

Upgrade from live@edu to Office 365 for Students

Recently the Franklin Pierce University student email system was upgraded by Microsoft who is our hosting provider.

Prior to the upgrade, students could access email, their Skydrive, and online Office applications from one location. That has now changed.

To access your student email account: ([Click here for troubleshooting](#))

<http://www.outlook.com/live.franklinpierce.edu>

OR

<http://mail.office365.com>

Note regarding Office 365 usernames and passwords: IT will assign your initial username and password and synch it with your Office 365 account.

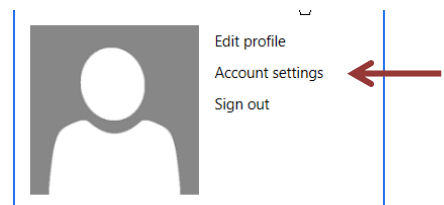
Note regarding Office 365 passwords: going forward, Microsoft is requiring a complex password: at least 8 characters long with a combination of at least 2 Upper case, numbers and special characters. The next time your password is changed, it will need to follow this format.

To access your Skydrive and online Office applications:

<http://skydrive.live.com>

Note regarding usernames and passwords: Microsoft now considers your Skydrive account *personal* and *private*. This means that IT can no longer reset your password. If you use your Skydrive account, it is important that you set up alternate email and security information so you can reset your password and get back into your Skydrive account.

- Login at <http://skydrive.live.com>
- Click on your name/profile icon in the top right corner
- Click on 'Account Settings'
- Click on 'Edit security info'



This security info ensures you can get access to your account, even if you forget your password:

@live.franklinpierce.edu

[Edit security info](#)



- Microsoft recommends that you enter an alternate email address and a security question.

Troubleshooting

*** Click on "Sign in with a different user ID" *even if your e-mail address looks correct in the account field.*

Userid = <youraccountname>@live.franklinpierce.edu

Password = your FPU-assigned password

If you are having trouble accessing the site, you may need to clear your browsing history.
Below are steps for clearing history for commonly used browsers:

Internet Explorer 8: Safety -> Delete Browsing History

Internet Explorer 9: Tools -> Delete Browsing History

Firefox: Firefox -> History -> Clear Recent History -> "Time range to clear [Everything]"

Safari: Safari -> Reset Safari

Google Chrome: ->History ->Clear All Browsing Data -> "Obliterate the following items from [the beginning of time]."