

# **iMail**

## ***Student User Guide (JB)***

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IT Services





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## 1. Getting Started

**iMail** is a Sunway student email system which is running on Microsoft Office 365 platform. All Sunway students are issued with an iMail email account. This will be your official iMail email address for all communication between the Institution and you. Using the iMail email account helps to ensure your identity and validity of the communication.

### 1.1 What's new?

#### 1.1.1 Microsoft Office 365 ProPlus for student at no cost



Starting June 2014, Sunway Education Group will begin providing Microsoft Office 365 ProPlus for students at no cost. The Microsoft software license agreement Sunway Education Group paid for cover all current active students with the latest version of full Office suite usage at institution and at home. For more details on how to get access to Office 365 ProPlus, please refer to [Chapter 6](#).

#### 1.1.2 New Office 365 tools available

Students are now able to access the same great Office 365 tools that business around the world use every day from your iMail account starting 17 March 2014.



##### Bigger mailbox size

Cloud-based access to email, calendar and contact with **50GB** of mailbox sizes.



##### Instant messaging and Web conferencing

Rich online meeting with audio and video, instant messaging, desktop sharing and virtual whiteboard.



##### Office Web Apps

Enjoy using web-based version of Microsoft productivity suite. Create and edit Microsoft Word, Microsoft Excel, Microsoft PowerPoint, and Microsoft OneNote documents using your favorite web browser.



##### 1TB of online document storage

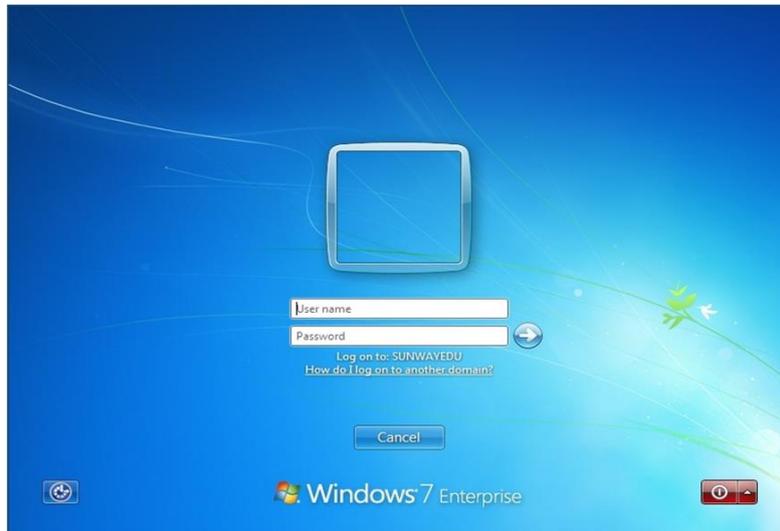
A place where you can store, sync and share your work files across multiple devices with ease and security. With OneDrive for Business you can collaborate with others in real time right from within Office and edit documents from virtually anywhere via a web browser in real time using Office web apps.



## 1.2 iMail account activation

If you had not retrieve your network logon information, please proceed to IT Services Department at Level 1 SYCJB building to obtain it. Make sure that you have paid the semester fees and bring along your receipt(s) for verification purpose.

The account must be activated before further usage. To activate the account, login to Windows, you will be prompted to change to a **NEW PASSWORD**. Once successfully login, your account is now activated.



Your password must be at least seven (7) characters with combination of:

- Alphanumeric (a to z and 0 to 9)
- Upper and lowercase (A and a)
- Special characters (!@#%&)

The following are prohibited from being used in your new password:

- Blank space
- The same username and password
- Dictionary words

Example of a 'strong' password: **M\$3y45aZyn**. **You must NOT reveal your password to anyone.**

**Note:** You will NOT be able to access iMail on/off campus without activating your username and password in computer lab.



**Notes:**

Starting from Jan 2014 new intake onwards, all new students and progressive students to new programme will be given a new mnemonic email address. This will be your official iMail email address for all communication between the Institution and you. Students just need to remember one login ID to access all IT facilities provided by the Institution.

Example:

Given Name	:	Jonathan Shao Wei
Surname	:	Lee
Student ID	:	14001590
Your iMail Login ID	:	<u>14001590@imail.sunway.edu.my</u>
Your iMail email address	:	<u>jonatha.l@imail.sunway.edu.my</u>

Students who joined before Jan 2014 intake their iMail email address will remain no changes.

You are now ready to use your iMail account, visit <http://www.imail.sunway.edu.my> from any supported web browser to login and access your campus email. Enter your username and default password given to you and click **Sign In** button.

The system will prompt for first-time password change once successfully login. Please change a new password and click **Save** button.



Sign in with your organizational account


 Keep me signed in
   
  

[Can't access your account?](#)

Update password

You must update your password because this is the first time that you've signed in or your password has expired.

User ID:  
99990002@crossroad.sunway.edu.my

\* Old password:

\* New password:

strong

\* Confirm new password:

For users signing in for the first time: Microsoft Online Services will be contacting you with tips and advice for using our products and services. In regions where permitted, we will also contact you with surveys and promotions. You can unsubscribe at any time. For more information on communication options, please see our [Privacy Notice](#).



Re-enter your new password and click on **Sign In** button.



Please re-enter your password



XXXXXXXXXXXX@imail.sunway.e...

Keep me signed in

Sign in

[Can't access your account?](#)

[Sign out and sign in with another account](#)

The screenshot shows the Office 365 'Get started' dashboard. At the top, there is a navigation bar with 'Office 365' on the left and 'Outlook', 'Calendar', 'People', and a settings icon on the right. The main content area has a blue background with the heading 'Get started with Office 365'. Below this, there are three columns of options: 'online' (with a globe icon), 'PC & Mac' (with a computer monitor icon), and 'phone & tablet' (with a smartphone icon). Each column has a brief description: 'Learn what you can do with Office 365', 'Install software and connect it to Office 365', and 'Set up Office 365 to work on your mobile device'. Below these columns, there are three sections: 'welcome' (with a sub-heading 'What's included in Office 365?'), 'email' (with a sub-heading 'Use Outlook Web App or Outlook. Import your email and contacts.'), and 'Watch the video' (with a sub-heading 'Welcome to Office 365'). At the bottom right, there is a section 'Learn more about Office 365' with three links: 'Get started with Office 365', 'Set up your Mac or iPad for Office 365', and 'Change your account settings in Office 365'.



Click on **Outlook** to access your email.

The screenshot displays the Outlook interface with the following elements:

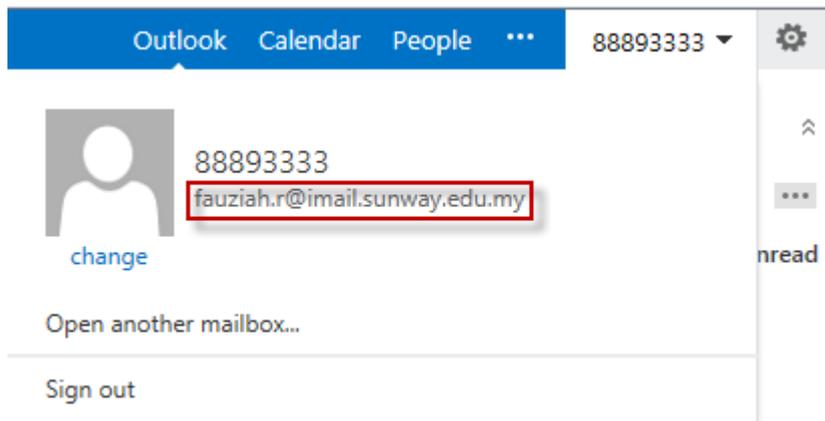
- Navigation Pane (Left):** Includes 'new mail', search bar, 'all unread to me flagged', 'INBOX', 'CONVERSATIONS BY DATE', 'TWO WEEKS AGO', 'Favorites', '8889 #5', 'Inbox', 'Drafts', 'Sent Items', 'Deleted Items', 'Junk Email', 'Notes', and 'TASKS'.
- Message Header:** Shows 'Welcome to Sunway Student iMail' from 'admin@imail.sunway.edu.my' on 'Wed 28/8/2013 4:26 PM'. Action buttons for 'REPLY', 'REPLY ALL', 'FORWARD', and 'mark as unread' are visible.
- Message Body:**
  - To: 8889 #5;
  - Welcome to Sunway Student iMail!
  - Your account is now active. You are able to send and receive messages immediately with your new Sunway Student iMail account (email address: 88895555@imail.sunway.edu.my)
  - Here are some useful tips and links to enhance your iMail experience:
    - 1. Forgot your password**  
Please proceed to IT Learning Lab 1 Support counter located at Level 1, South West Building. Our IT Lab Support staff will assist you in resetting your password.
    - 2. Protect your password**  
DO NOT disclose your password or share it with anyone else. You are advised to change your password regularly. It is recommended that you change your password in every 6 months. Click [here](#) for password guidelines.
    - 3. Read and understand the Sunway Student Email Policy**  
It is important that you read and fully understand [Sunway Student Email Policy](#). Students are encouraged to use the Sunway assigned iMail email account for formal administrative and academic correspondence.
    - 4. Access your iMail regularly**  
You are advised to check your iMail email account regularly. You should reply to messages promptly and avoid a buildup of messages in your mailbox.
    - 5. Automatic email forwarding**  
You have an option of forwarding your email if you wish to receive messages using your personal email account. It is your responsibility to set up and make sure your personal email address is always up-to-date and correct. Sunway will assume that you have received and read all messages sent to your iMail email account. Click [here](#) for the quick guide.
  - You can find more information regarding the iMail services in [iZone](#). Oh, by the way, did we mention that this account is yours even after you have graduated? So keep this account active, to keep in touch with your institution and classmates.
  - For further assistance, contact:  
IT Services Department located at Level 1 Main Building  
Email: [jheljedesk@sunway.edu.my](mailto:jheljedesk@sunway.edu.my)  
Tel: +607-359 6880 x330
  - Thank you.  
The Sun-U iMail team



## 2. Outlook setting and configuration

### 2.1 Retrieving my email address

Find your email address by clicking on the arrow down key from the top right corner menu bar as shown below. This will be your official Sunway student email address.



