

Student FAQ

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Acceptable Use Procedure

Colorado Community College System Student E-mail Acceptable Use Procedure

Summary

Colorado Community College System (CCCS) recognizes the increasing need and reliance on electronic communication. Due to the reliance, cost-effectiveness, and improved productivity a CCCS assigned student E-mail account shall be set up as the primary means of communication and will be considered an official communication standard between students and college faculty and staff. The System expects that students sign in and check their college issued e-mail account on a frequent and consistent basis as students are responsible for all information sent to them via their system-assigned E-mail account. This account is free of charge and currently is active for life.

The use of the student E-mail is a privilege, not a right; and the System maintains the right to limit access. E-mail is subject to disclosure to third parties through subpoena or other processes including the Colorado Open Records Act (CRS § 24-72-201 et seq.),

Acceptable use

The primary use of the CCCS student E-mail system is for purposes relating directly to education and the CCCS. E-mail should be considered the same as printed communication and should meet the same standards of taste, professionalism, accuracy and legality that are expected in printed communication.

Students may redirect email to another e-mail address. If a student wishes to redirect from his or her official address to another e-mail address it is their responsibility and they may do so, but at his or her own risk. The CCCS will not be responsible for the handling of e-mail by outside vendors. Having e-mail redirected does not absolve a student from the responsibilities associated with communication sent to his or her official e-mail address.

Examples of unacceptable use are listed, but not limited to, below:

- All use of e-mail will be consistent with the general administrative computer use procedure (SP 125c)
- Fraudulent, harassing, threatening or libelous messages and inclusion of personal or sensitive information about individuals without their consent
- Spamming, distribution of Junk mail (e.g. random mail, chain letters, etc.); Distributing unsolicited advertising
- Obscene, profane, abusive, defamatory, derogatory, threatening, or sexually explicit language or graphic representation

- Statements or graphic representations that may be construed as discriminatory or offensive by reference to race, national origin, gender, religion, age, disability, sexual orientation, or other legally protected criteria
- Propagation of computer worms or viruses
- Commercial activities and other activities conducted for personal gain
- Religious causes
- Solicitations not approved by the System
- Political fundraising or lobbying
- Violating any federal, state, or local law/regulation, or System procedure/procedure.

E-mail harassment

- If you are being harassed via E-mail, immediately notify your college's student services department.
- It is also the responsibility of all students to report any potential misuse of the college E-mail communications services. Inquiries and concerns can be reported to *(insert contact position)*.

Consequences for Violation

Violations of this procedure may result in disciplinary action in accordance with student code of conduct procedure and may include any appropriate legal action.

Monitoring

System and network administrators and their authorized employees *may* monitor the use of E-mail resources to help ensure that uses are secure and in conformity with this procedure. Administrators reserve the right to examine, use, and disclose any data found on the system's information networks in order to further the health, safety, discipline, or security of any student or other person, or to protect property.

What is Microsoft Exchangelabs.Com

Exchangelabs.com is an expanded and enhanced service offering of Microsoft Live@edu which provides students and alumni with a set of free hosted communications and collaboration services i.e. e-mail. Other services which are provided under Windows Live will be coming soon and will work in collaboration with the ExchangeLabs login id.

Please explain how data is physically secured. For example: Is the data center locked down to authorized individuals? Are emails encrypted on local disk?

Data is stored on Microsoft servers where all the common Microsoft practices for security are followed. Microsoft does thorough security testing; Microsoft has third parties do penetration testing; Microsoft uses best practices to maximize security of the servers and prevention of unauthorized network access; Microsoft only allows select personnel with approved clearance to have access to the live site.

Will someone from Microsoft be reading my email?

No, Microsoft will not read your email. See Microsoft's statements on this at <http://privacy.microsoft.com/en-us/default.aspx> and <http://privacy.microsoft.com/en-us/fullnotice.aspx>. While an automated process indexes your email content for fast search retrieval, no humans at Microsoft will be looking at your email.

