Introduction

MyUH Email is the Web-based email application of MyUH. It is connected to your mail account on the University of Hawaii (UH) mail server. MyUH Email allows you to check and compose email anywhere using your UH mail account and a computer that has access to the World Wide Web. All of your mail on the UH mail server is accessible using MyUH Email. No email program configuration is required. However, there are some settings you may want to modify using the MyUH Email Options window.

Your UH Username followed by “hawaii.edu” (e.g., johnxdoe@hawaii.edu) is your UH email address. Important information from the UH administration and UH faculty will be sent to this email address. Therefore, you should check your UH mail account on a regular basis.

On May 21, 2009 the UH E-Mail was upgraded. Please review http://www.hawaii.edu/askus/1008 for known issues.

Overview

To use MyUH Email, simply direct your Web browser to http://myuhportal.hawaii.edu and log in to MyUH Portal using your UH Username and UH Password. The login is secure.
Once you are logged in to MyUH Portal, the MyUH Portal Home screen appears. To check your email, select “E-mail” from the icons in the upper right. The MyUH E-mail Center will open. Another way to get to your email is to click on the “My Tools” tab.

**My E-mail Inbox Channel**

The right column of the “My Tools” screen has the channel “My E-mail Inbox.” My E-mail Inbox channel displays information about the total number of messages that you have in your email account and how many of these are unread. Also, this channel displays a message list with information about the five most current messages in the inbox of your email account.

Below the message list there are four icons – Get Mail, Compose, Address Book, and Email. Get Mail retrieves any new messages; Compose opens the compose message window from which you can address, create, and send a message; Address Book opens the Email Center’s Address Book window; and Email opens the Email Center.

From My E-mail Inbox channel, you open the Email Center

- by clicking on the **E-mail** icon in the lower right corner of the My Email Inbox channel, or
- by clicking on the subject line of any of the displayed messages.

The Email Center opens in a separate window. At the top of the window are three tabs: **E-mail, Address Book** and **Options**.
The Email Center window has three frames and a toolbar. The left frame is a list of your folders. The top right frame is a list of your email messages in the opened folder. The bottom right frame is where the opened message is displayed and is known as the Message window.

You can click on the E-mail tab to open the Email Center window when the Email Address Book window or Email Options window is open.

Folders
New messages are delivered to your Inbox folder with the exception of filtered messages and blocked addresses. By default, three additional folders (Drafts, Sent, and Deleted) are provided. The Drafts folder contains copies of messages composed but not sent; the Sent folder contains copies of sent mail if you chose to save them; and the Deleted folder contains copies of deleted mail if you chose to save them. Also, all of your existing mail folders should appear in the folder view and you can create additional folders as needed. If a folder does not appear in the folder view, you will need to subscribe to the missing folder by clicking on Subscribe in the folder frame. You may need to subscribe to a folder when you create a new folder through another client and do not see it when you access your mail account through MyUH Email. To open a folder, click on it.

List of Messages
The list of messages contains the sender, subject, size, date/time sent, a selection box, and icons that indicate if the message has been read and if there is an attachment. The icon indicates that the message is unread and the icon indicates that the message has been read. If a message contains an attachment, it is flagged in the display list with a red paper clip icon. To open a message, click on the subject of the message in the display list. A red arrow will be placed in the list to indicate the message has been selected and the message will be displayed in the Message window.

Message Window
The Message window is where you preview the message and Reply, Reply all, Forward, Print, or Delete the message.
**Toolbar**
The five icons in the Email navigational bar are used to perform the following functions:

- **Get Mail**  retrieve any new mail messages
- **Compose**  open the compose message window
- **Move**  move selected messages to another folder
- **Search**  search your email folders for specific messages
- **Delete**  delete selected messages. You may mark multiple messages and delete them all at once.

To refresh your Inbox and display new messages, click the Get Mail icon.

To compose an email message, open the Compose message window by clicking on the Compose icon. In the Compose window, you can address, write, spell check, add attachments, save, and send your message.

To move a message, select the message in the display list by clicking on the subject of the message, click the Move icon, highlight the destination folder, and click OK. You can select multiple messages to move by marking the selection box next to the messages you want to move.

To search for specific messages, open the Search For Messages screen. You can specify which folders to search, and you can search the Sender, Subject, Recipient, and Body fields of your messages for specific words or phrases.

To delete a message, select the message in the display list by clicking on the subject of the message and click the Delete icon. You can select multiple messages to delete by marking the selection box next to the messages you want to delete. If you have your Display Setting Email Options set to send deleted messages to the Deleted folder, deleted messages are moved to the Deleted folder and are not permanently removed except for messages in the Sent, Drafts, or Deleted folder. To permanently remove deleted messages, you must delete the messages from the Deleted folder.
Address Book

The Address Book window is used to maintain your contact information. Click on the Address Book tab to open the Address Book window.

