



Getting Started with Outlook

MQ Quick Start Guide

From 22 July 2026, Outlook is your new student mailbox. This guide will help you access your mailbox and understand the key changes from Day 1.

Things to know

- Your Macquarie University student email address stays the same.
- Sign in to [Outlook](#) using your existing OneID username, [password](#), and [Mult-Factor Authentication](#) (MFA).
- You already have access to [Microsoft 365 applications](#) available to Macquarie students, including Word, Excel, PowerPoint, Teams, OneNote and OneDrive, using the same OneID credentials.
- Your Google Drive and Google Workspace apps (including Docs, Sheets, Slides and Forms) aren't changing as part of this email migration.

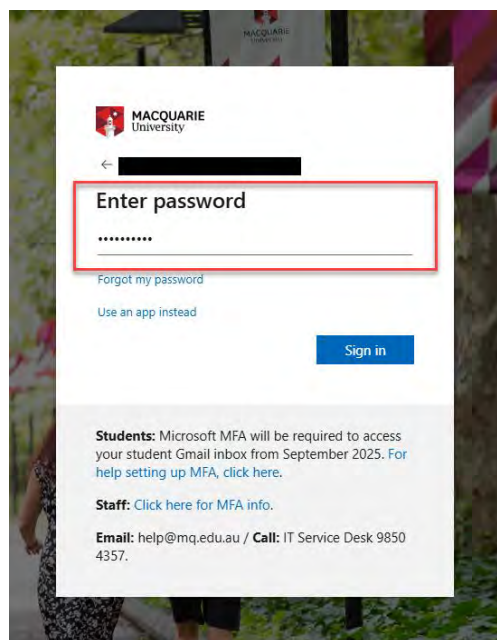
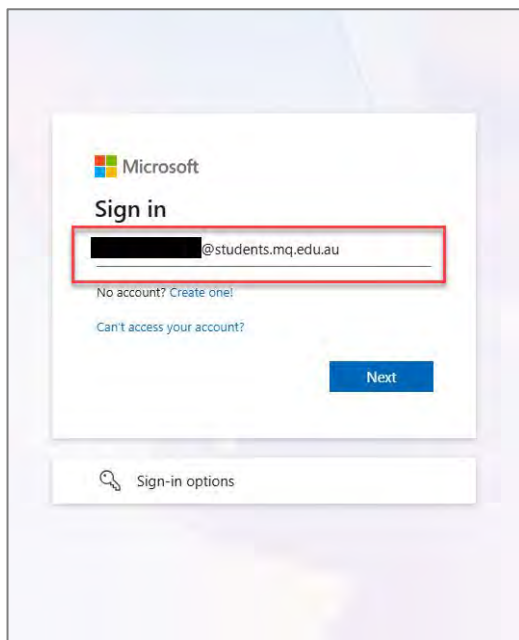
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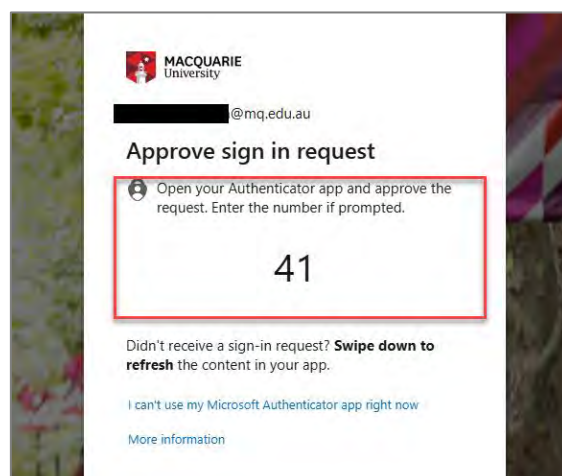
Accessing your mailbox

Web browser

1. Go to <https://outlook.office.com>
2. Enter your Macquarie University **student email address** (e.g. first.last@students.mq.edu.au), then click Next
3. Enter your current **OneID password**, then click Sign in



4. Complete **Multi-Factor Authentication (MFA)** when prompted. Visit the [Multi-Factor Authentication](#) page if you need help with setting up your MFA.



