Student University Email Accounts

Information on Windows Live

You have a student email account which is used for all university correspondence, so it is essential that you use it.

1. How do I access my email address?

   - You can find your Windows Live email address by going to http://www.northampton.ac.uk/search4email
     This is also called your Windows Live ID.
   - You can login to your email account by going to http://mail.northampton.ac.uk

2. What is my Windows Live password?

   - Your initial password will be your six digit date of birth (eg. 100285).
   - The first time you login to your account you will be asked to verify your details and to reset your password. Your new password will need to be at least six characters long. You will also need to set a secret security question in case you forget your password.

3. If I forget my password, how do I reset it?

   - If you can reset your Password using the link: https://account.live/resetpassword.aspx
   - If you cannot reset your Password go to the IT Help Desk at Grendon or Maidwell.
4. What happens if I don’t use my Windows Live account?

- If you **do not** log into your account for 180 days the mailbox will become unavailable. This means that all the messages in your Inbox will be deleted and that you will not be able to receive any new emails. Any messages sent to this account will be bounced back stating that the mailbox is unavailable.

Students who have set up a forwarding service so that their university emails go to a personal or work email address will still need to log into their Windows Live account every 180 days to allow them to continue receiving university emails.

5. I haven’t logged into my account for six months, how do I reactivate it?

- To make your account available again you need to log in. This will allow you to begin receiving emails again.

6. What will happen to my Windows Live account when I graduate?

- Your Windows account is for life, you will still need to log into the account every 180 days to keep your account available so that you can continue to receive emails.

**Information Services – Connect with us!**