

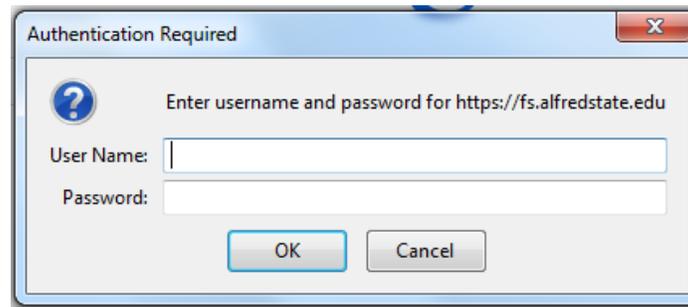
Webmail Start-Up Guide and FAQ

First Login

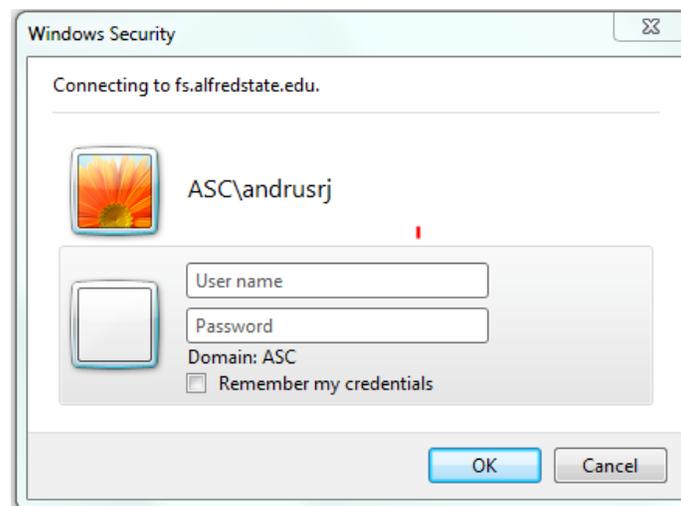
To navigate to the Alfred State College e-mail system, the user can either go to webmail.alfredstate.edu or perform the following:

1. Go to www.alfredstate.edu
2. Select “my.AlfredState”
3. Once redirected, select “Webmail” dropdown, then select “Student”

At this time you will see one of two pop ups: One pop-up will look like the one below and will appear as though already connected to the Alfred State College domain. In these text boxes enter your Alfred State network username (username@alfredstate.edu) and password.



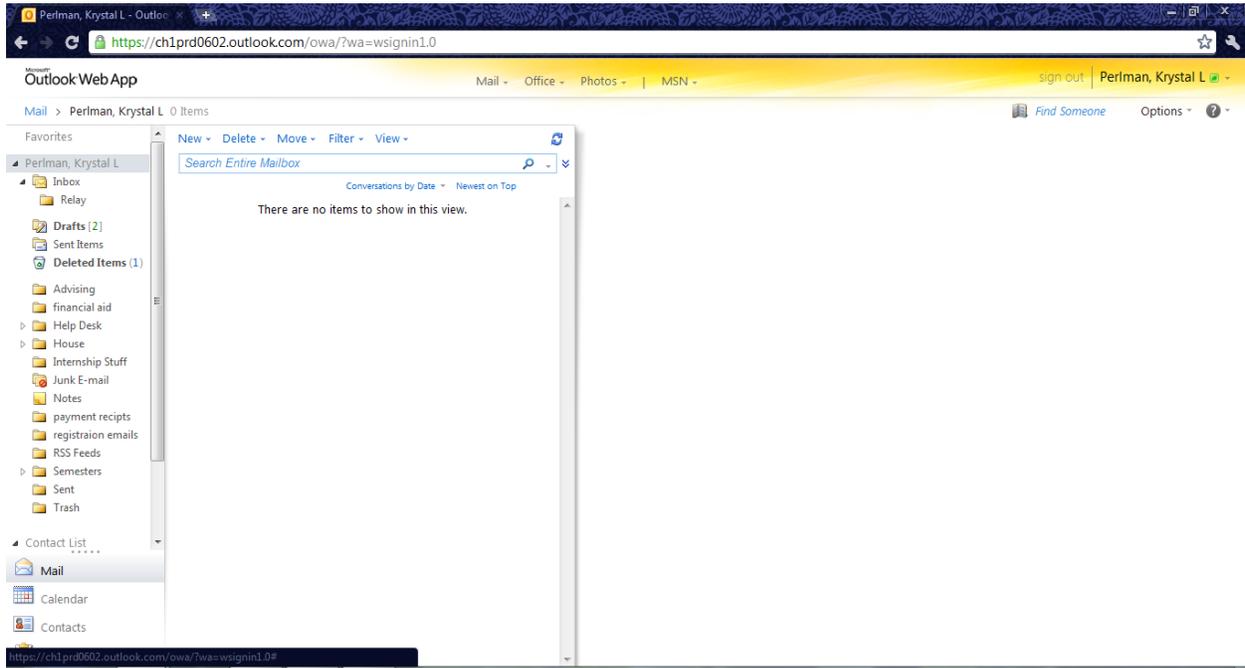
Another pop-up that you may see is the one below. In this pop up select “Use another account” and enter your Alfred State username (username@alfredstate.edu) and password. Be sure to enter your username in the `asc\yourusername` format. If done correctly, under the password text box, the “Domain:ASC” should appear as below.