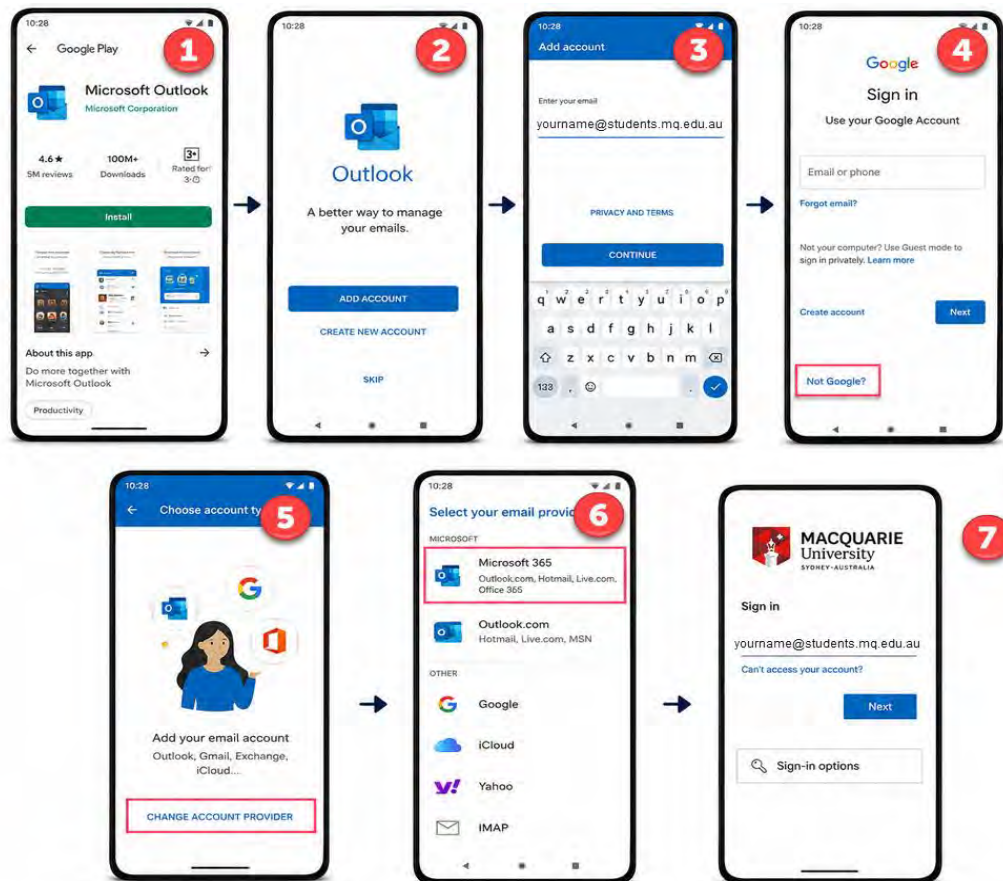
5. You will be taken to your Outlook mailbox.

Set up Outlook on your mobile device (Optional)

Important: If you've previously used the Outlook app with your Macquarie University student Gmail account, remove your existing student account before setting up Outlook again. This helps prevent the app from reconnecting to Gmail and ensures you're connected to your new Microsoft 365 mailbox on setup.

