

Windows Live FAQ v1.0

What is Windows Live?

Windows Live is a free set of online tools for students which include an Email account, Outlook Live. The service is provided by Microsoft to all students at Croydon College and replaces the College's own student Email facility.

Windows Live is available on PC, Mac, or Linux and you can keep the Email address for life if you want! It's available both inside the College via Moodle, the College's Virtual Learning Environment (VLE), the Student Intranet, and wherever you have an internet connection outside the College.

What do I get with Windows Live?

With Windows Live you get:

- Outlook Live, a free Microsoft Email address with a huge 10GB inbox that comes with SPAM and virus filtering, a calendar and a contact and task manager. This is where you will land when you login to Windows Live.
- SkyDrive is a free 25GB of online storage for your files and pictures. That's equivalent to a lot of USB Keys!
- Instant Messaging
- Blogs and Collaborative tools
- Cut down versions of Microsoft Office programs Word, Excel, PowerPoint and OneNote so you can work online
- Microsoft are adding new features all the time!

Is this the same as Microsoft Hotmail?

It is very similar to a normal Hotmail or Live account but has a slightly different look, comes with more features and has no advertising.

How do I get to my Windows Live Account?

We've made it as easy as possible for you to use Windows Live from anywhere. You can gain access through the **Windows Live Sign-in** on Moodle or the Student intranet. When you are outside the College you can use also use www.live.com.

Will I be able to keep my Email address when I have finished studying at Croydon College?

Absolutely! This will be available for life or until Microsoft decide to stop providing this service.

When will I be told what my Windows Live Email address and password is?

When you enrol you will be setup automatically with your Outlook Live Email address. When you use Moodle or the Student Intranet you will see your Email address on the top Banner. Your tutor also has a list of Email addresses and passwords and you can ask them.

How do I change my Password?

Your password is linked to your network login so to change your Windows Live password hit Ctrl-Alt-Del on your College PC and select **Change a password**.

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What happens if I forget my password?

Please contact the ITS Helpdesk. Please don't use the **Forgot my password** links on Windows Live as we synchronise your password with you network login and Moodle to make things easier for you.

What happened to my old College Emails and Email Address?

We have moved all students onto the new Email system so you get the same great features and storage as new students. You will get a new Email address and a new password. Contact IT Services if you need more help.

Can I check all my other Email accounts using my Windows Live account?

As long as your Email service allows pop3 connectivity you can access additional mailboxes under the **Options** menu.

Can Email be forwarded to another account?

You can create forwarding rules and set automatic replies from within your own Windows Live mailbox under the **Options** section.

What is my maximum mail attachment size?

The maximum size allowed for an Email is 30MB including 10MB limit for each attachment.

How do I get back deleted Emails on Windows Live?

All deleted Emails move to the Deleted Items folder and are kept there for one month. Just open the folder and drag the Email back to the folder you want. If you empty the deleted folder or wait longer than one month the Emails will be permanently deleted and unfortunately we won't be able to recover it.

What Web Browsers does Windows Live work with?

Windows Live works on PCs, Macs and Linux boxes, with all popular browsers including Internet Explorer, Firefox and Safari (Mac and PC).

Can I setup Windows Live Email on my Mobile device?

You can connect your Windows Live account to an Internet enabled Mobile device. Help can be found here on how to set this up on you device:

<http://help.outlook.com/en-GB/140/cc825472.aspx?selfhelp>

Where are my Email and files stored?

Your Email is stored with Microsoft in a new Data Centre based in Dublin. This was created especially to host Windows Live services.

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Who owns the data stored in Dublin?

Croydon College will remain the custodian of any Windows Live Data. Microsoft only stores the data on our behalf. Croydon College and Microsoft do not scan the contents of any of your Email messages (except for viruses and spam) or utilise your data in any way.

What happens if there is a major failure to the Outlook Live service?

It is in Microsoft's best interest to ensure that this service is highly available. Major failures will be reported to the Windows Live support desk by Croydon College where it will be escalated as a priority support incident. We have been testing this service since July 2009 and so far there have been no significant outages.

Is my Windows Live account protected by the Data Protection Act?

Yes, your mailbox is protected by all EU Data Protection regulations which is why your data is stored in Dublin and not the USA.

Are there any other colleges and universities using this service?

Yes, many colleges and universities are using this service across the country and more are joining the service all the time as it provides a great facility for students with more storage than we could provide.

I am a member of staff, am I entitled to use this service?

This service is automatically available to all students and alumni. The service may be able to accommodate staff Email in the future as the product evolves but at present some 'Enterprise' features that we need to deploy to staff are not available in this service. However if you would like to try the Windows Live system as an additional Email service or to aid your students we can set you up manually. Please contact the IT Helpdesk for assistance.

Where else can I get help with Windows Live?

- We will update this information regularly as we get asked more questions so check here first.
- Click Help when logged into your Windows Live account. Alternatively there is Microsoft's official online help available at <http://help.outlook.com>
- Email: ITServices@croydon.ac.uk
- Telephone: 0208 686 5700 extension 3145 for the IT Helpdesk
- In Person: Fairfield Room G61b
Barclay Road BG09
Davidson A21