

How do I get access to my new mailbox? UG and PGT only

I have been informed by email that my mail account has been upgraded. As an Undergraduate or Postgraduate Taught student you may have received an email notifying you that your email account has been upgraded.

- Go to www.itservicedesk.bham.ac.uk and click the **Change Password** link to the left hand side of the screen.
See Knowledge Base article [KB10129](#) for password tips.
- Enter the relevant details and select the button to proceed. An email will be sent you your account to confirm the change.
- You will need to go to <http://outlook.bham.ac.uk> and log in using:
 - Your full email address and your recently changed password
- You should have access to your new mailbox.
See Knowledge Base article [KB12386](#) for help in using Exchange Online

I have **NOT** been informed that my mail account has been upgraded yet. If you have not received an email notifying you that your email account has been upgraded you will be able to request to move your mailbox to Office 365 Exchange Online by following the steps below.

- Go to www.itservicedesk.bham.ac.uk and click the **Change Password** link to the left hand side of the screen.
See Knowledge Base article [KB10129](#) for password tips.
- Enter the relevant details and select the button to proceed. An email will be sent you your account to confirm the change.
- Log in to the Service Desk www.itservicedesk.bham.ac.uk
- From the **Make a request** link in the **Self Service** area
- Select **Move mailbox to Office 365** from the **Communication and Collaboration Service** area
- Once you have read through the details **tick** to **confirm** that you have understood the terms and conditions and click **Submit**
- You will be notified of your request and removed accordingly
- You will need to go to <http://outlook.bham.ac.uk> and log in using:
 - Your full email address and your recently changed password
- You should now have access to your new mailbox
See Knowledge Base article [KB12386](#) for help in using Exchange Online

How do I access my mailbox as a PGR student?

The Office 365 Exchange Online service is not available for Postgraduate Research students, whose mailboxes and data will be retained on campus based email systems. You will still be able to access your mailbox in the usual way at mail.bham.ac.uk and will also have access to some of the Office 365 features.

What do I get with Office 365?

Under Graduate (UG) and **Post Graduate Taught (PGT)** Students will have access to all of the below features of Office 365.

Post Graduate Researchers (PGR) will not have access to Exchange Online and Lync as their mailboxes and data will be kept on premise but will still have access to all other features.

You will have access to:

- The latest Office desktop applications for up to 5 devices
- Exchange Online mailbox (*UG and PGT students only*)
- Lync instant messaging IM (*UG and PGT students only*)

Where do I go to access the Office 365 features?

Firstly you will need to change your password via the Service Desk www.itservicedesk.bham.ac.uk Once you have done this you can access Exchange Online. Once you have changed your password your account will be activated and you can access Office 365 features at <https://login.microsoftonline.com> using your full username @student.bham.ac.uk to log in.

How can I download my free copies of Office? All Students

Once you have changed your password your account will be activated and you can access Office 365 features at <https://login.microsoftonline.com> using your full username @student.bham.ac.uk to log in.

You will need to log in:

- Using your full email address
- Your recently changed password
- Select your preferred language and click **Install**.

See Knowledge Base article [KB12385](#) for help in installing and using Office 2013

Will my subscription expire?

When students graduate, their Office 365 subscription through the institution will end. When the subscription ends Office 365 will still be available for 30 days but with a reduced functionality.

You will have an additional 30 days to purchase Office 365 before your account information is erased.

Is Internet access required for Office 365?

Internet access is required to install and activate Office 365 and to manage your subscription account. Internet connectivity is also required to access Office 365 cloud productivity services, including email.

Your desktop version of Office is also automatically kept up to date and upgraded when you connect to the Internet, so you always have the latest tools to help you work.

How is Office 365 different from Microsoft Office?

Office 365 is a cloud based subscription that offers access to services such as Exchange Online and also offers multiple licenses for the latest desktop version of Office.

Does it cost anything?

No, as long as you remain a student studying at the University of Birmingham it will not cost anything.

Will my e-mail address change?

Yes all existing student email addresses will be changing to **@student.bham.ac.uk**.

All mail sent to your previous **@bham.ac.uk** address will deliver to your new **@student.bham.ac.uk** address and there will be a seamless transfer from your current email account.

What will happen to mailing list subscriptions I have?

As part of the University's transition to Office 365, your email address has changed from username@bham.ac.uk to username@student.bham.ac.uk. As such, you may need to re-subscribe to some mailing list subscriptions with your new email address.

See Knowledge Base article [KB12384](#) if you are subscribed to a large number of lists

Where is my email stored?

Email is stored at Microsoft's European Data Centres

See Knowledge Base article [KB12382](#) for more information on data storage

Can I access Office 365 features over the web or from my mobile device?

Yes you will be able to access the following:

Office 365 Features	Mobile Devices	Online	Desktop Machines
The latest version of Office Lync	Through the Office mobile app	Currently there is no Office online feature available	On up to 5 devices including mobiles and PCs
	Through the Lync Online App	Currently there is no Lync online feature available	Lync is made available when downloading the latest version of Office
Email	By setting up an active sync email account	Through Exchange Online	Through Exchange Online or through Microsoft Outlook

Where can I go for help?

You can access the Service Desk and the Knowledge Base for help in setting up and using your Office 365 account.

www.itservicedesk.bham.ac.uk

You can access the Office 365 Support Pages at

<https://intranet.birmingham.ac.uk/it/services/office365>

Are there any requirements for Office 365?

Windows - Windows 7 or later, 1gb ram (32bit) 2gb ram (64bit) with a 3gb minimum disk space.

Mac – OS X version 10.5.8 or later, 1gb ram, 2.5gb minimum disk space.

iPhone – iPhone 4 or above running iOS 6.1 minimum.

Android – Touch enabled smartphones only running OS 4.0 or above

Can I opt out of Office 365?

If you do not wish to be upgraded to a new 50GB mailbox and have access to all of the Office 365 features including Student Advantage you can choose to opt out.

Log in to the Service Desk www.itservicedesk.bham.ac.uk

- From the **Make a request** link in the **Self Service** area
- Select **Opt out of Office 365** from the **Communication and Collaboration Service** area
- Once you have read through the details click **Submit**
- You will be notified of your request and removed accordingly

If you have any problems please get in touch with the IT Service Desk

Opening Hours:

Mon - Fri 09:00 - 21:30

Sat - Sun 10:00 - 18:00

(Vacation times may vary)



www.itservicedesk.bham.ac.uk

0121 414 7171