ITS
INFORMATION TECHNOLOGY SERVICES

University of Hawai'i

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Getting Started With Web Mail
Help Desk

Overview

Web Mail is an email application with many features including: address books, multiple folders, the ability to send and receive attachments, etc. Since Web Mail is a Web-enabled email client, you will need a reliable Internet connection and a Web browser that has JavaScript enabled. For a list of UH's supported Web browsers see http://www.hawaii.edu/askus/717.

 There are several advantages to using Web Mail:

- Access to your email from your office and home computers or on the road
- Intuitive, easy-to-use interface
- Email is scanned for viruses and filtered for spam mail

This document is a general introduction to Web Mail and will cover commonly used features. For detailed information, refer to the Web Mail Online Help facility (see section on **Getting Help**). It provides the most complete information on the features of Web Mail in a clear, easy-to-understand format.

Login and Logout

To access Web Mail, point your Web browser to https://mail.hawaii.edu. You will be prompted to enter your UH username and password. (To apply for an UH username, visit this site: https://www.hawaii.edu/account.) If these are entered successfully, you should now see the initial Web Mail screen show below.

To end your email session, click on the **Log Out** button on the upper right corner of the screen.

Basic Navigation
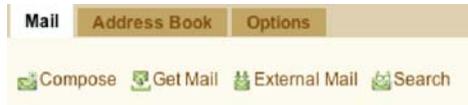
Navigation within Web Mail is very intuitive, even for those new to Web applications. There is a general tool bar with tabs at the top left side of the screen. There are also icons for common tasks. Different screens will have different icons depending on what activities are available.

Basic Tasks

When you first login, a summary of the messages in your **Inbox** is displayed. Your **Inbox** is a folder (a collection of email messages) where new mail is initially stored. If you see no messages, then your **Inbox** is empty.

The main **Mail** screen has features for **External Mail** and **Search.** The **Search** feature allows you to search folders for messages that have specific criteria. Some common criteria are Subject, To, or Body contains.

External mail allows you to add an account from an external POP server to your Web mail list. Click **External Mail**; enter the name of the remote server and your POP username and password.

*Note: Using POP to check your mail in Web mail could cause all of your mail to removed from any other configured mail client if you check **Delete messages from server.** Using this feature can also cause you to fill up your **Inbox** quickly.*

New to this version of Web mail is the **Folder List** view on the left side of the screen. This view allows you to easily switch between folders.

Inbox
Deleted Items
Drafts
Junk E-mail
Sent
Sent Items
Trash
Manage Folders

On the main **Mail** page there is a selection to change your view. You can change this to view All, Unread, Flagged or just the deleted messages. The default view shows all of your mail, minus mail that has been deleted.

View: Default

Also on this screen is an **Actions** dropdown that allows you perform functions to messages such as Undelete, Expunge, Mark as Read, Mark as Unread, Flag for Follow up, or Clear Flag.

*Note: Undelete only works until you expunge your messages. Once you delete a message, you can change your View: to **All** to see all of your messages. You can place a checkmark next to the message you'd like to retrieve and undelete it.*

Actions

Here are some of the basic tasks that can be performed:

SEND A NEW MESSAGE

Click on the **Compose** button on the tool bar. A new window appears for you to compose your message. Type in the email address of the recipient in the text box labeled To: then click on the CC , or BCC field. You may enter multiple recipients separated by commas.

