



New eMail System - FAQ

Q: How do I log in to my new email account?

A: All faculty, staff & students access their new email through the University portal, PirateNet. When you login to PirateNet an icon labeled "Outlook" is available along the top, just below the PirateNet banner. Click the icon and a new window will pop up and take you directly to your new email.



Q: What is Microsoft Live and how do I get to it?

A: Microsoft Live is a bundle of services offered over the web for SHU community members to collaborate and share information. These resources are available via the "myInfo" tab in PirateNet. Here you will be directed to each of the new services, including:

Office Live Workspace - Office Live Workspace is your online place to save, access, and share documents from anywhere.

SkyDrive – 25 GB of free storage to access from any online PC or Web-enabled mobile device. You can create folders to post both private and public files, share photos, create bookmarks to your favorite websites, and more.

Spaces - Customize your own space on Windows Live with dozens of themes and modules. Use your space to show off all the things you do on Windows Live, like your latest blog posts or photos you've published, files you've shared, or lists of music, books, and movies.

You can learn more about these services and the many others that your MS Live account provides at:
<http://home.live.com/allservices.aspx/>

Q: How do I activate my MS Live account to access MS Live resources?

A: Clicking on any of the MS Live links in the "myInfo" tab of PirateNet will bring you to Microsoft's sign-up page. The steps to activate your account are illustrated in the following SHUTUBE video.

http://www.shu.edu/shutube/video.cfm?customel_datapageid_68659=139549

Q: Do I need any special software to access the email system or any of the MS Live resources?

A: No, all you need is an internet connection and a web browser. To take full advantage of all of the functionality of both systems, Microsoft recommends that you use Internet Explorer 7.0 or higher.

Q: When sending email, is there a size limit on attachments?

A: Yes, the maximum allowable file size for this system is 10 MB, you cannot attach a file larger than that. However, you can use your MS Live resources to share much larger files.



Q: What is my new email address?

A: Your new email address is your first name dot your last name@shu.edu (e.g. John.Smith@shu.edu). If there is more than one person with the same name, a number will be added to the address to make it unique.

Q: How was my new email address assigned to me?

A: Your email address is created based on your legal name in the Banner HR system.

Q: What happens to my employee email account if I leave my position but stay on as a student?

A: Your employee account will be disabled. A new student email account will be created and will have all of the properties of a student account. E.g. John.Smith@shu.edu would be changed to John.Smith@student.shu.edu.

Q: What happens to our department's groups and email addresses (e.g. tltc@shu.edu)?

A: You will continue to access those email accounts via Lotus Notes until a time is chosen to migrate those accounts to MS Exchange.

Q: I have a SHU issued Blackberry. What will happen to it once I migrate to the new email system?

A: A technician will handle migration of your email account on the Blackberry. Your stored phone numbers and email addresses will be restored, as will most, if not all of your third-party applications (Google Search, etc.). Any saved settings (font size, ringtones, etc.) and theme choices will be reset to the Blackberry default.

Q: How long can I stay in the new systems before I am timed out for security reasons?

A: Currently, you are timed out of PirateNet (including Blackboard and MS Live) after being logged in for two hours. If you are reading email via PirateNet, you will automatically be timed out after 1 hour of inactivity.

Q: Does my password expire? If so, when?

A: No, not at this time. DoIT is currently reviewing all security policies and this policy is subject to change. If a change is coming, the community will be notified.

Q: How do I change my password?

A: To change your password, simply click the 'Change My Password' link located in the PirateNet Login box, <http://piratenet.shu.edu/>, and follow the instructions. You need to know your current password to make the change.

Login [help]

Username

Password

Change My Password