



Live@edu Deployment Guide

Welcome to Live@edu! Microsoft Live@edu is the next generation online platform for students to collaborate and communicate, while they are in school and afterward.

In this guide, you will find step-by-step instructions to prepare for access to complimentary Live@edu services. This includes deployment of Outlook Live, as well as unique features that will be especially beneficial to the K-12 environment.

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1) Getting Started

Thank you for choosing Live@edu! Live@edu is more than just free e-mail accounts. With a Microsoft-hosted solution, you get a reliable and easy-to-manage solution for your school. This deployment guide will help you increase your school's ability to communicate and collaborate with a suite of online tools.



We developed this deployment guide considering the unique requirements that K-12 schools have. Please refer to the following links if you are looking for additional information about Live@edu services:

[Outlook Live forums](#)

[Outlook Live blogs](#)

PLAN YOUR LIVE@EDU DEPLOYMENT

Follow these steps to plan your Live@edu deployment. Use the [planning checklist](#) to document your decisions. Then, you're ready to deploy Outlook Live!

1. **Choose your deployment options.** First, decide which Outlook Live options meet your school's messaging requirements.
2. **Decide who can manage your organization.** Next, identify who should have administrative privileges for your Outlook Live domain.
3. **Decide how to provision users.** Then, plan how to get your users up and running.
4. **Complete the planning checklist.** Finally, use this checklist to document your deployment planning decisions.
5. **Deploy Outlook Live.** With your planning checklist in hand, you're ready to deploy!

SIGN UP FOR LIVE@EDU AND ENROLL YOUR DOMAIN

The first step is to submit the Live@edu enrollment form online. Here you will provide information about your institution and messaging requirements in a Web-based form at Microsoft Live@edu. Microsoft will use this information to create and configure the new domain in the Microsoft data center. Be sure to submit the domains you plan to use to host your Live@edu e-mail accounts.

[Sign up for Microsoft Live@edu.](#)

After you sign up, you will receive a separate welcome e-mail and URL invitation for each domain that you have enrolled with Microsoft Live@edu. Click the URL and complete the enrollment process in the Live@edu Services Management Portal. For step-by-step instructions, visit:

[Enroll your domain with Microsoft Live@edu.](#)

DIRECT INCOMING MAIL TO YOUR DOMAIN

After you receive notification that the domain is created, the next step is to configure DNS to direct incoming mail to your new Outlook Live domain. For step-by-step instructions, see:

[Direct incoming mail.](#)

2) Configure Your Live@edu Domain

After you enroll your domain with Microsoft Live@edu and configure DNS to prove domain ownership, the next step is to configure the domain and test basic mail flow. To perform these steps, sign in to the [Live@edu service management portal](#).



UPDATE YOUR PROFILE

To access your profile, click **Institution Profile**.

- Review and update the institution name and location, as appropriate.
- Provide mailbox deployment estimates. This information is optional, but helps us with capacity planning in the Microsoft data centers.
- Provide a distribution list alias or individual e-mail address where we can send important notifications, such as planned server downtimes. We recommend that you create and use a distribution list so you can be sure that more than one person is notified.
- Manage administrator contact information on this page. Adding a contact here doesn't automatically grant that person an administrative role. However, the contact information is available to our support desk. You can assign administrator roles to other users or support personnel in your organization. For more information about administrative roles, see: [Administrator accounts in Outlook Live](#).

CREATE ADDITIONAL DNS RECORDS

To view recommended DNS record updates, click **Domains**.

If you want users to be able to connect to their e-mail via Outlook 2007, you must create an auto-discover CNAME record on the name server for your domain. This record lets Outlook 2007 users connect to their e-mail after they create a new Outlook profile and configure Outlook 2007.

For more information and instructions, see:

- [Enable Outlook 2007 to connect to Outlook Live](#)
- [Use a CNAME record to enable Outlook 2007 to connect to Outlook Live](#)

CREATE TEST MAILBOXES

To test mail flow to and from your domain, you must create mailboxes to send and receive test messages. The Web management interface is an easy way to create test mailboxes. You can also create these mailboxes with Windows PowerShell V2. For step-by-step instructions, see:

- [Create a new mailbox](#)
- [Create and configure users and contacts with Windows PowerShell](#)

TEST MAIL FLOW

Make sure that you test mail flow before you implement more complex features, such as a shared address space or federated sharing and provision users.

