

How do I Email with MyMail (Student Email)

What is MyMail and why should I use it?

Teesside University in partnership with Microsoft have implemented a new and improved email system to enhance the student experience. MyMail is based on Office365 and offers the following services:

- Email
- Calendar
- Tasks
- Contacts
- Notes

All email communication from Teesside University will be sent to your MyMail email account.

How to access MyMail

Go to the web address <http://MyMail.tees.ac.uk> and login with your student login details.

What is my student email address?

Your email address is your student user name followed by @live.tees.ac.uk.

For Example, for the student ID **A1234567** it would be A1234567@live.tees.ac.uk.

What browsers is MyMail compatible with?

To use the complete set of features available in MyMail you can use the following browsers:

On a computer running Windows XP, Windows 2003, Windows Vista or Windows 7:

- Internet Explorer 7 and later versions.
- Firefox 3.0.1 and later versions.
- Chrome 3.0.195.27 and later versions.

On a computer running Mac OS X 10.5 and later versions, you can use:

- Safari 3.1 and later versions.
- Firefox 3.0.1 and later versions.

On a computer running Linux, you can use:

- Firefox 3.0.1 and later versions.

If you use a Web browser that doesn't support the full feature set, Outlook Web App will open in the light version. This will mean some features are not available.

For more information please see <http://help.outlook.com/en-us/140/bb899685.aspx>.

What happens to my email when I leave University?

When you leave University your student email account will also close.

Please make sure that you forward or save any emails or contacts that you wish to keep.

Can I access MyMail using a mobile device or phone?

Yes it does. Information on setting up Apple and Android devices can be found at the following links

Setup Apple device: <http://help.outlook.com/en-gb/140/dd125429.aspx>

Setup Android device: [http://help.outlook.com/en-us/140/dd940179\(d=loband\).aspx?sl=1](http://help.outlook.com/en-us/140/dd940179(d=loband).aspx?sl=1)

Setup Windows device: <http://help.outlook.com/en-us/140/gg583824.aspx>

How do I redirect all my MyMail emails to a different email account?

It is possible to redirect all the email that is sent to your MyMail account to a different email account as shown below:-

1. After you sign in to Outlook Web App, click Options > Create an Inbox Rule.
2. On the Inbox Rules tab, click New.
3. Under When the message arrives, select [Apply to all messages].
4. Under Do the following, select Redirect the message to.
5. Select the address you want your mail sent to by double-clicking on it in the address book view. If the address you want to redirect to doesn't appear, you can enter the e-mail address in the To field.
6. Click OK to save your selections and return to the new rule window.
7. Click Save to save your rule.

1. Click Yes when asked Do you want this rule to apply to all future messages?

Further advice on setting up mail forwarding: <http://help.outlook.com/en-us/140/ms.exch.ecp.learnredirectto.aspx>

Please note that even though your email will be redirected, a copy will remain in your MyMail account. Please access MyMail periodically to delete any unwanted mail.

What is the mail box quota and what happens if my mailbox is full?

The MyMail limit is 25 GB. At 24.75 GB you can no longer send email.

When your mailbox reaches its limit, you will need to delete some existing content in your mailbox. You may also be unable to receive new mail, depending on the limits that have been set on your mailbox.

You can view your mailbox limits by:

1. Login to MyMail
2. Select **Options** then **See All Options**
3. on the My Account tab your mailbox usage is displayed



The screenshot shows a web interface for account management. At the top, there are two tabs: 'My Account' (active) and 'Connected Accounts'. Below the tabs is a section titled 'Account Information -'. Under this section, there are two sub-sections: 'General' and 'Mailbox Usage'. The 'General' section contains two fields: 'Display name:' and 'User ID:'. The 'Mailbox Usage' section contains a progress bar and a text box that reads: '16.1 KB of mailbox space used. At 24.75 GB you won't be able to send mail.'

Are there any other capacity limits I need to be aware off?

You can attach a maximum of 125 attachments to a MyMail email, none of which can exceed 25MB in size and can send up to 100 recipients at a time.

This means that in theory you can send 125 25MB files to 100 people if you wanted, however we wouldn't recommend that.

Please note that if you are using POP3 or IMAP4, you are limited to 25 messages per minute

How do I change the language, date format and other regional settings on my MyMail account?

To change the settings:

1. Select **Options**.
2. Select **See All Options**.
3. Select **Settings**.

From Here you can change the **Regional** and **Spelling** settings:

Regional

1. Select **Regional**.
2. In the **Language** box drop down list, select the required language.
3. In the **Date format** box drop down list, select the required date format.
4. In the **Time format** box drop down list, select the required time format.
5. In the **Current time zone** box drop down list, select the required time zone format.
6. Click on **Save**.

Spelling:

1. Select **Spelling**.

2. The spelling dictionary defaults to English (United States) to change this click on spelling with the left mouse button.
3. Select the required language from the drop down list.
4. Select **Save**.

I have deleted an email by mistake. How do I retrieve it?

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. Further information is available from <http://help.outlook.com/en-us/140/bb899521.aspx?ref=search>

Where can I get help while using MyMail?

Online help is available when using the email system by:

1. Login to MyMail
2. Click the question mark in the top right hand corner of MyMail and select Help
3. A window will open covering a number of topics from sending email to details on new features.
4. You can also search on a topic by entering a search term and selecting the magnifying glass icon.

<http://help.outlook.com/en-GB/140/ms.exch.owap.MailPremium.aspx>

What happened to SkyDrive?

SkyDrive is no longer provided by Microsoft as standard to MyMail users.

For existing Students who use SkyDrive please note that Teesside University no longer administers this account. As a result, we will no longer be able to reset SkyDrive passwords.