this and all subsequent sessions. After you sign in, you can modify this choice at any time using Options.

Use the blind and low vision experience

Choose the language you want to use.

Language: English (United States) ▾

Time zone: (GMT-05:00) Eastern Time (US & Canada) ▾

[OK](#)

Connected to Microsoft Exchange
© 2009 Microsoft Corporation. All rights reserved.

Select the language and time zone and click **OK** button. If the next screen looks like the following, you have successfully logged into Outlook Live.

The screenshot displays the Outlook Live interface for a user named 'Mbx0040, Test Z.'. The interface is divided into several sections:

- Navigation Bar:** Includes 'Home', 'Mail', 'People', 'Profile', 'Photos', 'More', and 'MSN'.
- Mail Section:** Shows the 'Inbox (57 Items, 57 Unread)' with a search bar and sorting options. The left sidebar lists folders like 'Inbox (57)', 'Unread Mail (57)', 'Drafts', 'Sent Items', 'Notes', 'Junk E-Mail', and 'Deleted Items'.
- Email List:** A list of emails is shown, with the most recent one being 'Spartan E-Daily - February 12, 2010' from 'Campus Announcements' at 8:01 AM.
- Email Content:** The selected email is displayed, titled 'Spartan E-Daily - February 12, 2010'. It includes the NSU logo and the text 'Norfolk State University Email Message of the Day'. The email content is as follows:

Vol. 2010 - Issue 425 February 12, 2010

Do you have a submission for the Spartan E-Daily? Send messages to [Misti Goodson](#) or [Sharon Hoggan](#)

Campus Emergency 823-9000

State Mandatory Furlough Day Coming Soon

As part of the Commonwealth's budget reduction plan, a one-day furlough will be implemented **Friday, May 28, 2010** for all salaried employees (Agency Head, classified, administrative professional faculty, teaching faculty) regardless of the source of funds supporting the position. Employees will lose 8 hours of pay and will not be permitted to work in any capacity while on furlough. Wage/hourly employees are not subject to the furlough day.

Date: Friday, May 28, 2010

Exceptions:
The only exceptions to the May 28, 2010 furlough day are the following:

Alternate Furlough Days

March 10-11, 2010 Library (half of staff for each day)
March 10-24, 2010 Police Department (staff will be divided because of chieftain's absence)

How do I find out what my 7 digit student ID # is?

Your student ID # can be found on your Spartan ID Card. If you take the number on Spartan card and remove the first two numbers and the last two numbers, you are left with a 7 digit number that should be your student ID #. If you do not have a Spartan Card ID or, even after you look at your Spartan card, you do not know what your student ID # is, contact the Registrar's Office at (757) 823-8377 or registrardept@nsu.edu.

How long do I have to migrate my emails from my old webmail account (@nsu.edu) to my new Outlook Live (@spartans.nsu.edu) account?

The timeline of events for migrating to Outlook Live are:

March 22 nd , 2010	<ul style="list-style-type: none">• Students can begin logging into Outlook Live• Incoming email to old webmail account (@nsu.edu) will ALSO BE forwarded to new Outlook Live account (@spartans.nsu.edu)• Students should notify contacts that their new email address is <username>@spartans.nsu.edu• Students should begin migrating all emails they want to keep from old webmail account (@nsu.edu) to their new Outlook Live email account (@spartans.nsu.edu)
April 19 th , 2010	<ul style="list-style-type: none">• Incoming email to old webmail account (@nsu.edu) will ONLY BE forwarded to new Outlook Live (@spartans.nsu.edu) account• Students should have notified contacts that their new email address is <username>@spartans.nsu.edu• Students should have migrated all emails they want to keep from old webmail account (@nsu.edu) to their new Outlook Live email account (@spartans.nsu.edu)
July 19 th , 2010	<ul style="list-style-type: none">• Students will no longer be able to access old webmail account (@nsu.edu)• Emails sent to @nsu.edu address will return "undeliverable" to the sender



How do I retrieve items I have deleted?

By default, every item you delete from your mailbox goes to the **Deleted Items** folder and stays there until it's either individually deleted from that folder or the **Deleted Items** folder is emptied.

How Do I Recover a Deleted Item?

1. Click **Options > Organize E-Mail > Deleted Items**.
2. Select the item you want to recover by clicking it in the **Recover Deleted Items** list.
3. Click **Recover to Deleted Items folder** to recover the item or **Permanently Delete** to permanently delete the item.

How Do I Empty the Deleted Items Folder?

1. In the navigation pane, right-click  **Deleted Items**.
2. Click  **Empty Deleted Items**.


3. Click **OK** to verify that you want to remove all items in the **Deleted Items** folder or click **Cancel** to cancel the deletion without emptying the folder.

How Do I Automatically Empty the Deleted Items Folder?

