

Guide to your Northumbria Student Email

The Student Email System at Northumbria provides 25GB of space for all students.

How to access

- On Campus: Access email from the **Start** menu on the Student Desktop
- Off Campus:
- Open your web browser and go to **www.northumbria.ac.uk**
 - Click the **Student Portal** link
 - Select the **Email** icon
 - Login with your Northumbria username and password

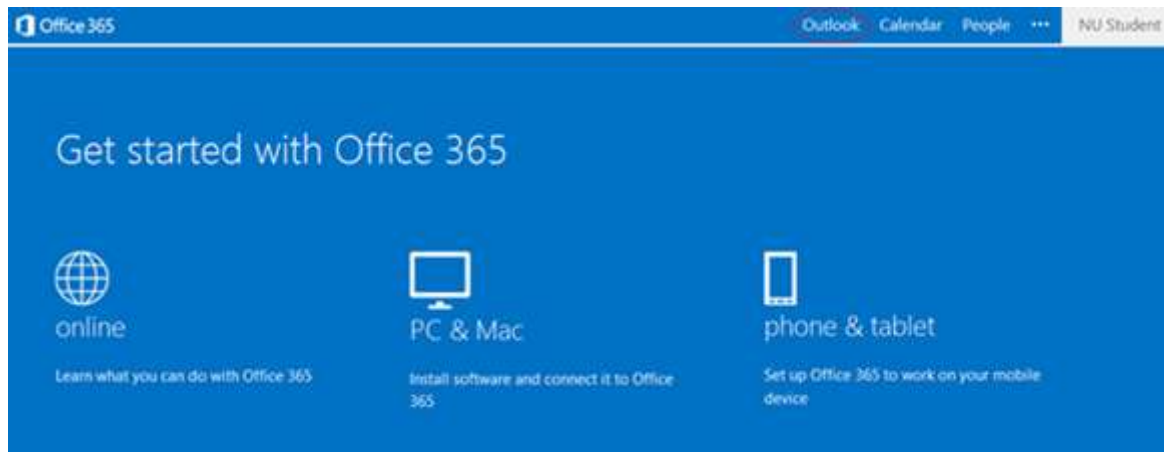


TIP: If you can't get in and you're sure that you entered your password correctly, then try putting `unn\` before your Northumbria username like the following example: `unn\w9912345`

Get Started

Your first screen will show you 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

Connecting via your Smartphone

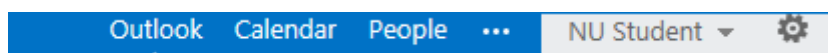
There are several guides available to help you set up your email on Android, iPad/iPhone, and Windows devices.

Go to our IT Guides page at northumbria.ac.uk/studentitguides or search for solutions KnowHow in northumbria.ac.uk/knowhow

NOTE: Connecting this way will be chargeable if you don't have an Internet/Web allowance. Check your tariff with your mobile service provider to find out what is included in your package and any costs involved.

Understanding the main features

At the top of the screen you will see several options available to you.



Outlook	This takes you into your Email Inbox
Calendar	Store important meetings and appointments in here, with the added bonus of setting reminders and categorisation to items you enter.
People	Access the Global Address List of contacts here at the University and create your own address book of personal contacts.

Your Inbox

The first email to look for is an initial message from IT Services called **Your Northumbria University Email Address** welcoming you to the email system and providing further details on your account and how to seek further help should you require it.

Your inbox has the usual functions found in most email accounts:

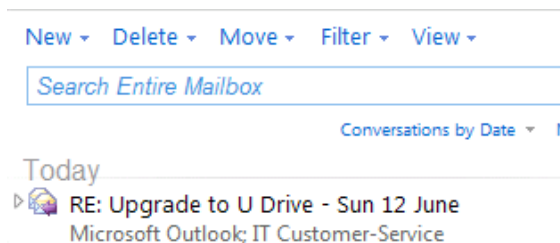
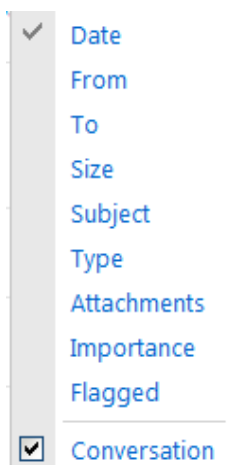
- Main categories such as Inbox, Sent Items, Deleted Items, Junk E-Mail.
- Ability to 'Arrange' and 'Filter' your emails to show only certain categories or emails from a particular person.
- Option to sort emails into folders (via **Move > Create New Folder**) to help keep your mailbox tidy.

