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GENERAL FAQs

1. How to access to Sunway iMail account?
   Login to www.imail.sunway.edu.my with your iMail login ID and password.

2. I can’t login to my iMail account with my username. Why?
   Please ensure you are using your iMail login ID (e.g: 1305xxxx@imail.sunway.edu.my) not your iMail email address.

3. How do I find my actual email address?
   Click here to view how to retrieve your email address.

4. Who can access iMail?
   Currently, only students from Sunway University, Sunway College (KL), Sunway College Johor and Sunway International School have access to iMail.

5. If I forgotten my iMail account password, can I reset the password myself?
   No. You can’t reset your password by your own after the upgrade. Please get help from IT Services.

   Main Campus:
   IT Lab Support team
   Email: helpdesk@sunway.edu.my
   Tel: +603-7491 8622 x8103
   Or proceed to IT Learning Labs located at 1st Floor South building.

   Branches
   ITS Staff
   Email: jbhelpdesk@sunway.edu.my
   Tel: +607-359 6880 x330
   Or proceed to IT Services Department, Level 1 SYCJB Building.

6. I have reset my iMail password, but I can’t login to OneDrive (formerly known as SkyDrive) using the new password. Why?
   Students who enroll BEFORE August 2013 intake are having TWO separate accounts. We no longer administers your OneDrive account.

   a) Institution iMail account – This account gives you access to your Sunway student email. SEG administers this account. Access your iMail account via http://www.imail.sunway.edu.my.

   b) Personal Microsoft account – This personal account gives you access to all your previous OneDrive content, Messenger, and other Microsoft services. Note that SEG no longer administers this account. Access your Personal Microsoft account via http://onedrive.live.com
7. **How to view my documents that I previously uploaded to OneDrive?**

   Login to [https://onedrive.live.com](https://onedrive.live.com) to access your documents in OneDrive.

8. **How do I reset my OneDrive password?**

   Please click on this link [https://account.live.com/ResetPassword.aspx](https://account.live.com/ResetPassword.aspx) to reset your OneDrive password.

9. **What is the difference between OneDrive and OneDrive for Business?**

   **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.

10. **What is Office 365?**

    Office 365 is the system platform that we use to provide your Sunway student email – iMail account.

    Office 365 for education (formerly known as Live@Edu) is a cloud-based services from Microsoft that provides students with enterprise-grade communication and productivity services such as email, calendaring, file storage and sharing, team sites, IM, web conferencing and task management. Each account gets 50 GB of free email storage and can handle attachments as large as 25MB.

11. **What are the Office 365 system requirements?**

    The following table list supported operating systems and web browser.

    | Operating Systems                        | Web Browsers                                      |
    |------------------------------------------|---------------------------------------------------|
    | **Windows 8**                            | ▪ Windows Internet Explorer 10 or 11              |
    |                                          | ▪ Latest version of Firefox                       |
    |                                          | ▪ Latest version of Chrome                        |
    | **Windows 7 (32-bit and 64-bit)**        | ▪ Windows Internet Explorer 10 or Windows Internet|
    |                                          | Explorer 9 recommended                           |
    |                                          | ▪ Internet Explorer 8                             |
    |                                          | ▪ Latest version of Firefox                       |
    |                                          | ▪ Latest version of Chrome                        |
    | **Windows Vista with Services Pack 2 (32-bit)** | ▪ Internet Explorer 9 recommended               |
    | **Support ends January 1, 2014**         | ▪ Internet Explorer 8                             |
    |                                          | ▪ Latest version of Firefox                       |
    |                                          | ▪ Latest version of Chrome                        |
    | **Windows Vista with Services Pack 2 (64-bit)** | ▪ Internet Explorer 9 recommended               |
    | **Support ends January 1, 2014**         | ▪ Internet Explorer 8                             |
    |                                          | ▪ Latest version of Firefox                       |
    |                                          | ▪ Latest version of Chrome                        |
12. Will Office 365 work with my copy of Office?

Office 365 works best with the latest version of Office, Office 2013, and Office 2011 for Mac. Office 365 works with slightly limited functionality with Office 2010 and Office 2007. If you have an earlier edition of Office, you will need to update to a newer version of Office in order to use Office 365.

13. What are the limits of the new system? Can we change them?

Here is the new limits under Office 365. These are set by Microsoft and we cannot change any of them.