(*Note: CC stands for Carbon Copy - it means "send a copy to this person also." BCC stands for Blind Carbon Copy - "Don't let other people see that I am sending a copy to this person.")*
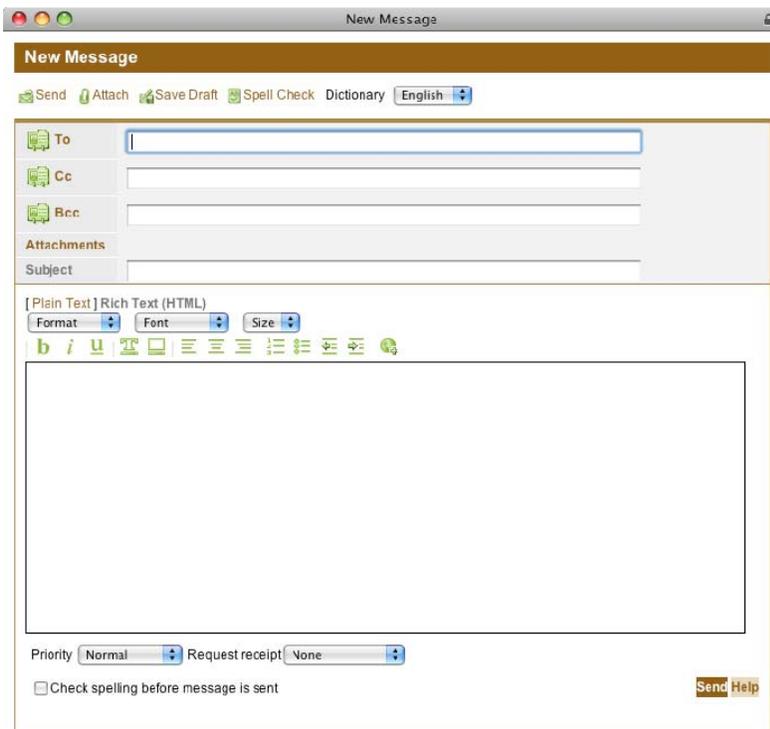
Type in a subject and the text of your message. When finished, click on the **Send** icon to send your message. Once your message is sent, the window with the message will close automatically.

READ A MESSAGE

To read a message in your **Inbox**, click on the message's subject line, on the right side of the **Inbox**. The email message will be displayed. Each message has a header containing information on who the email is from, the date and time it was sent, a list of recipients, and the subject. If you would like to view more detailed header information click on the green arrow on the far right of the message.

There are several things you can do after reading an email message:
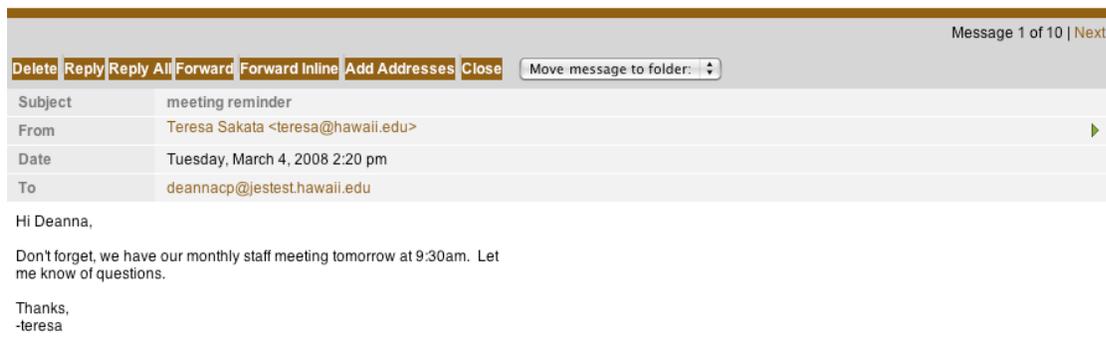
DELETE

The default for Web Mail is You can delete the message by clicking on the **Delete** button in the tool bar. This moves the message to a folder called **Trash**. You can also set your Web Mail options so that the deleted message stays in your **Inbox**, but is marked as deleted. In this case, you would click on the **Expunge** button to permanently delete the messages. When you delete a message using this setting, the message disappears from the **Inbox** view, but does not move to another folder. To view the messages under **View** change the **Default View** from **Default** to **All.** Once all of the messages are displayed, go to **Actions** and select **Expunge.** You will get a pop up message that says, "No messages selected. Remove all messages in Inbox?" Click **OK** to permanently delete these messages.
Refer to the Folders section below on how to permanently delete messages in **Trash**.

REPLY

Reply to a message by clicking on the **Reply** icon. A new window appears for you to compose your reply. The To: field is automatically filled in with the email address of the person who sent the original message. You may add more recipients by clicking on the To, CC, or BCC fields.

The Subject field is also filled in as "Re: original subject". Type in the text of your message. You can set your Web Mail options so that the original message is automatically included in your reply as quoted text. To send the reply, click on the **Send** icon. Once your message is sent, the window closes automatically.