### 2.2 Upload your profile picture

1. Click on **Setting > Options**.
2. Under **Account** setting > My Account > Click on Edit information
3. Click on **Change** and browse the photo
4. Click Save

### 2.3 Change password

1. Click on Setting > Options
2. Click on the **Change password** link.
3. Enter your old password and enter your new password twice to confirm on your new password.
4. Click **Save**

User ID:  
88893333

\* Old password:

\* New password:

Password strength  
Weak

\* Confirm new password:



### Rules

- The password can have a maximum length of 16 characters.
- Strong passwords are at least 8 characters long.
- The password is case-sensitive.
- The password can contain uppercase and lowercase letters, and numbers.
- The password can contain the following ASCII text characters: `~!@#\$%^&\*()\_+ - = { } | [] \ : " ; ' < > ? , . /

### Restrictions

The password can't contain:

- Spaces
- Non-English characters
- The alias part of the e-mail address. For example, if the e-mail address is user@imail.sunway.edu.my, the password can't contain user. This restriction isn't case-sensitive, so USER or User can't be used in the password for user@imail.sunway.edu.my

## 2.4 Change your Outlook themes

1. Click on **Setting > Change theme**
2. Choose your favorite theme from the available themes
3. Click **OK**

## 2.5 Set automatic replies / vacation message

1. Click on **Setting > Set automatic replies**
2. Select **Send automatic replies** and set the duration for the automatic replies. Then, enter your vacation message in the text box.
3. Click **Save**

[inbox rules](#) [automatic replies](#) [delivery reports](#) [retention policies](#)

Create automatic reply (Out of Office) messages here. You can set your reply to start at a specific time, or set it to continue until you turn it off.

Don't send automatic replies

Send automatic replies

Send replies only during this time period:

Start time:

End time:

Send a reply once to each sender inside my organization with the following message:

Calibri  **B** **I** **U** abc x' x, > <

Send automatic reply messages to senders outside my organization

Send replies only to senders in my Contacts list

Send replies to all external senders

Send a reply once to each sender outside my organization with the following message:

Calibri  **B** **I** **U** abc x' x, > <

**save**



## 2.6 Automatic email forwarding

1. Click on **Setting > Options**.
2. Click on **Forward your email** shortcuts link
3. Enter the email address that you want to forward your email to and click on **Start Forwarding** button. By default, system will keep a copy of forwarded message in your iMail account. .

### forwarding

Forward my email to:

Keep a copy of forwarded messages in Outlook Web App

start forwarding

## 2.7 POP and IMAP server settings

Before you set up a POP3 or IMAP4 email program, you need to look up your own POP3, IMAP4 and SMTP server settings. To find your server settings, sign in to your iMail account at [www.imail.sunway.edu.my](http://www.imail.sunway.edu.my). After you sign in, click **Options > Account > My Account > Settings for POP, IMAP and SMTP access**. The POP3, IMAP4, and SMTP server name and other settings you may need to enter are listed on the **Protocol Settings** page under **POP setting** or **IMAP setting** and **SMTP setting**.

**POP and IMAP server name: outlook.office365.com**

If you had configure your POP/IMAP server name to pod51003.outlook.com, kindly change it to **outlook.office365.com**.

Use the information on this page if you need to use POP or IMAP to connect to your mailbox.

#### POP setting

Server name: outlook.office365.com

Port: 995

Encryption method: SSL

#### IMAP setting

Server name: outlook.office365.com

Port: 993

Encryption method: SSL

#### SMTP setting

Server name: smtp.office365.com

Port: 587

Encryption method: TLS



## 2.8 Access your account using POP or IMAP email programs

### 2.8.1 Set up email in Outlook 2010 or Outlook 2013

1. Open Outlook 2010. If the Microsoft Outlook 2010 Startup wizard displays automatically, on the first page of the wizard, click **Next**. Then, on the **Email Accounts** page of the wizard, click **Next** again to set up an email account. If the Microsoft Outlook 2010 Startup wizard doesn't appear, on the Outlook 2010 toolbar, click the **File** tab. Then, just above the **Account Settings** button, click **Add Account**.
2. Click **Manually configure server settings or additional server types**, and then click **Next**.
3. In the **Choose Service** page of the wizard, select **Internet Email**, and then click **Next**.
4. Provide the following information on the **Internet Email Settings** page:  
Under **User Information**:
  - a. In the **Your Name** box, enter the name you want users to see when you send email from this account.
  - b. In the **Email Address** box, enter your email address (e.g username@imail.sunway.edu.my)  
Under **Server Information**:
  - a. Under **Account Type**, select **IMAP** or **POP3**. We recommend using IMAP because it supports more features.
  - b. In the **Incoming mail server** box, enter the IMAP or POP server name. For information about how to find your incoming POP3 or IMAP4 server name, see [POP or MAP server settings topic](#).
  - c. In the **Outgoing mail server (SMTP)** box, enter the SMTP server name. For information about how to find your outgoing SMTP server name, see [POP or MAP server settings topic](#).  
Under **Logon Information**:
  - a. In the **User Name** box, enter your email address.
  - b. In the **Password** box, enter your password. If you want Outlook to remember your password, make sure the tick box next to **Remember password** is selected.
5. At the lower-right side of the page, click **More Settings**, and then fill in the **Internet Email Settings** dialogue box as follows:  
On the **Outgoing Server** tab, select **My outgoing server (SMTP) requires authentication**.  
On the **Advanced** tab:
  - a. Under **Incoming server (IMAP)**, or **Incoming server (POP3)**, next to **Use the following type of encrypted connection**, select **SSL** in the drop-down box.
  - b. Under **Outgoing server (SMTP)**, next to **Use the following type of encrypted connection**, select **TLS**, and then click **OK**.
  - c. If you're using POP3 and you want to keep a copy of your messages on the server, under **Delivery**, click **Leave a copy of messages on the server**. If you don't select this option, all messages will be removed from the server and stored locally on your computer.
6. On the **Add New Account** page, click **Next**. After Outlook 2010 tests your account, click **Close** to close the **Test Account Settings** dialogue box.
7. On the **Congratulations** page, click **Finish**.
8. On the **Account Settings** page, click **Close**.
9. If you're using IMAP4, a message may display asking you if you want to download folders for the mail server that you added. Click **Yes**. Use the Outlook 2010 user interface to select which folders to synchronize between the server and your local computer, and then click **OK**.



## 2.8.2 Set up email in Outlook 2007

1. Open Outlook. The **Account Settings** dialogue box will open the first time you open Outlook. If the **Account Settings** dialogue box doesn't open when you first open Outlook, do the following:
  - a. On the **Tools** menu, click **Account Settings**.
  - b. In the **Account Settings** dialogue box, on the **Email** tab, click **New**.
2. On the **Choose Email Service** page, make sure **Microsoft Exchange, POP, IMAP or HTTP** is selected, and then click **Next**.
3. On the **Auto Account Setup** page, at the bottom of the page, click the **Manually configure server settings or additional server types** tick box.
4. Click **Internet Email**, and then click **Next**.
5. Provide the following information on the **Internet Email Settings** page:

Under **User Information**:

  - a. In the **Your Name** box, enter the name you want users to see when you send email from this account.
  - b. In the **Email Address** box, enter your email address (e.g. [username@imail.sunway.edu.my](mailto:username@imail.sunway.edu.my))

Under **Server Information**:

  - a. Under **Account Type**, select **IMAP** or **POP3**. Consider using IMAP.
  - b. In the **Incoming mail server** box, enter the IMAP or POP server name. For information about how to find your incoming POP3 or IMAP4 server name, see [POP or IMAP server settings](#) topic.
  - c. In the **Outgoing mail server (SMTP)** box, enter the SMTP server name. For information about how to find your outgoing SMTP server name, see [POP or IMAP server settings](#) topic.

Under **Logon Information**:

  - a. In the **User Name** box, enter your email address.
  - b. In the **Password** box, enter your password. If you want Outlook to remember your password, make sure the tick box next to **Remember password** is selected.
6. At the lower-right side of the page, click **More Settings**, and then fill in the **Internet Email Settings** dialogue box as follows:

On the **Outgoing Server** tab, select **My outgoing server (SMTP) requires authentication**.