- Mailbox quota: 50GB.
- Maximum total size of the email message: 25MB. That includes the message header, the message body and any file attachment.
- Maximum individual file attachment size: 25MB.
- Maximum file attachments: 125 attachments
- Maximum number of recipient per message: 500 recipients
- Maximum number of recipient per day: 10,000 recipients.

If you reach 10,000 recipients in a day, your email will be locked for 24 hours by Microsoft and we will not be able to unlock it! Click here for more details.

14. Where can I get help if something goes wrong?

Please contact the following:

<table>
<thead>
<tr>
<th>PJ Campus:</th>
<th>JB Campus:</th>
</tr>
</thead>
<tbody>
<tr>
<td>IT Lab Support team</td>
<td>IT Services</td>
</tr>
<tr>
<td>Email: <a href="mailto:helpdesk@sunway.edu.my">helpdesk@sunway.edu.my</a></td>
<td>Email: <a href="mailto:jbhelpdesk@sunway.edu.my">jbhelpdesk@sunway.edu.my</a></td>
</tr>
<tr>
<td>Tel: +603-7491 8622 x8103</td>
<td>Tel: +607-359 6880 x330</td>
</tr>
<tr>
<td>Or proceed to IT Learning Labs located at 1st Floor South building.</td>
<td>Or proceed to IT Services Department, Level 1 Main Building.</td>
</tr>
</tbody>
</table>
Outlook Web Apps FAQs

1. **What is the email quota limit?**
   You get a **50GB** of mailbox quota.

2. **How do I check the quota in iMail?**
   Go to Setting > Options > Account from your mailbox.

3. **I accidentally deleted an important email, what should I do to retrieve it?**
   If you had not empty the Trash, you can move the deleted item back into the Inbox. If you had empty the trash, right click on the Trash icon, select Recover Deleted Item, a list of deleted email will be displayed, select the email to retrieve. Deleted email will be retained for 14-day before it is permanently being removed from the system.

4. **I receive a quota warning on my account, what is this?**
   Your quota in iMail is taken up by your email, calendar and any other information that you have stored in your iMail account. Each mailbox limit is 50GB, once it reaches 49.75GB, user will receive a warning. Please clean up un-necessary items in the mailbox. It is important to be aware of your quota status because you will be unable to send and receive email if you exceed your 50GB limit. To clean up your data and free up space, remember to periodically delete the items you no longer need, and empty the **Deleted Items** folder.

5. **I can’t access my email in my phone/tablet anymore. What should I do?**
   You need to reconfigure email account in your phone/tablet. For mobile phone configuration guide, please **click here**. To know your mobile phone setup reference, please **click here**.
6. Can I automatically forward all my email from iMail to another email provider e.g Gmail, Yahoo?

Yes, you can configure it in your Outlook Mail > Options > Account > Choose Connected Accounts tab > enter the email address under Forwarding section.

7. Can I automatically forward all email from another provider to my iMail account?

Each provider has their own setting. Refer to the instructions below on how to auto forward email for many popular email services:

- Gmail
- Windows Live Hotmail
- iCloud
- Yahoo (Please note: this features is available only to Yahoo Mail Plus subscribers)

8. How can I access iMail from my mail client on my computer or mobile phone?

Click here for more details

9. Do I need to comply with any policies on the use of Sunway student email?

Yes. Please read and understand the Sunway Student Email Policy and Sunway Student ePolicy. It is important that you should be aware and fully understand the policies including rules and regulations governing the use of Sunway Student Email facility. All students are expected to use the assigned Sunway Student iMail email accounts for official correspondence on academic and administrative matters with staff at Sunway. As a side note, students will be required to accept Microsoft’s terms and conditions and privacy policy before they can use Office 365 services provided.

10. Will I still be able to access iMail student account after I graduate?

Yes.

11. Will there be a fee for my iMail account after I graduated?

No. It will remain free.

12. I would like to know more about Outlook Web Apps. What should I do?

Click on this link help.outlook.com for more details about Outlook Web Apps.
Lync Online FAQs

1. What is Lync Online
   Microsoft Lync is a chat and collaboration tool used for instant messaging, audio / video calling, and online meetings. For full Lync functionality, you must download and install the appropriate Lync client for your computer or mobile device. The Lync Web Scheduler also allows you to create and update meetings in the cloud without a local Lync client.