REPLY ALL

If you receive a message that was sent to several people (a message which had multiple recipients), you can choose to reply to only the sender (by using **Reply**) or to all of the recipients (by using **Reply All**). The procedure for using **Reply All** closely follows the procedure for using **Reply**.

FORWARD

Send one of your messages to another user by clicking on the **Forward** icon. A new window appears for the message you are forwarding. Enter the email address of the recipient. The subject line is filled in as "Fwd: original subject". The original message is included as an attachment. Add the text of your message, and then click on the **Send** icon to send the message.

FORWARD INLINE

Send one of your messages to another user by clicking on the **Forward Inline** icon. This procedure is similar to the **Forward** feature but the forward is not included as an attachment. The message is forwarded in the body of the email as text. If you choose **Forward Inline** to forward a message and an image, the message will be forwarded as text along with the attached image.

Using Folders

A folder is simply a collection of email messages. You can view your folders from the list on the left side of the screen under the **Mail** section. Everyone has four special folders by default:

- **Inbox:** holds the messages people send to you.
- **Drafts:** contains messages you started composing, but postponed to be sent later.

- **Sent:** holds a copy of each message you have sent out.
- **Trash:** is for messages you intend to delete.

There is also a special folder called **Manage Folders** at the bottom of your folder list.

A Special Note on the **Trash** Folder: In order to find the **Empty Trash** button you will need to click on your email address link in the **Folder List**. Once you choose **Empty Trash** you will permanently delete the messages in the **Trash** folder. Anytime before then, you can move these messages to another folder. To view the messages in a specific folder, click the folder's name.

There are special actions you can perform by using the **Manage Folders** icon in the **Folder List**.
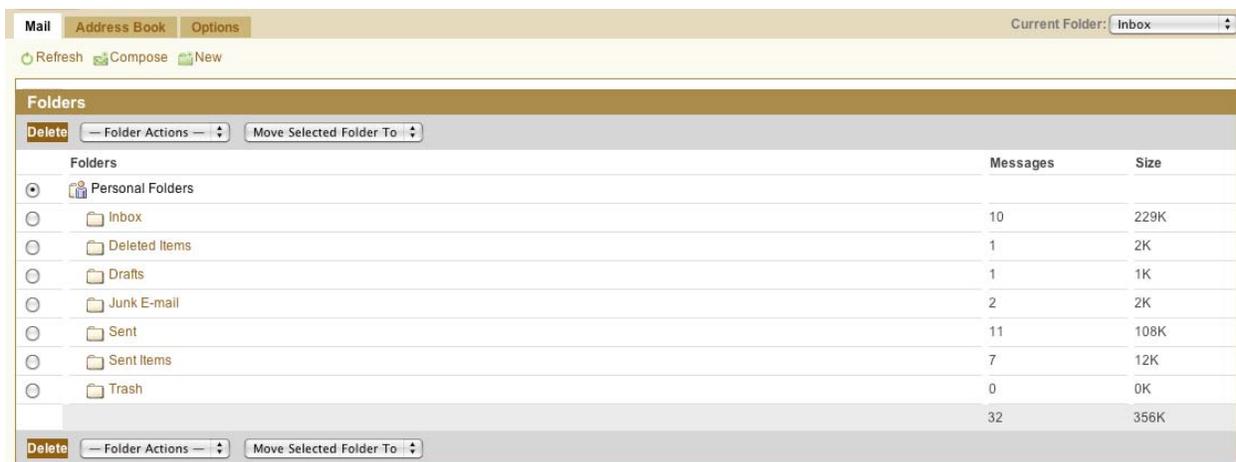
CREATE FOLDERS

To create your own folder, click on the **New** icon. You will be prompted for a name for the new folder. After you click **OK**, the new folder appears on the folder list.

RENAME AND DELETE FOLDERS

You can rename or delete a folder by clicking on the radio button next to the folder's name and then clicking on the **Rename** (under -**Folder Actions**-) or **Delete** icon.

*Note: once you delete a folder it is gone, along with any messages that were in the folder. It is NOT moved to the **Trash** folder.*

PUT ONE FOLDER INSIDE ANOTHER FOLDER

You can move a folder to within another folder. Click on the radio button in front of the folder you wish to move, then click on the pull down menu next to the box that says **Move selected folder To:**. Highlight the folder you want to move this folder to, and then release the mouse button. You will see the sub-folder indented under the main folder in your folder list.