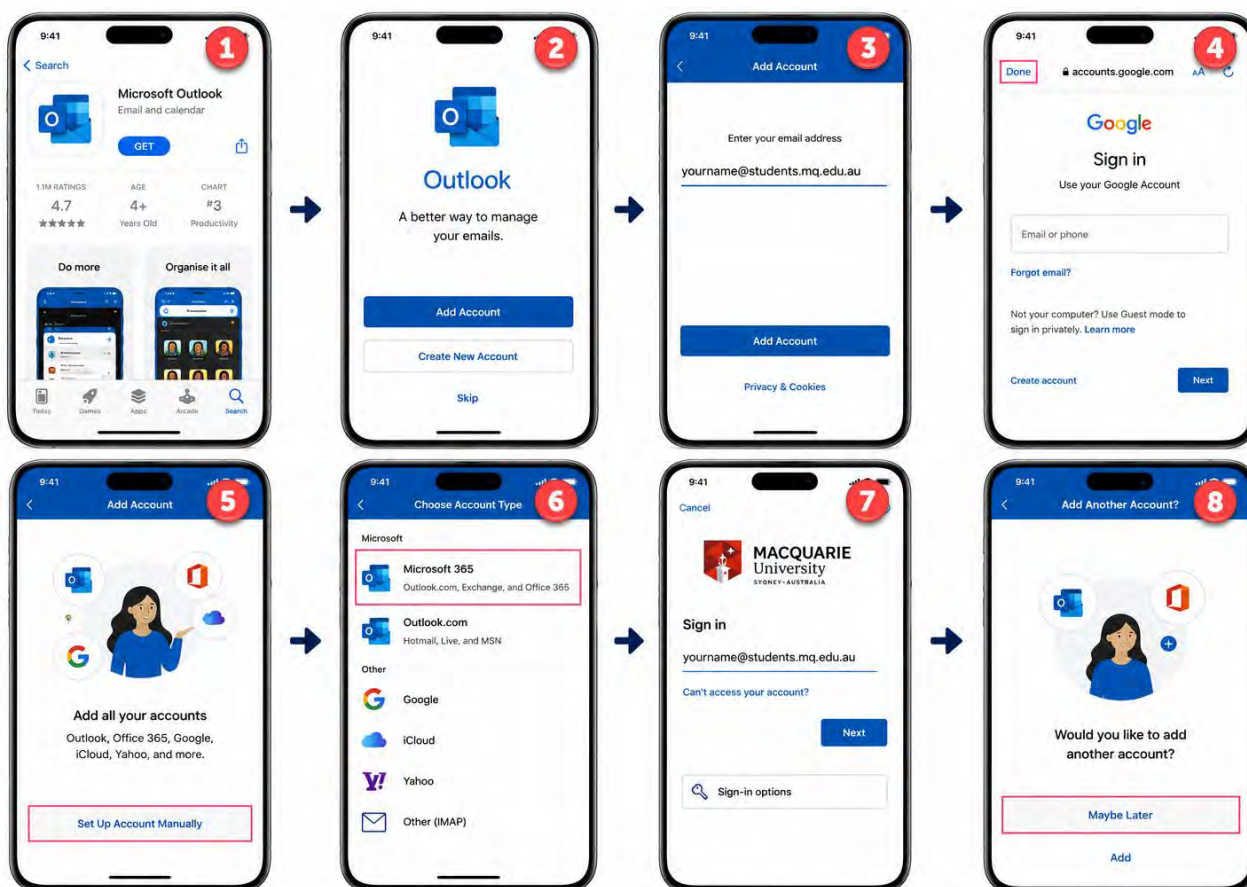
Android device

1. If required, **Download** Microsoft Outlook from the Google Play Store.
2. Open the Outlook for Android app on your device, and select **Add Account**.
3. Enter your Macquarie University student email address then select **Continue**.
4. If you're redirected to the Google sign-in screen, **click Not Google?** at the bottom of the screen.
5. Select **Change account provider**.
6. Select the **Microsoft 365** option as the email provider.
7. Sign in using your OneID username and password, then complete Multi-Factor Authentication (MFA).



iOS/iPadOS device

1. If required, **Download** Microsoft Outlook from the Apple App Store.
2. Open the Outlook for iOS/iPadOS app on your device and select **Add Account**.
3. Enter your Macquarie University student email address.
4. If you're redirected to the Google sign-in screen, select **Done** to close it.
5. Select **Set up Account Manually**.
6. Select **Microsoft 365** as the email provider.
7. Sign in using your **OneID username and password**, then complete Multi-Factor Authentication (MFA).
8. If prompted to add another account, select **Maybe Later**.



Get to know Outlook (browser view)

**MACQUARIE**
University

Your Outlook inbox

A quick visual guide to your new student mailbox

2 **Top toolbar**

Access common actions like New mail, Reply, Forward and Quick steps.

1 **Folder menu**

Your key folders are similar to Gmail. Use these to organise your emails.

You can create new folders to stay organised.

3 **Focused inbox**

Important emails appear in Focused. Other emails, like newsletters or updates, appear in Other.

4 **Message list**

Preview your emails. Unread emails appear in bold.

5 **Reading pane**

Select an email to read it here. You can reply, forward or take action from this view.

6 **Calendar and apps pane**

Access your calendar, contacts and other Microsoft 365 apps from here.

Click the grid icon  to see more apps.

student.mq.edu.au

Inbox 5

Drafts [2]

Sent Items

Deleted Items

Junk Email

Archive

Notes

Conversation History

Focused Other Filter

Today

MU

Macquarie University

Welcome to Session 2

Important information to help you get...

9:15 AM

UC

Unit Convenor

ANTH1001 Lecture Update

Please note that next week's lecture...

