

# Overview of Imail and Umail

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Indiana University Student E-mail

**IT Training & Education**

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**INDIANA UNIVERSITY**

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**UNIVERSITY INFORMATION  
TECHNOLOGY SERVICES**

## INTRODUCING IMAIL AND UMAIL

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At Indiana University, students now have two options for their personal e-mail accounts. One of these accounts is powered by Google (Umail), and one is powered by Microsoft (Iemail). Besides e-mail, the two services also offer calendar functionality, and access to free online collaborative productivity applications, like word processors and spreadsheet applications.

In this workshop, we will explore the features of these two services.

### LOGGING IN

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To reach the new services, we can go to one of the following websites:

Umail - <http://umail.iu.edu>

Iemail - <http://iemail.iu.edu>

At these sites, you will log in with your normal IU passphrase. The selected mail service will then be loaded.

Your password for these services can be changed separately from your IU passphrase. For instructions on how to retrieve your specific password for these services, visit:

Iemail - <http://iemail.iu.edu/SetPassword/Default.aspx>

Umail - <http://umail.iu.edu/SetPassword/Default.aspx>

### MAIL FORWARDING

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Even though you will still have your Indiana University e-mail address (***username@indiana.edu***), you will be able to receive e-mail at your new Iemail and Umail addresses. Your Indiana University e-mail address will be forwarded to one of these services. However, if you have accounts at both services, other users will be able to send mail directly to one of the accounts.

This can result in a user receiving mail at both accounts, but checking only one. Be sure to inform other users of your current e-mail address to avoid this problem.

For more information on forwarding, visit: <http://kb.iu.edu/data/beoj.html>

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## UMAIL (POWERED BY GOOGLE'S UMAIL)

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In the IU environment, your email address for the Umail service will be:

***username@umail.iu.edu***

Users can also use your standard ***username@indiana.edu*** email address, but you must set the forwarding options correctly.

For more information visit: <http://kb.iu.edu/data/beoj.html>

The Umail service works differently from a standard web mail client in several important ways.

One of the most unique aspects of Umail is the way it handles continuing correspondence. Instead of each message that appears in your inbox being regarded as a single entity, with the same subject line, as you continue to reply to a message, and receive replies from your correspondent, Umail stores them as a single conversation. This looks much like a message board thread. This way, all of the discussion on a single topic can be kept in one place.

If you are corresponding with someone who does not use Umail, your inbox will still record all replies as a single conversation. Once 150 replies have been added to a single reply chain, the application will automatically create a new reply chain.

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## ARCHIVING MAIL

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In Umail, the system is designed for users to never have to delete email. Instead, users are encouraged to Archive their mail. Archiving removes the mail from your Inbox, but the mail is still searchable, and it can still be viewed by clicking the "All Mail" Link on the left side of the screen.

Deleted mail will appear under the "Trash" link on the left side of the page. Mail in the trash will be removed permanently after 30 days.

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## LABELS

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Umail users can create labels that will categorize their mail into different categories. Users create the label, and can manually apply it to the appropriate conversations. When we apply a label to a message, it appears next to the message subject. Multiple labels can be applied to each message.

For instance, we can create a label for different projects or classes.

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### TO CREATE A LABEL:

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1. On the left side of the screen, click "Edit Labels"
2. In the "Create a New Label Box", type a label in the text field, click the "Create" button.

We can create as many labels as we like.

## FILTERS

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We can also create filters that will automatically label each message or perform other functions. These filters can be based on email addresses, subjects, or keywords within the messages, or keywords not in the message.

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### TO CREATE A FILTER:

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1. Click the “Settings” link in the upper right corner of the screen.
2. Click the “Filters” link in the Settings section.
3. Click the “Create a new filter” link.
4. Select the search criteria, and type them into the appropriate boxes
5. Click the “Test search” button

This button shows you a preview of what conversations currently in your inbox will be affected.

6. Click the “Next Step >>” button to move to the next screen.

We can then choose what to do with the affected messages.

7. Choose the desired action.

We can select several actions, and since they are checkboxes, we can select multiple options to create a custom filter for specific messages.

8. Click the “Also apply filter to...” checkbox, if necessary.

If we select this checkbox, then the filter will be applied to the conversations that matched our original search. If it is unchecked, then the filter will only be applied to future messages that match the search.

9. Click the “Create Filter” button.

## STARS

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If we need to quickly mark messages, we can use Stars. Stars are a temporary mark that can be easily turned on and off. These are useful if we need to quickly find a message in the future, but it might not fit into a category that requires a label.