Sometimes it can take up to three days for full DNS replication of MX records across the Internet. In some cases, you will be able to send messages from a test account in a new Outlook Live domain, but you can't receive them. This is likely a DNS replication issue. The resolution for this issue is to wait a day or two and see when mail flow starts.

For more information, see: [Test mail flow](#).

CONFIGURE MAIL DELIVERY

If you are deploying a shared address space, create an accepted domain and establish mail flow by following the steps in: [Configure a shared address space](#).

All organizations with on-premises messaging system can benefit from adding the IP address of gateway and internal e-mail servers to the Outlook Live safe lists. To make this addition, click Mail Delivery; on the Mail Delivery page, click Manage IP safe lists. Enter the IP address of each of your gateway and internal e-mail servers.

CO-BRAND YOUR WINDOWS LIVE EXPERIENCE

You can customize the look of the Outlook Live client and the Windows Live header across the Windows Live suite of services by using your school's colors and graphics. You can also hide tabs in the Windows Live header, customize links and hide all menu items.

For more information, see: [Co-brand the Outlook Live client](#).

REQUEST THE SINGLE SIGN-ON SDK AND CERTIFICATE

If your organization has an existing directory service against which users authenticate to a Web portal, you can take advantage of single sign-on (SSO) authentication. The SSO SDK shows how to code your Web portal to map existing accounts to Windows Live IDs. Microsoft will provide the certificate that is required for domain authentication in this scenario. To request the documentation and certificate, click Single Sign-On, and then click Request SSO Support. A request is sent to the Windows Live Partner Center and you receive a reply by e-mail.

REVIEW THE REPORTING AND SUPPORT OPTIONS

Microsoft Live@edu and Outlook Live provide summary and trend reports for your domain.

Using the Delivery Reports tab, you can search and get delivery information for messages sent by you or to you, get delivery status information for messages you sent, or that were sent to you in the last two weeks.

- [Delivery reports tab](#)
- [Get delivery report for messages](#)
- [Reports](#)

In addition, administrators of Live@edu can use Windows PowerShell V2 with Windows Remote Management V2 (WinRM) to generate reports or help with troubleshooting. Administrators can see a quick description of the cmdlets that are available to Outlook Live administrators by visiting: [Generate reports using PowerShell V2.](#)

3) Set Up a Shared Address Space

If you want to implement a shared address space, you can do so after you enroll and configure a new Outlook Live domain. A shared address space lets your on-premise messaging system and Outlook Live domain share the same domain suffix. For more information, see: [Shared address space](#).



CONFIGURE A SHARED ADDRESS SPACE

Creating a shared address space is a five-step process. You perform the first four steps in Outlook Live. Then you configure mail forwarding, the fifth step, in the on-premises organization. For these step-by-step instructions, see: [Configure a shared address space](#).

CREATE AN ACCEPTED DOMAIN

You have to create an accepted domain for the domain name that will be shared between your on-premises system and Outlook Live. An accepted domain makes other domain names available for use as additional e-mail addresses for your organization. For more information, see:

- [Accepted domains](#)
- [Create accepted domains](#)

4) Provision Users

After you enroll and configure your domain and implement any advanced deployment options, like a shared address space, provisioning users is the next step in the Outlook Live deployment process. You will need to decide the most logical way to provision your users based on the size and needs of your institution. Below are steps for Web management interface, Windows PowerShell V2, and Identity Lifecycle Manager 2007.



SET THE DEFAULT MAILBOX PLAN

Before you provision users, you can set the default mailbox plan for your domain so that newly-created accounts inherit the settings defined by the mailbox plan.

A MailboxPlan is a template that automatically populates multiple user properties and assigns default permissions to new or existing user accounts. Different segments of your user population may need different mailbox plans. For example, you can use different mailbox plans for students and teachers.

Outlook Live includes two mailbox plans for Microsoft Live@edu: DefaultMailboxPlan and GalDisabledMailboxPlan. GalDisabledMailboxPlan is for accounts where the user information shouldn't be discoverable by other users. The availability of one or both plans is determined by the selections you make when you enroll your domain. That means you may not have more than one mailbox plan. For more information, see:

- [Mailbox plans for Outlook Live](#)
- [View and set a default mailbox plan](#)
- [Customize a mailbox plan](#)

You can use the MailboxPlan parameter when using Windows PowerShell to provision new mailboxes. This lets you specify the mailbox plan for each user when you bulk-create new user accounts.