1. Click **Options > Organize E-Mail > Deleted Items**.
2. Select **Empty the Deleted Items folder when I sign out**.

Recovered items will appear in the **Deleted Items** folder. You can then move or copy them to other folders as needed.


What else do I need to know?

- If you right-click a mail folder, you can delete the entire contents of that folder by selecting  **Empty Folder**. Using the **Empty Folder** command won't delete the contents of any sub-folders within the folder that was emptied.
- By default, items you delete are sent to the **Deleted Items** folder. If you want to delete an item without first sending it to the **Deleted Items** folder, select it in the item list, and then press SHIFT+DEL on the keyboard.
- To select several adjacent items, click the first and last items in the list while you're holding down the SHIFT key. To select items that aren't adjacent, hold down the CTRL key as you click each item you want to select.
- You can use the **Deleted Items** tab in **Options > Organize E-Mail** to recover items that have been removed from the Deleted Items folder.
- You can use the **Deleted Items** tab in **Options > Organize E-Mail** to permanently delete items that have been removed from the Deleted Items folder.

How do I configure my mobile phone to access my Outlook Live account?

Microsoft provides a lot of good information on their Outlook Live support site on how to configure mobile phones for connectivity to Outlook Live. You can access the mobile phone section of Outlook Live help at <http://help.outlook.com>.

NOTE: Server name has been, up until now, pod51004.outlook.com. However, this may change. To verify the server name, if pod51004.outlook.com does not work:

You can see what your log in server is by logging into outlook.com and clicking the little down arrow next to the question mark in the top right corner of the browser window 

Then, click "About" ... it will have some information similar to the following:

Public login: No
External POP setting:
Server name: pod51004.outlook.com
Port: 995
Encryption method: SSL
External IMAP setting:
Server name: pod51004.outlook.com
Port: 993
Encryption method: SSL
External SMTP setting:
Server name: pod51004.outlook.com
Port: 587
Encryption method: TLS
Breadcrumbs:

How do I configure my Verizon Motorola Droid to access my Outlook Live Account?

Another site called Outlook Live Answers provides a forum for Outlook Live users to exchange information. It is on the Outlook Live Answers web site where a student has posted how to configure the Motorola Droid to access Outlook Live.

<http://outlookliveanswers.com/forums/t/2935.aspx>

How do I specify or change my question and secret answer for Outlook Live?

You can pick a question and provide a [secret answer](#) to make resetting your password more convenient. For information about password reset, see [Reset your password](#).

To specify a question and secret answer:

1. Sign in to your [account summary](#) page by going to <https://account.live.com/summarypage.aspx> with your [Windows Live ID](#).
2. Next to **Question**, click **Add** or **Change**.
3. Enter your current password.
4. In the **Question** list, select a question.
5. In the **Secret answer** box, type the secret answer to the question.
6. In the **Your information** section, fill in your location details.
7. Click **Save**.

Notes

- Your question and secret answer can't contain your password.
- Your secret answer is not [case sensitive](#).

Related topics

[About creating a strong secret answer](#)

What is my email address?

Your new Norfolk State University email address is <username>@spartans.nsu.edu.

Example: If your username is j.d.doe, your new email address will be j.d.doe@spartans.nsu.edu.

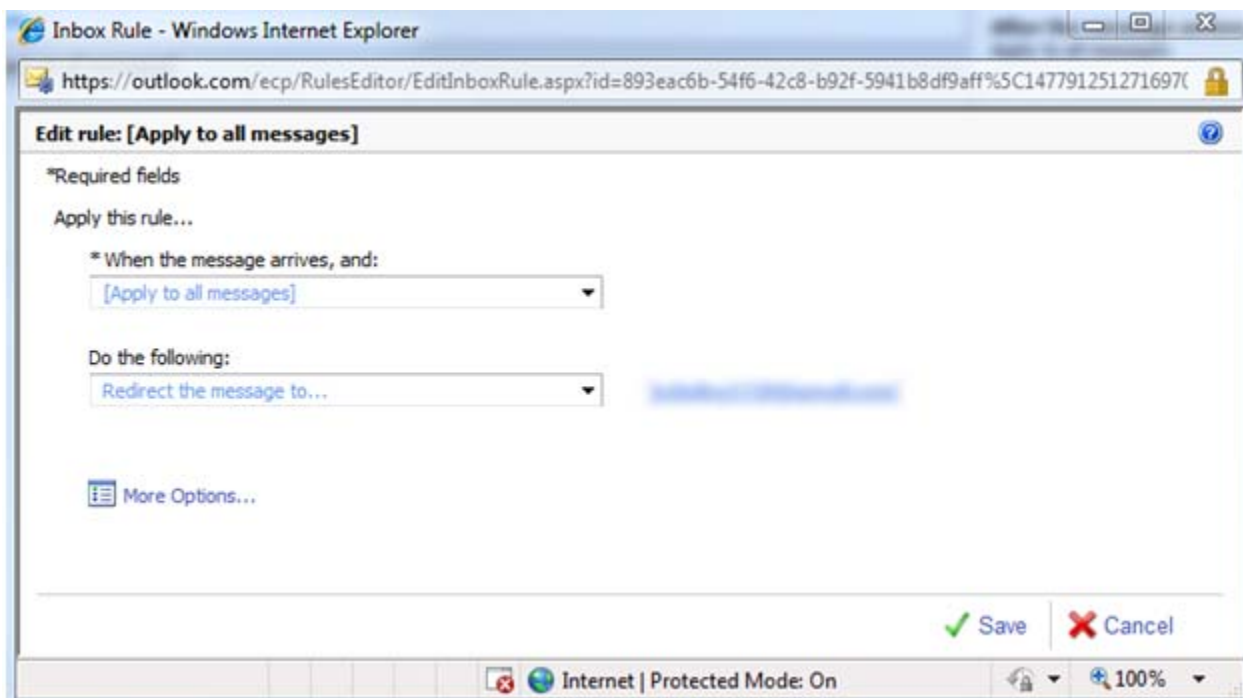
Do I have to use Outlook Live, or will I be able to keep my existing e-mail account?

