



Quick Start Guide for new students...

Introduction

This quick start provides you with important information you need to know about using the live@UCL email service.

Who can use live@UCL?

live@UCL is the new email service for new students registering from the 1st of September 2009.

Returning students should continue to use Squirrelmail. Returning students will be offered the opportunity to register for the live@UCL email service from late October 2009.

Logging in and passwords

You will need to use your UCL password to access the live@UCL email service.

You can access the webmail service by going to <http://www.ucl.ac.uk/isd/students/mail/live/guide/login>

If you need to change your password please follow the guidance available on the service website at: <http://www.ucl.ac.uk/isd/students/mail/live/guide/password>

Mail forwarding

Important College emails are sent to your live@UCL email account therefore you are strongly discouraged from forwarding emails to an external email account. External email accounts (e.g. Hotmail, Yahoo) are not supported by UCL Information Services.

If you do decide to forward emails from your live@UCL email account to an external email address you will need follow guidance at: <http://www.ucl.ac.uk/isd/students/mail/live/guide/forwarding>

Your email alias

We are working towards providing you with an "email for life" service and your email alias has been constructed in such a way as to minimise clashes with other students or alumni who have similar names. (An email alias is more friendly email address based on your name). The ".09" indicates your first year of registration with UCL. Further details on the "email for life" and alumni service will be available on the service website at: <http://www.ucl.ac.uk/isd/students/mail/live/>

Further help....

You can find further help and guidance on using live@UCL, configuring mobile devices and email clients to access the service at the live@UCL website www.ucl.ac.uk/isd/students/mail/live or contact the ISD helpdesk helpdesk@ucl.ac.uk, 020 7679 5000

