Employee Email Resources

Faculty, Staff & Student Email
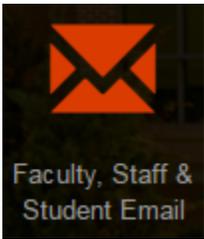
Accessing Your Email Account

There are multiple ways to access your email account:

Outlook Desktop Application

Used on both Macs and PCs

Outlook Web Access

Using the Millersville Website

You can access Outlook Web Access from the Logins Page. Enter your my'Ville username and password to log in.

Using the my'Ville Portal

If you are logged into my'Ville, find the Email channel, located within the "Email & News" tab. You will be automatically logged into your email account when you click on the Microsoft Outlook logo.

Determining Your Email Address

Your email address is made by concatenating your username and "@millersville.edu".

For example, *Jane M. Smith's* email address would be: ***jsmith@millersville.edu***.

Changing Your Password and Password Security

We recommend that you change your password on a regular basis to protect your account. Passwords expire every 90 days. Treat your password like the PIN number for your ATM card - never give it away. Use a password that is easy for you to remember, but hard for others to guess. A strong password is not found in a dictionary and combines length (at least 8 characters), both upper and lowercase letters, numbers, and punctuation.

You can change your password by going to the myAccount@MU portal page.

Changing your my'Ville password affects all systems that use your my'Ville account for authentication (i.e. ESS, Banner9, WiFi).

Common Issues and Problems

Problem: Running out of space.

To see how much space your account is using and where the space is being used:

Microsoft Outlook:

1. Make sure your "Folder List" is visible (varies based on version of Outlook, in 2003 click "Folder View", bottom left)
2. Right click on "Mailbox – Your Name"
3. Select Properties and you will see:
4. Click the "Folder Size" button and see:
5. The total space used is on the third line(in the red rectangle), and the white box contains a breakdown of where that space is allocated.

Suggestions for cleanup

Always empty your Deleted items. They can still be recovered for up to 30 days.

If your "sent mail" is very large, go into that folder and sort by size. Check the biggest items; perhaps there are large attachments that can be deleted. Chances are you copied them from somewhere in your own "My Documents" folder anyhow, and they are still there on your computer.

Problem: I think I am receiving Spyware

All email is checked for viruses before it gets to your INBOX, but sometimes they sneak through anyway, especially when they are very new - in the time before the anti-virus vendor releases the correct definitions.

Never open a suspicious attachment, especially from someone you don't know!

Your desktop Outlook automatically prohibits you from opening the most dangerous types of attachments. NOTE, there is nothing we can do about it. .. it's just the way Outlook is programmed and it is not tailorable.

You can ask your sender to rename the attachment and resend the item, or if you have a non-Outlook account, you can forward the item to that email address.

If you are not sure about an attachment, update your virus definitions, save the attachment to your computer, and scan the saved attachment by right-clicking and and selecting "Scan for Viruses..."

Spyware is more often the result of web surfing than email so be careful where you surf. Don't click on any links in email that seem suspicious or make an offer "too good to be true". Don't click on pop-up ads or install software from the web.

Note that your desktop support person can install products which will help detect and delete spyware. Call the Help Desk (x7777) for information.