Will Microsoft have the ability to investigate the accounts that they are providing through the Microsoft Live@edu program?

By opening and using your account, you agree and consent that your college may access your account for administrative and other purposes such as password resets and compliance with university policies governing this service. This may require Microsoft to access and disclose to your college any information stored within the account.

Does Microsoft share or sell my contact information with third parties?

No, we don't share or sell any contact information unless you opt in. This is covered in Microsoft's comprehensive privacy and disclosure policies which are available not only to Microsoft Live@edu participants but to all users of Microsoft's online services. See www.microsoft.com/privacy

What is the student e-mail address about and why should I use it?

The thirteen colleges under the Colorado Community College System have agreed to provide a free e-mail address to every student. With a consistent e-mail delivery in place, most of the communication between administration or faculty and students can now be done via e-mail instead of paper based mail. This will improve efficiency, security, and reduce cost. Each account is set up with 5 GB inboxes. That's plenty of space to keep those bulky e-mail messages packed with pictures, video clips, and thesis papers. You can send 14 MB message size, including up to 10 MB attachments, and up to 50 attachments. You will have spam- and virus-filtering, a familiar web-based interface with folders and preview pane and email forwarding.

The program is hosted on servers managed by Microsoft to provide high levels of reliability, spam-filtering, and performance.

In addition to e-mail, the Windows Live communication services include more than just email which will be announced and made available soon by your college, such as instant messaging, blogging and ways to store and share files using password-protected spaces.

What is this e-mail account being used for?

Providing e-mail accounts to students has several purposes. It is intended to improve communication between faculty and student throughout the semester. College administration will increasingly use e-mail to communicate with students. This can include announcements of events, information about college offerings, details on student life, financial information such as fees, tuition, tax forms, etc.

What is my e-mail address?

The e-mail address is system generated and is based on the first initial, the middle initial, the last name, and potentially a number to ensure that each student can be given a unique email address in the system. All e-mail addresses have the domain name of "@student.cccs.edu."

When do I get the e-mail address?

The e-mail account is created within one business day from when the application at the college is processed.

Can I change my student e-mail address?

No. Since the e-mail address is system generated, the individual cannot change their email address. Also, all official email will only be sent to this e-mail address.

What is the initial password for my student e-mail address?

Passwords will be set to the student's birthday, in the form of **MonthDDYYYY**. The month will be spelled out beginning with a capital letter. If the student's day of birth has only one digit, then a leading "0" is required in front of the digit.

For Example:

- If your birthday is January 1, 1970, your password would be **January011970**
- If your birthday is May 31, 1982, your password would be **May311982**

How do I change the e-mail password?

The e-mail service is hosted by Microsoft. When you first use your e-mail account you will be prompted to set your own password. Subsequent password changes are done through the application provided by Microsoft.

Method 1 -Please see the document "Student E-Mail Account Management" for a step by step procedure. You can find this document within Self Service Banner or on your local college website.

Method 2 - As standard practice is a good idea to change your password often. As an example you may want to set your password to expire every 72 days, click the **Make my password expire every 72 days** check box, and then click **Save**. This can be performed following a password reset.

Method 3 - For detailed instructions on how to set up and use your e-mail account, please review the step-by-step instructions for changing a password for windows live.

1. Go to <https://support.live.com>.
2. Sign into your account using your student email login information.
3. Click **Account Summary** in the upper-left corner of the page.
4. In the **Common tasks** section on the right side of the page, click **Change your password**.
5. Verify that the e-mail address in the **Windows Live ID** field is correct, and then type your old password in the **Old password** box.
6. Enter and confirm a new password.
7. Click **Save**

Do I need to install any software to access my e-mail?

As long as your system has a supported browser installed, you can check your e-mail account and send/receive e-mails.

Can I use my browser to access my e-mail?

Yes. To find a list of supported browsers, click on this link <http://technet.microsoft.com/en-us/exchangelabshelp/bb847833.aspx>.