Arranging your Message View

By default, your messages are set to display in Conversations by Date view which shows your messages in date order but with the sender underneath the subject line.

If you would prefer to view your messages by date, with the sender more prominent:

- 1 Click the drop down menu next to **Conversations by Date**



- 2 Then **UNTICK** the box next to **Conversation**

There are several other views available to you such as:


From:	Arrange your email in alphabetical order by who sent them to you.
Attachments:	Arrange your email in date order and split into 2 categories – those with attachments and those without.
Flagged:	Arrange your email by those you have flagged as important or needing work. You can right click on the Flag to mark them for follow up.
Categories:	You can add a colour code to your messages to help identify them.



Using Categories

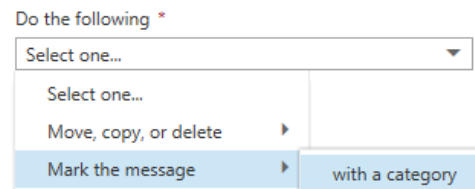
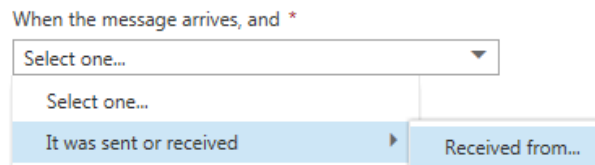
Use colour categories to identify areas of work or people. Right click on the message and select and manage categories

If you would like to automatically categorise a message as it arrives in your Inbox, you will need to set up a rule as follows:

- 1 Click **Settings** icon  > **Options** > **Organize Email** > **Inbox Rules**
- 2 Select the **plus (+)** sign to add a new rule
- 3 Give your rule a name



- 4 Use the drop down list to select how you would like the mail to be treated, e.g. who it was received from
- 5 Search for your contact in the Global Address list, click + and **OK** or type the full address if it is a contact from outside the University
- 6 Use the drop down list to mark the message with a category.
- 7 Select a colour category
- 8 Click **OK**
- 9 You will receive an on screen confirmation of the rule you have set up



Caution: Please be careful when setting up rules. We do not recommend that you set rules to automatically move email to other folders because it is easy to miss important messages.

To search for a particular category enter the details in the search field



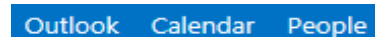
Creating folders

- 1 Right click on your Inbox
- 2 Select **Create new folder**
- 3 Enter a name for your new folder
- 4 You can drag and drop messages from your inbox.



Sending an email


- 1 Switch to the Outlook screen by clicking the link from the top right-hand corner.
- 2 Click the new mail button in the top left hand corner of the page.



To add a recipient:

- 1 Click either the **To** option or the small **+** to the right hand side of the **To** field.
- 2 Enter the name of the recipient in the **search people** box and hit enter
- 3 Double click on the name in the list to add it to your **To** field
- 4 Click **OK** to add your recipients and return to the message you are composing.

To add an attachment:

- 1 Click the  **INSERT** button and you will be presented with 3 options: Attachment, Picture, Signature
- 2 Select the option and you'll be able to **Browse** for the item you want to attach
- 3 Click **Add** to attach it to your email.

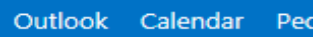

Note: The maximum size allowed by Microsoft is 20Mb – this is the message plus all of the attached files.

Contacts & the Global Address List

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.

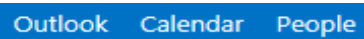
- 1 Click **People** from the left of your screen. 
- 2 Click  **new**
- 3 Depending on your requirements click **Create Contact** or **Create Group**
- 4 Enter the details for your Contact(s) then click **Save**.

