Student Email – Quick Start Guide

The Student Email System at Northumbria provides 50GB of space for all students.

It’s accessible from all on campus machines both via a link in the Start Menu and through the Student Portal at [https://myportal.northumbria.ac.uk](https://myportal.northumbria.ac.uk). Off Campus, you can logon to the Student Portal, or setup your mobile device to access your email and setup notifications so you’re alerted to new mail coming through.

On your first login
When you first login to email, you’ll see options for getting help, including videos to watch and info on setting up Office 365 on your mobile.

Click the Outlook tab to access your Email Inbox

Time Zone and Language Prompt
When prompted to choose your preferred display language and home time zone select the following when studying in the UK:

- Language: English (United Kingdom)
- Time Zone: (UTC) Dublin, Edinburgh, Lisbon, London

Moving between Inbox, Calendar, People and Tasks
In the bottom left-hand corner of the screen you will see several options:

- Your Outlook Inbox
- Your Calendar
- People – This displays any personal contacts you’ve setup in Outlook
- Tasks
Calendar

The calendar allows you to keep track of important appointments, for example you could enter lectures, seminars, and any meetings arranged with your tutor.

To access your calendar
Click Calendar from the bottom left-hand corner of your screen

To switch calendar views
By default your calendar displays in week view. Click the down-facing arrow beside Week to change views

To move through your calendar
You can navigate through the days and months using either the top month bar or the small calendar to the left hand side

Click the Today option to return to today’s date.

To add a new calendar entry:

1. Click New Event from the top left-hand corner of the page
2. Enter the details of your new event
3. Click Save.
People (Contacts)

The People section allows you to search for contacts at the University e.g. classmates, lecturers.

Personal contacts
The Contacts folder allows you to create an entry for each person or group you want to store information about. Groups let you create a single entry that includes multiple contacts. When you send a message to a group, it goes to every contact in the group.

To create a new contact:
1  Click People from the bottom left-hand corner of your screen.
2  Click New Contact
3  Enter the details for your Contact(s) then click Save.

University contacts
The Global Address List holds all the contact information for Northumbria University – students, staff etc. To search:

1  Click in the Search contacts, direction and groups box at the top of the screen
2  Type the name of the person you want to find
3  A list will appear and refine as you type to find the person you want
4  Click on their name in the list and their details will appear along with an option to Send email to them.

Printing Emails

You can quickly and easily print emails on campus and through Simply Web using our One Print service.

1  Double-click to open the email you would like to print
2  Click the … on the menu bar and select Print
3  A preview of what will be printed is displayed, click Print
4  Check the Destination field to pick the ‘print queue’ to send to
   Note: Mono Printing is black and white
5  Amend the pages you want to print, copies, layout, etc
6  When ready click Print – visit the nearest available printer to swipe your Smartcard and print out your work.
To print an attachment
1. Double-click to open the email with the attachment
2. Left-click on the attachment to open it
3. Click Print
4. Check the Destination field to pick the ‘print queue’ to send to
   Note: Mono Printing is black and white
5. Amend the pages you want to print, copies, layout, etc
6. When ready click Print – visit the nearest available printer to swipe your Smartcard and print out your work.

Off Campus/WiFi & Smartphone Printing

Using your own printer
You can print emails and documents from the student email system at home – simply follow the steps detailed above, selecting your home printer from the Print options boxes when prompted.

Using Simply Print – Online Printing Service
Simply Print allows you to upload and print a document from your WiFi device or home computer to a University printer. Please see our Simply Print Guide for more information.

NOTE: To use this service you need to have enough print credits on your account. To add credits visit: northumbria.ac.uk/payforprinting

Email on the go via your Smartphone

There are several guides available to help you set up your email:
- On an Android device
- On an iPad/iPhone
- On a Windows device
- Using the Outlook app
Personalising your mailbox – the Settings menu

You don’t have to stick with the default style in your mailbox. Click the Settings cog to access a number of ways to change things up.