Can I use Outlook, Entourage, or Outlook Express to send and receive e-mail?

Yes. The e-mail account provided allows the use of POP3/IMAP client such as Outlook, Entourage, and Outlook Express. Please check your specific e-mail client for configuration instructions.

Do I need to use a Windows PC or Microsoft Internet Explorer?

No. All the Web-based services included in site can be accessed from Windows, Mac, or Linux using Internet Explorer or Firefox. Safari and other browsers are also supported. Microsoft has an Open Standards mentality with this product and will continue to have the philosophy of offering flexibility to users.

For Safari users, Microsoft offers a lighter version of exchange mail with minimal reliance on JavaScript, but with the same 5 GB of storage that everyone else gets. Firefox 1.5 users that use a Mac will experience heavy use of JavaScript, as will users of Internet Explorer®.

Microsoft tests against a variety of web browsers and support the major browsers across a variety of operating system platforms. Internet Explorer from 7.0 down to 5.5 versions, the leading versions of Firefox (cross platform) and Safari (cross platform) are supported as well as Opera. Basically any browser supported by MSN® or Windows Live in general is supported.

I have changed my legal name. How can I change my e-mail address?

When you formally notify the college about your name change, you will be assigned a new e-mail address based on your new name. You will need to start using the new e-mail account right away. You will have access to your old e-mail account for approximately 30 days. We recommend that you configure your old e-mail account to forward to your new address so you don't miss any communications.

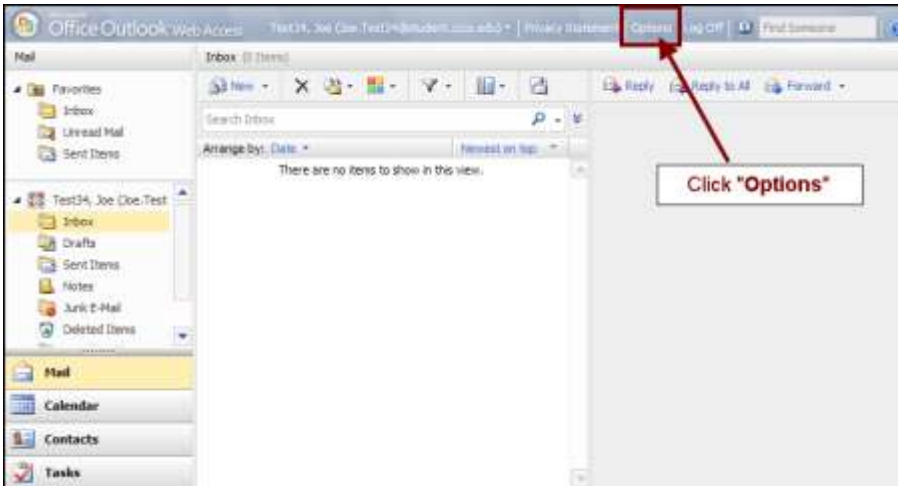
I have another e-mail address. Can I forward my student e-mail to that account?

Yes. If you prefer to use another e-mail account, you can configure your college provided e-mail account to forward e-mail automatically. The following information will provide a step by step process.

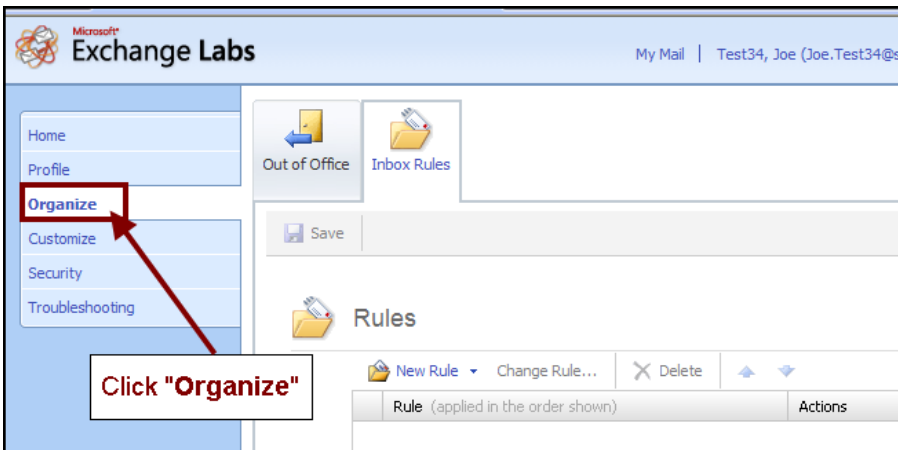
To forward messages from your Student E-Mail Account to another account