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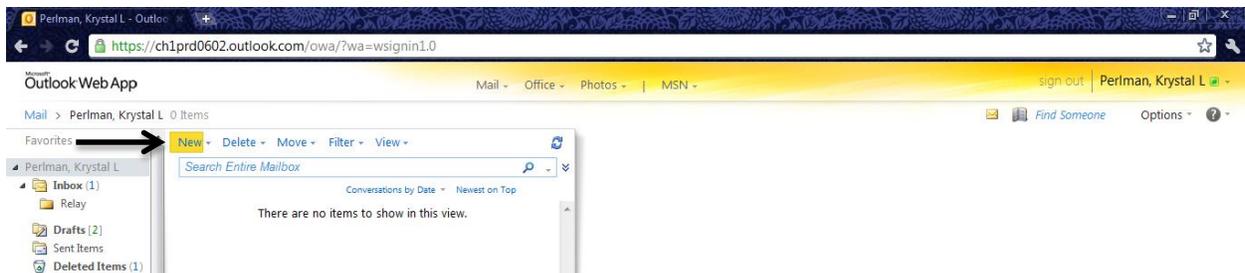
When you in for the first time, it will ask you for your birthdate and country, then your inbox will open.



Basic Navigation

Creating a new e-mail

To create a new email from your live.com mail box, click on the new button located at the top of the screen. This will open a new window where you can compose your message.

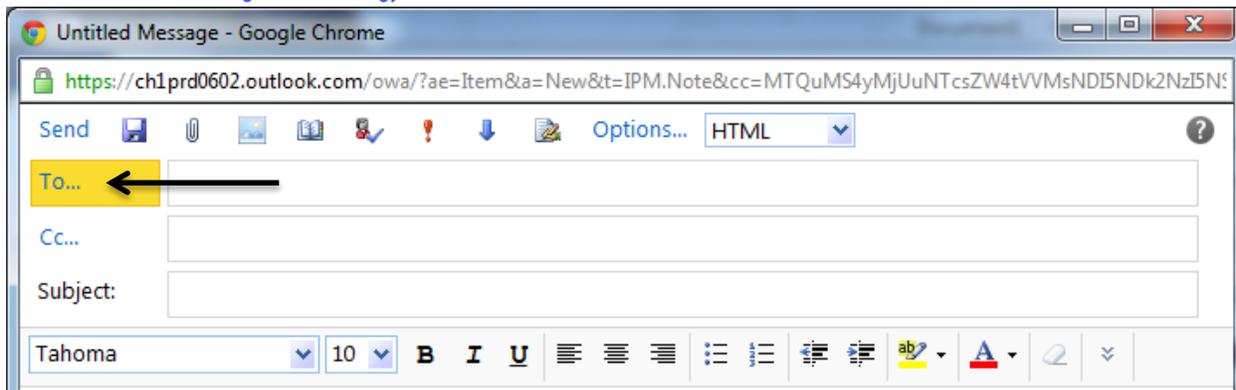


If you do not know the address of the person you would like to send a message to, you can click on the "To" button and they will bring up the schools address book. From here you can search for the name of the person you would like to send an email to and it will give you their e-mail address.