On the **Advanced** tab:

  - a. Under **Incoming server (IMAP)**, or **Incoming server (POP3)**, next to **Use the following type of encrypted connection**, select **SSL** in the drop-down box.
  - b. Under **Outgoing server (SMTP)**, next to **Use the following type of encrypted connection**, select **TLS**, and then click **OK**.
  - c. If you're using POP3 and you want to keep a copy of your messages on the server, under **Delivery**, click **Leave a copy of messages on the server**. If you don't select this option, all messages will be removed from the server and stored locally on your computer.
7. On the **Add New Email Settings** page, click **Next**.
8. On the **Congratulations** page, click **Finish**. Close the **Account Settings** dialogue box.
9. On the **Account Settings** page, click **Close**.
10. If you're using IMAP4, a message appears that asks you if you want to download folders for the mail server that you added. Click **Yes**. Use the Outlook 2007 user interface to select which folders to synchronize between the server and your local computer, and then click **OK**.



## 2.9 Read email on your phone or tablet

### 2.9.1 Set up POP or IMAP email on Apple iPhone, iPad and iPad touch

1. If this is the first email account on your iPhone or iPad, tap **Mail**. Otherwise, tap **Settings > Mail, Contacts, Calendars > Add Account**.
2. Tap **Other**.
3. Tap in the **Name** box and type your full name.
4. Tap in the **Address** box and type your full email address (e.g username@imail.sunway.edu.my)
5. Tap in the **Password** box and type your password.
6. Tap **Next**.
7. Tap either **IMAP** or **POP**. We recommend IMAP because it supports more features.
8. Under **Incoming Mail Server**, in the **Host Name**, box, type your incoming server name. For information about how to find your incoming POP3 or IMAP4 server name, see [POP or MAP server settings](#) topic.
9. Enter your user name (e.g username@imail.sunway.edu.my) and your password.
10. Under **Outgoing Mail Server Host Name**, enter your outgoing server name. For information about how to find your incoming POP3 or IMAP4 server name, see [POP or MAP server settings](#) topic.
11. Enter your user name and password.
12. Tap **Next**.
13. Tap **Save** to finish the setup.



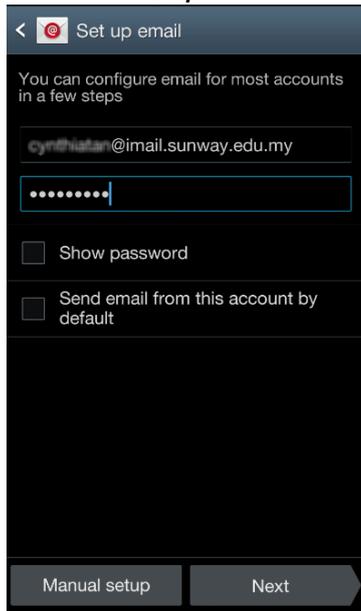
### 2.9.2 Set up POP or IMAP email on Android phone or tablet

1. From the home screen, tap **Applications > Settings > Accounts > Add account > Select Email**. Type your email address and password, then tap **Manual Setup**.
2. Select POP3 or IMAP account type. We suggest you select IMAP because it supports more features.
3. On the **Incoming settings** screen, type your full email address in the **Username** text boxes and your password. Your user name is the same as your e-mail address.
4. In the **IMAP server** or **POP3 server** text box, enter your IMAP or POP server name. For information about how to find your incoming POP3 or IMAP4 server name, see [POP or MAP server settings](#) topic.
5. In the **Security** type drop-down menu, select **SSL** and tap **Next**.
6. On the **Outgoing server settings** screen, the **Login required** option should be selected for you, and the **Username** and **Password** text boxes should be filled in.

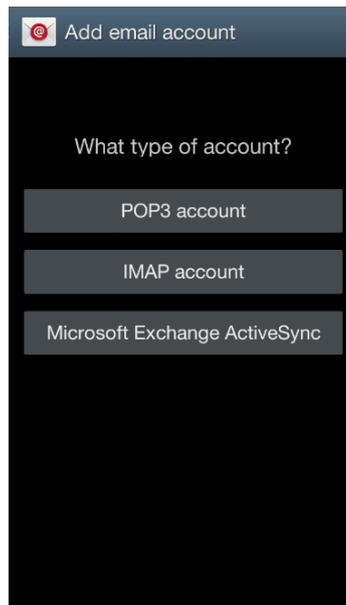


7. In the SMTP server text box, enter the SMTP server name. For information about how to find your incoming POP3 or IMAP4 server name, see [POP or MAP server settings](#) topic.
8. In the **Security type** drop down menu, select **TLS** and tap **Next**.
9. On the **Account Options** screen, set your preferred interval schedule to sync your email and tap **Next**.
10. In the **Account name** text box, enter your preferred account name (for example “Sunway student email”). In the **Your name** text box, enter the name you want displayed when you send e-mail to others (for example “Davina”), and then tap **Done** to finish setup.

**Step 1**



**Step 2**



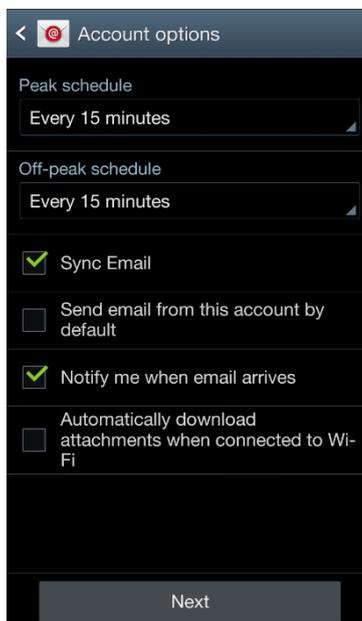
**Step 3-5**



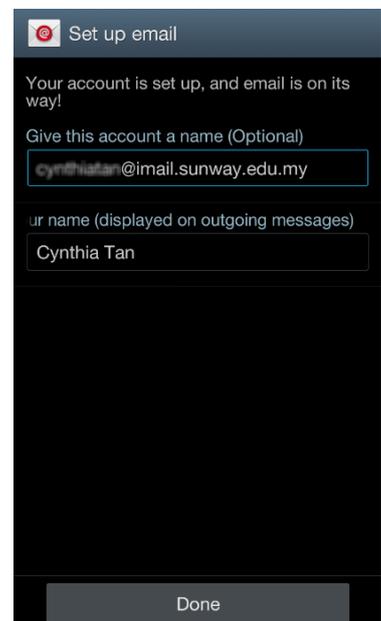
**Step 6-8**



**Step 9**



**Step 10**





### 3. Calendar Overview

Your calendar lets you create and track appointments and meetings. You can create multiple calendars, link to other people's calendars, and even share your calendar with other people in your institution. You can view your calendar in four different ways: **Day, Work Week, Week and Month**

#### 3.1 Creating calendar items

To open a new calendar item in any view, you can click **+ New event** or double-click any white space. In the day, work week, and week view, you can click or drag to select a block of time. Or you can type the subject directly on the calendar. Double-click the new item to open it and add other details.

##### Create an appointment

Click **+ New event** or double-click the calendar to open a new calendar item form.

1. Enter a short description of the event.
2. Add a location if you want.
3. Select the starting date and time.
4. Select the duration. Select **All day** for an all-day event. All-day events appear at the top of the calendar.
5. Use **Show as** to choose how you want the time to appear on your calendar.
6. Change or turn off the reminder.
7. If you have more than one calendar, choose which calendar to save it to.
8. Set a repeating pattern if you want this event to repeat.
9. Mark it as **Private** if you don't want anyone you've shared your calendar with to see the details.
10. Use the **Notes** area to add any other information you want.
11. Click **Save** to save your changes or **Discard** to cancel.

##### Create a meeting



A meeting is a calendar event that you send to other people. You create a meeting the same way you do an appointment, but you invite attendees and may add a resource such as a conference room.

After you've selected **+ New event**, you follow most of the same steps. To turn a calendar item into an invitation, start by entering the names of people you want to invite in the **Attendees** field.

The screenshot shows the 'SCHEDULING ASSISTANT' window for creating a meeting. The interface includes the following elements:

- 6**: SEND button (with an envelope icon)
- DISCARD button (with an X icon)
- 3**: SCHEDULING ASSISTANT button (with a calendar icon)
- Event: field
- Location: field with an **add a room** button (**2**)
- Attendees: field containing 'Tony Smith;' (**1**)
- Start: field with date 'Thu 2/28/13' and time '10:00 AM'
- Duration: field with '30 minutes'
- Show as: field with 'Busy'
- Reminder: field with '15 minutes'
- Calendar: field with 'Calendar'
- Repeat: field with 'Never'
- Mark as private checkbox
- 4**: Online meeting checkbox (with a globe icon)
- 5**: Request responses checkbox (checked)
- Rich text editor toolbar with options like font face (Calibri), size (12), bold (B), italic (I), underline (U), and list creation.