*NOTE: You cannot move a subfolder under the **Inbox**.*

MOVE A MESSAGE

You can move a message from one folder to another by viewing the message, clicking on the drop-down window that says **Move Message to Folder:** and selecting the folder to which you would like the message moved.

To move multiple messages from one folder to another:
1. Open the folder with the messages you want to move.
2. Place a check mark in the square box in front of the messages you want to move.
3. Click on the drop-down window that says **Move to Folder:**, and select the folder to which you would like the message moved.

*Note: Moving a message to the **Trash** folder is the same as deleting the message.*

Attachments

It is possible to send files to another person by attaching them to email messages. These files are referred to as attachments. Any kind of computer file can be an attachment: a word processing file, a spreadsheet, a database, an audio or video file, etc.

Although the recipient may be able to receive the attachment, the file is not usable if the recipient does not also have the appropriate program to read the file. For example, if you send an MS Word file to a person who uses Word Perfect, the recipient may not be able to use the file. Likewise, there are sometimes problems involved in sending files between PCs and Macs.

In addition, although ITS imposes a maximum email size limit of 20 MB, it probably is not a good idea to send files larger than 4 MB. Large files take up too much disk space and may cause the recipient to exceed his or her allocated email disk quota. Also, if the recipient is using a modem, larger attachments may take hours to download. For very large files, you should use the File Drop service at http://www.hawaii.edu/filedrop.

SEND AN ATTACHMENT

Compose a message and click the **Attach** icon (paper clip) on the **Compose Message** tool bar. Enter the location of the file you want to attach. (You can use the **Browse** of **Choose File** button to locate the file.) Once you choose your file, you MUST click the **Add** button to add the attachment to the email. Once you see your file listed under the **File Attachment** section, click the **Attach** button and send your message as you normally would. You can remove the attachment from the mail **New Message** screen by clicking **Remove.** It is good practice to mention that you are sending an attachment and to specify its format. (For example: "I am attaching a spreadsheet in MS-Excel 97 format.")

Attach File

Click Browse to select a file to attach, then click Add to attach the file to this message.
(Maximum size of the message including all attachments should not exceed 20480kb.)

Attachments		
(Choose File) no file selected	Add	

File Attachment	Size	Action

Attach Cancel Help

RECEIVE AN ATTACHMENT

Read the message as you normally would. The message header will show if there is an attachment to the email. If there is an attachment, click on the file name. If the attachment is a simple text file, it will be displayed. If not, you might be prompted to either open the file or save it to disk. It is recommended that you save it to disk, so you can delete the message and recover the space on your account.

Address Book

Web Mail has an address-book feature. It allows you to create short nicknames for long email addresses and store them in an address book. This is convenient when you don't care to type in long addresses such as fred_jones@unix21.philadelphia.pennsylvania.edu. The Web Mail address book also allows you to create private mailing lists. New to this version of Web Mail is the Corporate Directory which lists every email address currently in the ITS ldap database.

NOTE: This database will include faculty and staff, but will NOT include student entries.

To use the address book: click on **Address Book** in the tool bar.

CREATE AN ENTRY IN THE ADDRESS BOOK

Click on the **New Contact** icon.

New Contact

A new window will open. This is where you will enter information about the recipient. Enter the person's first name, last name, display name (the nickname you want to appear in your address book), and email address. Other optional information can also be added. When you are done, click on **Save** or **Save and Add Another**. You will now see the display name and its associated email address listed in the address book.

Note: When using the display name feature, whatever you put in the display name field will be seen by the receiver in the messages that you send.

USE THE ADDRESS

To use the entries in the address book click on **Mail** in the menu bar and then click on **Compose**. Click the **To** button. This will open the **Add From Address Book** screen. You can place a checkmark in the box next to the entry of the person you wish to add and then click on **Add Recipients.** You can also choose to search on part of a persons name or email address. Choose the criteria under the dropdown for **Display name** and **contains** then you can type in the search criteria. The last step is to choose where to search. You can choose your **Personal Address Book**, which lists addresses that you have added. You can also choose **Corporate Directory** which will list entries that are in the ITS ldap database.

