***PennO365 email account FAQ & Tips:***

**Log in to Outlook on the Web (OWA):**

Access your account at: <https://outlook.com/upenn.edu>

Your username is in the format: YourPennKey@upenn.edu

Note: This is your username for login purposes, but you will send and receive as YourPennKey@design.upenn.edu

**Reset your password:**

Reset your PennO365 email password here: https://office365.password.isc.upenn.edu/

You’ll first log in with your PennKey username and password, and then create a new email password on the next screen. The password may take up to 5 minutes to take effect.

**Update your sender name:**

To update your email display name, modify your Penn Directory entry here:

<https://directory.apps.upenn.edu/>

On the top righthand side, you'll see an option for "my profile”, which you can then edit – you’ll log in with your PennKey username and password. Add a new entry with your name listed as desired, and then select the radio button on the left to make it your primary listing. Note that it will still appear in the order: Lastname, Firstname.

**Set up on a mobile device or email client (Outlook, etc):**

<https://support.office.com/en-us/article/Set-up-Office-apps-and-email-on-a-mobile-device-7dabb6cb-0046-40b6-81fe-767e0b1f014f>

Please note that your username for setting up email on any device must be in the format PennKey@upenn.edu

**Set up email forwarding:**

<https://support.office.com/en-us/article/Forward-email-from-Office-365-to-another-email-account-1ed4ee1e-74f8-4f53-a174-86b748ff6a0e>

**Export/back up contacts in OWA:**

If the user is running Office 365, follow these steps to export their contacts:

1. Click the **People** tile in Office 365.
2. You will see a list of your contacts, including: name, email address, etc.
3. Select the contacts you want to export.
4. Select the **Manage** drop down tab and **Export contacts.**
5. Select export format> **Microsoft Outlook CSV**.

Once the export is complete, the CSV file can be used to import contacts into most third party applications.

**Export/back up contacts in Outlook:**

<https://support.office.com/en-us/article/Export-contacts-from-Outlook-10f09abd-643c-4495-bb80-543714eca73f#ID0EAABAAA=2016,_2013>

**Back up your emails to a .pst archive:**

https://support.office.com/en-us/article/Export-or-backup-email-contacts-and-calendar-to-an-Outlook-pst-file-14252b52-3075-4e9b-be4e-ff9ef1068f91

**Additional features:**

Your PennO365 account entitles you to download a copy of Microsoft Office while you are a student at PennDesign, as well as 1 TB of data storage on OneDrive for Business, Microsoft’s cloud data storage and collaboration solution.

**Install your free copy of Microsoft Office:**

<https://support.office.com/en-us/article/download-and-install-Office-365-or-Office-2016-on-your-PC-or-Mac-4414eaaf-0478-48be-9c42-23adc4716658>

**Set up and use OneDrive:**

<https://support.office.com/en-US/OneDrive>