PROVISION USERS WITH WINDOWS POWERSHELL OR THE WEB MANAGEMENT INTERFACE

The CSV_Parser.ps1 Windows PowerShell script, which uses a comma separated value (CSV) file to specify users, is the best way to provision several users during the initial deployment process. You can also use this script to create external contacts.

After the initial provisioning of users, you can continue to create new user accounts with Windows PowerShell or you can use the Web management interface.

For step-by-step instructions, see:

- [Create and configure users and contacts with Windows PowerShell](#)

- [Create a new mailbox](#)

PROVISION USERS WITH MICROSOFT IDENTITY LIFECYCLE MANAGER 2007

For Live@edu, the act of provisioning refers to the creation of a Windows Live ID account.

You can use Microsoft Identity Lifecycle Manager¹ (ILM) 2007 to:

- Automatically create accounts (objects) in directories, based on their addition in one (authoritative) directory.
- Continue to manage those accounts, including removal (de-provisioning) and disablement.

Provisioning will occur within ILM 2007 to create the Windows Live IDs in the Windows Live environment. The Windows Live Management Agent will be entrusted to handle this task on behalf of ILM 2007. This management agent will take the e-mail address of the student to be provisioned from the data source, connect to the Windows Live server, create the account, and then return the confirmation to ILM 2007. Similarly, should the user who has an account need to have the account evicted (deleted) from the school namespace, the management agent will again connect to the Windows Live server to evict the account.

INSTALL ILM

To install ILM 2007, you use the ILM Install Wizard. The wizard allows you to customize the installation of ILM 2007 depending on your environment. The following list describes the options that are available in the wizard during a complete setup:

- **License Agreement** - You must accept the license agreement to continue with the installation.
- **Setup Type Complete** - Selecting this option allows you to specify the values for the Store Information, the Service Account Information, and the Group Information options. The remaining options will be installed with their default values.
- **Store Information** - You use the Store Information option to specify information about the SQL Server that will be hosting the ILM 2007 database. You can choose between a local and remote SQL Server, and between the default instance and a named instance of SQL Server.
- **Service Account Information** - Use the Service Account Information option to specify the account to be used for the ILM 2007 service. This account must already exist.
- **Group Information** - ILM 2007 uses five different security groups to provide different levels of access. The Group Information option is used to specify the names of these five groups. If the groups do not exist, the wizard will create them. In addition to creating the groups, the wizard will add the active user account to perform the installation to the ILMAdmins group. This option is only available if you selected the custom setup type.

¹ Microsoft Identity Lifecycle Management implementation requires deep technical knowledge.

When the installation is complete and before you can run the Identity Manager, you must log off and then log on again to have your new group membership (in the ILMAdmins group) take effect.

SYSTEM REQUIREMENTS

- Windows Server 2003 Enterprise Edition or Windows Server 2003 R2 Enterprise Edition
- Microsoft .NET Framework 2.0
- Microsoft SQL Server 2000 Enterprise Edition, Standard Edition, or Developer Edition with Service Pack 3a or later; or Microsoft SQL Server 2005 Enterprise Edition, Standard Edition, or Developer Edition (32-bit or 64-bit) with Service Pack 1 recommended

For a detailed list of requirements and answers to commonly asked questions, please refer to the ILM 2007 FAQ at <http://www.microsoft.com/windowsserver/ilm2007/faq.msp#EKD>.

5) Get Users Connected

Congratulations for deploying Outlook Live! You're almost finished. The last step is to let users know how to connect to their new accounts.



SEND USERS THEIR SIGN-IN INFORMATION AND LINKS TO OUTLOOK LIVE HELP

Provide new users with their new Windows Live ID and password so they can access their new accounts. We recommend sending a welcome e-mail message that contains these sign-in credentials. A great way to do this is to use the mail merge process in Microsoft Office Word and the CSV import file that you used to provision users. For more information, see: [Send a welcome message to new users](#).

Include links to these pages to help users get started:

- [Online help for Outlook Live](#)
- [Getting started with Outlook Live](#)

HAVE USERS SIGN IN TO THEIR NEW ACCOUNTS

After you provision users, each person has to use a Web browser to sign in to their new account, with their new Windows Live ID and password, at <https://www.outlook.com>.