8:30 AM

SC

Student Connect

Your appointment reminder

Reminder: You have an appointment...

8:00 AM

Yesterday

LS

Library Services

New resources for your studies

Explore the latest resources available...

Tue 4:45 PM

IT

IT Support

Your IT support request

Your request (ID 123456) has been up...

Tue 2:15 PM

This week

CE

Careers and Employability

Resume workshops this month

Boost your career with our free works...

Mon 11:00 AM

Select an item to read

Nothing is selected



What's different in Outlook?

Outlook works much like Gmail, but a few features look and work differently. Use this table to quickly familiarise yourself with the main differences between Gmail and Outlook when accessed via web browser.

Feature	Gmail	Outlook
Mail organisation	Uses Labels (an email can have multiple labels)	Uses Folders (an email is stored in one folder unless copied or moved)
Inbox layout	Tabs such as Primary, Promotions and Social (if enabled)	Focused Inbox separates important email from Other (can be turned on or off)
Conversations	Conversation View groups related emails together	Conversation View also groups emails and be customised or turned off
Attachments	Attach files from your device or Google Drive	Attach files from your device or OneDrive and SharePoint
Calendar	Gmail links with Google Calendar	Outlook links with Outlook Calendar
Meeting Invitations	Integrated with Google Meet and Calendar	Integrated with Microsoft Teams and Outlook Calendar
Contacts	Google Contacts	Outlook People (Contacts)
Tasks	Google Tasks	Microsoft To Do (integrated with Outlook)
Search	Google-style search with search operators	Search with filters, folders and Microsoft search operators
Categories	Uses labels to organise messages	Uses coloured Categories to organise and flag emails
Flags & Follow-up	Star important emails	Flag emails and set follow-up reminders
Pinning	Star emails	Pin important emails to the top of your inbox
Reading Pane	Opens email in the message list or a separate window	Reading pane can appear beside or below your message list
Mobile access	Gmail mobile app	Outlook mobile app

During the transition

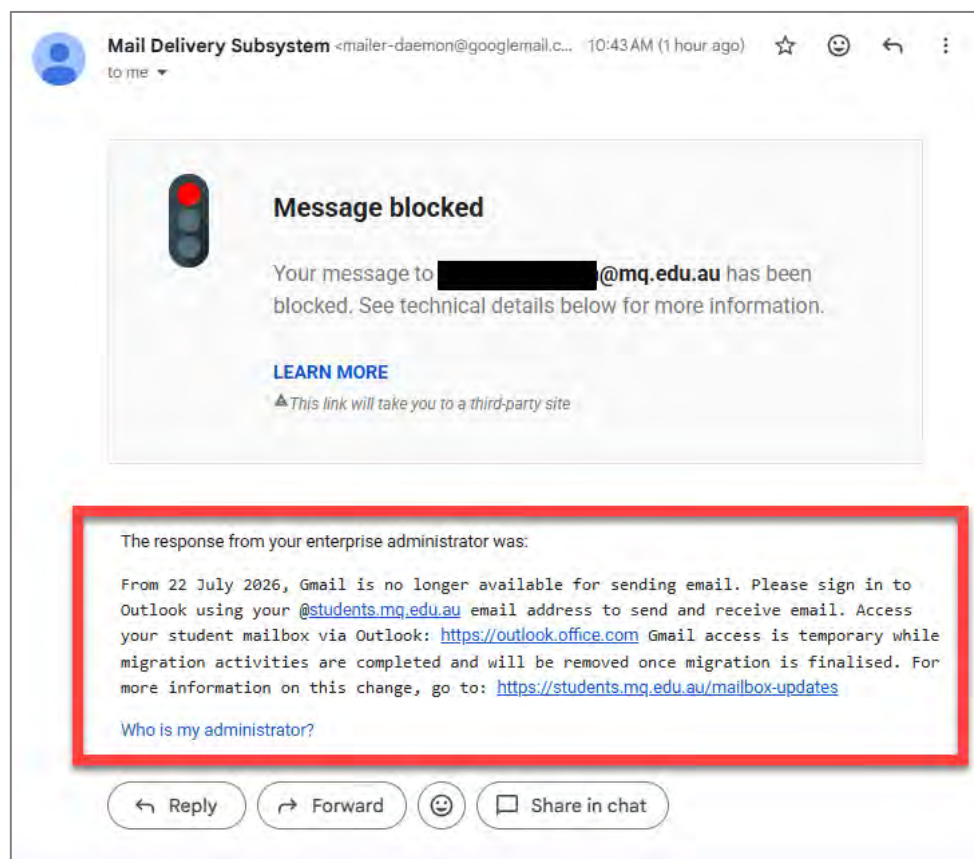
Your mailbox has been moved to Outlook, but for a short period some content may still be synchronising in the background. During this time, you may notice temporary differences between Gmail and Outlook. The information below explains what to expect during the transition.

