



THE UNIVERSITY OF
NEWCASTLE
AUSTRALIA

17000
TRIPLE ZERO

Getting started with **NUmail**



Email and calendaring service for students of
The University of Newcastle

Frequently Asked Questions and Answers are available at:

<http://www.newcastle.edu.au/service/email/student-email/faqs.html>

Welcome to NUmail

NUmail is accessed via a web browser.

1. Open a web browser and type in the web address or URL <http://www.outlook.com>
2. An example of the Sign in screen is below

Your Windows Live ID is...
'c' your student number@uon.edu.au
eg. c1234567@uon.edu.au

Microsoft®
Outlook Live Beta

Outlook Live
[More about Windows Live ID](#)
[Privacy Policy](#)

Sign in

Windows Live ID:
(example555@hotmail.com)

Password:

[Forgot your password?](#)

Remember me on this computer (?)
 Remember my password (?)

[Use enhanced security](#)

Your Password is...

For continuing students, your password has not been changed - it is the same password you used for your old Studentmail account.

For new students, your password will be what was displayed in myHub when you accepted your offer from the University. If you changed your password in the University's online services web page as part of your enrolment process, you must use the newest password.

3. When you have entered your details, click on *Sign in*.
DO NOT tick the *Remember me* boxes when you are using a lab or general access computer on campus.

4. The first time you log into the system, you must

- enter your birth year,
- select your country/region, and
- review and accept the terms and conditions of the Windows Live service agreement and Privacy Statement.

Click on *I accept*.

Windows Live™

Thank you for using Windows Live.

To continue, please provide the following information. This information is required to use this Windows Live service. We respect your privacy and will use this information in accordance with our privacy policy.

Birth year: Example: 1999

Country/region:

Review and accept the Agreements
Clicking **I accept** means that you agree to the [Windows Live service agreement](#) and [Privacy Statement](#).

5. An Account screen will appear.

This screen displays your account name – c1234567@uon.edu.au.

You can also follow links on this page to

- change your password, (although this option is available we recommend that you **DO NOT change your password here** – see details below)
- set a secret question, (if you forget your password, answering your secret question will help identify you so the password can be reset), and
- provide an alternate email address (if you forget your password, you can opt to have password details sent to this address. **DO NOT** enter your @studentmail.edu.au address here).

Account

Account: C1234567@uon.edu.au
Registered since: 12 February 2010
Country/region: Australia
Birth date: 1990
[Registered information](#)

Related places

Profile details
Windows Live options

Password reset information
Password: ***** [Change](#)
Question: Default secret question? [Change](#)
Alternate e-mail address: Not specified [Add](#)
Mobile number and PIN: Not specified [Add](#)

Additional options
[Marketing preferences](#)
[Manage Consent](#)
[Close account](#)

Frequently asked questions

- [How do I create a strong password?](#)
- [How can I add an alternate e-mail address or change the alternate e-mail address associated with my registered information?](#)
- [How can I create my mobile credentials?](#)
- [How can I change my name or location?](#)
- [How can I set up a question and secret answer?](#)

[View more questions](#)

IMPORTANT PASSWORD INFORMATION

We recommend you change your password in the Online Services area of the University web site at <http://onlineservices.newcastle.edu.au>

This will change the password for accessing the majority of your University accounts eg. Lab login, Internet access, myHub, exam results **AND your NEmail account**. This means if you change your password via Online Services, any password you have created while you were logged into NEmail, will be overwritten.

6. You will need to select the language you wish to use, and the local time zone.

The screenshot shows the Microsoft Outlook Web App settings page. At the top, it says "Microsoft Outlook Web App". Below that, there is a paragraph of text about accessibility settings and a checkbox labeled "Use the blind and low vision experience" which is currently unchecked. Underneath, it says "Choose the language you want to use." and there is a dropdown menu for "Language" currently set to "English (Australia)". Below that, it says "Time zone:" and there is a list of time zones. The time zone "(GMT+10:00) Canberra, Melbourne, Sydney" is highlighted in blue. To the right of the list, there is an "OK" button. Three red arrows point from the explanatory text on the right to the language dropdown, the time zone list, and the OK button.

The system supports a large number of languages. Change the language to your preferred language eg. English (Australia).

Change the time zone to our local time zone which is:

(GMT+10) Canberra, Melbourne, Sydney

Selecting the **OK** button will take save these settings and take you into the email system.

NEED MORE HELP?

Additional help is available from the [Microsoft Outlook help pages](#) and the [Student Email FAQ](#) page on the University web site.

You can send non-urgent questions about NEmail to NEmail-questions@newcastle.edu.au or contact the 17triplezero IT Service Desk via the [Service Portal](#) or by phoning 02 49 217000.