SET UP MAIL CLIENTS TO ACCESS OUTLOOK LIVE

After users sign in to their accounts for the first time with a Web browser, they can access their account with a mail client, such as Outlook 2007, Mozilla Thunderbird, Microsoft Entourage, or Mail for Mac OS X. For more information, see: [E-mail setup](#).

IMPORT EXISTING MAILBOX DATA TO OUTLOOK LIVE (OPTIONAL)

Users may have data from an existing mailbox that they want to import to their new Outlook Live mailbox. For more information, see:

- [Import inbox messages to Outlook Live using POP subscriptions](#)
- [Migrate an existing small exchange organization to Outlook Live](#)

LAUNCH THE NEW SERVICE TO STUDENTS

To ensure success with your new hosted e-mail solution, we offer a range of sample materials that you can download and re-purpose for your school.

[Student Launch Kit](#)

PARENTAL CONSENT VERIFICATION

For the organizational offer, the school obtains requisite consent. Microsoft will prompt for consent in the WLSA dialogue for the other Live Services and for the consumer offer of Outlook Live. Please verify the regulations that rule your specific country. Below you will find a list of two countries and the age requirement for parental consent:

- South Korea: all students under 14 years old
- United States: all students under 13 years old

Please verify these regulations periodically, since they may change frequently.

6) Manage Recipients

MANAGE USERS AND EXTERNAL CONTACTS



Manage users

Create and manage user mailboxes in the Web management interface for Outlook Live or by using Windows PowerShell.

- [Create a new mailbox](#)
- [View and filter mailboxes](#)
- [Import existing Windows Live ID accounts Into Outlook Live](#)
- [Change mailbox properties](#)
- [Hide a user from the shared address book](#)
- [Delete a mailbox](#)
- [Re-create a deleted account](#)

Manage passwords

There are two ways to reset a user's password.

- [Reset a user's password](#)
- [Reset a user's password with Windows PowerShell](#)
- [Password guidelines for Outlook Live](#)

Manage external contacts

Use external contacts to represent people outside of your organization in the shared address book. This might be helpful to create accounts for parents.

- [External contacts in the address book](#)
- [Create a new external contact](#)
- [Change external contact properties](#)

Manage multiple users and contacts

When you first deploy an Outlook Live domain or afterward, you can provision multiple user accounts or contacts by using Windows PowerShell. You can also use Windows PowerShell to change a property on multiple accounts. To find out how, visit: [Create and configure users and contacts with Windows PowerShell](#).

MAILBOX PLANS

Use mailbox plans to define a common default configuration when you create new user accounts.

- [Mailbox plans for Outlook Live](#)
- [View and set a default mailbox plan](#)
- [Assign a mailbox plan to a user](#)
- [Customize a mailbox plan](#)

MANAGE GROUPS

Groups are a great way to empower communication among users—inside and outside your organization. With Live@edu, teachers and students can create class or project groups to facilitate communication. For instance, a student can create a group to organize a fundraising event. The group will be integrated by student counselors, teachers, and the principal.

Manage groups

Use public groups to allow several users to easily exchange e-mail messages.

- [Create a new group](#)
- [Enable message approval for a group](#)
- [Approve or reject messages sent to a group](#)
- [Change group properties](#)
- [Delete a public group](#)

Manage dynamic distribution groups

Use dynamic distribution groups to manage groups whose membership changes frequently.

- [Dynamic distribution groups in Outlook Live](#)
- [Create dynamic distribution groups using pre-canned filters](#)
- [Create dynamic distribution groups using customized filters](#)
- [View, delete, and modify dynamic distribution groups](#)
- [Additional parameters you can use with dynamic distribution groups](#)

RESOURCE MAILBOXES

Use these special mailboxes to represent physical locations, such as library, lunch room, playground, gym, or resources such as portable computers and audio-visual equipment. Teachers and students can then submit meeting requests to reserve these types of resources.

- [Create resource mailboxes](#)
- [Configure resource mailbox options](#)

PROXY ADDRESSES

You can configure more than one e-mail address for the same mailbox in Outlook Live. These additional addresses are called proxy addresses. They let people receive e-mail that is sent to different e-mail addresses.

