Student email

Email on your phone or tablet

for undergraduates and taught postgraduates, alumni and ex-staff

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Sign in online

https://live.kent.ac.uk

Username:  Your Kent IT Account username (eg abc1)
Password:  your Kent IT Account password.

Problems signing in?
If you’ve forgotten your IT Account details, search for account login on the Kent website for advice.

Ex-staff and alumni
If you cannot sign in, try changing your Kent password at www.kent.ac.uk/itaccount/password

Signing out
Always sign out to end your email session: click sign out in the top right, and close the browser window.

Other ways to read your mail

Forward it to another email account
Log in to email online, then:

1. In the top-right click the Settings icon, then click Options.
2. Click connected accounts (next to the ‘my account’ heading).
3. Scroll down to the forwarding option and enter the email address.
4. Click start forwarding. That’s it!
Email software
To set up access to your mail using email software you can use these **IMAP settings**. Instructions for some phones and tablets follow in the next section – for all others, these settings should help you:

<table>
<thead>
<tr>
<th><strong>Username</strong></th>
<th>your <strong>Kent IT account username</strong> in this format: <code>username@kent.ac.uk</code> (eg, if your username is <code>abc1</code>, enter <code>abc1@kent.ac.uk</code>)</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Description</strong></td>
<td><strong>Office 365</strong></td>
</tr>
<tr>
<td><strong>Account type</strong></td>
<td>IMAP or IMAP4</td>
</tr>
<tr>
<td><strong>Incoming mail</strong></td>
<td><code>outlook.office365.com</code></td>
</tr>
<tr>
<td><strong>Port</strong></td>
<td>993</td>
</tr>
<tr>
<td><strong>Encryption method</strong></td>
<td>SSL</td>
</tr>
<tr>
<td><strong>Outgoing mail</strong></td>
<td><code>smtp.office365.com</code></td>
</tr>
<tr>
<td><strong>Port</strong></td>
<td>587</td>
</tr>
<tr>
<td><strong>Encryption method</strong></td>
<td>TLS</td>
</tr>
</tbody>
</table>

Phones and tablets
You can access your Kent email on a phone or tablet. Your device may be slightly different as models vary.

**Android email settings**
Kindle Fire devices running Android can also use these settings.

1. From the **Home** screen tap **Email** (if you don’t see it, tap **Applications**, then **Email**).
2. Tap **Add Account** (to see this, tap the menu button, bottom left on your handset):
   - enter your Kent **email address** and IT account **password**, then tap **manual** setup.
3. Select **Microsoft Exchange**, delete the text under domain username, and enter your Kent IT account username in this format: `username@kent.ac.uk` (eg, if your username is `abc1`, enter `abc1@kent.ac.uk`).
4. Exchange server: `outlook.office365.com`
5. Tick the box to use **SSL**, and to **Accept all SSL Certificates**.
6. Tap **Next** and tap **Yes/Confirm** to the **Remote Security Administration** warning.
7. Your device checks your account settings; you can edit **Account Options**. Tap **Next/Done**.
8. You should activate **Device Administrator** – it is more secure if your device is stolen.
iOS email settings

If you have an Exchange account already connected to your device, you can’t set up another one, so should follow the settings on page 2 instead.

1. From Apps, tap **Settings** then **Mail > Contacts > Calendars > Add Account**.
2. Choose **MS Exchange** then enter your Kent email address, password and a description.
3. Server: **outlook.office365.com**
4. Domain: **leave blank**.
5. Enter your Kent IT account username in this format: **username@kent.ac.uk** (eg, if your username is abc1, enter abc1@kent.ac.uk) then tap **Next**.
6. Select items to be synchronised – Mail, Calendars, Contacts or Reminders and tap **Save**.

BlackBerry Z10

1. Go to **Settings > Accounts > Email > Calendar and Contacts**
2. Enter your Kent email address and tap **Next**, then enter your Kent password and **Next**
3. Turn off or on whatever items you wish to sync. You’re done!

Windows Mobile

1. Go to **Start > Programs > ActiveSync > Menu** and then Add **Server Source**
2. Server name: **outlook.office365.com**
3. Tick **This server requires an encrypted (SSL) connection** and then tap **Next**
4. Enter your Kent IT account username in this format: username@kent.ac.uk and your Kent password. Leave Domain blank.
5. Tap **Next**, select **Contact, Calendar, Email, Tasks**, then **Finish**.
6. Accept the prompt advising of security policies.

Other devices/operating systems

Disable options to use an inherited username or password, and use the **Email software** settings on page 2.
Tips for spotting junk mail

- If you suspect an email is not genuine, don’t reply to it or click on any links.
- Do not enter account details onto any web site unless you’re confident it is legitimate.
- Most organisations, including the University, will not ask for your password by email.

Student society services

Student societies can apply for a society mailbox or a mailing list.

Society (shared) mailbox

A shared email account where authorised users can view and update emails, calendar etc.

Apply at: www.kent.ac.uk/itservices/forms

Access a Mailbox:

http://owa.connect.kent.ac.uk/OWA/mailboxname@kent.ac.uk
(replacing mailboxname with the relevant mailbox name).

Mailing lists

Apply for a mailing list for your society: www.kent.ac.uk/itservices/forms

Regulations

By using Kent email services, you confirm that you have read and agree to abide by the IT regulations at:

www.kent.ac.uk/is/regulations
Help and support

To access Office 365’s built-in help, click the (? (question mark) icon at the top right of the screen.

More about your Kent email account: search for email on the Kent website, or go to:

www.kent.ac.uk/itservices/email/student

Contact us

Visit the IT & Library Support Desk, Templeman Library, Floor 1 West

📞 01227 82 4999
✉️ helpdesk@kent.ac.uk
📢 Chat to us: www.kent.ac.uk/library/support
🌐 UKCLibraryIT

Support desk opening hours vary throughout the year and are updated online:

www.kent.ac.uk/itservices/help