



## Sydney Mail Quick Reference Guide

**Document Description:** A Quick reference guide to Sydney Mail

**For use by:** All staff and students using the new Microsoft Webmail service Sydney Mail

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**1. What effect will Sydney Mail have on the existing mail services?**

The email addresses handed out to students will have the format [unikey@uni.sydney.edu.au](mailto:unikey@uni.sydney.edu.au). This domain has an MX record which points to the Exchange Lab servers. Therefore, an email sent to an address with the uni.sydney.edu.au domain will be forwarded to Microsoft to be processed.

**2. How does Sydney Mail work?**

This is a web-based email system, which is powered by Microsoft for the University of Sydney. You may hear other terms such as Exchange Labs, Live @ Edu, Outlook Live or Outlook Live on the Web – all of these terms refer to Sydney Mail.

**3. Will I automatically receive a Sydney Mail account?**

Yes, if you are a current student (who is not a Research Grant Holder). At this stage, current or future alumni will not receive a Sydney Mail account.

**4. Will my existing emails be migrated to Sydney Mail?**

All your emails in your existing Inbox folder can be automatically linked by [following instructions on this page](#).

**5. Will my original forwards be applied to the Sydney Mail automatically?**

When the new service is released, any forwards set on your existing [unikey@mail.usyd.edu.au](mailto:unikey@mail.usyd.edu.au) address will be set to [unikey@uni.sydney.edu.au](mailto:unikey@uni.sydney.edu.au) address. Should you wish to apply additional similar forwards on Sydney Mail, [click here](#) for further instructions.

**6. Can I still access my original email and how long will that system be available?**

The old email system will be maintained by the University up until towards the end of 2009.

**7. Can I import contacts from my original mail into Sydney Mail?**

For the moment, no. Contacts from the original mail system cannot be imported into the Sydney Mail account.

**8. Can I log in to Sydney Mail with any email client?**

For a list of different mail clients and how to setup these clients to connect to your Sydney Mail account visit the [ICT Switch](#) site and [Outlook Help](#).

**9. What browsers work best with Sydney Mail?**

Internet Explorer 7 & 8 provided a rich array of features. Firefox and Safari are compatible, however these are the [current feature restrictions](#).



**10. Is there an accessible web version for screen readers and other assistive technologies?**

Yes, there is a Lite version which is [optimized for accessibility](#), including users who are blind or who have low vision. The light version provides fewer features and is sometimes faster.

**11. Is Sydney Mail secure?**

The usual security issues that surround web based email exist around Sydney Mail. These include:

- Unauthorized Use of Email
- Computer Viruses
- Theft of Data

Students should follow guidelines [listed here](#) when using Sydney Mail. These guidelines include keeping your password secret, logging off when finished using email and only opening attachments from trusted sources.

Sydney Mail also provides [Junk Email and Phishing technique filtering](#) to counter these security issues.

**12. Does Microsoft now have ownership to emails or documents?**

No. Legally Microsoft does not claim any ownership in any of the content including any text, data, information, images, photographs, music, sound, video, or other material, that you upload, transmit or store in your Microsoft Live mail account. Microsoft will not use any of your content for any purpose except to provide you with the Service.

**13. Can I have more than one Sydney Mail account?**

As this service is a "For Life" identity with Microsoft, only one Sydney Mail account will be active per student.

**14. If the University network is unavailable will I be able to login to Sydney Mail?**

Yes, however access will only be available off campus using a non-university internet connection.

**15. Do I keep my existing email alias?**

Yes, any existing aliases on the domain "usyd.edu.au" will be honored across 2009 on Sydney Mail. This means that emails sent to such pre-existing alias addresses will still reach Sydney Mail. However, email aliases cannot be applied to the "uni.sydney.edu.au" domain as yet.