This document covers the process to forward all inbound email from Internet Explorer (IE). This functionality is not available in all browsers. If you need to forward your email and you do not see a similar rule option, you may need to find a computer with IE to setup forwarding.

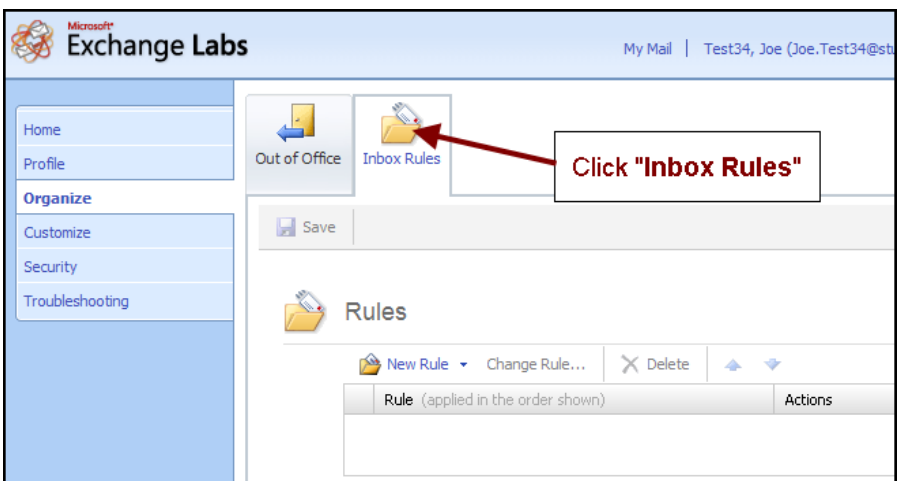
1. Open your web browser and navigate to <http://www.exchangelabs.com>
2. Sign in to your student e-mail account
3. Click **Options**