University contacts

The Global Address List holds all the contact information for Northumbria University – students, staff etc. Click **People** and type in the **Search People** to find staff and students.

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.

- 1 Click **Calendar** from the top of the page 
- 2 You can switch between different views for your calendar via the menus at the side.
NOTE: By default it is set to **Month** view
- 3 You can navigate through the days and months using either the top month bar or the small calendars to the left hand side



- 4 To return to the current day click the go to today option.

To add a new calendar entry:

- 1 Click the  **new event** button in the top left hand corner of the page.
- 2 Enter the details of your new contact
- 3 Click **Save**.

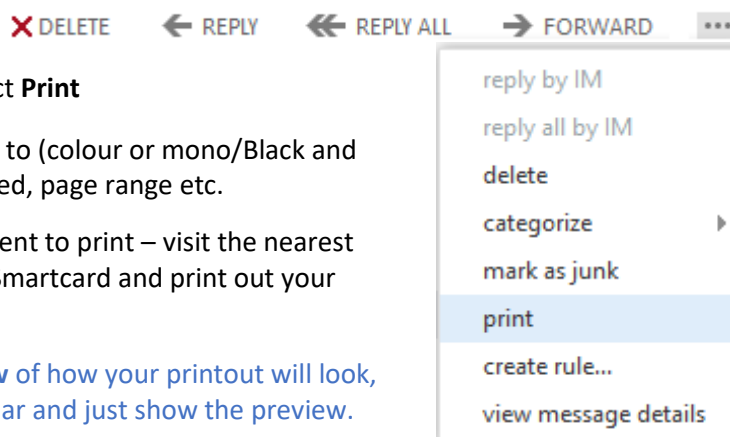
Printing Emails

Basic Printing

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

- 1 Open the email you would like to print
- 2 Click the **Menu** button and select **Print**
- 3 Select the print 'queue' to send to (colour or mono/Black and white), number of copies required, page range etc.
- 4 Click **Print** and your job will be sent to print – visit the nearest available printer to swipe your Smartcard and print out your work.

TIP: If you just want to see a **Preview** of how your printout will look, click **Cancel** and the box will disappear and just show the preview.



Printing an Attachment

- 1 Open the email and left-click once on the attachment.
- 2 Select **Open (with) > OK**
- 3 Go to **File > Print**
- 4 Select the printer you wish to send to and click **OK**.

Important Note about Attachments

Remember to select **Save As** to ensure the document, and any changes you make, are there for next time

Attachments you open from an email are not automatically saved to your U Drive; they are saved to a temporary folder. If you make any changes to the document and just click **Save**, they will be lost when you log off.

Off Campus/WiFi & Smartphone Printing

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.

Simply Print – Online Printing Service

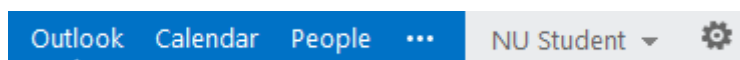
Simply Print allows you to upload and print a document from your WiFi device or home computer to a University printer.

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

Personalising your mailbox – the Settings menu

You don't have to stick with the default style in your mailbox.



Click the **Settings** cog then **Change Theme** to change the colour scheme or **Display Settings** to change your message view.

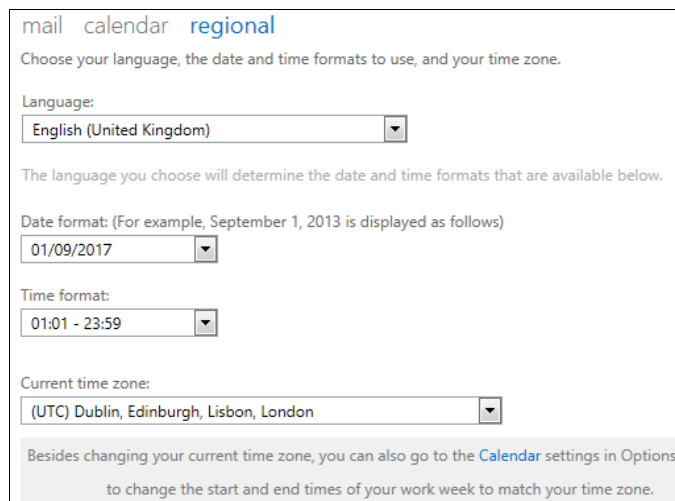
Changing your Time Zone settings and Language, Time and Date formats

When you first logon to your email you will be prompted to set your Time Zone.


