

TU Dublin Email Project

FAQ for Students

FAQ for Students

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FAQ for Students

SECTION 1: General

Q 1. What is Microsoft Office 365?

Office 365 is a cloud-based service provided by Microsoft which offers:

- Outlook email, calendar and contact management.
- Online versions of Microsoft Office tools, including Word and Excel, which can be used within a web browser and/or on a mobile device.
- Fully licensed versions of additional Microsoft Office tools that can be downloaded and installed on your computer.
- Cloud based storage with over 5 terabyte (TB) of storage for each account holder via OneDrive.

Q 2. How is it different from Microsoft Office?

Microsoft Office 365 is an online application stored in the cloud. MS Office is installed on a device and accessible from that device only.

Q 3. How can I access Microsoft Office 365?

Microsoft Office can be accessed via <https://portal.office.com>.

Q 4. Is internet access required for Microsoft Office 365?

Yes.

Q 5. What is the Microsoft Office 365 portal?

The Microsoft Office 365 portal is the welcome page presented in the web browser after you have logged into <https://portal.office.com> using your @mytudublin.ie username and password.

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SECTION 1: General

Q 6. I am unable to see the Microsoft Office 365 portal.

If you are unable to see the Microsoft Office 365 portal, please contact your local Support Desk.

Q 7. What if I am unable to see the Outlook and/or the OneDrive icon?

If you are unable to see the Outlook icon and/or the OneDrive icon, please contact your local Support Desk.

Q 8. Will Microsoft Office 365 work with my current version of Microsoft Office?

Office 365 works best with the latest version of Office and for MAC. The supported version is Office 2016 so if you have an earlier version you will need to update to a newer version.

Q 9. Is there a storage limit in Microsoft Office 365?

The mailbox storage limit is between 50GB and 100GB.

Q 10. What is the format of the new @tudublin.ie email addresses for students?

Student email addresses are, in most cases, in the following format studentnumber@mytudublin.ie.

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SECTION 1: General

Q 11. What is the password for my new TU Dublin Microsoft Office 365 account?

CITY CENTRE STUDENTS: The password for your @mytudublin.ie user account will be the same as for your former email @mydit.ie account.

BLANCHARDSTOWN & TALLAGHT STUDENTS: The password for your @mytudublin.ie user account is your current network password.

New students can contact their local Support Desk to have their password reset.

Q 12. I've been asked for self-service password reset (SSPR) when I login. What is this?

SSPR is the acronym for the Self-Service Password Reset service in Microsoft Office 365 and it will enable you to reset your password without the need to contact your local Support Desk. When you register for SSPR at <https://tudublin.ie/password/> you will be required to provide a secondary method of contacting you if you forget your password and need to reset it. If you subsequently forget your password, a link or a code will be sent to you so that you can reset your password yourself.

FAQ for Students

SECTION 1: General

Q 13. I've changed my TU Dublin password and now I can't access Eduroam?

CITY CENTRE STUDENTS: The password for your @mytudublin.ie account is synchronised with the password for your former @mydit.ie account so if you change the password on your @tudublin.ie email account you will need to reconfigure your connection to Eduroam using your new password.

BLANCHARDSTOWN & TALLAGHT STUDENTS: The password for your @mytudublin.ie user account is your current network password.

Q 14. Are any internal systems changing?

You can continue to access all other systems e.g. Moodle, Brightspace, etc. using your current logins.

CITY CENTRE STUDENTS: Don't forget that if you change your @mytudublin.ie account password any application that uses your @mydit.ie user account may stop working for you until you supply the updated password.

Q 15. Who can I contact to get additional support?

If you have any questions, please contact your local Support Desk.

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SECTION 2A: Outlook Client (Desktop)

Q 1. What is Microsoft Outlook?

Outlook is the brand name for Microsoft's product for working with email, calendars and contacts.

The Desktop version of Outlook would be installed on a specific device and available on that device only.

Q 2. How can I access emails sent to my former email address?

CITY CENTRE STUDENTS: You can access emails, contacts and calendar events from your former email address by logging onto your former @mydit.ie account using your student number and current email password.

Q 3. Can I use other versions of Outlook to access my email?

Outlook Web Application (OWA) is TU Dublin's preferred client to access your @mytudublin.ie email.

Q 4. Can I use other email clients to access my email?

It may be possible to configure other email clients, e.g. the mail client on iOS, to access your @mytudublin.ie email, however OWA is the only client currently supported by TU Dublin.

Outlook Desktop App is also supported. Please contact your local Support Desk if you require the latest version of outlook desktop client to be installed on your office machine.