- [Proxy addresses in Outlook Live](#)
- [Add or remove proxy addresses to or from a user's account](#)
- [Change the Primary e-mail address on a user's account](#)
- [Add proxy addresses to many users' accounts with Windows PowerShell](#)

MAIL USERS

If your organization uses both Outlook Live and on-premises Microsoft Exchange, create mail users in Outlook Live to represent the mailboxes in the on-premises Exchange organization.

- [Create mail users in Outlook Live](#)

CONTROL WHO CAN MANAGE YOUR DOMAIN

You can decide who will manage accounts in your organization and assign the organization management role to those users when you provision their accounts.

- [Administrator accounts in Outlook Live](#)
- [Assign a Windows Live Admin Center domain administrator](#)
- [Create Outlook Live administrator accounts with Windows PowerShell](#)

ASSIGN SPECIFIC PERMISSIONS AND CAPABILITIES TO USERS

In Outlook Live, you use role-based access control (RBAC) to assign capabilities to users. All permissions and capabilities are defined by *roles*. When you assign a role to a user, the user is then able to perform the tasks that are defined by the role.

- [Role-based access control in Outlook Live](#)
- [Built-in RBAC roles](#)
- [Give users the ability to reset passwords](#)

7) Manage Delivery



REMOTE DOMAINS

In Outlook Live, you use *remote domains* to define settings for mail flow based on the destination domain of each e-mail message. You can configure specific settings for a specific destination domain, or configure default settings for all destination domains.

- [Remote domains](#)
- [Manage message forwarding with remote domains](#)

SUPERVISION POLICIES

Supervision policies are a set of e-mail policy settings that you can enable and configure by using Windows PowerShell V2. Supervision policies can help primary and secondary school administrators comply with some requirements of the Children's Internet Protection Act (CIPA). As an administrator, you can control who can send e-mail to and receive e-mail from the users in your organization, as well as filter and reject e-mail that contains objectionable words. Learn more about [supervision policies](#).

BAD WORD FILTER

E-mail that contains content that is specifically banned cannot be sent or received. You can use this policy to reject e-mail that contains profanity or other objectionable words. Configure the bad words supervision policy.

CLOSED CAMPUS

You configure inbound and outbound e-mail restrictions, so students can send e-mail to or receive e-mail only from addresses inside the organization. You can set up organization-wide exceptions so e-mail can be sent to or from specific domains and public groups. You can also configure per-user exceptions so students can send e-mail to and receive e-mail from specific addresses outside the organization. For example, you can configure an organization-wide exception that allows the exchange of e-mail between students and teachers, and you can configure specific exceptions so students can send and receive e-mail from their parents or guardians. [Configure the closed campus supervision policy](#).

ANTI-BULLYING

You can prevent a "bully" from sending e-mail messages to specific students by adding the bully's e-mail address as an entry on a student's supervision list. [Configure the anti-bullying supervision policy](#).

SPAM FILTERING

After you deploy Outlook Live, all mailboxes you create have junk e-mail filtering enabled by default. To learn more about how Outlook Live protects users from spam, and how to filter specific words, go to: [Spam filtering with Outlook Live](#).

LIMITS ON MESSAGES, MAILBOXES, AND RECIPIENTS

Outlook Live enforces maximum limits on the size of an e-mail message, the size of a mailbox, and the number of recipients for a message. To learn more about these and other limits, see: [Message, mailbox, and recipient limits](#).

HOW TO DISABLE IM

With Outlook Live, there is a Live Messenger widget that allows users to manage connections with their Messenger contacts, and to kick off basic chat sessions. However, you might want to limit the use of IM in your institution. In order to disable IM you will need to [Connect to Outlook Live with PowerShell](#) and run the following command[s]:

```
# to modify Default Mailbox Plan set-owamailboxpolicy -identity  
OwaMailboxPolicy-DefaultMailboxPlan -instantmessagingenabled:$false  
#to modify Gal Disabled Mailbox Plan set-owamailboxpolicy -identity  
OwaMailboxPolicy-GalDisabledMailboxPlan -instantmessagingenabled:$false
```