If you are still having trouble please contact the Help Desk located in the basement of the Hinkle Library
Phone: (607) 587-4357 (HELP) | Email: HelpDesk@alfredstate.edu

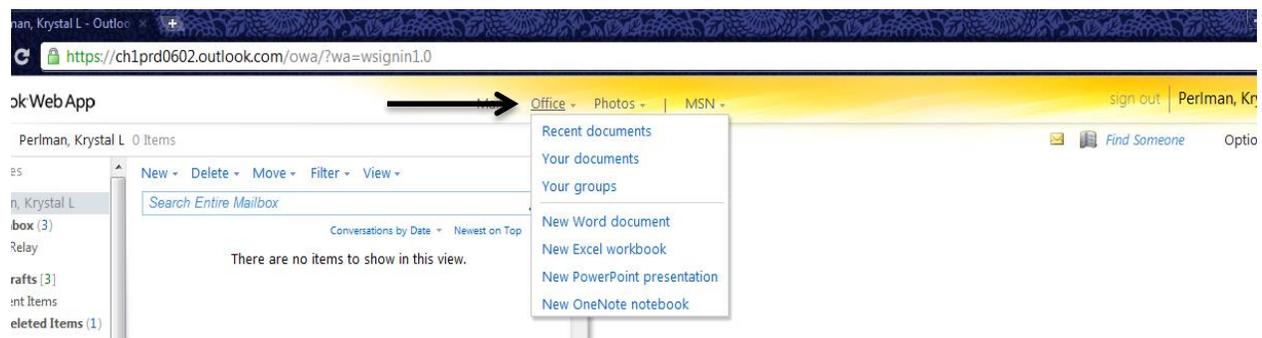
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Using office products from your live account

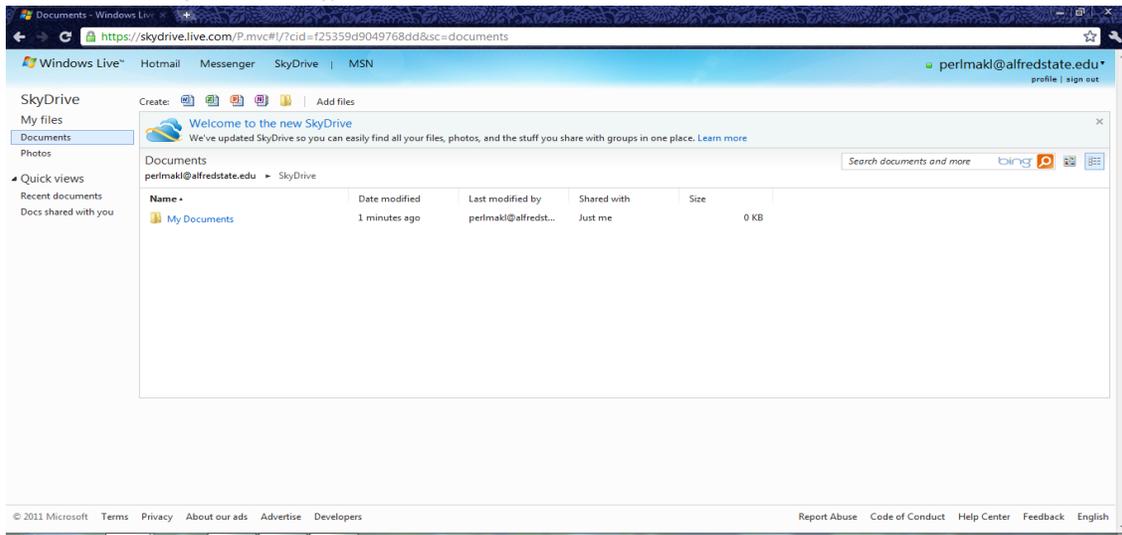
One of the advantages of having Live@edu accounts for the student is that they can create files right from the web interface. Student can click on the office dropdown menu at the top of the screen and quickly create a Word document, Excel Workbook, PowerPoint Presentation, or OneNote Notebook.



