



# LEAP Online

## Learning Excellence Achievement Pathway Online Tutorial

### **Email**

The University of Bolton provide all current students with an email account hosted by Microsoft Office 365 service. You can access your University email from anywhere in the world!

Each mailbox includes 50 GB of storage for emails etc. and attachments of up to 20 MB can be sent.

### **I have a personal email account, why can't I use that instead?**

The University and staff will correspond with you by email using your bolton.ac.uk email address, regarding your study or on University business. You must check your University email regularly.

You must use your bolton.ac.uk email address when communicating with the University and staff so that your correspondence can be verified and tracked. Staff may not respond to email from other email domains because of the difficulty of establishing authenticity.

### **What's my University email address?**

Your University email address is set to the format yourusername@bolton.ac.uk, e.g. abc17wss@bolton.ac.uk

### **How do I access my University email?**

You can access your email on a mobile device by downloading the Microsoft Outlook app, by visiting the email link on any university web page or by visiting cloudmail.bolton.ac.uk.

Login using your network username and password.

### **Can I forward my University email to another account?**

Yes you can but you must use your University email for any replies.

### **How do I keep my University email account secure?**

Never share your username and password with anyone!

If you think your email may have been hacked report this to the IT Support Desk

Phishing emails asking for usernames and passwords often look authentic and can appear to come from the University. Treat these with caution! The University will NEVER ask for your username and password or personal information by email.

If in doubt don't reply to it and don't open attachments or links within it!

### **What about viruses?**

Email messages from sources you do not recognise may contain viruses and malware. Beware of opening attachments or downloading content from unknown senders.

If in doubt don't reply to it and don't open attachments or links within it!

### **What happens to my University email when I finish my studies?**

Your email account will become inactive after you finish your studies.

It is your responsibility to transfer any information you wish to keep out of your mail box at the end of your studies.

### **Where can I get help with my University email account?**

You can visit the Help Desk within the Library or visit the IT Support pages for further help and guidance.

<https://www.bolton.ac.uk/ITSupportServices/Managing-Your-Email.aspx>

Access LEAP Online at: [www.bolton.ac.uk/leaponline](http://www.bolton.ac.uk/leaponline)