1. You can type names directly in the **Attendees** field to add them.
2. Enter a location, or select **Add a room** to see a list of available conference rooms from your organization's address book. Select **Scheduling Assistant** to show the calendars of attendees. You can also add or remove attendees and automatically schedule resources such as conference rooms.
3. To see the availability of attendees and conference rooms, select **Scheduling Assistant**. When you're done, click **OK** to save your changes or **Discard** to cancel. Either will take you back to the event form where you can make any other changes you want before sending. For more information, see Using the Scheduling Assistant.
4. If online meetings are enabled for your account, you can add an online meeting link by selecting **online meeting**.
5. By default, **Request responses** is turned on, but you can turn it off if you don't want to know who has accepted or declined the invitation. If you leave request responses on, you'll receive a message as each attendee accepts or declines your invitation.
6. Click **Send** to save your changes and send the invitation to the attendees or **Discard** to cancel

## Sharing your calendar



Start by clicking **Share** at the top of the calendar window.

The screenshot shows the 'Share with' dialog box in Outlook. At the top, there are 'SEND' and 'DISCARD' buttons, with 'SEND' highlighted. Below this is a 'Share with:' label and a search box (1). A list of contacts is shown, with 'Tony Smith' (Offline) selected (2). A dropdown menu is open next to Tony Smith, showing three options: 'Full details' (selected), 'Availability only', and 'Limited details' (3). Below the contact list is a 'Subject:' field containing 'I'd like to share my calendar with you' (4). At the bottom is a 'Calendar:' dropdown menu set to 'Calendar' (5). The 'SEND' button is circled in pink (6).

1. Enter the name of the person you want to share your calendar with in the **Share with** box. Outlook Web App will automatically search for them in the address book.
2. After they've been found, they'll be automatically added to the list of people to share with. You can add as many people as you want.
3. Choose how much information you want to share. **Full details** lets that person see all the information about events on your calendar, except events that you've marked as Private. **Limited details** will show the subject and location. **Availability only** shows only that you have an event at a particular time, but no other details. Private events will always show only as busy.
4. You can edit the subject if you like.
5. If you have more than one calendar, choose which you want to share. Most people share their default calendar (called Calendar), but you can share any calendar that's part of your mailbox.
6. After you've added everyone you want to share with and what level of access you want them to have, click **Send** to send the sharing invitation to the people you've added, or **Discard** to cancel



## 4. Lync Web App

Lync Web apps is a free web-based instant messaging services that provided to you with your Sunway iMail account. It allow you to enjoy full experience of meeting including sending and receiving voice/video, viewing and presenting shared content and screen sharing.

### 4.1 Supported platform for Lync Web App

To use Lync Web App, you must have one of the following supported operating system and browser combinations.

#### 4.1.1 Supported operating system and browser for Lync Web App

Operating System	Supported Browser
Windows 8.1	Internet Explorer 11 (32 and 64 bit) Latest version of Firefox Latest version of Chrome
Windows 8	Internet Explorer 10 (32 and 64 bit) Latest version of Firefox Latest version of Chrome
Windows 7 SP1	Internet Explorer 11 (32 and 64 bit) Internet Explorer 10 (32 and 64 bit) Internet Explorer 9 (32 and 64 bit) Internet Explorer 8 (32 and 64 bit) Latest version of Firefox Latest version of Chrome
Windows Vista with SP2	Internet Explorer 9 (32 bit) Internet Explorer 8 (32 bit) Latest version of Firefox Latest version of Chrome
Windows XP with SP3	Internet Explorer 8 (32 bit) Latest version of Firefox Latest version of Chrome
Max OS-X	Version of Safari 5.X, 6.X, 7.x Latest version of Firefox Latest version of Chrome

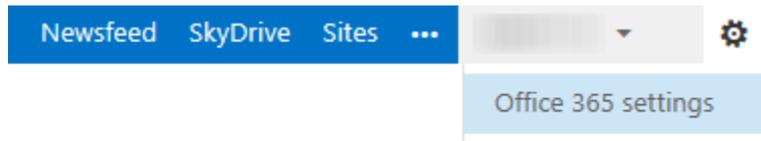
#### 4.1.2 Hardware requirement

Computer hardware requirements are determined by the operating system and browser. Voice and telephony features require a microphone and speakers, headset with microphone, or equivalent device compatible with the computer. Video features require a video device compatible with the computer. For detailed information about video hardware support and expected video quality, see [Lync Client Video Requirements](#).



## 4.2 Install Lync on your Windows computer

1. Verify that your computer meets the software requirement for Lync. For details, see [Lync 2013 System Requirements](#).
2. Sign in to your iMail account via <http://www.imail.sunway.edu.my> with your iMail login ID (e.g. [1400001@imail.sunway.edu.my](mailto:1400001@imail.sunway.edu.my)) and password.  
*Note: For security reasons, if you are not on a private computer, we recommend you do not select the Keep me signed in check box.*
3. Go to  > **Office 365 settings**



4. Click on **Software > Lync**, select your preferred language and change the version if needed.  
*Notes:*
  - *If you don't know which version you're running, see [Determine whether your computer is running a 32-bit version or 64-bit version of the Windows operating system](#).*
  - *Please verify that your computer meets the software requirement for Lync by clicking on [Review system requirements](#) link.*
5. Click **Install**



software

**Lync**

tools & add-ins

desktop setup

phone & tablet

Lync

Install Lync

Send instant messages, have online meetings and make calls.



Lync

Language:	Version:
English (United States)	32-bit (recommended) <a href="#">advanced</a>

[Review system requirements](#)

install



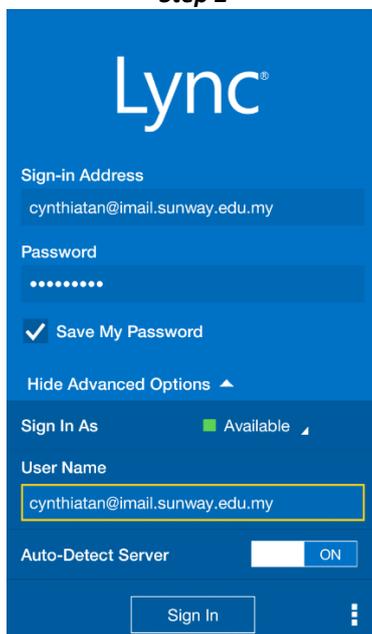
## 4.3 Install Lync on your mobile devices

Go to your app store and search for Lync 2013. Below are showing the steps on how to configure the Lync on your Android and Apple devices. [Click here](#) to view the setting for Windows

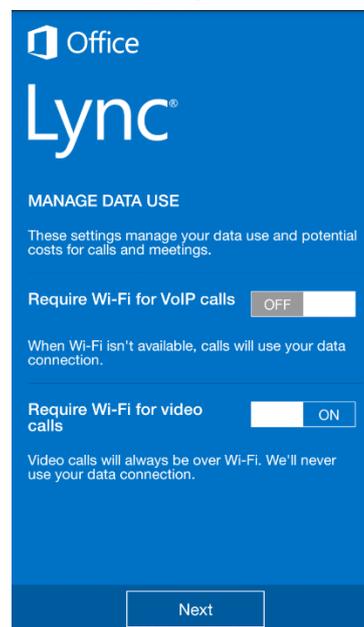
### 4.3.1 Lync 2013 on Android phone or tablets

1. Download the Lync 2013 app from [Google Play Store](#).
2. Launch the app. Enter your iMail login ID and password, then tap **Show Advanced Options** and enter your iMail login ID again. Tap **Sign In**
3. Choose your preferred setting to manage data use and tap **Next**.
4. Enter your mobile phone number and tap **Next**.
5. Checked on Sync contacts and tap **Next**.
6. Tap **Done**.
7. You can now start using Lync 2013.