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### TO STAR A MESSAGE:

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1. Click the Star outline next to a message.

The message is now starred, and the icon changes to a filled in star.

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### TO VIEW STARRED MESSAGES:

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1. Click the “Starred” link on the left side of the page.

We can now see all the messages that we have starred.

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### CONTACTS

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Umail allows you to store a list of frequently used e-mail addresses in the Contacts section. Every time you send an e-mail to a new address, it will be stored in your Contacts list. You can also create new Contacts.

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### TO CREATE A CONTACT:

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1. Click the “Contacts” link on the left side of the screen.

2. Click  at the top of the Contacts section.

We can now see all the contact options. We can add a name, primary e-mail, and notes about the contact, along with an image, that will appear when our mouse rolls over the contact.

3. Add the contact information.

We can also add extra sections, by clicking the “Add” link. For instance we can add a section for the contacts home information and their work information. We can add extra sections for whatever purposes we can think of.

4. Once the information is entered, click the “Save” button.

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## IMAIL (POWERED BY MICROSOFT EXCHANGE LABS)

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The second email option available to students is based on Microsoft's Exchange Labs. With an Imail account, your email address will be:

***username@imail.iu.edu***

Other users can also send mail to ***username@indiana.edu***, and the mail will go to whichever address your mail is forwarded to.

Imail works very similarly to other web email applications. Messages are stored as standalone items, and can be organized into folders.

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### FOLDERS

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You can store mail in folders, used for organization. You can create as many folders as you like, and store mail there. By default, your mail appears first in your Inbox. We can move messages to different folders at any time.

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#### TO CREATE A NEW FOLDER:

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1. On the left side of the screen, Right Click "Your Name"

Your name will be listed as the name of the mailbox. We can also create new folders as subfolders of the Inbox, by Right Clicking there.

2. Click "Create New Folder..."
3. Type the name of the new folder, hit Enter on the keyboard.

If you decide you don't want a new folder, you can simply press enter without naming it.

We can move items to folder by pressing and dragging each message from the email list to the folder of our choice.

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#### TO MOVE AN ITEM TO A FOLDER:

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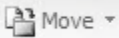
1. Press and drag the email message you wish to move to the folder of your choice.

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#### ALTERNATE METHOD:

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1. Click the message you would like to move.

2. In the toolbar, click  Move ▾

3. Click "Move to Folder..."

4. Click the folder you wish to move the message to, then Click .

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## RULES

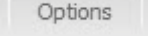
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With rules, we can automatically sort messages into different folders, delete them, or mark them as important. We can only set rules to apply to incoming messages. Any messages that match the conditions applied that arrived before the rule was set will not be affected.

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### TO VIEW THE RULES SECTION:

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1. In the upper right corner of the screen, Click  .
2. To view the Rules, on the left side of the screen, Click “Organize E-mail.”

We see the Inbox Rules tab.

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### TO CREATE A NEW RULE:

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1. Click  .


A new window appears where we can create the specifics of the rule.

There are two sections, the “When this message arrives” section, which controls what portions of the email message will trigger the action; and the “Do the following” section, which controls what happens to the message when it is recognized.

This will eventually create a sentence in English that will read something like:

“When the message arrives and it was received from bill@example.com, do the following, move the message to the folder High Priority.”

NOTE: This is just an example of a possible rule; we can create many different types of rules.

2. In the “When this message arrives section,” choose the condition you wish to attach to the rule.
3. Follow the new link to specify the condition.
4. Under “Do the following”, choose the event you’d like to happen when the condition is met.
5. Follow the new link to specify the action.
6. Click  Save to complete.

The new rule will appear in the list of rules, and will affect incoming messages.

7. To return to the Inbox, in the upper right corner, click “My Mail.”

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## FLAGS AND TASKS


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We can use Flags and Categories to mark messages for whatever purposes we need. Generally, these flags are used for messages that we need to respond to at some point, or require some action beyond simply reading the email.

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#### TO SET A FLAG:

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1. Move to the folder that contains a message you'd like to flag.
2. Click  on the right side of the message.

The flag icon will turn red to indicate the message is flagged.

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#### CONTACTS

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We can store contacts of frequently emailed people in the Contacts section. This acts as an address book for our email account. A single contact in Imail can store any desired contact information.

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#### TO CREATE A NEW CONTACT:

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1. To view the contact section, in the lower left corner of the screen, Click "Contacts".

