

Notre Dame Announces Live@edu E-mail for all Students!

We are pleased to announce that all Notre Dame students are provided a free, feature-rich, web-accessible e-mail account sponsored by Microsoft and the College. The new system is built on Microsoft's Live@edu collaborative system. Although Notre Dame is still responsible for creating each account and connecting it to the campus from a collaboration perspective, students will now have access to a powerful, flexible system with plenty of disk space and many additional features. Notre Dame students are expected to use their Live@edu e-mail account in order to ensure you receive information from your teachers and advisors, as well as all other communication regarding student bills, registration, student life, etc.

What is Live@edu?

Live@edu is Microsoft's new and e-mail, collaboration and communication system. The system includes a powerful anti-spam utility that will help protect our students as they communicate with faculty, staff and other students at Notre Dame, and with friends and family. Additionally, this system reflects our Notre Dame branding and is granted to students for life.

Why is Notre Dame moving to Live@edu?

The "old" E-mail system currently made available to Notre Dame students is limited and does not include many of the features we have been asked by students to provide. Live@edu provides those features. It includes more space, resources, and a reliable anti-spam and spyware feature. The amount of equipment and resources needed for maintaining the hardware alone justifies moving from on-campus system to an external resources.

The current or "old" system provides each student with 35 MB of resource space. The new system offers each student 10 GB of disk space as a starter. With the introduction of almost 25 GB of SkyDrive space provided, this move represents almost 1,000 times the amount of storage space for our students! Also, Microsoft promises to add more resources and features. Our students will finally have the resources to support their College work, team projects and personal contacts all in one Internet-accessible system.

Microsoft's SkyDrive and Spaces utility is a powerful tool designed to make it easy for students to setup workgroups and to share documents and photos online, and work in various groups that they may design and control. Live@edu brings high availability and connectivity with Macs, mobile devices and various Internet browsers. For a complete list of features please visit <http://my.liveatedu.com/>

When does this begin?

Live@edu begins now! It is up and running. Student accounts are created automatically after students are registered. New students receive information regarding their account as a part of their IT welcome letter; returning students will receive various communications, including brochures, e-mail messages to their current ndm.edu account and appropriate posts on Blackboard. The Notre Dame portal site

(portal.ndm.edu), accessible through ndm.edu or by linking directly to it, will provide details for students regarding use, tips and important links. Also flyers will be set up all over campus.

Returning students will receive instructions on switching from using Notre Dame's current Outlook Web Access-only system (OWA) and moving to the new Live@edu system. Although the format of student email addresses will change to end with @live.ndm.edu, either the former (@ndm.edu) or the new (@live.ndm.edu) address will direct e-mail to the student. Distribution lists in the Global Address List will be unaffected.

Students are expected to log into their e-mail accounts and move all e-mail they wish to save from their "old" account to their Live@edu account. A determination will be made in late September as to when all accounts on the "old" system will be deleted. Please be on the lookout for this vital information.

Important Dates to Know:

- August 1 – Live@edu system activated at Notre Dame.
- August 20 – New students provided ability to migrate e-mail messages from "old" account to Live@edu.
- TBD (mid-September) Student Email accounts in the "old" system will be set to auto-forward to their corresponding Live@edu accounts. This will ensure that any e-mail messages sent to a student's "old" account will be forwarded to their Live@edu account.
- TBD – All student accounts in the "old" system will be deleted. This determination will be made in late September and announced to the community.

How do students move to Live@edu?

All students on the Live@edu system will be using a new email address format. The new format has a new domain name: @live.ndm.edu. The username portion of the email address will stay the same and include student's first initial, last name and a number. To access the new Live@edu system students should go to portal.ndm.edu.

First time logging into Live@edu

Students are encouraged to login as soon as possible and provide basic information necessary to complete their enrollment process for their Live@edu account. Students should visit portal.ndm.edu and login using their new email address: i.e. username@live.ndm.edu. The Live@edu password is the same as the initial password given to students. This unique value is generated by Information Technology. If students have forgotten the formula used, please contact the IT Help Desk for a reminder. All new students are provided this formula as a part of their IT welcome letter. During the first login, students will be asked a series of security questions and then be granted access to the new system.

