

## *How Do I Log Into My University E-Mail Account?*

1. If you do not know your UK E-mail username, please log on to MISIS and check under the personal information menu.
2. Once you have the username, please visit [www.exchangelabs.com](http://www.exchangelabs.com) (The new e-mail system is based on Microsoft's Live (Hotmail) system)
3. In the username please enter your e-mail account ID which should be in the form of first name initial last name initial @ live.mdx.ac.uk (for instance [AB123@live.mdx.ac.uk](mailto:AB123@live.mdx.ac.uk))
4. In the password field please enter your default password which should be in the form of: Student Number + The first three letters of your month of birth (in small letters). For instance M00123456jun (if you are born in June) or M00123456dec (if you are born in December), etc.
5. Once you log in you will be prompted to change your password. Please make sure you use a mix of Upper case letters, numbers and characters (such as \$ or @).

---

## *How Do I Set Up Outlook 2007 To Get My E-Mail From Outlook.Com?*

1. Close Outlook 2007 if it's open.
2. In Control Panel, click **Mail**. **In Windows XP**
  - a. Click **Start > Control Panel > User Accounts > Mail**. (In Classic view, double-click **Mail**.)**In Windows Vista**
  - b. Click **Start > Control Panel**.
  - c. In the 32-bit edition of Windows Vista, click **User Accounts** (or **User Accounts and Family Safety**) > **Mail**. In the 64-bit edition of Windows Vista, select **Additional Options > View 32-bit Control Panel Items**, and then double-click **Mail**. (In Classic view, double-click **Mail**.)
3. In the **Mail Setup** dialog box, click **Show Profiles > Add**.
4. Type a name for the profile and then click **OK**. (As a best practice, give the profile a name that identifies it as the profile for your account on Outlook.com.)
5. When the **Add New E-Mail Account** dialog box opens, enter your name, e-mail address, and password in the appropriate fields, and then click **Next**.
6. Outlook 2007 will display a message that asks you to allow a Web site to automatically set up your account. The program runs auto-setup periodically. If you don't want to see this message every time auto-setup runs, select **Don't ask me about this website again**, and then click **Allow**.

Outlook 2007 will automatically set up the account. You'll be asked for your user name and password before Outlook 2007 can connect to your account. Make sure you enter your full e-mail address (for example, [tony@contoso.com](mailto:tony@contoso.com)) as your user name. You may be prompted to enter your user name and password several times before you connect.

## *How Do I Automatically Redirect All Messages To Another Account?*

1. After you sign in to your account, click **Options**, and then click **Organize E-Mail**.
2. On the **Inbox Rules** tab, click **New**.
3. Under **When the message arrives, and**, select **Apply to all messages**.
4. Under **Do the following**, select **Redirect the message to**.
5. In the **Address Book** window, double-click the address you want your mail redirected to. If the address you want 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 Inbox Rule** window.
7. Click **Save** to save your rule and return to the **Inbox Rules** tab.

What else do I need to know?

- Redirecting and forwarding are not the same:
- Messages that are redirected will appear to come from the original sender. When you reply to a message that's been redirected, the reply will be sent to the original sender.
- Messages that are forwarded will appear to be forwarded from you. When you reply to a message that's been forwarded, the reply will be sent to the address that the message was forwarded from, not to the original sender.
- A copy of messages that you redirect or forward will remain in your Inbox. This means that your mailbox may reach the storage limit set by your administrator. If it does, new messages will be blocked and returned to the original sender; they won't be redirected or forwarded to your other account. To continue receiving new messages, you'll have to sign in to your mailbox and delete some messages.

---

## *How Do I Reset My E-Mail Password?*

In order to reset your e-mail password, send a text message from your mobile phone. The text message should be in the following format:

Help E-Mail Live password <First Name> <Last Name> <Student MISIS Number>

For Example:

**Help E-Mail Live password John Smith M00123456**

The SMS should be sent to: **+44 762 480 4635**

You will receive a reply SMS on your mobile phone with your new password.

Please note that the UK Campus is open Monday to Friday from 9am to 5pm UK Time (from end of October till end of March this is between **1pm and 9pm Dubai time**, while from the end of March till the end of October this is between 12pm and 8pm Dubai time). If you send your message on a Saturday or Sunday you might not get a response until Monday (at the earliest).