

## What is Webmail?

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

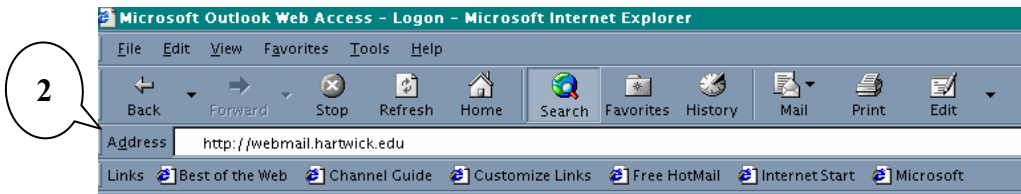
## How is Webmail Different than Microsoft Outlook (or other e-mail program)?

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.

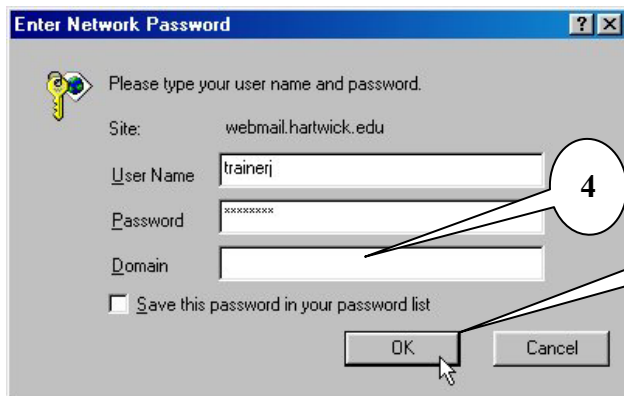
Note: You can also find a link for webmail from the 'Current Students' or 'Faculty & Staff' links pages on the Hartwick College web site.



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.

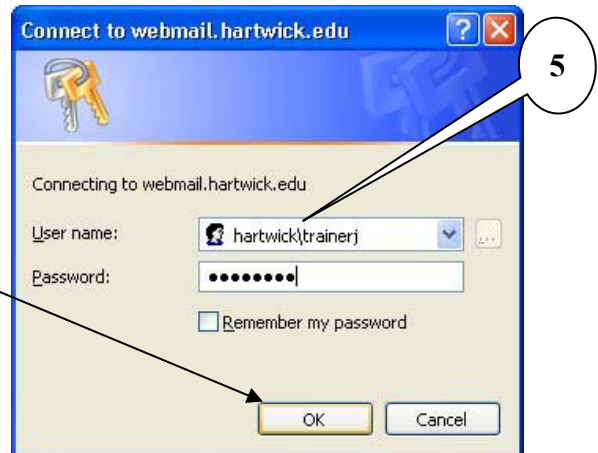
### Log on using Windows 98

Domain field can be left blank

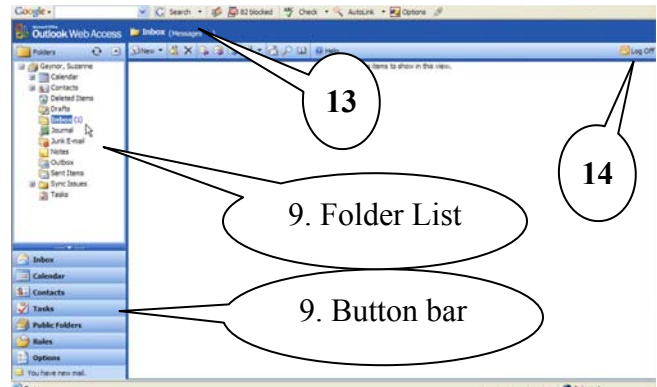
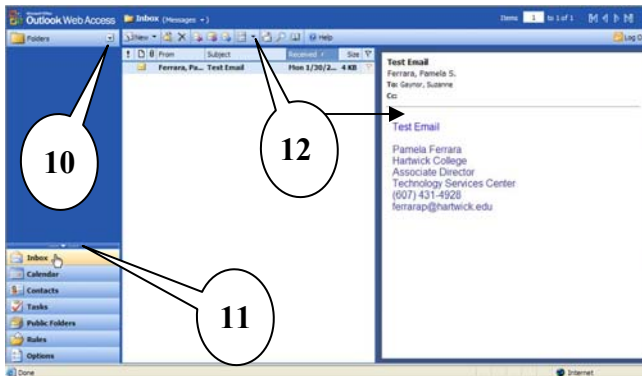