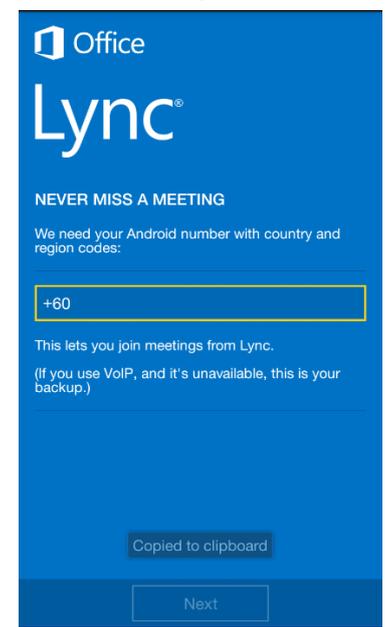
**Step 2**



**Step 3**



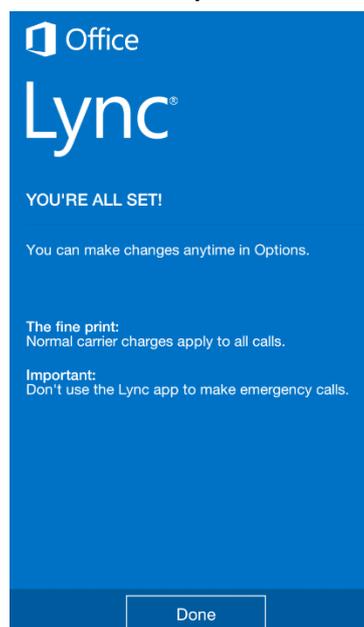
**Step 4**



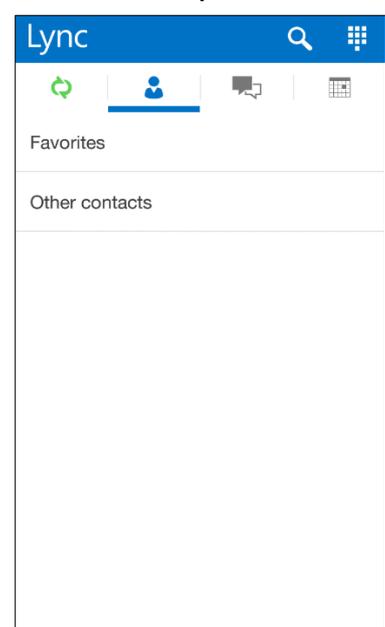
**Step 5**



**Step 6**



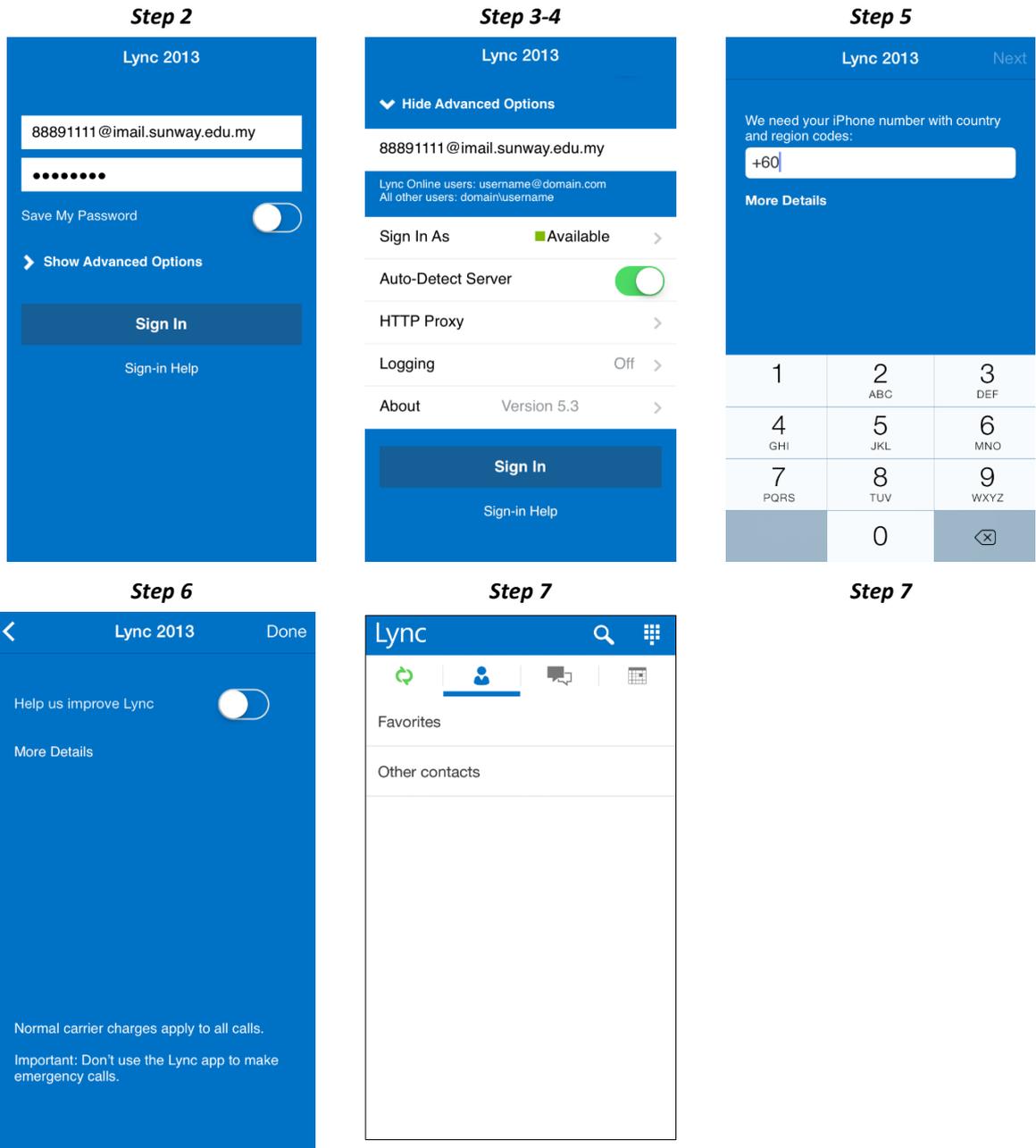
**Step 7**





**4.3.2 Lync 2013 on your Apple iPhone or iPad**

1. Download the app from iTunes [Lync 2013 for iPhone](#) or [Lync 2013 of iPad](#)
2. Launch the app. Enter your iMail login ID and password,
3. Tap **Show Advanced Options** and enter your iMail login ID again.
4. Select your preferred Sign in status, turn on Auto-Detect Server and tap **Sign In**
5. Enter your mobile phone number and tap **Next**.
6. Tap **Done**.
7. You can now start using Lync 2013.



**4.4 Add a contact in Lync**

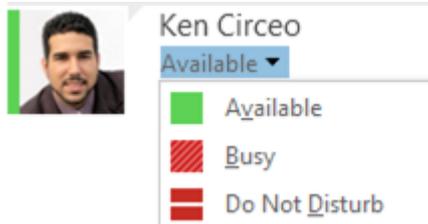
1. In the Lync main window, go to Add a Contact > Add a Contact in my Organization.
2. Type the person’s name or email address in the search box.
3. Right-click the listing, click Add to Contacts List, and select a group to add the contact to.



- (Optional) To view or change the privacy relationship, right-click the contact's listing, and then click Change Privacy Relationship.

#### 4.5 Change your presence status in Lync

Click the status menu drop-down arrow below your name on the Lync main window, and then click the status you want to show other people.



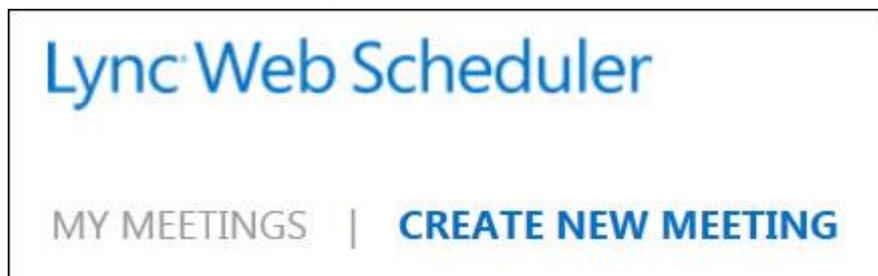
To revert from the status you set and have Lync automatically update your status, click the status menu and then click **Reset Status**.

#### 4.6 Using Lync web scheduler

Microsoft Lync Web Scheduler is a web-based program that you can use to create Lync Meetings if you don't have Microsoft Outlook, or are on an operating system not based on Windows. With Web Scheduler, you can create new meetings, change your existing meetings, and send invitations with your favorite email program.

##### Create a Lync Meeting

- Logon to your iMail account, go to > **Office 365 settings**
- Click on **Software > Lync**
- Click **Launch Lync web scheduler** link
- Click **Create New Meeting**



- Type a **Subject** for your meeting.
- You can leave the meeting location as Lync Meeting, or add a location, such as conference room, if you have in-person attendees as well.
- Type a short message, or the meeting agenda in the **Message** box. (Optional)
- Select the **Time Zone**, **Start** and **End** date/time of the meeting
- Under Participants and Audio, add the invitees' names or email addresses, separated by a semicolon (;).
- Click **Check names** to verify that you have the correct names.

#### 4.7 Share your desktop or program in Lync

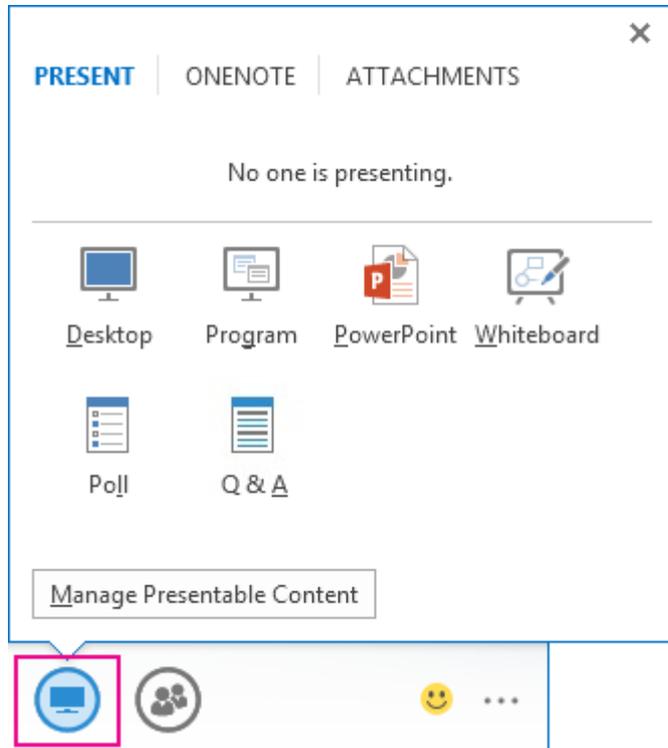
You can show your entire desktop or just a program to everyone in a Lync Meeting, call, or instant messaging (IM) conversation. Keep in mind that you need to be a presenter in a Lync Meeting to share your screen.