You can also send mail right from the address book. Simply select to whom you want to send mail to then under **Select action** choose **Send Email**

CREATE A GROUP ADDRESS ENTRY

Click on the **New Group** icon.

The **New Group** window will appear. It works very similar to the **New Contact** window. First you type in a name for the new group in the **Group Name** field, next you click **Add** to select the users in your Address Book that you want to appear in the new group. You can also type in the names and email addresses of the group members and then click **Add.** Click **Save** when you are finished and an entry for the new group will appear in your address book. You can tell your entry is a group because of the green icon next to the group.

USE THE GROUP ADDRESS

Use your group address the same way you would use your regular address entries. Select the group you created instead of an individual address. This will send email to everyone in that group.

PRINTABLE

If you click the printable icon, Web Mail formats your addresses so that you can easily print them.

IMPORT / EXPORT

Click on the Import/Export button to import addresses or export them to a file. You can import and export with the following file formats, LDIF, MS Outlook CSV, Address Book CSV, Mozilla Thunderbird CSV, and vCard.

 Import/Export

SHARING ADDRESS BOOKS

New to this version of Web Mail is the ability to share your Address Book with other UH Web Mail users.

You can either share your entire Address Book or create a new Address Book to share. To share your Address Book with another user from the **Address Book** tab, click on **Manage Addressbooks.**

From this screen you can create a new Address Book by clicking on **New…** or you can edit an existing Address Book by placing a dot next to the name of the Address Book and clicking on **Edit.**

To create and share a new Address Book, click on **New…** On the screen below enter the name for the new Address Book.

Unless you want **ANYONE** to being to perform functions on your Address Book, it is a better idea to choose the **Share this Addressbook with Specific Users** option on the top of the screen. You will then see this screen below. You can either type in the username in the **Name:** field or select **Add From Address Book** to add a user from your address book.
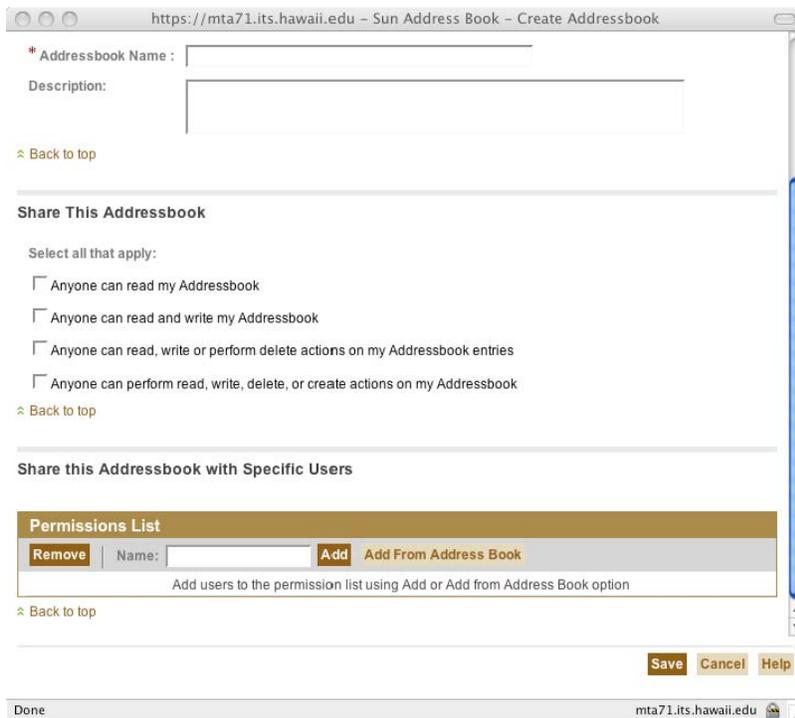
Once you click **Add** it will add the user and return you to the top of the page. Scroll down the page and you see the name of the user you added with permissions you can set. You can choose from the following permissions and then click **Save.**

