



UWCX – Central Information Technology Services

Outlook Live FAQ's

What are the benefits of Microsoft Windows Live?

Microsoft Windows Live offers a suite of online communication tools in addition to Outlook Live email, which includes online document sharing, calendaring, secure online storage, and more. The hosted solution provides the student with up to 1,000 times the amount of storage and additional tools that were not available through the Colleges email system. There is no cost to the Colleges to use these Microsoft services.

Why did UW Colleges decide to partner with Microsoft?

Outlook Live gives each student a 10 GB mailbox (versus the 10-100 MB currently offered at campuses). Other benefits include:

- Send attachments of up to 20 MB
- Spam and virus filtering
- Access on a mobile phone or desktop client via forwarding, POP3 and Outlook Connector
- Folders to organize email
- Directory of faculty/staff and students
- Share calendars and contacts
- Message tracking
- Collaboration tools

What other services are available through Windows Live?

Windows Live services provide students with 25 GB of secure online private storage known as the SkyDrive. Other services include the ability for forward mail, set mobile alerts and collaborate with online groups. Students can create and store online documents to private, shared or public folders. Files are available anytime via the Internet.

How do I reset my password?

Your password is managed on the UW Colleges network. The UWC password will update your account at Windows Live. The reverse is not true. Therefore, never change your password on the Windows Live site as your account will become out of sync.

Changing your password should always be done through the UWC portal page.

What is my mailbox quota at Outlook Live?

Students receive a large mailbox storage size of 10 GB and can send up to 20 MB attachments.

What is my email address?

Your UW Colleges email address will not change. In addition you will have a Windows Live ID.

Example - if your name is Mary Jones and the last four digits of your system generated ID is 1234, your respective email addresses are:

JONEM1234@uwc.edu

JONEM1234@students.uwc.edu

The recommended method to access your Outlook Live account is to login through the UW Colleges portal page with your username (ie.JONEM1234) and UWC password.

All mail sent to either email address will be delivered to your Outlook Live mailbox.

Are other schools using Live@edu?

Yes. This has become a very popular program and many Colleges and Universities are participating. Several schools within the University of Wisconsin System are already enrolled and enjoying the benefits of Outlook Live and the SkyDrive.

Are faculty and staff using Outlook Live accounts?

Faculty and staff will continue to use the UW Colleges internal Exchange email system. Communication between students using Outlook Live and faculty/staff using Exchange is seamless to the user so you can continue to send and receive email and files between the two systems without interruption.

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. There are also configuration settings you can set up for your mobile device.

What if I delete an item from my Inbox by mistake?

When you delete a message it is moved to you Deleted Items folder. You have up to 15 days to restore the item.

How do I get help?

- ✓ Contact your local Help Desk or Network Administrator
- ✓ Contact the Madison based Service Center @ (888) 893-9892 or (608) 262-5034
- ✓ Search the Windows Live general knowledge base at:

Windows Live [Outlook Web App](#)

Windows Live [SkyDrive and Photo Help](#)