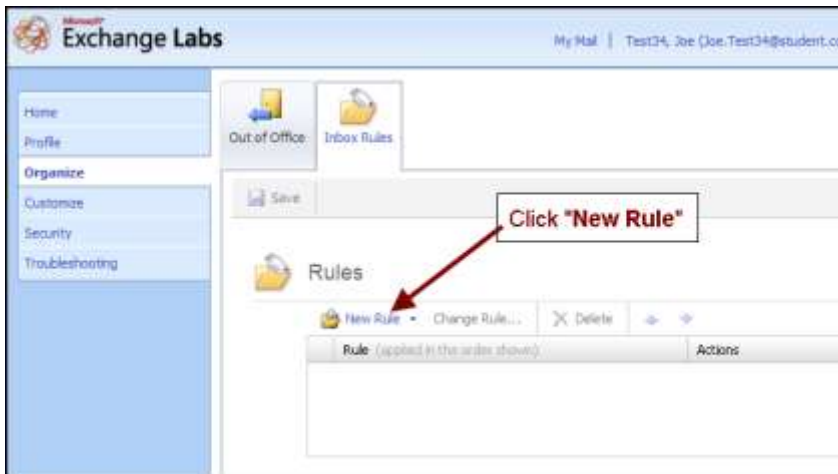
4. Click **“Organize”**



5. Click **“Inbox Rules”**



6. Click **"New Rule"**



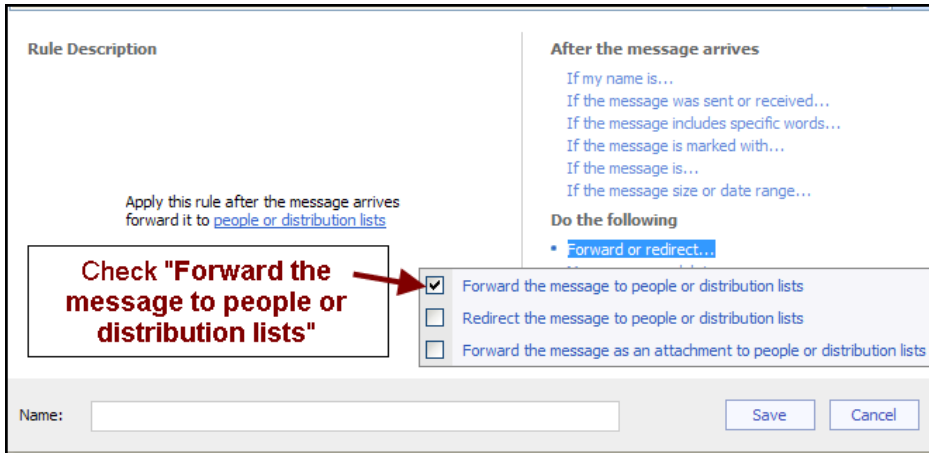
7. Click **"Create a new rule for arriving messages"**



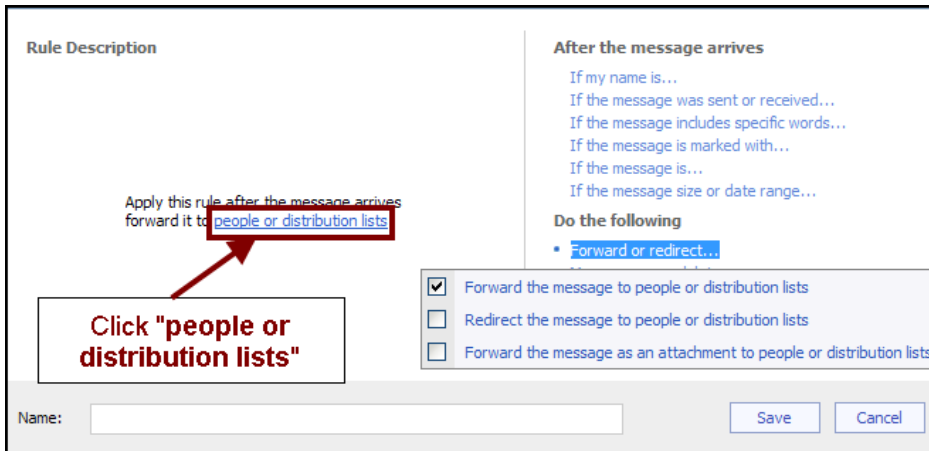
8. When new window opens, click **"Forward or redirect..."**



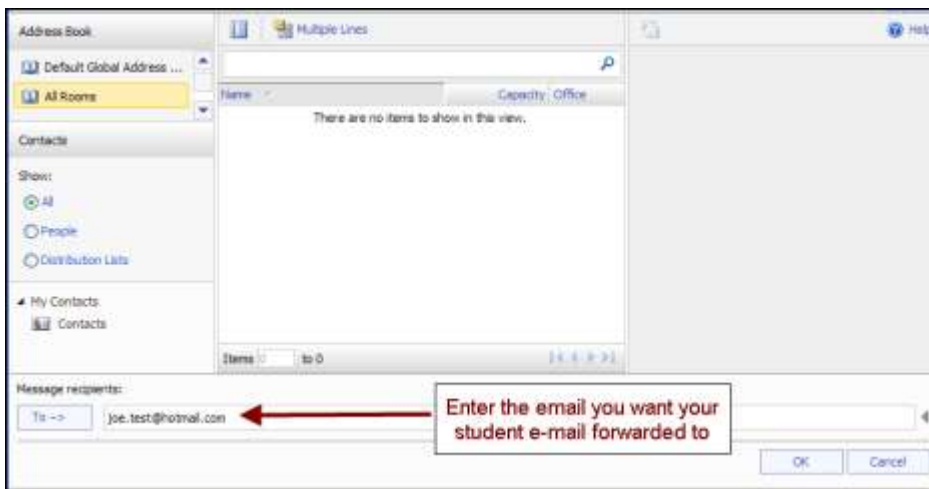
9. Check “Forward the message to people or distribution lists”