Read – Allow the user to see your addresses
Write – Allow the user to make changes to your addresses
Delete- Allow the user to delete addresses
Create- Allow the user to create new addresses
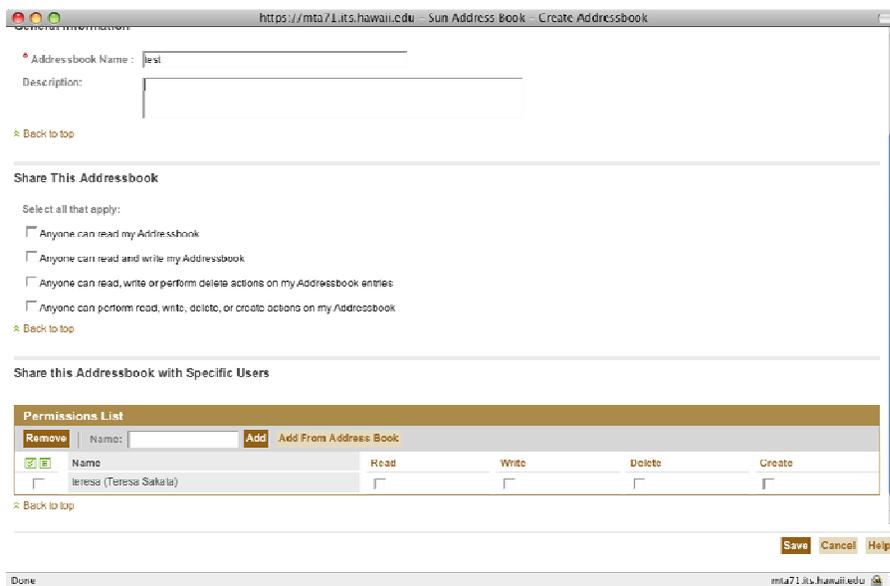
Once your address book is shared, you will need to inform the user that they can now subscribe to your address book.

To subscribe to someone's Web Mail Address Book from the **Address Book** tab, click on **Manage Addressbooks** under the **Current Address Book** section. Click on **Subscribe Addressbooks…**
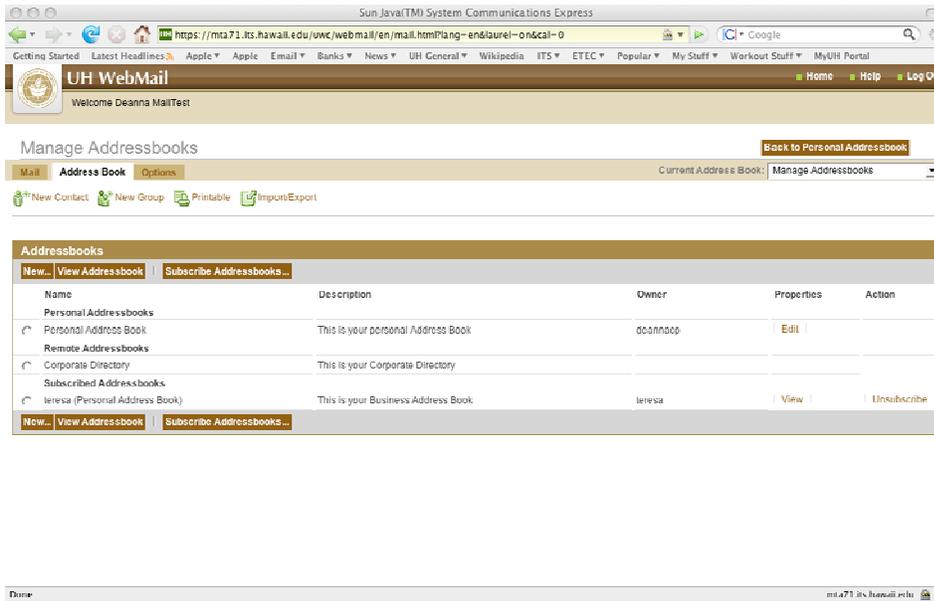
On the screen below you can type in the criteria to search on to find the Address Book, such as display name, or first name. Once you find the Address Book, click on **Subscribe.** This Address Book will now show up in your list of Address Books and depending on the permissions you were given, you will be able to send mail or complete other functions with these addresses just like they were in your personal Address Book.
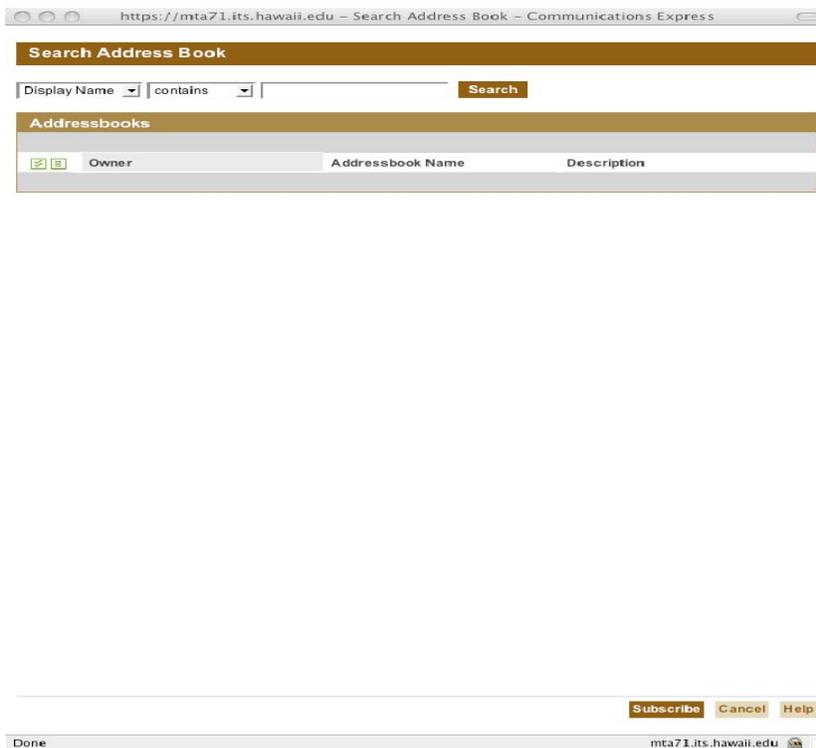
Options and Other Tasks