**Share your desktop** when you need to switch between multiple programs, or work on files from different programs.



**Share a program** when you need to present specific programs or files and don't want people to see anything else on your computer.

1. At the bottom of the conversation window, point to the presentation (monitor) icon.



2. On the Present tab, do one of the following:

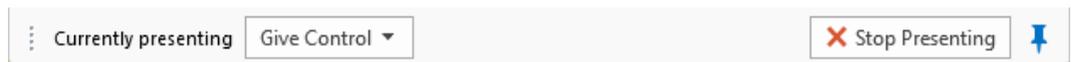
- To share the content on your desktop, click Desktop.

**IMPORTANT** When sharing your desktop, everyone in the meeting can see your programs, files, and notifications. If you have confidential information or files that you don't want people to see, close them or use program sharing instead.

- To share one or more programs or files, click Program, and then select the specific program(s) or file(s).

3. On the sharing toolbar, on top of the screen, use any of these options:

- Click Stop Presenting when you are done sharing your screen.
- Click Give Control to share control of your desktop or program with the participants..



- Click the blue pin to hide the toolbar and have more space. To un-hide the toolbar, move your mouse to the top of the screen. When the sharing toolbar appears, use any of the controls you need or click the pin again to keep the toolbar visible.

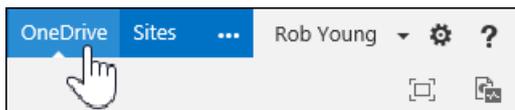
**NOTE** While you are sharing, your Lync status changes to Presenting, and you won't receive instant messages or calls.



## 5. OneDrive for Business (formerly known as SkyDrive Pro)

**OneDrive for Business** is a cloud storage where you can store, sync, and share your files across multiple devices with ease and security. You can collaborate with others in real time and edit documents from virtually anywhere via a web browser using Office Web Apps. Accessing your files from multiple devices (including Windows Phone, Windows 8, iOS, and Android devices).

You get **1TB** of space in the cloud with your iMail account. All files that you store in OneDrive for Business are private initially – only you can see them – unless you decide to share them. To use your OneDrive for Business library, select OneDrive (short for OneDrive for Business) in the header at the top of the Office365 page.



### 5.1 How is OneDrive for Business different from OneDrive?

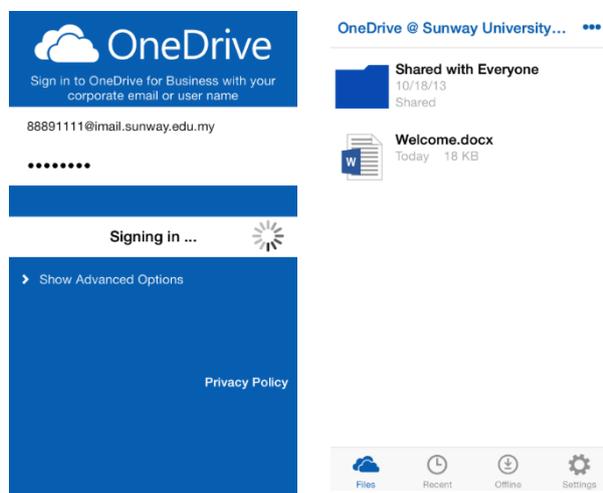
OneDrive for Business is different from OneDrive, which is intended for personal storage separate from your workplace.

- **OneDrive (formerly known as SkyDrive)** is a free online personal storage that you get with your personal Microsoft account. Sunway Education Group do not manage your account.
- **OneDrive for Business (formerly known as SkyDrive Pro)** is a free online storage that the institution provided to you with your Sunway student iMail account. It's managed by Sunway Education Group and lets you share and collaborate on work documents with your course mate, friends and lecturers.

### 5.2 Install OneDrive for Business Apps

Access OneDrive for Business from desktop and native mobile apps to easily store, sync and share from Windows 8, Windows RT and iOS devices. Download the apps and sign in using your iMail login ID and password. *Note: Android devices are not supported currently.*

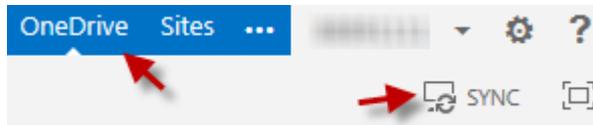
- [OneDrive for Business for Windows 8 and Windows RT](#)
- [OneDrive for Business Desktop App for Windows](#)
- [OneDrive for Business for iOS](#)





### 5.3 Sync OneDrive for Business to your computer

1. Sign in to your iMail account.
2. Click **OneDrive** at the top of the page
3. Click the **Sync button**.

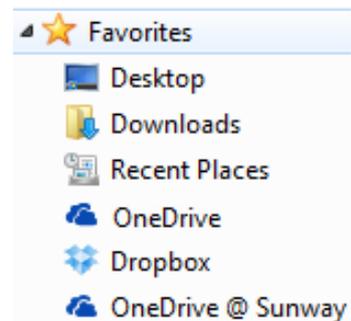


4. At the prompt, click Sync Now to start the sync app wizard. The wizard automatically fills in the name and web address of your OneDrive for Business library.

Sync this library to your device for easy access.

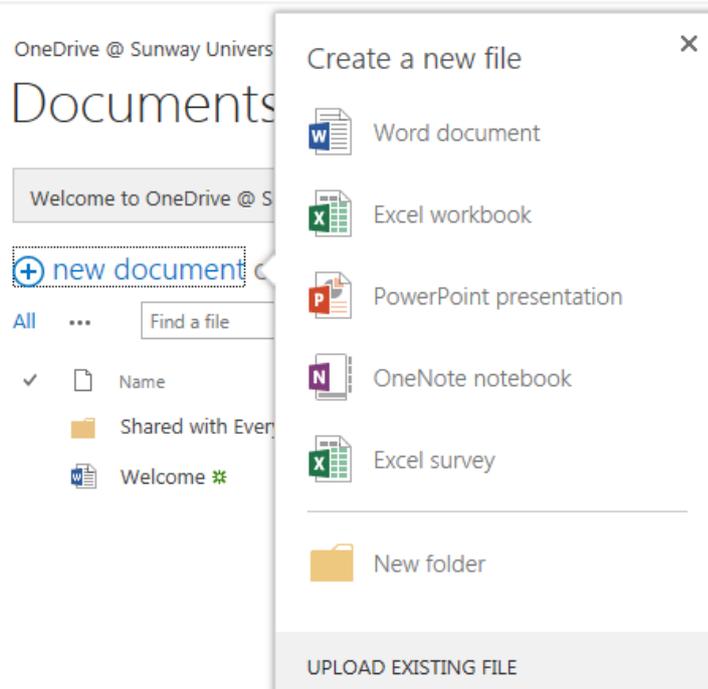


5. You can click Show my files... in the wizard to open the synced OneDrive for Business library folder in File Explorer. The folder is listed in your Favourites with the name "OneDrive @Sunway University College."



### 5.4 Create, edit and share documents online

1. Click **OneDrive** at the top of the page
2. Click on **New document**, select type of file you want to create from the list.



3. Type in the document name and click **OK**

#### To edit the documents

Just click on the file name and edit from the browser or you can choose to edit locally from your PC which use full functionality of the Microsoft Office products.

#### To share documents



1. Just click on the padlock icon  to share your files with others. By default, all documents created in your iMail account can only view by yourself.

 new document or drag files here

All ...

✓		Name	Modified	Sharing	Modified By
		Shared with Everyone	... October 18, 2013		<input type="checkbox"/> 88891111
✓		Welcome 	... Yesterday at 10:36 PM	 	<input type="checkbox"/> 88891111

2. Choose your preferred method to share your files, enter necessary info and click **Share**.

Share 'Welcome' ×

 Only shared with you

Invite people

Get a link

Shared with

Can edit ▾

Require sign-in

HIDE OPTIONS

Send an email invitation

Share Cancel



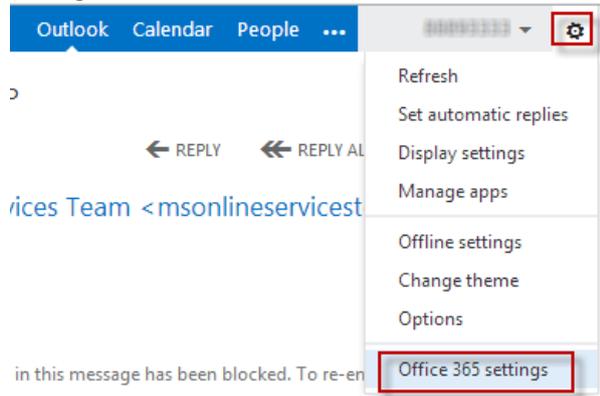


## 6. Microsoft Office 365 ProPlus for students

Starting June 2014, Sunway Education Group will begin providing Microsoft Office 365 ProPlus for students at no cost. The Microsoft software license agreement Sunway Education Group paid for cover all current active students with the latest version of full Office suite usage at institution and at home.