If you are studying in the UK change your Time Zone to (UTC) Dublin, Edinburgh, Lisbon, London

This is important so that your timetabled information will appear correctly in your calendar.

Click the drop-down arrow to access the list of **Time Zones**




However, if you by-passed this step and now want to set it up or change it go to:

- 1  > **Options > Settings > Regional Tab**
- 2 Once you are happy with the new settings, click **Save**
- 3 Return to your mailbox by clicking the Outlook link at the top.

NOTE: You can return to this menu and change these whenever you like.

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 Go to  > **Options > Settings** menu and select the **Mail** tab
- 2 Find the section **E-Mail Signature** and you can enter a suitable message in your preferred font style, size and colour.
- 3 Select **Automatically include my signature on messages I send** and click **Save**.

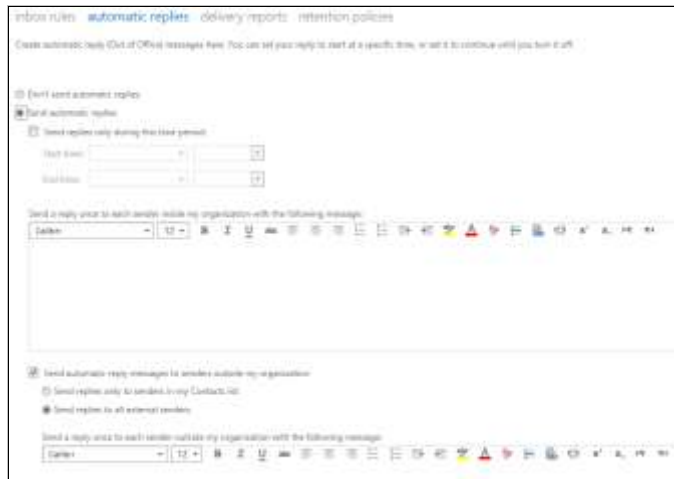


TIP: Although it is not possible to choose between a variety of separate signatures, you can setup several signatures in the box and then choose which one you want to use when you create a new message – just delete the ones you don't want in your blank message.

Automatic replies

- 1 From the  > **Options** menu select **Organize E-Mail**
- 2 Select the **Automatic Replies** tab
- 3 Enter a message in the first text box

This is the message that will be sent in reply to any messages you receive while **Automatic Replies** are switched on.



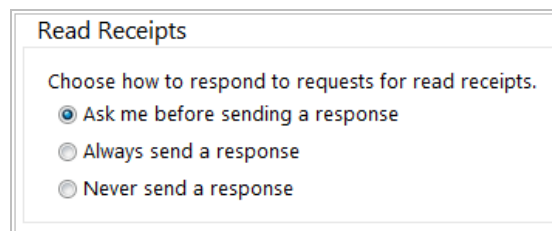
- 4 If you prefer, you can tick the box **Send replies only during this time period** and setup a start and end date for your automatic reply
- 5 Once you are happy with the new settings, click **Save**.

NOTE: You can return to this menu and remove these automatic replies whenever you like – simply select **Don't send automatic replies** to switch it off.

Read Receipts


You can choose how you respond to read receipt requests

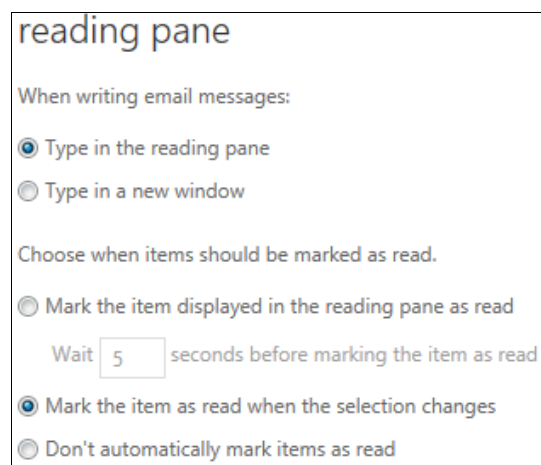
Go to  > **Options** > **Settings** to see the options available.