When creating a new document this will bring the student to their SkyDrive, which is where the new document will be saved once they have named it. They will then be able to access their SkyDrive from any computer with an internet connection. The home screen for the SkyDrive will look like the image below.

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Setting up your Live.com E-mail on a Smartphone or Tablet

Exchange ActiveSync

If you would like to use Exchange ActiveSync to receive email on your Smartphone or tablet you will need to enter the following settings

Username: username@alfredstate.edu ** you need to make sure you put "@alfredstate.edu" or it will not allow you to connect.**

Password: Your ASC NetID

Server: Outlook.com

Enable SSL, and accept all certificates.

POP/IMAP

To connect to your Live.com e-mail account using POP or IMAP you will need to configure the following server settings.

POP Settings

Server name: pod51011.outlook.com

Port 995

Enable SSL

IMAP Settings

Server name: pod51011.outlook.com

Port 993

Enable SSL

SMTP (Used as the outgoing mail server)

Server name: pod51011.outlook.com

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Port 587

Encryption: TLS

Frequently Asked Questions

How big is my e-mail box?

Students now have a 10GB e-mail box

Will all of my e-mail be transferred to my new mailbox?

Yes, any mail and calendar appointments you had in your old webmail account will be transferred to your new Live.com account.

What will happen if I already had a Live.com account with my Alfred State e-mail address?

Users who have previously set up a Live.com account with their Alfred State e-mail address need to use an alternate email address (ex: Gmail, Hotmail, etc.) in order to maintain their Live.com account. The next time they log into Live.com it will prompt them to change their email address.

What can I store on my SkyDrive?

Your SkyDrive can be used to store anything you would like, such as documents you would like to access from anywhere, files and pictures. Each Student has a 25GB SkyDrive.

What happens if I delete something from my Sky Drive on accident?

Unfortunately there is no way to recover lost items from your Sky Drive so please be very careful when removing items from your Sky Drive.

Can I get my e-mail on my smart phone?

Yes, please see the section on setting up email for phones.

I cannot access Blackboard since my mailbox has been moved, what should I do?

If you are unable to log into Blackboard after your mailbox has been moved, you will need to first log into NetID and change your password, then login to Live.com before you will be able to log into Blackboard.

Do I need to create a new Live.com account if my mailbox has been moved?

No, you do not need to create a new account, simply follow the instructions for logging into your live account using your Alfred State username.

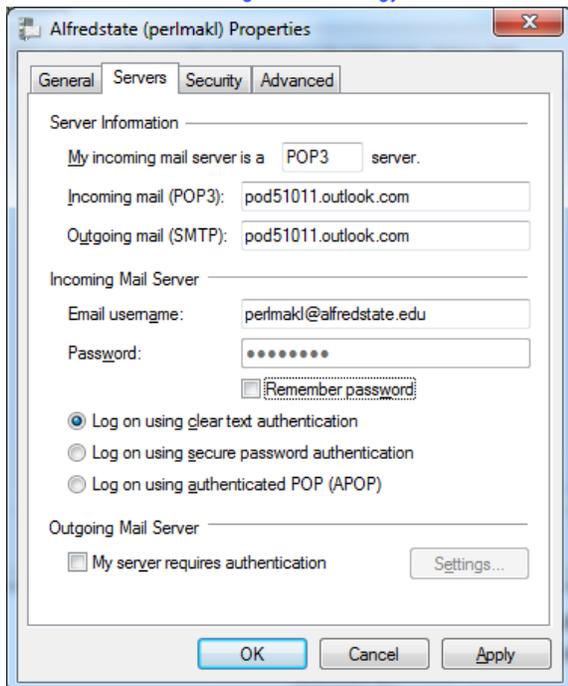
Is there a desktop client I can use to check my e-mail?

Yes, you can download the desktop client by navigating to <http://explore.live.com/windows-live-mail?os=other> and click the download button. Once Windows Live Mail 2011 is installed it will ask you to add an e-mail box. Below is an image of the settings that should be used. In the Username box make sure you enter your full username (ex: Perlmakl@alfredstate.edu) and your NetID password

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