### Log on using Windows XP, 2000 or an ISP other than Hartwick College

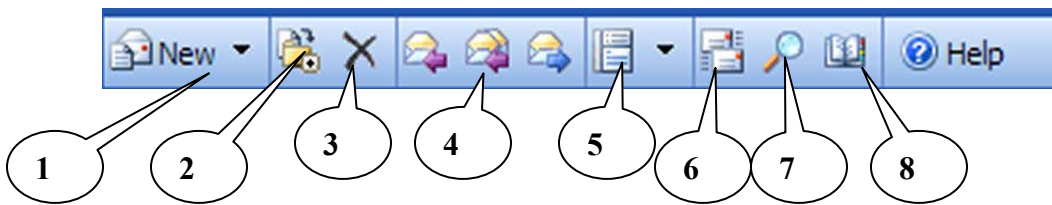
Username must be hartwick\username



7. A graphic image of your inbox is displayed.
8. If you are using Netscape, Firefox, or other browser than Internet Explorer, see page 5.
9. You can display a 'button bar' or a folder list or both. Some features (options, rules) are only available on the button bar. Some items, such as deleted items, are only available from the folder list. You can display both if you wish.
10. Expand and collapse the folder list with the arrow near the top of the left pane
11. Expand or collapse the button bar by clicking the horizontal bar at the top of the button bar
12. Webmail comes with a "reading pane" on the right side of the screen. From the webmail toolbar, you can choose to display the reading pane on the right, the bottom of the screen, or turn it off
13. The way you view your messages such as two-line view, unread messages can be set from just above the webmail toolbar
14. The log off option is always available on the right side of the screen



The **toolbar** in webmail offers the following options:



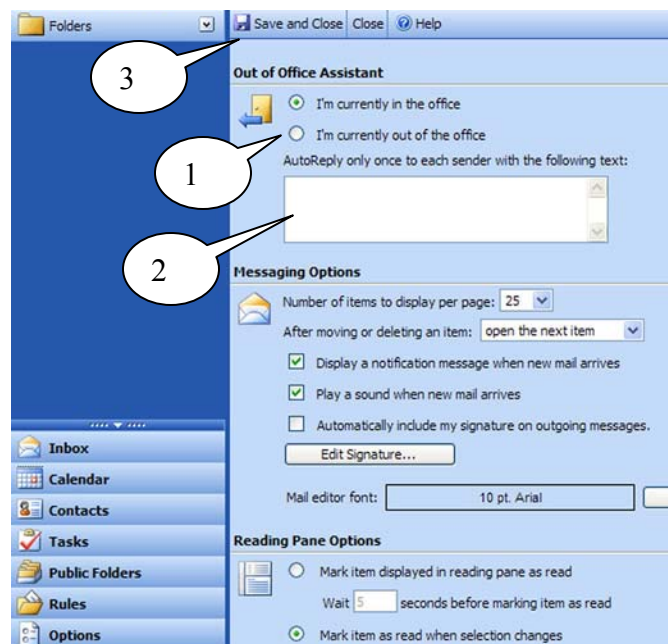
- |   |   |
|---|---|
| <ol style="list-style-type: none"> <li>1. New message, contact, task, etc</li> <li>2. Move or copy a message</li> <li>3. Delete a message</li> <li>4. Reply, reply to all, forward</li> </ol> | <ol style="list-style-type: none"> <li>5. Set reading pane position</li> <li>6. Check for new messages</li> <li>7. Search</li> <li>8. Address Book</li> </ol> |
|---|---|

## Reading and Responding to Mail

Mail in the 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 **options** button on the button bar contains features you'll want to be familiar with. Options includes:

1. The **out of office assistant** to set an away message that people will get when they send you e-mail during an absence.
  2. **Messaging options** including signature, sounds when new mail arrives and number of messages per screen
  3. **Reading pane options** to control the display of read and unread messages
  4. **Spelling options** for spell-checking in messages
  5. **E-Mail Security options** - this download and options are designed for people who plan to use encryption in their e-mail. Others can ignore the feature.
  6. **Privacy and Junk E-Mail Options** – If you turn on the junkmail filter in webmail options, then you must use webmail to check the quarantine: junk folder on a regular basis to verify that it has not quarantined mail that you want. These messages will NOT download when you use an e-mail program like Outlook, and they could fill your webmail mailbox or contain something you want. The quarantine: junk folder you see in webmail is NOT the same junk e-mail folder you may see in Outlook or other e-mail programs you use.
  7. **Appearance** to control the colors of your webmail windows
- In addition, options include calendar, reminder and contact options.



### Setting an Out-Of-Office Message

1. Set the radio button for “I am currently out of the office”
2. Type your auto-reply
3. Click the ‘save and close’ button just above the out-of-office assistant

## **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.

### **Emptying the deleted items folder:**

Remember to delete items you do not need from the Inbox, Sent Items, and Drafts folders. That will move the items to the deleted items folder.

To empty deleted items, you must right-click on the deleted items folder in the folder list and select “empty deleted items”.

### **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.

- Click the log off button in the upper right hand corner of the screen
- 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.

## Webmail View in Browsers other than Internet Explorer

If you use a browser other than Internet Explorer, such as Netscape, Firefox, Opera, or Safari, you will get a webmail screen that is different than the one described in this handout. You will have a button bar by default, and will have to click the “Folders” button to access the folder list. You will also have a slightly modified toolbar. Use whichever browser you prefer as long as you keep your software up to date.