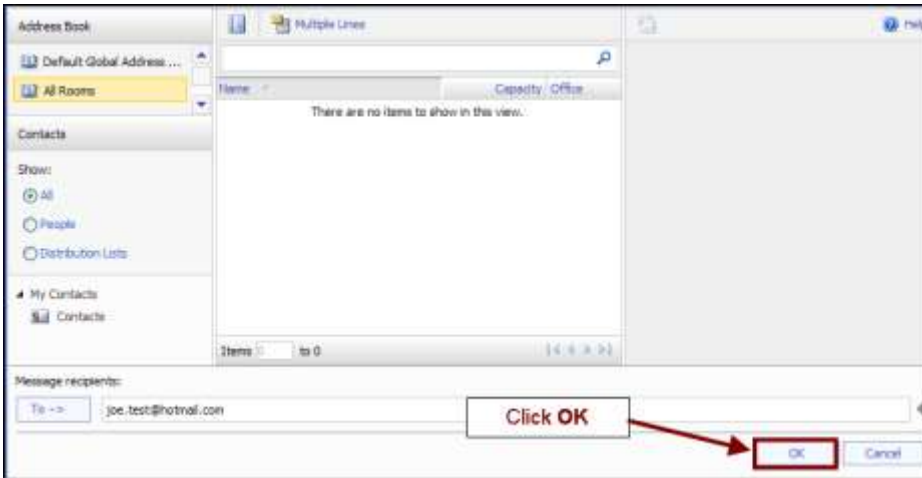
10. Click “people or distribution lists”



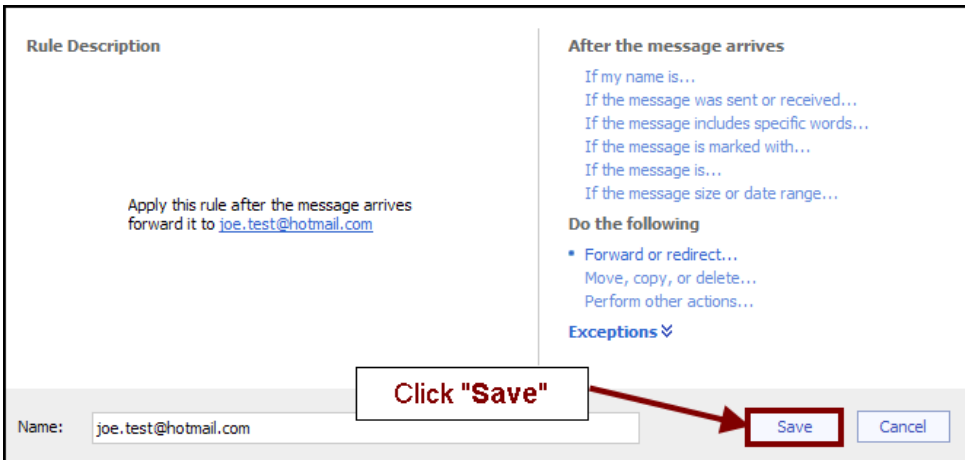
11. Enter email you want to forward your student email to