All student accounts will be on Outlook Live beginning March 22nd, 2010. Students will have access to their old @nsu.edu mailbox for a period of time to allow them to migrate old email and move contacts. All new incoming mail will only be delivered to @spartans.nsu.edu beginning April 19, 2010.

Can I forward or redirect my Outlook mail to another account?

Yes. There is an options area in Outlook Live that allows to you forward or redirect your mail through the use of rules.

Options -> Organize E-mail -> Inbox Rules -> New...



Messages will go to mailbox and forward a copy to the forwarding address(es) specified in rule.

Why am I being taken straight to my personal hotmail account instead of being prompted for a username and password for NSU Outlook Live?

If you are already logged in to an application using another Windows Live account, such as a Hotmail account or Windows Live Messenger, then you may receive an error such as "This account does not have an Outlook Web app mailbox" or, you may be taken straight to your personal hotmail mailbox. In this case, before logging into your Outlook Live account, you will first need to log out of your current hotmail session. In most cases, there is a "Sign out" link in the top right corner on the windows live web or hotmail page.

Will my e-mail account still work when I graduate or leave the University?

Yes. Your e-mail account will continue to work after you graduate. There is no mailbox expiry policy on Outlook Live.

How do I find additional help with Outlook Live?

<http://help.outlook.com/>

How do I find additional help with Live@Edu services such as instant messaging and skydrive?

<http://help.live.com>

How do I migrate my NSU emails from the old system to the new Outlook Live email system?

The following links provide video tutorials on how to migrate your emails. In order to migrate your email with these tutorials requires Microsoft Outlook.

NOTE: Limited support is provided for these procedures.

<http://nsu-media.nsu.edu:8089/OutlookLiveEmailMigration/Step1/Step1.html> (3:21)

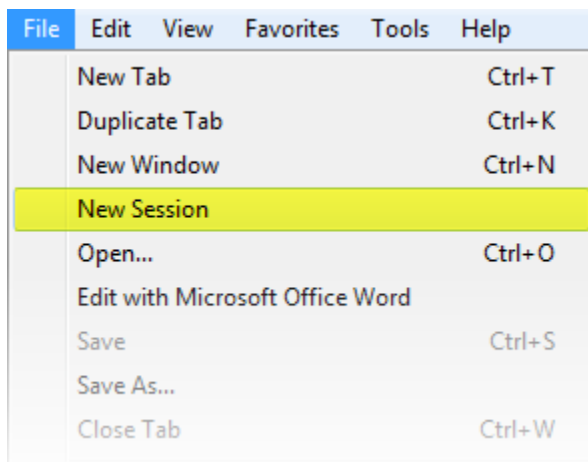
<http://nsu-media.nsu.edu:8089/OutlookLiveEmailMigration/Step2/Step2.html> (1:44)

<http://nsu-media.nsu.edu:8089/OutlookLiveEmailMigration/Step3/Step3.html> (8:13)

<http://nsu-media.nsu.edu:8089/OutlookLiveEmailMigration/Step4/Step4.html> (4:19)

How can I log into my NSU Outlook Live email account and my personal Microsoft Live, MSN or Hotmail account at the same time?

If you are running Internet Explorer 8, you can click on "File" – "New Session" to open a new internet explorer that does not share information with your original Internet Explorer window.



You will be able to log into multiple Microsoft accounts this way.

How do I find an email address for an NSU faculty or staff member

While logged into Outlook Live, you can find the email address of a professor or a staff member by clicking the down arrow next to “More” at the top of the browser window and selecting “NSU Links” – “Faculty/Staff Lookup”

