Singapore University of Social Sciences (SUSS)

Accessing SUSS MyMail For Students and Associates Via Microsoft Office 365
Disclaimer
This guide is a generic guide of accessing SUSS MyMail for Students and Associates via Microsoft Office 365. SUSS will not be held liable for any damages to your devices, and/or any data loss resulting from the direct or indirect installation on the usage of this guide.

Requirements
Before you begin:

1) Clear the web browser cache before doing the login
2) A Student or Associate MyMail Login username and password.
   a. Your username is the login name that you use to login to your Student or Associate Portal post-fix with @suss.edu.sg (e.g. johndoe001@suss.edu.sg)
   b. If you forgot your password, ask for a password reset with MyMail Support (mymailsupport@suss.edu.sg) and provide the below details:
      i. Full Name
      ii. PI Number
      iii. MyMail Email address

3) Details of Supported web browsers
1) Proceed to [http://www.suss.edu.sg](http://www.suss.edu.sg)

Click on the drop-down menu provided at the top of the screen.
Select MyMail.
Please ensure that your internet browser pop-up blocker is *disabled* or *has exception granted to SUSS website*.

![SUSS Website Screenshot](image1.png)

2) Read through the Term & Condition Section

Click on *I Agree*

![MyMail Terms & Conditions](image2.png)
3) It will re-direct to http://login.microsoftonline.com

Key in the username.

Username will be your full MyMail Email Address (E.g. johndoe001@unisim.edu.sg)

Press Tab Button on your keyboard, or click on Sign In button

4) You will be redirected to the below SUSS University Login Landing Page

It will show the email address that you have input in the previous screen.

Proceed to input the Password for the login and click on the Sign-in button
5) Upon successful login, you will be prompted to set your language and time zone.

**IMPORTANT**: The Time Zone must be set to (UTC +8:00) Kuala Lumpur, Singapore.

Setting the Time Zone outside Singapore will warrant your mailbox license **NOT** to be activated by Microsoft.

After selecting the language and time zone, click Save.
6)  Upon successful login

Click on **Mail** to access your MyMail Inbox

Click on **Calendar** to access your MyMail Calendar

Click on **People** to access your MyMail Contacts

Click on **OneDrive** to access the Storage Space allocated to you for your files that are saved online with Microsoft Cloud Services (documents are Private and Confidential unless shared with people)

Click on **Tasks** to access the Tasks area in your MyMail

Clicking on **Word Online, Excel Online, PowerPoint Online, OneNote Online** to use the Microsoft Office applications Online.

These applications will show up on your web browsers.

Working documents are automatically saved into your OneDrive.

Clicking on the icon on the top-left corner of the screen will show you the available Microsoft Office Online Applications available for your usage.

You may also click on the **?** button located inside the Microsoft Office 365 Portal at the top right corner to look up on the FAQs provided by Microsoft.
How to configure the MyMail Account on OWA app for iOS and Android.

Note: The settings might be slightly different on other apps when configuring on iOS or Android. In the below example, we will be using OWA for iPhone from Apple App Store.

The OWA App from Microsoft can be downloaded from the Apple App Store or Google Play Store.

Launch the OWA.

Click on Continue.

Input the MyMail email address.
Example: abc001@suss.edu.sg

Click on Sign In

Email address:

Your account information will be saved.

Sign in

If prompted that it is not able to connect, click close and the next screen will show the password field

Couldn't connect

Enter your password to continue.

Close

Your account information will be saved.

Sign in
Input the password

Email address: abc001@suss.edu.sg

Password:

☐ Show password

Your account information will be saved.

Sign in

It will search for the server details

Finding your server (this may take a moment)...
It will show the SUSS Sign-in page

SUSS University

Sign in with your organizational account

abc001@suss.edu.sg

Password

Sign in

Input the MyMail Full Email Address and Password

When configured successfully, it will show as follows:

Microsoft Online Services Team
Thu 3/8

Microsoft Online Services Team
Thu 3/8

Microsoft Online Services Team
Wed 2/8

Microsoft Online Services Team
Tue 1/8

Microsoft Online Services Team
Mon 31/7

Microsoft Outlook; Office365 M
Mon 31/7

Microsoft Online Services Team
Mon 31/7

Request to Reset Microsoft Online Services Password

Setting up this app to work offline. This may take a few minutes.
there will be 2 prompts.

1st prompt

2nd prompt

You can choose to Don’t Allow or Allow

After configuring the email account to the app, you can start to use.

You might need to wait for ten to fifteen minutes for the emails to load finish on the app.

Additional Notes:

1) If require details of the email configuration for other email clients, do login in to your MyMail Account via the web browser
   Click on the settings icon and choose Mail
2) Click on the **POP and IMAP**

3) If prompted for the following details by other 3rd party app

   **Domain\<User ID>**
   suss\abc001

   **Server Name**
   Outlook.office365.com
Setting up MyMail on Mail for Windows 10

Choose an account

- Outlook.com
  Outlook.com, Live.com, Hotmail, MSN
- Exchange
  Exchange, Office 365
- Google
- Yahoo!
- iCloud
- Other account
  POP, IMAP

Select Exchange

Input the Full Email Address

Example: abc001@suss.edu.sg

Email address

someone@example.com
It will search for the account and redirect to the Sign-in page for SUSS in a new window.

Add an account

We’re looking for your account settings

Exchange

Please enter your email address. We’ll use it to look for your account settings.

Email address

@suss.edu.sg

It will show the email address input earlier.

Please input the password

Click on **Sign in** after input the password

SUSS University

Sign in with your organizational account

abc001@suss.edu.sg

Password

Sign in

© 2016 Microsoft
It will prompt if you want to add the account to Windows. You may choose either **Skip for now** or **Yes**.

**Add this account to Windows?**

Windows can remember ______@suss.edu.sg, making it easier to sign in to other apps and websites.

Clicking Yes below means you won’t have to enter your password each time, and that you'll have access to resources your organization provides to devices.

**Skip for now**

**Yes**

When added successfully, it will show the following message:

**Add an account**

**All finished!**

Your account has been set up successfully.

abc001@suss.edu.sg

**Done**