A list of all contacts in your address book is displayed.

The list contains name, primary email address, display name and home phone. Click on the contact’s display name to view or edit that person’s information. Click on the email address to compose and send a message to that person.

To add a new contact, click on New Contact in the upper right corner of the Address Book window. You can also add a contact to the address book from a message by clicking on the sender's email address in the To field of the Message window. The Address Book opens and the sender's email address is automatically filled in.

You can import address books from Microsoft Outlook, Novell GroupWise, Eudora and Netscape Messenger. Click the Import/Export button in the upper right corner to open the Import/Export screen.

View the instructions on importing from or exporting to a particular email application by clicking on the appropriate link on the right side of the screen.

The format of the address book used by mail.hawaii.edu Web Mail prevents it from being imported to MyUH Email or exported to a comma-separated file.
Email Options

To personalize MyUH Email, you can set email and address book options from the E-mail Options window. Click on the Options tab to open the E-mail Options window.

<table>
<thead>
<tr>
<th>E-mail Options</th>
<th>Address Book Preferences</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Choose how many contacts you want displayed per page.</td>
</tr>
<tr>
<td>Auto Forward</td>
<td>Forward your e-mail to another e-mail account for offline message management.</td>
</tr>
<tr>
<td>Auto Reply</td>
<td>Send a custom message automatically when you are away.</td>
</tr>
<tr>
<td>Block Addresses</td>
<td>Block addresses from which you do not wish to receive e-mail.</td>
</tr>
<tr>
<td>Display Settings</td>
<td>Set your display settings such as location for deleted messages and number of messages per page.</td>
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Review the options and set them according to your preferences.

**Display Settings** allows you to set how you want deleted messages handled. The default is to have deleted messages deleted from the system immediately. You can change the option and have deleted messages sent to the Deleted folder. Deleted messages will only be removed from the system when you delete them from the Deleted folder.

**Message Preferences** allows you to save a copy of sent messages. By default, copies of sent messages are not saved. You probably want to change this to “Send a copy of all messages to sent folder.”

**Signature** allows you to create a signature file with contact information. You can also set the option to automatically append your signature information to all messages that you send.

**Auto Forward** and **Auto Reply** have been disabled because they need to be set using Web Mail (https://mail.hawaii.edu/).

**Help**

To launch the online Help system, click the Help icon located in the upper right corner.

**Exit**

To close MyUH Email application, click the Exit icon located in the upper right corner.

**Miscellaneous Notes**

MyUH Email is not a replacement for Web Mail (mail.hawaii.edu.) You can choose which one you want to use and you can switch between the two.
By default, the system will automatically log you out of MyUH after 15 minutes of inactivity. This value can be increased up to 180 minutes. However, the longer the time out period, the less secure your portal account will be. To modify the timeout value, click on the My Account tab. Under MyUH Portal Time out, change the timeout value. Remember to save the change. For the change to take effect, you must logout and then login again.

Auto reply (aka vacation response) and auto forward must be enabled and disabled using Web Mail (https://mail.hawaii.edu/).

By default, copies of sent messages are not saved. You probably want to change this to “Send a copy of all messages to sent folder.” This is a Message Preferences option in the Email Options window.

By default, deleted messages are deleted from the system immediately. You can change the option and have deleted messages sent to the Deleted folder. This is a Display Settings option in the Email Options window. Deleted messages will only be removed from the system when you delete them from the Deleted folder.

If you do not see all of your folders in the Email Center folder view, you will need to subscribe to the folders that do not appear. Subscribing to a folder may be necessary when you create a folder through another client and do not see it when you access your mail account through MyUH Email.

The format of the address book used by mail.hawaii.edu Web Mail prevents it from being imported to MyUH Email or exported to a comma-separated file.

There are useful features in Web Mail that are not in MyUH Email and visa-versa. MyUH Email requires you to select the mailbox icon and click on the Get Mail icon to refresh the Inbox folder with new messages. Web Mail refreshes automatically. A feature that I use in Web Mail that is not in MyUH Email is sorting. A feature that is in MyUH Email that is not in Web Mail is filtering.

More Help

For additional assistance, please phone the ITS Help Desk at (808) 956-8883, send email to help@hawaii.edu, or fax (808) 956-2108. Neighbor islands may call the ITS 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 Desk is located in Keller 105 and Keller 213 on the UH Mānoa Campus.

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