Overview

Web Mail is a Web-based email client to access and manage your electronic mail. Web Mail was first made available to the UH community in February 2002. It was upgraded to Sun Java™ System Messenger Express 6.2 on October 30, 2005.

IMPORTANT NOTE ABOUT POP-UP BLOCKERS:
If you are using a pop-up blocker, you will need to enable pop-ups in your browser to work with Web Mail. Follow the instructions below if you use Windows XP SP 2 and Internet Explorer:

1. In Internet Explorer click Tools > Internet Options > Privacy.
2. In the section marked 'Pop-up blocker', click Settings.
3. Under 'Address of Web site to allow' enter mail.hawaii.edu and click Add.

If you use another browser, check your browser's Help system for instructions on enabling pop-ups for selected sites.

The following new features are available, as of October 30, 2005:
• Mail Filters allows filtering of mail into different folders depending upon criteria that you specify. Mail Filters is under the Options tab.
• A new mail forwarding feature under the Options tab in Settings under Mail Forwarding allows you to change the default behavior from leaving a copy of mail on the server to "Don't leave copy on server."
• There is a new pull-down folder navigation feature in the Inbox tab.
• Two new mail scanning features include antivirus checking for outgoing mail and anti-spam checking for mail sent between @hawaii.edu accounts

Web Mail is a Web-enabled email client. It requires a Web browser that is JavaScript enabled. The supported Web Mail browsers for PC are:
Internet Explorer (IE) 6 and 7 and Mozilla Firefox 2.x
The supported Webmail browsers for Mac are:
Safari 2 and Mozilla Firefox 2.x
No version of Mac IE works with Web Mail. Microsoft no longer maintains IE for the Mac.
Web Mail is a robust email application with many features. Some of these features are:

- supports a personal address book
- supports a signature
- has a Compose Message spell checker
- allows for multiple folders
- handles attachments (sending & receiving) easily
- copies outgoing messages to “Sent” folder
- sorts messages
- allows for searches.

Some of the advantages to using Web Mail are:

- access to your email from your office and home computers or on the road
- intuitive, easy-to-use interface
- ITS will backup your online Web Mail folders
- 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. It provides the most complete information on the features of Web Mail in a clear, easy-to-understand format.

**Logging In and Logging Out**

**Logging In**

To access Web Mail, point your Web browser to https://mail.hawaii.edu. You will be prompted to enter your UH username and password. If you do not have a UH username, go to: http://www.hawaii.edu/account and apply for one.
If your login is successful, you will see the initial Web Mail screen. This screen has a listing of the email messages in your email Inbox.

Logging Out

When you finish using Web Mail, remember to logout of your email to protect your online privacy and security. Click on the logout button in the upper right corner of the screen.

Do not close Web Mail by clicking on the “X” in the upper right corner of your browser.

Basic Navigation

Navigation within Web Mail is very intuitive, even for those new to Web applications. There is a general tool bar at the top of the screen and 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 there are no messages in the summary displayed, then your Inbox is empty.

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:. You may enter multiple recipients.

(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.")

Enter 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.

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

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.

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 addresses 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, then click on the Send icon to send the message.

**DELETE**

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. Refer to the Folders section below on how to permanently delete messages in **Trash**.

**Using Folders**

Messages are stored in folders. To see a list of your folders, click on the **Folders** button of the tool bar. 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.
A Special Note on the Trash Folder: if you click the Empty Trash button, 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 on folders using the tool bar.

**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 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, then release the mouse button. You will see the sub-folder indented under the main folder in your folder list.

**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 Message 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 10 MB, it probably is not a good idea to send files larger than 2 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 modern, larger attachments may take hours to download.

SEND AN ATTACHMENT

Compose a message and click the Attach File icon (paper clip) on the Compose Message tool bar. Click the Browse button to locate the file. After selecting the file to attach, click the Add button. Repeat if you would like to add another file. Click the Attach button to attach the file(s). Send your message as you normally would.

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. The attached file will either display or you will be prompted to 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. Also, you can right click on the file name to print, save or open the file.

Address Book

Web Mail has a simple 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.

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

**CREATE AN ENTRY IN THE ADDRESS BOOK**

Click on the **New Contact** icon.

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 OK. You will now see the display name and its associated email address listed in the address book.

**USE THE ADDRESS**

To use the nickname for an email address, click on **Addresses** in the tool bar. The Address book will be displayed. Click the **Compose** icon. A **Create Recipient List** window will open.
From the **Other Entries** list, select the nicknames you want included in the recipient list and click <To, <CC or <BCC as appropriate. Then click **Compose Message** and compose your message as you normally would.

**CREATE A GROUP ADDRESS ENTRY**

To make a mailing list, first you must create an address book entry for each individual who will be in the group. Click on **Addresses** in the tool bar. The Address book will be displayed. Click on the **New Group** icon.

The **New Group** window will appear. It works very similar to the **Create Recipient List** window. First you type in a name for the new group in the **Group Name** field, next you select the users in the right window that you want to appear in the new group. Use the arrow keys to move the users to the left window, which displays the members of the new group. Click OK when you are finished and an entry for the new group will appear in your address book.

**USE THE GROUP ADDRESS**

There are various ways you can use the group address. One way is to click on **Addresses** on the action bar. A list of entries in your address book is displayed. You may click on a specific display name to display information about that specific entry. On the right side of the screen, click on any of the entries to send email to an individual or group. A new window will open with the To field filled in. Compose and send your message as you normally would.

A second way is to click on **Addresses** in the tool bar. The Address book will be displayed. Click the **Compose** icon. A **Create Recipient List** window will open. From the **View Other Entries In** drop-down box, select the name of the group you wish to use. The group's members are displayed. From the **Other Entries** list, select the nicknames you want included in the recipient list and click <To, <CC or <BCC as appropriate. Then click **Compose Message** and compose your message as you normally would.

**Options and Other Tasks**

**CHECK THE DISK SPACE AVAILABLE FOR YOUR ACCOUNT**

Click **Options** on the tool bar and then click **Account Summary**. Your disk usage information is displayed under **Quota**.

**USE THE VACATION FEATURE**

You might like to have a short message automatically sent to anyone who sends you mail while you are away on vacation. To do so, click **Options** on the tool bar, then click **Vacation Message**. You are prompted for a start and stop date for the vacation messages, also for a subject and some text to include. When you are done, click **Save Changes**.

For more help, click **Help, Composing Vacation Messages**

**FORWARD ALL OF THE MESSAGES YOU RECEIVE TO ANOTHER EMAIL ADDRESS:**

Click **Options** on the tool bar, then click **Settings**. Type an email address under **Mail Forwarding** and click **Save Changes**. For more information, click **Help, Viewing and Managing Your Account, Settings, Mail Forwarding**.
WHAT DOES THE COLLECT EXTERNAL MAIL LINK IN THE INBOX DO?

You can use Web Mail to read messages sent to a different POP mailbox. Click External Mail, enter the name of the remote POP server, your POP user ID and your POP password. Click Collect. There is a check box to delete mail from the remote server. If you choose, you can put mail from this account in its own special Inbox. For more information, click Help, Managing Messages, Collecting External Mail.

Getting Help

Web Mail has an excellent online help facility. Click on the Help button in the upper right corner. A new window will appear with the help system. Click on the topic in which you have interest either under Contents or Index. Right click and select Print to print the Help.

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.

The Help Desk’s toll-free phone number is (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, Keller 213, Hamilton Library 2nd floor addition,
and Sinclair Library 122 on the UH Mānoa Campus.

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