Dear Students,

Microsoft has announced that the Live@edu service which handles your email account at Victoria University will end in September 2013. As such, Victoria University will shortly move all student email accounts from Live@edu to Microsoft Office 365.

The Victoria University email account migration is scheduled to commence 5/07/2013 and be completed by end of July.

What does this mean for you?
After the upgrade you will have two separate accounts which will initially be accessed with the same user name and password that you use to access your current Live@edu student email account. These accounts are summarised below. You will continue to use Microsoft Outlook Web App or Microsoft Outlook to view and send email, but you will sign in at a different website.

1. **Office 365 account.** This account gives you access to your Victoria University email with up to 25GB of email storage space. Victoria University will create and manage this account for current students, including reset of your password as required.

2. **Personal Microsoft account.** This personal account will give you access to all your existing SkyDrive content, Messenger, and other Microsoft services. [Note that Victoria University will no longer administer this account. As a result, we cannot reset the password for you which means resetting your MYVU Portal or Active Directory (AD) - Password will not synchronise to this account]

You are advised to add an alternate email address for your Live@edu account so that it will be easy to reset your Microsoft account password if you forget it during or after the migration. For information on how to add an alternate email address, see [why do I need to add security info?](#)
How to get ready for the upgrade?
Complete the following steps:

1. If you are using Internet Explorer 6 or 7, upgrade to a newer version of Internet Explorer. This can be downloaded from http://www.microsoft.com/en-au/download/ie.aspx?q=internet+explorer

2. If you use Outlook to read your email and you are using Microsoft Office 2003, upgrade to Outlook 2007 or Outlook 2010 to continue using Outlook. You can purchase a new version from an external retailer or from the Microsoft Online Store. Refer to step 1 below if you do not wish to purchase a new version.

What you need to do after the upgrade?

1. Access your student email via myvuportal.vu.edu.au or alternatively at vu.edu.au/studentmail


Please note that upon your first access following the migration of your email account you may be asked to change your password. This is due to changed password rules which apply to Office 365 email accounts. If you need to change your password, you will be assisted in choosing an acceptable new one.

During the upgrade

When the upgrade process starts you will continue to be able to access your email, SkyDrive, Skype (Messenger), and other Microsoft services. However Victoria University will not be able to add, delete, or modify student accounts, or reset passwords.

INFORMATION AND SUPPORT

- For more information about the upgrade, see the Checklist for users.
- If you have questions or need help, contact ITS Service Desk at servicedesk@vu.edu.au.

Kind Regards,

ITS Service Desk
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