New Students

New students who registered for classes for the Fall 2009 semester **after August 1** have been provided accounts only in Live@edu that may be accessed at portal.ndm.edu. New students who have registered for classes for Fall 2009 semester **before August 1** have e-mail accounts created in both systems. If you already began using your e-mail account on the "old" system, you should move e-mail messages to the new Live@edu system (steps to do this are outlined in the 'Existing/Returning Students' section below). If you have previously received a welcome letter with your e-mail address, please be aware that your new Notre Dame e-mail address is now @live.ndm.edu (not @ndm.edu) The initial password is the same as in the letter. If students have forgotten the formula used, please contact the IT Help Desk for a reminder.

Existing/Returning students

Students registered for classes for the Fall 2009 semester who already have an existing e-mail account will be provided with a new Live@edu e-mail account. You should log in and move your e-mail to your Live@edu account as soon as possible. At a later date your "old" Notre Dame email account will be set to automatically forward your e-mail to your Live@edu account. If email forwarding is currently configured from your account, please see the 'Forwarders' section below.

Two options exist to move current email to Live@edu:

- 1) Manually forward e-mail to Live@edu, or
- 2) Use POP Download (see **POP Download** section, below) POP Download will automatically transfer e-mail from the Inbox folder only and **NOT** other folders, including Contacts, Calendar, Sent Items, etc.

POP Download

This option allows the Live@edu system to automatically transfer messages from the "old" Notre Dame e-mail account (Inbox contents only) to the new Live@edu system. To move e-mail messages from other folders you must move those emails to the Inbox folder first.

Detailed instructions regarding how to move your E-mail from your "old" account can be found by linking to <http://portal.ndm.edu> and selecting Live@edu Help.

Forwarders

If you have previously configured email forwarding from your "old" Notre Dame account to another account, forwarding will stop on one of two dates depending on which option was used to setup the forwarding.

If you filled out the online request form, your forwarding will stop when all student accounts in the "old" system are deleted (see 'Important Dates to Know' section under the 'When Does This Begin' section above).

If you configured forwarding through 'Rules in Outlook Web Access', your forwarding will stop when Information Technology sets up auto-forwarding for the system (see 'Important Dates to Know' section under the 'When Does This Begin' section above).

If you wish to configure forwarding in your new Live@edu account, add the address to forward to into your Contacts and then create a rule that forwards all messages to that address. Detailed instructions regarding how to configure forwarding from Live@edu to another e-mail system can be found by linking to <http://portal.ndm.edu> and selecting Live@edu Help.

Non-registered and Withdrawn students

If you are a current student who is not registered for classes for Fall 2009 semester or a withdrawn student, you will not be provided a Live@edu account at this time. You will have access to your “old” Notre Dame email account until all student accounts in the “old” system are deleted (see ‘Important Dates to Know’ section under the ‘When Does This Begin’ section above). If you expect to register for classes at Notre Dame in one of the upcoming semesters (Winter, Spring, Summer 2010) and would like to request a Live@edu email account, please contact the IT Help Desk at 410-532-5200 or HelpDesk@ndm.edu with your detailed request. Please allow several weeks for processing.

Faculty and staff

Faculty/staff email accounts will not be affected by this transition. Although the format of student email addresses will change to end with @live.ndm.edu, either the former or the new @live.ndm.edu address will direct E-mail to the student. Distribution lists in the Global Address List will be unaffected.

Alumnae

If you have recently graduated from College of Notre Dame and still use your email account on the “old” system and would like to be provided a Live@edu email, please contact the IT Help Desk at 410-532-5200 or HelpDesk@ndm.edu with your request. Please allow several weeks for processing.

Information Technology department will continue to make this transition as seamless as possible to the entire community and is excited about all the new rich features that Notre Dame students will be able to enjoy!

Need Help?

- Visit our portal site at <http://portal.ndm.edu>, or
- Send e-mail to helpdesk@ndm.edu, or
- Call the Help Desk at **410-532-5200**