How to change/switch off the Reading Pane

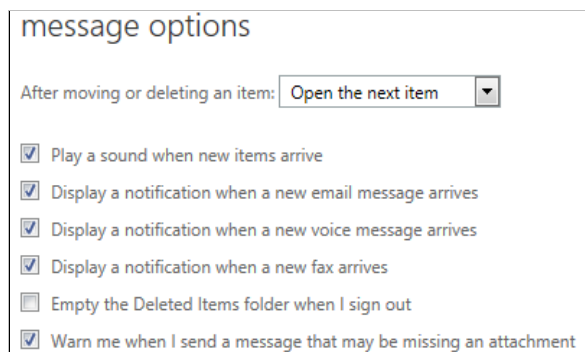
The Reading Pane is set to display a preview of your message and mark it as read when you move to another message. You can change to only marked as read only when you open the message.

- 1 From the top right-hand corner of the screen select  > **Options**
- 2 Select **Settings** from the options on the left-hand side
- 3 Under the **Mail** tab you will find a section called **Reading Pane**
- 4 Select the option **Don't automatically mark items as Read**
- 5 Click **Save** at the bottom right-hand corner of the screen
- 6 Return to your mailbox by clicking the **Outlook** link in the top of the screen.



Message Options

- 1 From the top right-hand corner of the screen select  >**Options**
- 2 Select **Settings** from the options on the left-hand side
- 3 Under the **Mail** tab scroll down and you will find a section called **Message Options**
- 4 Choose your preferred settings for notifications here.



message options

After moving or deleting an item:

- Play a sound when new items arrive
- Display a notification when a new email message arrives
- Display a notification when a new voice message arrives
- Display a notification when a new fax arrives
- Empty the Deleted Items folder when I sign out
- Warn me when I send a message that may be missing an attachment

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.

Important Note about Redirections

Although you can stop a redirection at any time, it will not remove messages that have already been copied across – you'll have to remove these emails/folders manually.

Please be aware that if your additional mailbox is large it may take some time to fully attach and it will also use up part of your overall mailbox space allocation.

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

- 1 Open your Student Email account and access the  > **Options**
- 2 Select **Account** from the options on the left-hand side
- 3 Click **Connected Accounts** menu
- 4 You will see a section at the bottom called **Forwarding**
- 5 Enter the email address for the personal account you would like to forward emails to



NOTE: Keep the box **Keep a copy of forwarded messages in Outlook Web App** ticked if you would like to redirect but also save your messages in your student email account. However if you are not regularly checking your student email account and clearing out messages, your account will fill up and you will no longer be able to send and receive email.

- 6 Click **Start Forwarding**
- 7 Click **Save** to complete this process.

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

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

NOTE: Received messages will merge as part of your own folder tree (e.g. Inbox messages will go into the folder Inbox, folders from the other accounts will mix with folders in your Northumbria account). Therefore, you may wish to rename some folders in order to keep your mail organised.

- 1 Open your Student Email account and access the  > **Options**
- 2 Select account from the options on the left-hand side
- 3 Select the **Connected Accounts** menu
- 4 Click the **New** icon 
- 5 Enter the Email Address and Password of the account you would like to add
- 6 Click **Next**
- 7 When the message **Your accounts are now connected displays you'll see mail from your other account soon appears**
- 8 Click **Finish** and your emails will soon arrive into your account
- 9 To stop copying email from another account, select it from the **Connect Accounts** list and click the **X** delete button to remove it.

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

IT Support - open 24 hours, 365 days a year

Email	it.helpline@northumbria.ac.uk
Phone	0191 227 4242
Chat	northumbria.ac.uk/itchat
	twitter.com/NorthumbriaIT