Creating an Email Signature and Setting a Preferred Font Style

If you want to publicise contact information for yourself (for example if you are not often accessing your Email and would prefer people to phone you), you can setup an Email Signature.

1. Click the Settings cog in the top right-hand corner and select View all Outlook settings
2. The Email tab will open
3. Find the section Compose and reply and you can enter a suitable message in your preferred font style, size and colour
4. Select which emails you want to have a signature on – new/forwards/replies
5. Click Save.

How to change/switch off the Reading Pane

The Reading Pane is set to display a preview of your message and mark it as read when you move to another message. You can change to only marked as read only when you open the message.

1. Click the Settings cog in the top right-hand corner and select View all Outlook settings
2. The Email tab will open
3. Find the section Layout and scroll down to Reading Pane
4. Select which option you want to have
5. Click Save.
Redirecting messages to/from other mailboxes

You can setup your Northumbria email account to either forward your messages to a personal email account (e.g. Hotmail, Gmail) or receive copies from other mailboxes into your Northumbria email account. This is also known as a redirection.

How to Setup email to go from your Northumbria mailbox into a personal mailbox

1. Click the Settings cog in the top right-hand corner and select View all Outlook settings

2. The Email tab will open

3. Find the section Forwarding and tick the Enable forwarding

4. Enter the email address you want to forward emails to

   NOTE: Tick the Keep a copy of forwarded messages box if you would like to redirect but also save your messages in your student email account.

5. Click Save.

You can stop this at any time by clicking the Stop Forwarding button at the bottom of the page.

Good practice guide to using your Northumbria Student email

This guide provides an outline of the best practices to follow when sending email from your Northumbria email account. You should use your Northumbria email account for all correspondence with your lecturers and University staff, which means that certain practices should be followed when sending messages.

Addressing
Make sure you have the right email address - it is all too easy to send a message to the wrong recipient. If sending to someone within the University use the Find Someone field and address book to choose the correct person.

Add external contacts to your personal contacts list directly from the email they have sent you – this way you will have the correct address and can easily select it the next time you need to send a message.

Composing your message

- Include a descriptive Subject line. This helps recipients to use the subject field to manage the messages they receive.
- Try to keep your message brief and concise - avoid using graphics or pictures especially if sending your message to a large group.
- Include your signature at the bottom of messages. This should be brief but it can be useful to include your department, telephone number and email address.
- Avoid plagiarism (extracting and using text from someone else's messages without acknowledgement).
• Be polite just as you would in person. It can seem like SHOUTING if you use CAPITALS or BOLD TYPE.
• Be cautious when using sarcasm and humour. Without facial expressions and tone of voice, they do not translate easily by email even if you add ‘friendly’ characters e.g. :-) 
• Remember your email is like a postcard – its contents may be read by anyone along the chain of distribution which is potentially anyone on the Internet.
• Use the CC field to keep others informed who will not need to take any action.

Before you send your message
• Check the wording and spelling of your message carefully before sending – use the spell checker for important messages.
• Check your reply settings - using ‘Reply All’ by mistake can be embarrassing for you and annoying to others.

Email Signatures
• You can create your own email signature that can be added to the end of your messages to display your name, email address and contact telephone number automatically – this can alert lecturers to other ways of contacting you.

What Not To Do
• Don’t pretend you are someone else when sending email.
• Don’t use someone else's account to send messages.
• Don’t lend your account to anyone else.
• Don’t leave your email account open when you leave your computer. Anyone could sit down at your keyboard and send out any libellous, offensive or embarrassing message under your name.
• Don’t send anything that might bring discredit or embarrassment to the University. Don’t send abusive, harassing or threatening messages, apart from being discourteous or offensive they may break the law.
• Don’t send attachments to large groups of people - put the information on your web site or in a public folder, and email your distribution list with the location.

Please read and comply with the University Regulations for the Use of Library and Computing Facilities which cover use of email. You can find a copy online at: northumbria.ac.uk/it/regs