
FAQ: Microsoft Live@edu Email Service for TP Students

1. What is the Microsoft Live@edu program?

The Microsoft Live@edu program provides education institutions with a suite of hosted communication and collaboration services for students, including the email component Outlook Live.

2. Do I need to enrol for the service?

No, accounts will be mass created for new TP students.

3. What is the mailbox storage limit for Outlook Live user?

Outlook Live provides 10GB for each user.

4. Does Outlook Live provide calendar and contact management features?

Yes, both features are available.

5. How do I access Outlook Live?

Outlook Live is web-based. You can access it with a web browser and internet access.

6. Is Outlook Live compatible with web browsers other than Internet Explorer?

Yes, Outlook Live works with vast majority of web browsers.

7. What is the link for Outlook Live?

The URL is <https://www.outlook.com/>

8. What is my email address?

Your email address is your student admission number appended by @student.tp.edu.sg (E.g. 1234567x@student.tp.edu.sg)

9. What is my password for Outlook Live?

The default password is the same as your TP student account password. You can change your password after logging on.*

10. Can I use Microsoft Office Outlook to access my Outlook Live mailbox?

For Outlook 2007, please refer to <http://go.microsoft.com/fwlink/?LinkId=209703>

For Outlook 2010, please refer to <http://go.microsoft.com/fwlink/?LinkId=209704>

11. Where can I find more information regarding Outlook Live?

For more information, please refer to <http://help.outlook.com/>

*** Note: Password Change**

- Your Outlook Live default password is the same as your TP student account password
- There is a one-way synchronization of password from TP to Outlook Live
- If you change your TP password, your Outlook Live password will also change to the same
- If you change your Outlook Live password, your TP password will not change
- To have the same password for both, you should change your TP account password
- You can change your TP account password from the online student portal
- If you forgot your TP account password, you can visit TP's CyberCentre to reset it