Why can I still access Gmail?

For a short period after the move, Gmail remains available in read-only mode while final mailbox synchronisation is completed. This can range from anywhere between 2 days to 2 weeks after the 22 July.

Can I still send email from Gmail?

No. Once your mailbox moves to Outlook, all new email should be sent and received using Outlook. If you try to send an email from Gmail, you will receive a bounce-back error message:



Why do Gmail and Outlook contents look different?

During the transition period, Gmail and Outlook may temporarily show slightly different mailbox content while synchronisation completes. Outlook is your new primary mailbox for sending and receiving new mail, while Gmail should only be used as a historical archive for mail received before 22 July. Synchronisation of mailbox content in Outlook will be completed by early August.

Some of my emails aren't in Outlook yet. What should I do?

Recent emails may still be synchronising. You can refer to your Gmail mailbox for historical emails while this process is being completed. If you can't find an email after the transition period has finished, contact the Service Desk and we will investigate this for you.

When will Gmail stop working?

Once your mailbox has completed final synchronisation, Gmail access will be removed and Outlook will become your only student mailbox. This can be anywhere between 2 days to 2 weeks from the 22 July. If you can no longer access your Gmail, this usually means synchronisation of your mailboxes has been completed and your access to Gmail has been switched off. If you no longer have access to Gmail and believe your mailbox hasn't finished synchronising, contact the Service Desk and we will investigate this for you.

Why am I being redirected to Gmail when setting up Outlook on my device?

During the transition period, some students may be redirected to Gmail at login while their mailbox completes final synchronisation. This is expected and temporary. If this happens, access your student email using Outlook on the web and try setting up the Outlook app again later.

If you need to configure the Outlook app immediately, choose the Advanced or Manual setup option (where available) and select Microsoft 365.

Outlook learning and resources

Now that Outlook is your primary student mailbox, Microsoft provides a range of guides to help you get started and make the most of Outlook across web, desktop and mobile devices.

Whether you're setting up Outlook for the first time, managing your email, organising your calendar or using Outlook on your phone, the resources below will help.

Getting started

- [Access Outlook on the web](#)
- [Get started with Outlook](#)
- [Add your Macquarie account to Outlook](#)
- [Learn more about Outlook](#)

Email

- [Send, read and organise email](#)
- [Create or update your email signature](#)
- [Search for emails](#)
- [Automatically organise email](#)
- [Automatically forward email](#)

Calendar and tasks

- [Learn about Outlook calendar](#)
- [Create calendar events and schedule meetings](#)
- [Plan your day](#)
- [Create and manage tasks](#)

Mobile devices

- [Outlook mobile help](#)
- [Set up Outlook on iPhone or iPad](#)
- [Set up Outlook on Android](#)

Useful links

Resource	What you'll find
Mailbox Updates	Learn about the move from Gmail to Outlook, including what is changing, how different student cohorts are affected, transition timelines, Google Drive and Google Workspace updates, and frequently asked questions.
M365 Applications	Explore the Microsoft 365 applications available to Macquarie University students, including Word, Excel, PowerPoint, Teams, OneNote and OneDrive, with links to official Microsoft guidance.
MFA for Microsoft 365	Learn how to set up and use Microsoft Authenticator to securely access your Macquarie University systems and applications.
Student Email Setup	Refer to this page for information on setting up your student email.
Google Accounts	Learn about your student Google account, including access, retention, account deactivation and how to back up your Google Drive files before your account is closed.
Password Reset	Reset your OneID password or find instructions for managing your password using the self-service password portal.

If you can't find the answer you're looking for, visit the IT Service Desk to log a support request or access additional support resources.

Contact IT Service Desk

TechBar, Ground Floor, 18 Wally's Walk
Macquarie University
Wallumattagal Campus, NSW 2109

T: +61 (2) 9850 4357

E: help@mq.edu.au