### 6.1 How do I install Office 365 ProPlus?

1. Browse to <http://www.imail.sunway.edu.my> and login using your iMail login ID and password.
2. Once logged in, click on the gear icon in the top right hand corner and choose "Office 365 Setting".

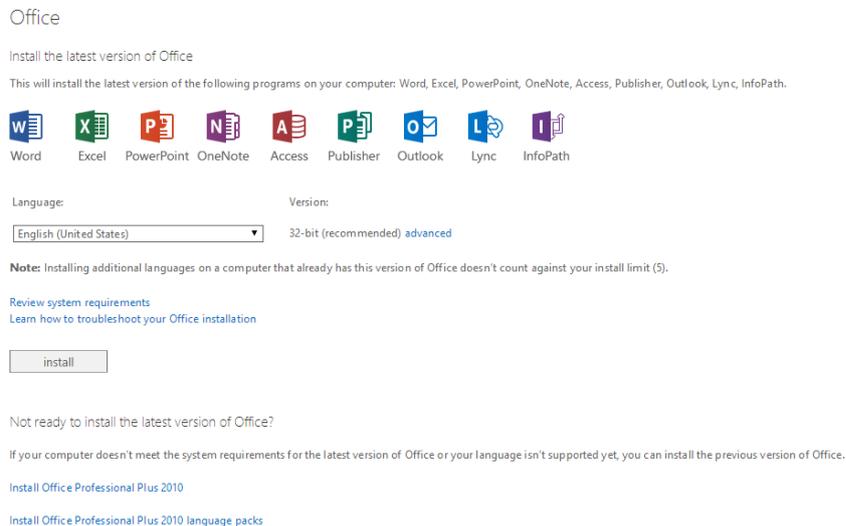


3. Click software to get started.

### Office 365 settings

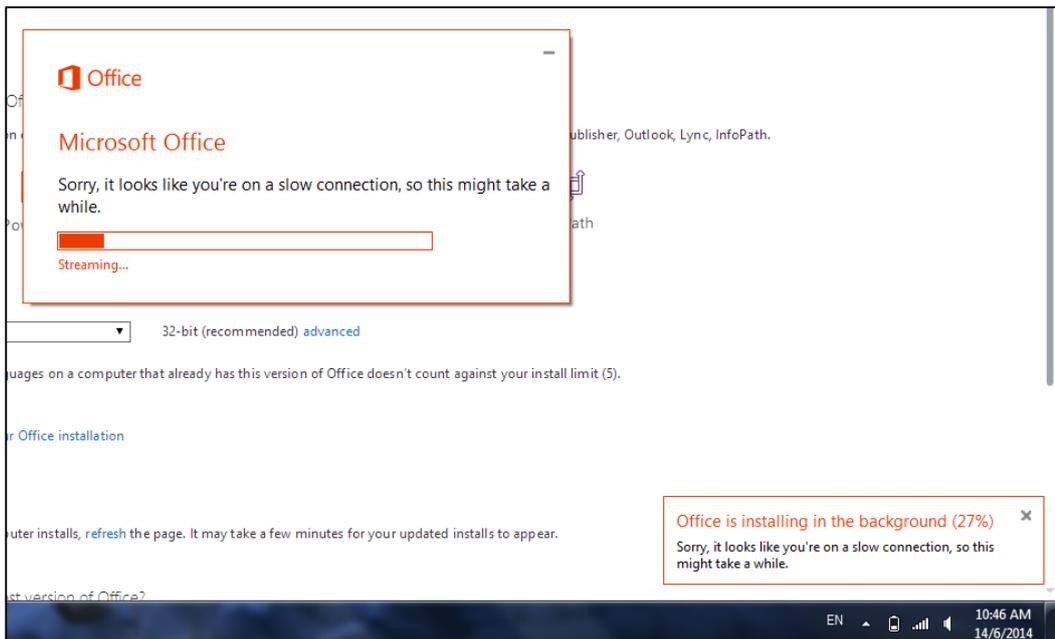
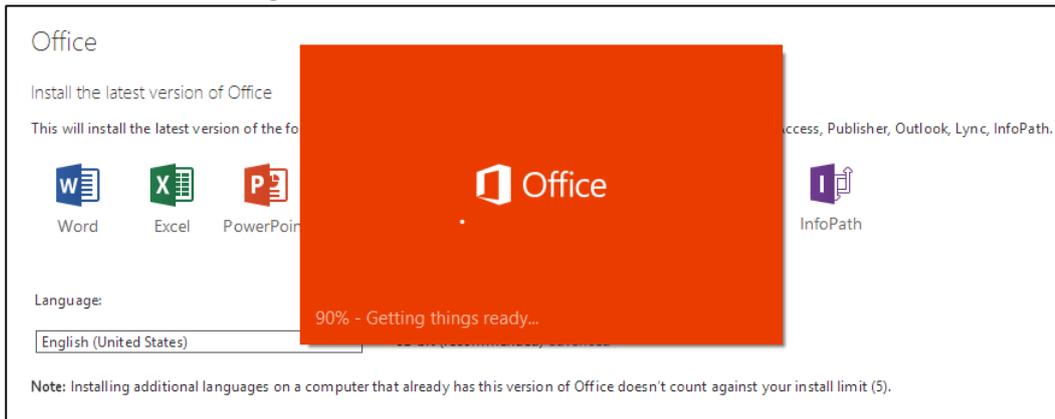


4. Start downloading the software by clicking on the **Install** button. The activation is handled automatically when you sign in with your iMail login ID and password. Thus, it does not required any product keys for activation.