FAQ for Students

SECTION 2A: Outlook Client (Desktop)

Q 5. What is the format of the new @mytudublin.ie email addresses for students?

Student email addresses are, in most cases, in the following format
studentnumber@mytudublin.ie

Q 6. What happens if an email is sent to my former email address?

CITY CENTRE & BLANCHARDSTOWN STUDENTS: If you are a returning student any email sent to your former email address will automatically be re-directed to your @mytudublin.ie email address. Junk email is not be forwarded to your @mytudublin.ie address.

Q 7. How can I access shared calendars?

You will need to ask for the owner of the calendar to share their calendar with you. Detailed instructions can be found [here](#).

Q 8. What happens to the events and activities that have been scheduled in my former calendar?

CITY CENTRE STUDENTS: You can access any events and activities that have been scheduled in your previous calendar by logging into your former @mydit.ie email account using your student number and current email password.

BLANCHARDSTOWN STUDENTS: Your calendar has been migrated so all scheduled events and activities will be available in your new calendar.

FAQ for Students

SECTION 2A: Outlook Client (Desktop)

Q 9. Can I set up forwarding to forward my emails to a private email account?

No, forwarding has been disabled for data protection reasons.

Q 10. My name or my email address is displaying incorrectly - how can I update it?

If your name or your email address is displaying incorrectly, please contact your local Support Desk.

Q 11. I can only see the last year of emails when I use the Outlook Desktop client.

CITY CENTRE STUDENTS: You can access emails from your former email address by logging onto your former @mydit.ie email account using your student number and current email password.

BLANCHARDSTOWN STUDENTS: When the desktop version of outlook is configured with a @mytudublin.ie account, the default is to only display the last year of emails. To show all mails, click on **File → Account Settings** and select **Account Settings** on the drop down menu. In the Account Settings window that opens on the screen, select **Change** and untick the box **Use Cached Exchange Mode**.

FAQ for Students

SECTION 2A: Outlook Client (Desktop)

Q 12. I appear to be missing some of my old emails - where have they gone?

CITY CENTRE STUDENTS: You can access emails from your former email address by logging onto your former @mydit.ie email account using your student number and current email password.

BLANCHARDSTOWN STUDENTS: Microsoft Office 365 Outlook has a feature called **Conversations** which groups all emails with the same subject line and recipients together as **Conversations**. If you were involved in an email thread in Gmail the messages in the thread may now be grouped together as a single conversation. In this case, you may click the chevron/arrow displayed with the email in your inbox. This will expand the current inbox entry to include all the other emails within the **Conversation**.

Q 13. Can I switch off the Conversation mode?

Yes, it is possible to switch off Conversation mode via your settings. Settings are accessible from the Cog or Wheel visible near the top right of the screen. Scroll down to **Conversation View** and click on the **Off** option.

Q 14. How can I access my contacts?

CITY CENTRE STUDENTS: You can access contacts from your former email address by logging onto your former @mydit.ie email account using your student number and current email password.

BLANCHARDSTOWN STUDENTS: If you click the **People** icon either in the Outlook Navigation bar or in the Microsoft Office 365 portal you will be able to access your contacts.

FAQ for Students

SECTION 2A: Outlook Client (Desktop)

Q 15. Will I be able to access email on my mobile phone?

Yes, you can access your @mytudublin.ie email on your mobile phone by using the Microsoft Outlook Application provided for your device. Please note that currently the Outlook App is the only app supported by TU Dublin for accessing email from a mobile device.

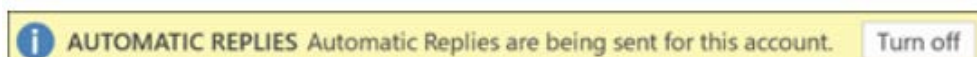
Information on installing Outlook for mobile devices can be found in the [User Guides](https://tudublin.ie/emailproject/students/) here: <https://tudublin.ie/emailproject/students/>.

Q 16. How do I setup Automatic replies in Outlook Desktop?

Visit the Microsoft website [here](#) for more information.

Q 17. How do I turn off Automatic replies in Outlook Desktop?

When Outlook is setup to send automatic replies, you'll see a message under the ribbon with this information. Select **Turn off** to disable automatic out-of-office replies.



Q 18. How do I check spelling my email in Outlook Desktop?

Visit the Microsoft website [here](#) for more information.

FAQ for Students

SECTION 2A: Outlook Client (Desktop)

Q 19. When I 'reply-all' and hit send the sent email appears in my inbox?

