Microsoft Office 365 Email

Microsoft Office 365 Outlook is a web-based email service that enables you to access your LSBU student email from any computer connected to the Internet.

Accessing your Microsoft Office 365 email

You can sign in to your LSBU email account through the student portal My LSBU.

1. Go to the student portal www.my.lsbu.ac.uk

2. Click on Student Email in the top right-hand corner of the page.

If you are off-campus:

You will be redirected to a secure login page.

Enter your LSBU username and your usual LSBU password.
**Microsoft Office 365 Email**

![Windows Security dialog box]

**Please note:** If this does not work, type your **full LSBU email address** and then your **password**.

3. **Your email will open with Outlook.**

![Outlook inbox]

**Please note:** Your email might look slightly different to the example above, depending on which web browser you are using.
Checking and managing your emails and Dashboard

New emails will automatically appear in your Inbox. Your tutor and other LSBU staff will only use your LSBU email address, so please check your LSBU email regularly. The main Microsoft Office 365 Outlook screen is shown below:

- Click on New to begin a new message.
- New emails appear here. Under Filter click on Unread to view all your unread emails. You can also sort your emails by Date, by who they are From by Size and other options.
- Click on the arrow if you wish to Reply or Forward a message. Click on Reply All only if you want to include all recipients of the original message.

This is the navigation pane. Currently the Inbox is selected and its contents displayed. Click on other folders to view their contents. Please note: If this is not the view you see click on More.

Emails appear here. To read a message, simply select it and the message will appear in the reading pane on the right-hand side. Double-click a message to open it in a new window.

This is the reading pane, where a preview of your email appears.
**Microsoft Office 365 Email**

**Office 365 App Dashboard**

You can easily access basic online versions of Microsoft Office 365 applications from your LSBU email account.

Click on the blue menu square to access your Office 365 Apps – a mini dashboard opens.

You can also click on **Office 365** in the menu bar to access the main dashboard.
Your Office 365 includes the following applications:

- **Office Suite**: Word, Excel, PowerPoint, OneNote
- **Exchange Online**: Email, Calendar, Tasks
- **OneDrive**: 1TB (Terabyte) cloud file storage. For further information, see help sheet 15c Microsoft OneDrive.
- **Delve**: social document discovery, helps with finding Office or SharePoint documents
- **People**: your personal contacts and address books
- **Newsfeed**: social networking tool for collaboration and communication
To compose and send an email

1. To open your address book click on To: then double-click on a name and it will be added as the recipient. Alternatively type the full address into the To: field.

2. Type a Subject line

3. Click here and type the main body of your email.

4. Click on INSERT (the paperclip icon) to attach any file.

5. Click on SEND.
**Opening emails, viewing attachments and replying**

When a new email appears in your Inbox, you can single-click to view the message in the reading pane or double-click to open the message in a new window.

Click on **REPLY** to reply to this message – choose this from the dropdown menu.

Be careful about selecting **REPLY ALL** next to it, as this will send your message to all recipients of the original message.

To view an attachment: right-click the attached file and select **Preview** or **Download** or select **Save to OneDrive** – London South Bank University

**Other email addresses**

You should use your LSBU email account for all email correspondence with the University. This is in accordance with the **Email Usage Regulations** which state:

“All email communication between staff, staff and students, Faculties and students, students and the University must normally be carried out using the LSBU email system as this is the only way in which an audit trail for the email message(s) can be provided”.


The University is not responsible for the handling of email by external email service providers. Please use your personal email account for non-university email only.
Microsoft Office 365 Email

Your email folders

In your email account you have a group of folders. By default you are provided with an **Inbox**, a **Drafts** folder, a **Sent Items** folder, a **Deleted Items** folder and a **Junk E-mail** folder.

If you are writing an email and you wish to finish it later, you can click on the **More actions** button ●●● and then on **Save draft**. This will save the message to the **Drafts** folder.

When you send a message it is automatically saved in your **Sent Items** folder.

When you delete a message it will go to the **Deleted Items** folder.

It is a good idea to check your **Junk** folder regularly, especially if you are expecting an email that has not arrived.
Setting up new email folders

You can set up new folders to store and organise your email correspondence. For example, you could set up a folder for all messages regarding a particular subject or project. To set up a folder take the following steps:

1. In the navigation pane, select the folder where you want the new folder to appear.

2. Right-click the folder and select **create new subfolder** from the shortcut menu.

3. Type a **name** for your folder (for example Dissertation) and press the **Enter** key to confirm.

4. You can also **move** messages between folders. To do this you can right-click on the message, select **Move** and then select the folder you want to move it to. Alternatively, you can simply **drag and drop** the message into another folder.
There are many other options available in your email account. You can access these by clicking on the **Settings** icon on the right-hand corner of the window.

Then select Mail under Your app settings.

Your **Options** page will then open.

From here, you can choose different settings for your email.

For example, you can set up an **Email Signature** that will be included at the end of your messages.

You can format your signature as you wish and include any required information such as a contact phone number.
Some of the main options such as inbox rules, automatic replies and delivery reports are in Options → Mail.

You can search for certain settings by typing keywords in the settings search box.

**Sign out**

When you have finished using your email, it is important that you remember to **sign out**, especially if you are working on a shared computer. This will ensure that nobody else can view your messages.

To sign out, click on your name displayed at the top right-hand corner of the screen and then on **Sign out**.

**Please note:** if you are on a university computer, you will not be able to sign out, but will be automatically signed out once you log off the computer.

**After you leave LSBU**

Your LSBU email account does not last forever! **Your email will be disabled 1 year after your course has finished.** Please make sure you **back up any important attached files** and to **forward any important information to your personal email address**.

For further information and support contact:
Tel: 020 7815 6678
Email: llr-ithelpdesk@lsbu.ac.uk
Visit: Student IT Support, 1 West, Perry Library

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