The **Options** tab has sections for **Global, Mail,** and **Address Book.**

On the **Global** tab**,** you can change your **Date and Time** format as well as your **Time Zone,** and **Language** information.

On the **Mail** tab**,** under **Personal Information** you can make changes to your **Reply to Address**, your personal email **Signature,** and a **vCard** if you wish to send one with your messages.

On the **Settings** screen you can choose the way you deal with deleted messages either by using **Move messages to a specified folder** or **Mark messages as deleted; use Expunge to delete messages permanently.**

You can also change the location of your Sent mail and Drafts.

You can choose to use **Reply quoting** or **Spell Check** in your messages.

Under **Mail Forwarding**, you can choose to forward your mail to an external email address. This option allows you to forward it all without leaving a copy on the server or to leave a copy on the server. Not removing a copy from the server can cause you to reach your mail quota faster.

Under **Layout,** you can change settings for things like how to sort your messages and how many to show per page. You can also configure which columns you see in your Default view here.

On the **Vacation Message** section, you can have a short message automatically sent to anyone who sends you mail while you are away on vacation. To use this, click **Enable Vacation Message for the time period:** You are prompted for a start and stop date for the vacation messages, and for a subject and some text to include. You can also change the number of days between replies to send this message here. When you are done, click **Save**.

Under **Mail Filters** click **New** to create a new filter. You can filter on various criteria and choose where to put the messages that match that criteria or a command to perform on them.

Under **Address Book** you can change your default to be your personal **Address Book** or the **Corporate Directory**. You can also change how many cards to display per page and what information is displayed after each entry.

CHECK THE DISK SPACE AVAILABLE FOR YOUR ACCOUNT

Your mail quota will now be shown every time you log in. A graphic similar to the one below will be displayed above your **Folder List.**

Quota : 0% of 250MB
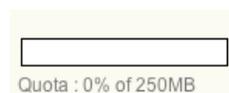
Getting Help

Web Mail has a very good online help facility. Click on the **Help** button on the tool bar. A new window will appear with the help system. Click on the topic in which you have interest.

For additional assistance, please phone the ITS Help Desk at (808) 956-8883,
send e-mail to **help@hawaii.edu**, or fax (808) 956-2108.
Neighbor islands may call the Help Desk's toll-free phone number at (800) 558-2669.

Or see the ITS Help Desk home page at **www.hawaii.edu/help**

The ITS walk-in Help Desks are located in the Keller 105, Keller 213,
Hamilton Library 2nd floor addition, and the 1st floor of Sinclair Library
on the UH Mānoa Campus.

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