BLANCHARDSTOWN STUDENTS: All email that is sent to your former email address has been redirected to your new @mytudublin.ie email address. However, the **to** address on this email will be the original recipient address. Therefore, when you select **reply-all** your former email address will be added to the recipients list. What is happening here is that when you hit **send** the email is being forwarded from your former email address back to your new email address. We recommend that you remove your former email address from the recipients list when you **reply-all** to prevent this happening.

Q 20. How do I import messages into Outlook Desktop?

Visit the Microsoft website [here](#) for more information.

Q 21. How do I create an inbox rule in Outlook Desktop?

Visit the Microsoft website [here](#) for more information

Q 22. How do I forward an email in Outlook Desktop?

The forwarding options in Outlook have been disabled.

SECTION 2A: Outlook Client (Desktop)

Q 23. How do I recover deleted messages in Outlook Desktop?

If you delete a message, it is automatically placed in the **Deleted Items** folder. If you delete items from the **Deleted Items** folder, then those items are permanently deleted. However, from the time of deletion, you have **7 days** to recover permanently deleted items.

Visit the Microsoft website [here](#) for more information.

FAQ for Students

SECTION 2B: Outlook Online Web Application (OWA)

Q 1. How do I setup Automatic Replies in Outlook on my OWA?

Visit the Microsoft website [here](#) for more information.

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Q 2. How do I turn off Automatic Replies in OWA?

Visit the Microsoft website [here](#) for more information.

Q 3. How can I change the look of my mailbox in Outlook.com and the new Outlook on the Web?

Visit the Microsoft website [here](#) for more information.

Q 4. How do I create an Inbox new rule in OWA?

Visit the Microsoft website [here](#) for more information.

Q 5. How do I forward a message in OWA?

The forwarding options in Outlook have been disabled.

Q 6. How do you recover deleted messages in OWA?

Visit the Microsoft website [here](#) for more information.

Q 7. How do I create and add a signature to messages in OWA?

Visit the Microsoft website here for more information.

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SECTION 2B: Outlook Online Web Application (OWA)

Q 8. How do I check spelling in an email in OWA?

Visit the Microsoft website [here](#) for more information.

Q 9. How do you automatically Spell Check an email before sending in OWA?

Visit the Microsoft website [here](#) for more information.

Q 10. I am not receiving any emails in OWA?

Visit the Microsoft website here for more information about accessing emails from Outlook.

Please contact your local Support Desk if you have continued access issues.

Q 11. How do I stop unwanted mail from going into the Junk Folder in OWA?

Select the **Settings** Cog on the **Navigation Bar**. Select **Mail, Junk Mail**. Click **Add** and under the **Category Blocked Senders & Domains** add the sender email address to block.

Q 12. How do I create contacts in OWA?

Visit the Microsoft website [here](#) for more information.

SECTION 2B: Outlook Online Web Application (OWA)

Q 13. How do I remove a suggested name or email from my autocompleted in OWA?

When you send a new message or reply to one, the email address is remembered by OWA and the next time you send a message to that person, you can type just a few letters and it automatically completes for you.

For more information on how to remove suggested names or emails from this Auto-Complete feature in OWA, visit the Microsoft website [here](#) for more information.

Q 14. How do I share a Calendar in OWA?

Visit the Microsoft website [here](#) for more information.

Q 15. How do I share a Folder in OWA?

For more information on folder sharing in OWA visit the Microsoft website [here](#).

FAQ for Students

SECTION 3: OneDrive

Q 1. What is OneDrive?

OneDrive is a Microsoft product that enables you to work with files in the cloud. OneDrive is a cloud location for the storage and sharing of files by an individual user and is available to all students and staff.

Q 2. Can I still access my old files from OneDrive?

BLANCHARDSTOWN STUDENTS: Yes, your OneDrive files will be present in your @mytudublin.ie account. However, they will need to be re-shared if others still require access.

CITY CENTRE STUDENTS: Yes, your OneDrive files will be present in your @mytudublin.ie account if you have accessed your OneDrive account since 01 September 2018. However, they will need to be re-shared if others still require access.

Q 3. Should I use OneDrive going forward?

Yes.

Q 4. Who can access my OneDrive documents?

You are the only one that can access documents etc. in your OneDrive. You can decide to share individual files and folders with others, and you can also revoke access to these documents and files.

FAQ for Students

SECTION 3: OneDrive

Q 5. Is there a storage limit in Microsoft Office 365?

OneDrive provides storage in excess of 5TB for every individual user account.