2. Do I need to install software for to use Lync?
   To utilize the full functionality of Lync, it is best to install the full Lync client.
   - Once logged into Office 365, click on the settings charm next to your name in the upper right hand corner and choose “Office 365 settings” from the drop down.
   - Then select “Software” from the menu screen.
   - You will see the Lync installer on this page.
   - Clicking the “Install” button will begin the install.
   Windows: You may be prompted to open the setuplyncretail.x86.en-us.exe file, click ok or save file depending on which browser you use. This file will require “administrator” rights to install.

3. Can I install Lync on my smartphone or tablet?
   Yes, Lync is available for iPhone, iPad, Windows Phone, and Android smartphones and tablets. You can download the free Microsoft Lync app from your mobile device's app store and log on with your iMail account.

4. Who can “see” that I’m online and what my status is?
   By default, Lync will not allow other users to see your presence status unless they are in your contact list. This works both ways, if you are not in someone's contact list, they will not be able to see your presence status. You can change this default behavior by changing the setting in your client.

5. How do I find another person?
   Enter in the name of the person you want to add to your "Contacts List" into the search bar. Right click on the name of the person you want to add to your "Contacts" list. Then, select "Add to Contacts List", then click on the list you want to add the person to.

6. How do I send an IM conversation?
   - Locate the person you want to message by either using your "Contacts List" or the Search bar.
   - Right Click on the user and select "Send an IM".

7. How do I start a video call using Lync?
   - Locate the person you want to message by either using your "Contacts List" or the Search bar.
   - Right Click on the user and select "Start a Video Call".
8. **What are the different sections (Groups, Status, Relationships, and New)?**

   **Groups:** Shows all the Contacts that you’ve added or conversed with. You can organize these into groups of your choosing, and they are personal to your account. Groups cannot be shared to other users, but your groups will be listed in each Lync client that you log in to.

   **Status:** Organizes your Contacts by their current status (Online, Away, or Unavailable).

   **Relationships:** Organize your Contacts by their relationship to you (Friends and Family; Workgroups; Colleagues; Blocked and External Contacts). You can change a Contacts relationship by right-clicking on their Contact in the Contact List and choosing "Change Privacy Relationship".

   **New:** Shows the people who have recently added you to their Contact List.
Office Web Apps and OneDrive for Business FAQs

1. What is Office 365 Web Apps?
   Office 365 Web Apps extends your Microsoft Office experience to the web browser, where you can work with documents directly on the website where the document is stored. With Office Web Apps you can create, edit, and share Microsoft Word, Excel, PowerPoint, and OneNote documents with an ordinary web browser.

2. What are the supported file format in Office Web Apps?
   Click here to view the file types and format supported in each of the four Office Web Apps.

3. What is OneDrive for Business?
   OneDrive for Business is a place to keep your work documents and other files in the cloud storage. Only you can see your files, but you can easily share them with others for reviewing and editing. Your files are safely kept in the cloud with SharePoint Online.

4. What’s the different between OneDrive and OneDrive for Business?
   Starting in February 2014, Microsoft has renamed their SkyDrive services, SkyDrive and SkyDrive Pro, to OneDrive and OneDrive for Business.
   - OneDrive (formerly known as SkyDrive) is a free 7GB of 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 25GB of 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. How much space do I get in my OneDrive storage area?
   You are allocated 25GB for your OneDrive storage Note: This 25GB is separate from your 50GB of email storage.

6. Is there a size limit on the files that can be uploaded?
   Yes, there is a limit of 250MB per file.

7. Can I sync my OneDrive libraries and files to my computer?
   Yes. Please click here for information.

8. How do I share document?
   Click the checkbox next to the document and click E-mail a Link on the top ribbon menu to email a link to the document to your classmates or friends. If you delete or move the document from the Shared Documents library any links you have emailed to your classmates or friends will no longer work.

9. How do I ensure a document is private and cannot be shared?
   Only documents stored in the Shared Documents library can be accessed by other students. If your document is stored in any other library it is private and cannot be accessed by anyone but you.
Sunway Student Advantage FAQs

1. How do I install Office 365 ProPlus?
   1. Browse to [http://www.imail.sunway.edu.my](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”.

   ![Office 365 settings](image)

   3. Click software to get started.

   ![Office 365 settings](image)

   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.

**Office**

*Install the latest version of Office*

This will install the latest version of the following programs on your computer: Word, Excel, PowerPoint, OneNote, Access, Publisher, Outlook, Lync, InfoPath.

![Office Installation Screen](image)

*Language: English (United States) Version: 32-bit (recommended) advanced*

**Note:** Installing additional languages on a computer that already has this version of Office doesn’t count against your install limit (3).

