

## What is Webmail?

Webmail (also called Outlook Web Access) is an internet based software which allows you to access your Hartwick e-mail account from any computer that is connected to the Internet.

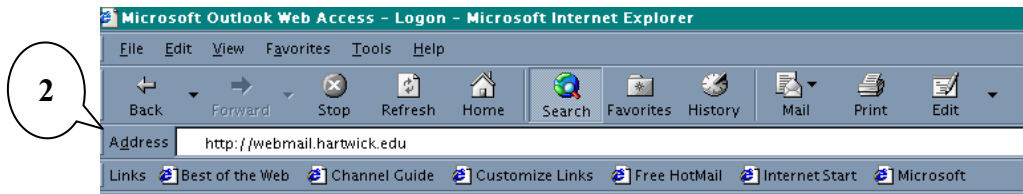
## How is Webmail Different than Microsoft Outlook (or other e-mail program)?

Most e-mail accounts set up in programs like MS Outlook, Netscape Mail or Outlook Express, are set to move mail from the Hartwick mail server to your local machine when you open the mail software program. Using webmail, your e-mail does not get moved to the computer you are using. Instead you just view and process mail that is on the server.

## How do I get to Webmail?

1. Open your Internet browser (such as Internet Explorer)
2. In the address bar, type <http://webmail.hartwick.edu> and press enter.

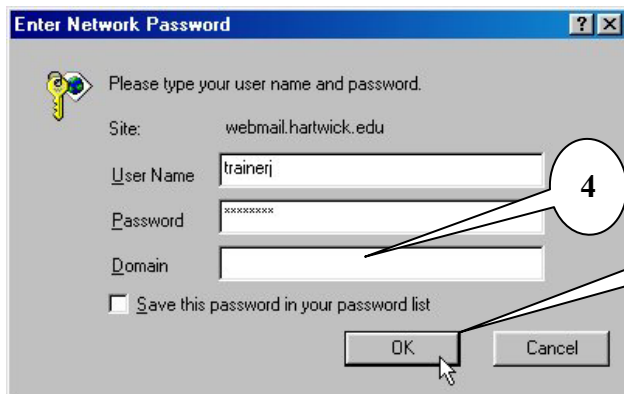
Note: You can also find a link for webmail from the 'Current Students' or 'Faculty & Staff' links pages on the Hartwick College web site.



3. You will be required to log on with your Hartwick username and password.
4. In Windows 98, you may see a domain field. This can be left blank.
5. If your computer is running Windows XP or Windows 2000, or if you are using an internet service provider other than Hartwick College to access the Internet, the username must be entered as hartwick\username (ie. hartwick\collegej). The password is your usual e-mail password.
6. Once you enter your username and password as described, click OK.

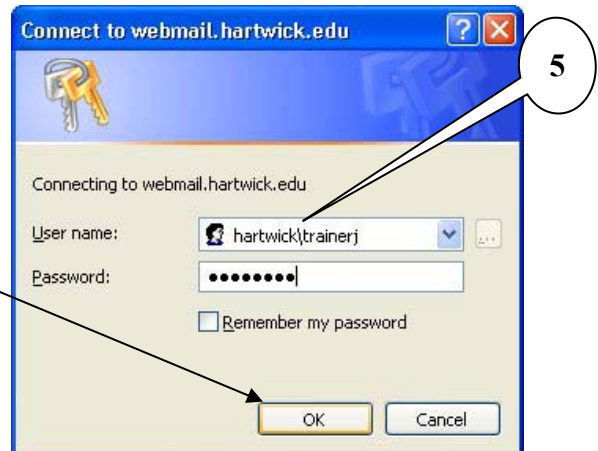
### Log on using Windows 98

Domain field can be left blank



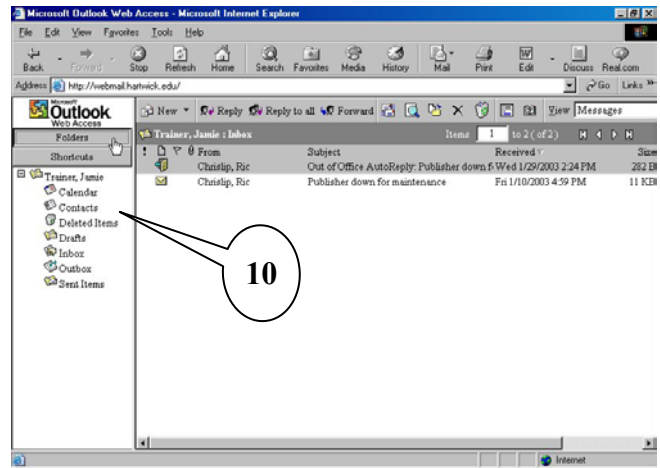
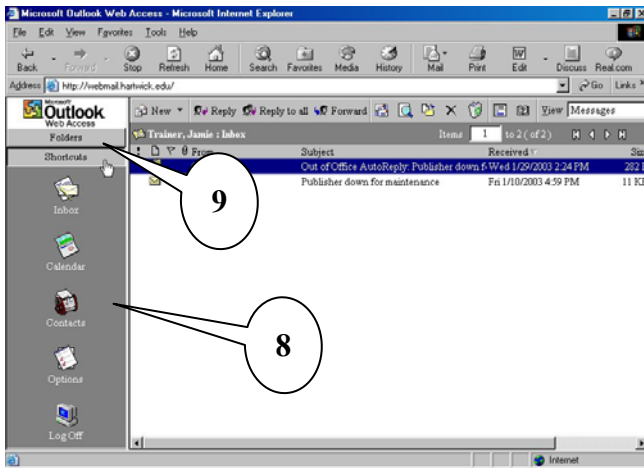
### Log on using Windows XP, 2000 or an ISP other than Hartwick College

