

## Re: OFFICELIVE: How to access email in an Office Live Basic servic

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*Source:* <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2006-04/msg00379.html>

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- *From:* "Tom [Pepper] Willett" <[tompepper@xxxxxxxxxxxxx](mailto:tompepper@xxxxxxxxxxxxx)>
  - *Date:* Sun, 9 Apr 2006 15:00:39 -0500
- 

With your attitude, it's not likely you're going to get much further help.  
Good luck <PLONK>

"williams2006" <[williams2006@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:williams2006@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message  
[news:7DFFFC31-BB0B-4EE2-A068-2A1694A59F48@xxxxxxxxxxxxxxxxxxxxx](mailto:news:7DFFFC31-BB0B-4EE2-A068-2A1694A59F48@xxxxxxxxxxxxxxxxxxxxx)

If you had bothered to read the rest of this thread you would know that I  
already did submit this problem to OfficeLive support.

"Tom [Pepper] Willett" wrote:

Submit your problem:  
<http://support.officelive.msn.com/default.aspx>

"williams2006" <[williams2006@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:williams2006@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in  
message  
[news:76648148-F895-44C0-A1B7-B4B1BC444929@xxxxxxxxxxxxxxxxxxxxx](mailto:news:76648148-F895-44C0-A1B7-B4B1BC444929@xxxxxxxxxxxxxxxxxxxxx)

Thanks for the link. It says MVP's "are recognized, credible,  
and  
accessible  
individuals with expertise in one or more Microsoft products  
who  
actively  
participate in online and offline communities to share their  
knowledge  
and  
expertise with other Microsoft customers."

But I was more intrigued by the MVP FAQ's page which  
says that MVP's  
can  
"submit a bug report or send feedback about Microsoft  
products" using  
the  
"MVP Product Feedback service." Mere mortals, such as

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myself, cannot  
utilize  
this feedback service.

So how come not a single MVP on this thread (or on at least one similar thread I came across) has ever said "Yeah, this appears to be a serious problem, I will submit a bug report using the MVP Product Feedback service"??  
I'm sure that Microsoft has millions invested in OfficeLive and is anxious to get it to work properly.

Seriously JoAnn (and other MVP's out there), all snarking aside, this email problem relates to a critical element of OfficeLive. OfficeLive users understandably want website hosting and email accounts that work in sync with the website, which is how it works at other website hosting companies.  
Why hasn't one MVP here said they will notify Microsoft using the MVP Product Feedback service?

Let me be even more specific: A basic function of website hosting is that the emails associated with the website can all be downloaded from the website host OR can be set to automatically be forwarded from the website host to another email address, such as an email account of the website owners ISP.

Which is what I do with emails at my other website: Any email sent to me using one of my website email accounts, ie info@xxxxxxxxxxxxxxxxxx, goes

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to  
the  
website hosting company, the website hosting company then  
forwards the  
email  
to my ISP email account, ie williams2006@xxxxxxx, and  
when I download  
my  
email using Outlook 2003, it all ends up in my inbox.

But I can't do this with my OfficeLive site despite the fact  
that I  
have  
Office 2003 Professional Edition, and use Outlook 2003 as  
my email  
program.  
How the heck can MICROSOFT Outlook 2003 not somehow  
sync with my  
MICROSOFT  
OfficeLive website so that downloading email is as simple as  
it is for  
the  
email that comes from my NON-MICROSOFT site? Why  
do I have to (1) go  
online  
(2) log-in with Passport and (3) go to Hotmail, to get the  
email  
associated  
with my OfficeLive website. Its ridiculous.

"JoAnn Paules [MVP]" wrote:

What I was told is that there are no  
guarantees that anything produced  
with  
a beta version will work with the final  
release.

And perhaps you need a refresher course on  
what an MVP is.  
<https://mvp.support.microsoft.com/mvpexecsum>  
Please note the word  
"beta"  
is  
not included anywhere.  
Have a lovely afternoon.  
--

JoAnn Paules

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MVP Microsoft [Publisher]

"williams2006"

<williams2006@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in

message

[news:613BE663-AB87-4166-93A8-6E1BEC736F4A@xxxxxxxxxxxxxxxxxxxx](mailto:news:613BE663-AB87-4166-93A8-6E1BEC736F4A@xxxxxxxxxxxxxxxxxxxx)

It looks like you might need

a "Microsoft MVP"

refresher course

JoAnn.

On

the

Office Live FAQ page it

says "At Microsoft, a beta is

an application

or

service that is being tested

in real-world environments

by regular

users."

I'm not an MVP, but that

sounds exactly like it is

supposed to be

used

in

"real life situations." Or is

there a distinction between

"real-world"

and

"real life" in the official

Microsoft dictionary?

"JoAnn Paules [MVP]"

wrote:

It *is* a

beta. You're

not

supposed to

use it for

real life

situations.

--

JoAnn

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Paules  
MVP  
Microsoft  
[Publisher]

"williams2006"  
<williams2006@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

wrote in  
message

[news:1E17E4EE-4DE5-483F-9F47-8EA9A741A0C7@xxxxxxxxxx](mailto:news:1E17E4EE-4DE5-483F-9F47-8EA9A741A0C7@xxxxxxxxxx)

Yeah,  
and  
I  
am  
still  
patiently  
waiting  
to  
hear  
back  
from  
the  
Office  
Live  
support  
team  
who  
promised  
they  
would  
contact  
me  
when  
this  
problem  
was  
resolved.  
If  
you  
sense  
sarcasm  
in  
my  
words,  
you  
are  
right.  
PCWorld

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link:  
<http://www.pcworld.com/news/article/0.aid.124850.00.asp>

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"skynemesis@xxxxxxxxxxxxx"

wrote:

Nope,  
according  
to  
MS  
Live  
Support,  
they  
use  
the  
hotmail  
interface  
but  
cleverly  
hotmail  
will  
not  
recognize  
MS  
Live  
accounts...