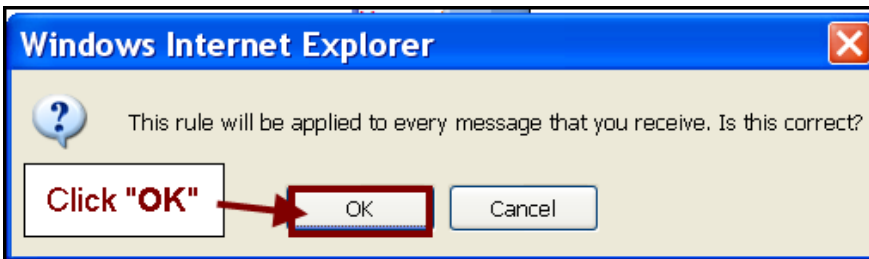
12. Click "OK"



13. Click "Save"



14. Click "OK"



I am taking classes at multiple colleges. Will I get multiple e-mail addresses?

No. There are many students within the thirteen CCCS colleges who attend classes at more than one college. By using the domain name of "student.cccs.edu," only one e-mail account needs to exist for each student regardless of the college or colleges they are attending.

Can I access my e-mail from home or work?

Yes. As long as you have access to the public Internet and you have a supported browser, you should be able to access your email unless there are specific security policies in place that prohibit you from doing so. The URL you need to access your e-mail via the Internet is <https://www.exchangelabs.com>.

You may also be able to use an e-mail client (e.g., Outlook) to access your email. For more information please check out this link, <http://technet.microsoft.com/en-us/exchangelabshelp/bb880048.aspx>.

How do I send an e-mail to my instructor?

Instructors may provide their addresses to you on request. There will not be an address book for students to look up instructor e-mail addresses. However, students can build and create their own address books.

I am no longer taking classes. Will I be able to keep my e-mail account?

You will be able to keep your e-mail account for quite some time. The colleges are promoting lifelong learning and want to keep you informed and involved. Therefore, even if you didn't graduate, you will keep your e-mail account.

I just graduated, what is going to happen to my e-mail account?

Students who successfully complete a transfer, certificate or degree program will be able to keep their e-mail address for life. This allows the colleges to keep in touch with former students. There is always an opportunity to continue learning new skills.

How Does Microsoft Live@edu handle spam?

There are a number of methodologies to combat spam on the platform. SmartScreen™ Technology learns to detect spam based on you reporting spam in your inbox. SenderID Framework matches the sender's email address against their IP address to protect against spoofing. About 95% of all spam and 99% of image-based spam are blocked. While spam traffic has increased 40% across

the Internet, spam is down 80% over the past year thanks to the work of our spam-fighting team and technologies.

Do I have the ability to control anti-spam options?

You can set individual junk mail folder rules, block lists, and safe lists.

Can my computer get a virus by reading e-mail in my account?

Microsoft is committed to helping protect your security and privacy while using Windows Live ID. For more information, see the [Microsoft Online Privacy Notice Highlights](#).

I can't send any e-mail. What is wrong?

You may have reached the size limit for your e-mail account. If you can still receive e-mail but no longer send e-mail, then this is probably the case. If you are using an e-mail client (e.g., Outlook), there may be other issues such as a firewall has blocked your access to send out e-mail. If you are having trouble, always first confirm that it is an issue with your e-mail account by accessing your e-mail via browser first. If it turns out to be a mailbox size issue, try to clean up your inbox and sent items folder along with other folders you may have created to reduce the overall size of your mailbox.

Why is my e-mail address different from my network account?

Since lifetime accounts are not available on college networks we needed to assign a separate account for exchangelabs.

How can I quickly access my email without typing in this URL?

The www.exchangelabs.com URL is the fastest way to access your email from any Internet Browser.

I'm having problems with my e-mail. Who should I contact?

Students will be able to use standard MSN web-based support (<https://support.live.com/eform.aspx?productKey=wlid&ct=eformts>) for Live services and will be able to provide feedback on Exchange Labs service via Microsoft's feedback link on Exchange Labs splash page. If Microsoft is unable to help, contact the 24/7 Help Desk at 1-888-800-9198 (toll free) or submit a problem online at <http://help.cccs.edu>.