---

**Office**

*Microsoft Office*

Sorry, it looks like you’re on a slow connection, so this might take a while.

![Office Install Progress](image)

*32-bit (recommended) advanced*

*30% - Installing in the background (37%)*

Sorry, it looks like you’re on a slow connection, so this might take a while.

*32-bit (recommended) advanced*

*30% - Installing in the background (37%)*

Sorry, it looks like you’re on a slow connection, so this might take a while.
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.
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.

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

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.

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.
6. **Is this a full version Office and available for offline use?**

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

7. **What application come with Office 365 ProPlus for PC, Mac, Office Mobile for iPhone and Office Mobile for Andriod?**

   i. **For PC**

   ![Office applications](image1)


   ii. **For Mac**

   ![Office applications](image2)


   iii. **For Apple devices**

   ![Office applications](image3)

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

   iv. **For Andriod devices**

   ![Office applications](image4)

   Word Mobile, Excel Mobile and PowerPoint Mobile. OneNote and Lync Mobile available as separate download. See [here](#) for more options.
8. **What are the system requirements for Office 365 ProPlus?**

<table>
<thead>
<tr>
<th>Windows</th>
<th>Mac</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Operating System</strong></td>
<td>• A Mac computer with an Intel processor.</td>
</tr>
<tr>
<td>• Windows Server 2008 R2</td>
<td>• Mac OS X version 10.5.8 or later.</td>
</tr>
<tr>
<td>• Windows 7</td>
<td>• 1 GB of RAM recommended.</td>
</tr>
<tr>
<td>• Windows Server 2012</td>
<td>• 2.5 GB of available hard disk space.</td>
</tr>
<tr>
<td>• Windows 8</td>
<td>• HFS+ hard disk format (also known as Mac OS Extended or HFS Plus).</td>
</tr>
<tr>
<td>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.</td>
<td>• DVD drive or connection to a local area network (if installing over a network).</td>
</tr>
<tr>
<td><strong>Computer and processor</strong></td>
<td>• 1280 x 768 or higher resolution monitor</td>
</tr>
<tr>
<td>1 GHz or faster x86 or 64-bit processor with SSE2 instruction set.</td>
<td></td>
</tr>
<tr>
<td><strong>Memory</strong></td>
<td></td>
</tr>
<tr>
<td>1 GB RAM (32-bit)</td>
<td></td>
</tr>
<tr>
<td>2 GB RAM (64-bit) recommended for graphics features, Outlook Instant Search, and certain advanced functionality.</td>
<td></td>
</tr>
<tr>
<td><strong>Disk space</strong></td>
<td></td>
</tr>
<tr>
<td>3 gigabytes (GB)</td>
<td></td>
</tr>
<tr>
<td><strong>Monitor resolution</strong></td>
<td></td>
</tr>
<tr>
<td>1024 x 768</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Office Mobile for iPhone/iPad</th>
<th>Office Mobile for Andriod</th>
</tr>
</thead>
<tbody>
<tr>
<td>• iPhone 4</td>
<td>• Android OS 4.0 or greater</td>
</tr>
<tr>
<td>• iPhone 5</td>
<td>• Android touch enabled</td>
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<td>• iPhone 5s</td>
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<td>• iPod Touch 5th generation</td>
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</tr>
<tr>
<td>• iPad</td>
<td></td>
</tr>
<tr>
<td>• All devices above must be</td>
<td></td>
</tr>
<tr>
<td>running iOS 6.1 minimum</td>
<td></td>
</tr>
</tbody>
</table>

9. **Do students have to sign into Office 365 to use any of these applications 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.

10. **What happens 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

<table>
<thead>
<tr>
<th>Date</th>
<th>Rev</th>
<th>PIC</th>
<th>Description of Changes</th>
</tr>
</thead>
<tbody>
<tr>
<td>20/06/2014</td>
<td>2.1</td>
<td>Cynthia Tan</td>
<td>Added Sunway Student Advantage FAQs.</td>
</tr>
<tr>
<td>14/03/2014</td>
<td>2.0</td>
<td>Cynthia Tan</td>
<td>Update FAQs and includes other FAQs for additional new features in iMail.</td>
</tr>
<tr>
<td>24/12/2013</td>
<td>1.1</td>
<td>Cynthia Tan</td>
<td>Update FAQ.</td>
</tr>
<tr>
<td>15/07/2013</td>
<td>1.0</td>
<td>Cynthia Tan</td>
<td>Document created.</td>
</tr>
</tbody>
</table>