Username must be hartwick\username



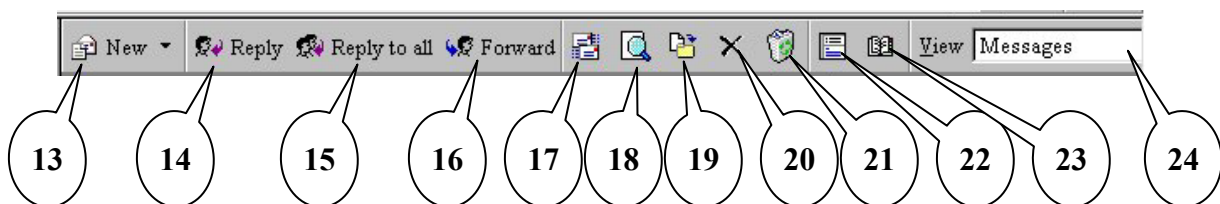
7. A graphic image of your inbox is displayed.
8. In the left pane, you will see the outlook shortcuts bar.
9. Above it, you will see two buttons: 'Shortcuts', and 'Folders'.
10. If you click the 'Folders' button, the folder list displays instead of the outlook shortcuts bar.
11. If you click the 'Shortcuts' button, the left pane will again display the outlook shortcuts bar.
12. Use whichever view you prefer, but be aware that there are some features (options and log off) that are only available from the Shortcuts Bar.

Note: In some older versions of web browsers, you may see 'folders' as an item on the shortcuts bar, rather than as a folders button.



Webmail has its own toolbar. You should familiarize yourself with the buttons:

13. **New:** Starts a new message
14. **Reply:** Replies to the sender only, of the currently highlighted message
15. **Reply to All:** Replies to all recipients of the currently highlighted message
16. **Forward:** forwards the message to a person not on the original message
17. **Check for new messages:** checks the server for new mail
18. **Search:** allows you to search your messages for items with particular text or from particular senders
19. **Move:** allows you to move the highlighted message to another folder
20. **Delete:** moves the currently highlighted message to the deleted items folder
21. **Empty deleted items folder:** should be done each session to empty items from the deleted items folder
22. **Show/Hide Preview pane:** It is recommended that you leave the preview pane off, since it has been known to launch viruses.
23. **Address Book:** displays users you have entered in the server address book.  
(Note: You can use the 'Find' button inside the address book to search the Hartwick directory for a username. Open the address book, type in the name of the person, and click the find button.)
24. **View:** allows you to choose from different displays for your messages.



## **Reading and Responding to Mail**

Mail in the new webmail environment behaves almost the same way it does in MS Outlook. Double click to fully open a message. The usual reply, reply to all, and forward buttons are available inside messages as well as in the main webmail window.

### ***The importance of keeping a clean server mailbox***

If you do not keep your webmail folders cleaned up, you may find that your server mailbox becomes full. When that happens, you will lose the ability to send and receive mail. About 85% of the “I can’t send mail” calls received at the Technology Services Center are due to full mailboxes. Sometimes only one or two messages can fill a mailbox if they are big enough. Messages with attachments, especially photographs, are especially problematic. Large attachments should be saved on your hard-drive, and deleted from your e-mail.

Remember to delete items you do not need from the Inbox and the Sent Items folders. That will move the items to the deleted items folder. At the end of every session, you should click the toolbar button to ‘Empty the deleted items folder’, which deletes the items permanently.

### ***Ending your webmail session:***

Since webmail may be used from a computer that is shared with others, you will want to protect the contents of your e-mail by logging off and closing the web browser after each session. If you log off and leave the browser open for others to use, they may click the back button and view images of your inbox.

- Display the shortcuts bar.
- Click the log off button on the shortcuts bar.
- Close the web browser.

## ***Common Webmail Questions***

### **How come I don’t see all my mail when I use webmail?**

The only mail you will see in webmail is mail that has arrived since you last “downloaded” with your own computer and MS Outlook (or other mail program). Webmail is recommended as a supplement to send and receive messages when you are temporarily away from your own computer.

### **How come I don’t see the people in my address book?**

The Calendar, Contacts/address book, and Sent Items you see in webmail are those on the server, and do not synchronize with your regular e-mail program. Items in the inbox will download to your local computer next time you use it, but sent items and deleted items will not, nor will calendar appointments and address book entries created using webmail.

### **I can’t send (or receive) mail. What should I do?**

Check you inbox, sent items, and deleted items folders to be sure they are not full of mail, or contain large items such as attachments. If your mailbox is full, you will not be able to send or receive mail until you clean it out.

## How do I Set an Out-Of-Office Message?

The Out-of-Office Assistant notifies users who send you a message that you are away from the office and cannot reply immediately. Your reply is sent only once to that user, even if they send you multiple messages during your absence. Your inbox continues to collect messages, even when you set the Out of the Office option. You can continue to process incoming mail as usual.

1. From the shortcuts bar, click the Options button.
2. The Out of Office Assistant settings are at the top of the window.
3. Select the "I'm currently out of the office" radio button.
4. Type the message you would like people to get when they e-mail you.
5. Click the Save and Close button at the top left of the window.
6. Be sure to turn the message off when you return from your absence.