You should then log into <http://outlook.com> to see the outcome. At this point, the widget should be gone. You can also confirm the setting in PowerShell by entering:

```
# to see Default Mailbox Plan IM settings get-owamailboxpolicy  
organization:"contososchool.info" -identity:"OwaMailboxPolicy-  
DefaultMailboxPlan" | fl *instant*  
or  
# to see Gal Disabled Mailbox Plan IM settings get-owamailboxpolicy  
organization:"contososchool.info" -identity:"OwaMailboxPolicy-  
GalDisabledMailboxPlan" | fl *instant*
```

[Learn more about disabling IM.](#)

CROSS-MAILBOX SEARCH

Outlook Live provides a robust administrative search function, allowing teachers and administrators to review and monitor student online activity. You can search multiple mailboxes for specific characters or a string of characters. You can use the Web management interface or Windows PowerShell V2 to view and search for mailboxes in your organization.

For PowerShell V2

1. To view all mailboxes in your organization, type the following command after you connect to the Outlook Live server-side session:

```
Get-Mailbox -ResultSize unlimited
```

2. To view a filtered set of mailboxes in your organization, type the following command:

```
Get-Mailbox -Filter '(MailboxProperty -FilterOperator "Value")'
```

For example, to display all the mailboxes that have an office configured as Room 222, type the following command:

```
Get-Mailbox -Filter '(Office -eq "Room 222")'
```

[Learn more about viewing and filtering mailboxes.](#)

RECOMMEND THAT PARENTS INSTALL FAMILY SAFETY AT HOME

With Family Safety, parents decide how your kids experience the Internet. Parents can limit searches; block or allow Web sites; decide who communicates with their kids when they're using Windows Live Messenger, Hotmail, or Spaces; and monitor which Web sites they're visiting.²

[Learn more.](#)

² Family Safety software must be installed on each computer your children use. If software is not installed, the safety settings cannot be enforced.

8) Reporting

You can use the Reporting page at Windows Live Admin Center to generate reports about your school's domains. These reports provide domain-level data for the domains owned by your school.



Report results can help you identify:

- The number of Outlook Live mailboxes in a domain.
- How many users have signed in to their Outlook Live account at least once in a 30-day reporting period.
- Trends in the number of active Outlook Live mailboxes in each of your domains. A mailbox is considered active if the user signs in to it at least once in a 30-day reporting period.
- Trends in the number of Outlook Live mailboxes for your school and how many of those mailboxes are active.

WHAT KINDS OF REPORTS ARE AVAILABLE?

You can generate three types of reports for your Microsoft Live@edu domains:

- **Domain Summary:** Returns data on general domain activity, such as the total number of mailboxes and the number of active mailboxes.
- **Service Usage Trend:** Returns a month-by-month count of active mailboxes.
- **Domain Accounts Trend:** Compares the number of active mailboxes to the total number of mailboxes.

You can view graphical-based reports at Windows Live Admin Center or export the results to Microsoft Office Excel.

How frequently is the data updated?

At Windows Live Admin Center, new data for Microsoft Live@edu domains is available at the end of each month. If you enroll a new domain at the beginning of the month, data about that domain won't be available until the end of the month. If you run a report before then, the report won't return any results.

HOW TO GENERATE REPORTS

1. Go to <https://domains.live.com/>.
2. Sign in to Windows Live Admin Center, and click Reporting.
3. On the Commercial Reports tab, select one of the following reports:
 - Domain Summary
 - Service Usage Trend

- Domain Accounts Trend

Note: Currently, the E-mail Storage Trend report only supports Hotmail. Support for Outlook Live will be available in the future.

4. Select the following:

- Starting month
- Ending month
- Domain

5. Click Run Report

Note: If the report is available to be exported to Excel, you can click Export instead of Run Report. The Export button doesn't appear if the report can't be exported.

GENERATE REPORTS USING POWERSHELL V2

Administrators can also generate reports using cmdlets to view configuration settings and statistics for your domain. To get the full list of cmdlets visit: [Generate reports using PowerShell V2](#).

9) Additional Resources

This section provides additional links that administrators can use to learn more about Live@edu. In addition, we would like to remind you that Live@edu services includes a Premier Online support, free of charge, including 24x7x365 phone support for critical issues and Web-based support for non-critical issues. [Request support or view services status.](#)



The following links provide additional information about managing your Live@edu services:

- [Outlook Live forums](#)
- [Outlook Live blogs](#)
- [Higher education deployment guide](#)