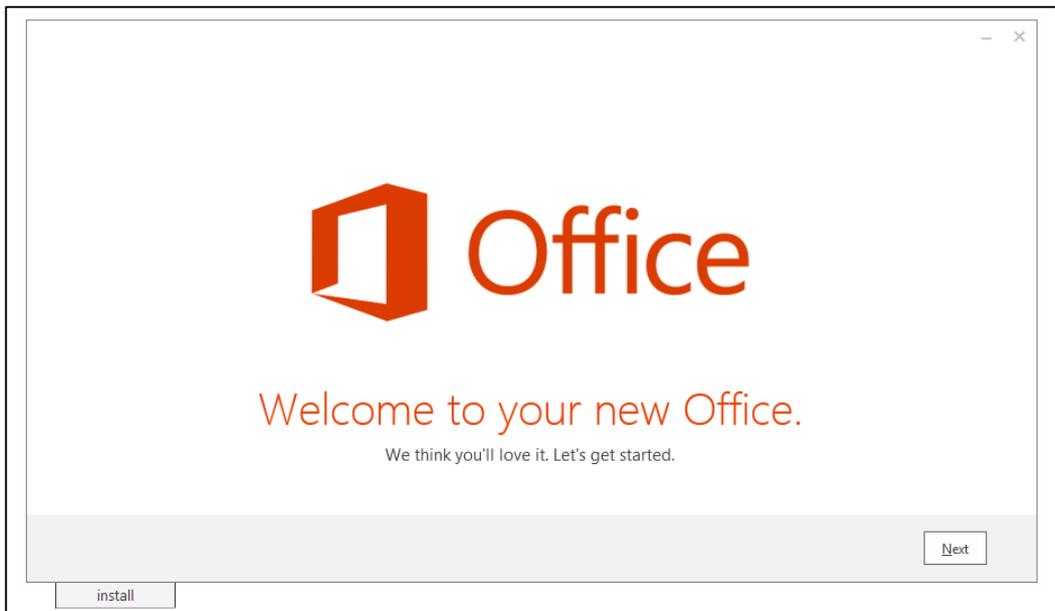




5. You will see the following screen shots as shown below.

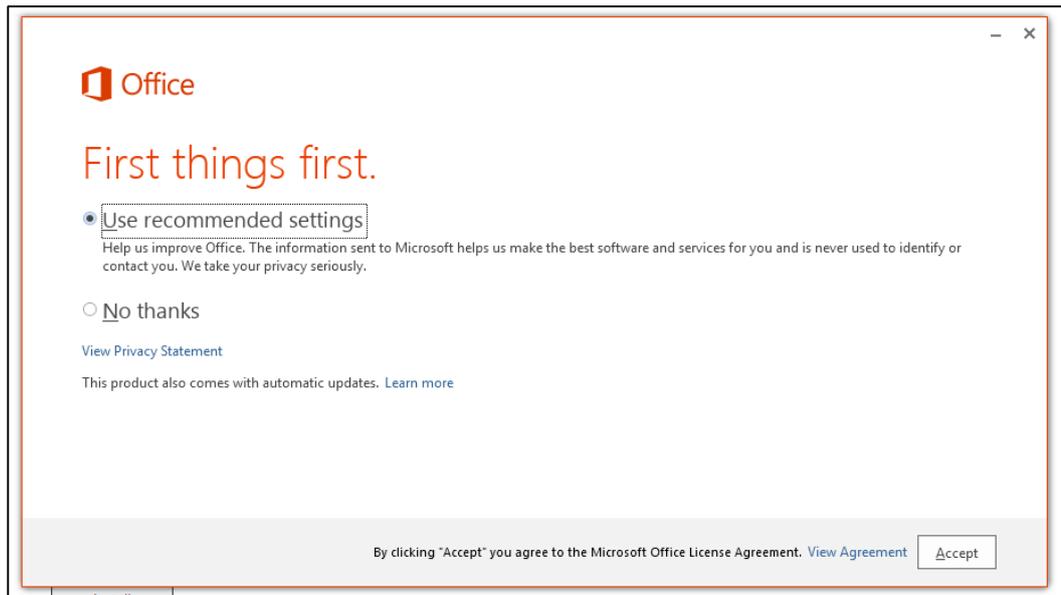


6. Click Next.

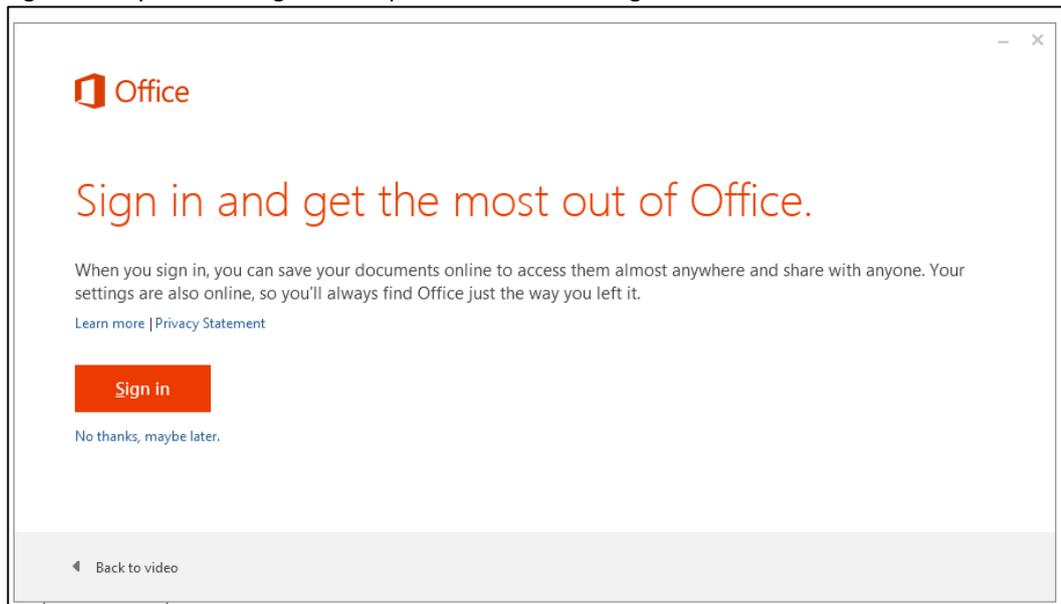




7. Choose **Use recommended settings** then click **Accept**.



8. Sign in with your iMail login ID and password to start using it.



## 6.2 How do I activate my license?

You should activate your Office ProPlus 365 installation with your Sunway iMail login ID and password. Please note that you DO NOT need a product key.

## 6.3 What is included with Office 365 ProPlus subscription license?

- Office 365 ProPlus for PC (Office 2013 ProPlus base applications)
- Office 365 ProPlus for Mac (Office 2011 for Mac base applications)
- Office Mobile for iPhone
- Office Mobile for Android



## 6.4 How many machines/devices can I run this application?

Each subscription license allows you to run Office on up to 5 machines being Mac or PC. You can also run Office Mobile for Android or Office Mobile for iPhone on up to 5 mobile devices or tablets.

## 6.5 How do I know how many machines I have installed with this application?

Go to **O365 Setting** > Click on **Software**, then you can see which computers are installed with Office 365 Pro Plus and how many remaining installs. You can deactivate the license anytime for the particular machine by clicking on the **Deactivate** link.

Office

Manage installs for the latest version of Office

You can deactivate installs from computers on which you installed this version of Office.

COMPUTER NAME	OPERATING SYSTEM	INSTALLATION DATE	
USER-PC	Microsoft Windows 7 Home Premium	14/6/2014	<a href="#">deactivate</a>

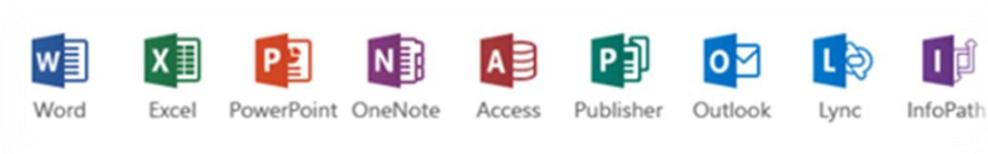
Remaining installs available: 4

## 6.6 Is this a full version Office and available for offline use?

Yes, this is full Office on the PC, Mac, iPhone, and Android platform and all are available for offline use.

## 6.7 What application come with Office 365 ProPlus for PC, Mac, Office Mobile for iPhone and Office Mobile for Android?

### i. For PC



Word 2013, Excel 2013, PowerPoint 2013, OneNote 2013, Access 2013, Publisher 2013, Outlook 2013, Lync 2013 and InfoPath 2013.

### ii. For Mac



Word 2011, Excel 2011, PowerPoint 2011 and Outlook 2011.



**iii. For Apple devices**



Word Mobile, Excel Mobile and PowerPoint Mobile. OneNote and Lync Mobile available as separate download. See [here](#) for more options.

**iv. For Andriod devices**



Word Mobile, Excel Mobile and PowerPoint Mobile. OneNote and Lync Mobile available as separate download. See [here](#) for more options



## 6.8 What are the system requirement for Office 365 ProPlus?

Windows	Mac
<p><b>Operating System</b></p> <ul style="list-style-type: none"> <li>Windows Server 2008 R2</li> <li>Windows 7</li> <li>Windows Server 2012</li> <li>Windows 8</li> </ul> <p>32-bit Office can be installed on 32-bit or 64-bit operating systems and 64-bit Office can only be installed on 64-bit operating systems.</p> <p><b>Computer and processor</b> 1 GHZ or faster x86 or 64-bit processor with SSE2 instruction set.</p> <p><b>Memory</b> 1 GB RAM (32-bit) 2 GB RAM (64-bit) recommended for graphics features, Outlook Instant Search, and certain advanced functionality.</p> <p><b>Disk space</b> 3 gigabytes (GB)</p> <p><b>Monitor resolution</b> 1024 x 768</p>	<ul style="list-style-type: none"> <li>A Mac computer with an Intel processor.</li> <li>Mac OS X version 10.5.8 or later.</li> <li>1 GB of RAM recommended.</li> <li>2.5 GB of available hard disk space.</li> <li>HFS+ hard disk format (also known as Mac OS Extended or HFS Plus).</li> <li>DVD drive or connection to a local area network (if installing over a network).</li> <li>1280 x 768 or higher resolution monitor</li> <li>At least Apple Safari 5</li> </ul>

Office Mobile for iPhone/iPad	Office Mobile for Andriod
<ul style="list-style-type: none"> <li><b>iPhone 4</b></li> <li><b>iPhone 5</b></li> <li><b>iPhone 5s</b></li> <li><b>iPod Touch 5th generation</b></li> <li><b>iPad</b></li> <li><b>All devices above must be running iOS 6.1 minimum</b></li> </ul>	<ul style="list-style-type: none"> <li>Android OS 4.0 or greater</li> <li>Android touch enabled smartphones only</li> </ul>

## 6.9 Do student have to sign into Office 365 to use any of these application with Office 365 ProPlus?

Yes, a valid Office 365 ProPlus license tied to a valid Office 365 login for students is required to enable any of the four Office 365 ProPlus features.

## 6.10 What happen when I'm no longer a student or graduate from SEG?

Once you are no longer a student or graduate from SEG, you will need to purchase a license or subscription directly from Microsoft to continue to use the programs on your devices or you can uninstall them at that time. Your documents that you created are still accessible and can be opened in other programs capable of opening those file types.



## Appendix

### Change History Log

Date	Rev	PIC	Description of Changes
10/10/2014	2.3	Cynthia Tan	Updated Chapter 6.8.
20/06/2014	2.2	Cynthia Tan	Added installation screenshots in Chapter 6. Updated Chapter 1.1.2 and 2.9.2.
03/06/2014	2.1	Cynthia Tan	Added Chapter 6 Microsoft Office ProPlus for student user guides.
07/03/2014	2.0	Cynthia Tan	Revamps the documents with the contents of Microsoft Office 365 for Education A2 plan features.
06/12/2013	1.2	Cynthia Tan	Added mnemonic email address info.
10/09/2013	1.1	Cynthia Tan	Updated the content from Wave14 to Wave15.
16/08/2013	1.0	Cynthia Tan	Document created.