The Contacts section appears.

2. To create a new contact, Click the "New" button.

The Untitled Contact window appears. Here we can fill in information like email addresses, mailing addresses, phone numbers, even IM names, if we desire.

3. Add the contact information.
4. To finish, Click the "Save and Close" button at the top of the Untitled Contact window.

The contact will appear in the Contact list.

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## UMAIL CALENDAR

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Google Calendar is a full-featured Calendar option that anyone with a Umail account can access. You can create repeating appointments, as well as share other people calendars, and incorporate public calendars (for instance, the schedule of your favorite sports team), into your own. Users can even create a shared calendar that multiple people can access, view and manipulate.

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### TO VIEW THE CALENDAR:

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1. In the upper left corner of the Umail screen, click “Calendar”.

A new window opens, and the Calendar appears. By default, we view the Umail Calendar by week. On the left side of the screen we can see a mini calendar, which shows the current month.

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### TO VIEW THE FULL CALENDAR BY MONTH:

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1. In the upper right corner of the Calendar window, click “Month”.

We can now see the current month listed.

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## CREATING A PERSONAL APPOINTMENT

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In Umail, we can use our calendar to keep track of our own appointments. We can also schedule meetings with other people. If they also have a Umail account, it will be added to their calendar once they have accepted the appointment.

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### TO CREATE A PERSONAL APPOINTMENT:

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1. In the upper left corner of the Calendar, click “Create Event”.

Here we can fill in all the details of our event. This window is broken up into several sections. We will focus on the green section for now.

2. To title the Event, in the “What” field, type a title.

The next field is the “When” field. We see that it’s a date and time, followed by a time and date. The first pair is the start time; the second pair is the end time. It will default to the current date, and the next available time.

3. Set the start time and end time desired in the “When” field.

NOTE: If you select the “All Day” option to the right of the times,

4. To set the location of the appointment, in the “Where” field, type in the location.
5. To add a description, in the “Description” field, type a description of the event.

By default, Umail will set up each appointment with a reminder 10 minutes before the meeting starts. By default, this will be a popup window. We can also choose to be e-mailed instead of a popup. The popup reminder is only useful if your Calendar is actually open at the time the reminder is set to activate. If it isn't open, you will not be reminded until the next time you open the Calendar.

6. Set the reminder appropriately.

NOTE: You can remove the reminder completely by clicking the "remove" link to the right of the reminder.

7. To complete the event, at the bottom of the screen, click the "Save" button.

We are returned to the Calendar screen, and our appointment appears at the correct time.

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### TO DELETE AN APPOINTMENT:

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1. Click the name of the appointment on the Calendar.

A popup appears with information about the Event.

2. To delete the appointment, click the "Delete" link.

The appointment disappears.

Let's see how to create a recurring appointment.

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### CREATING A RECURRING APPOINTMENT

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Our options for creating a recurring appointment are somewhat limited in Umail. We have only seven options, which are self explanatory:

- Daily
- Every Weekday (Mon-Fri)
- Every Mon., Wed., and Fri.
- Every Tues., and Thurs.
- Weekly
- Monthly
- Yearly

To create an appointment that occurs in any other combination (for instance, an appointment that only occurs on Monday, Tuesday, and Thursday each week), we must select the weekly option, and click the checkboxes corresponding to the days of the week that the appointment occurs.

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### TO CREATE A RECURRING APPOINTMENT:

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1. In the upper left corner of the Calendar screen, click "Create Event".
2. Fill out the appointment as you normally would.

3. To make the appointment recur, in the Repeats section, click the drop down menu, and select a recurrence.

Once we have selected a type of recurrence, we can select an end date.

4. To select an end date, in the “Ends” section, click the “Until” radio button.

A Calendar appears, allowing us to select a date. We can also type a specific date in.

5. Select the end date for the recurrence.
6. To save the appointment, click the “Save” button.

We can alter any appointment in the series, or all of them at once.

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### TO ALTER A RECURRING APPOINTMENT:

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1. Click on an appointment in the series that you wish to alter.

A popup appears showing details of the event.

2. To alter the appointment, click “edit event details>>”
3. Make any changes you wish to the appointment.
4. To finish, click the “Save” button.

When we click the Save button, we see several options for what we want to alter. We can alter the appointment in the following ways.

- Only this Instance – Alters the currently open appointment, and the rest of the series is unaltered.
  - All events in the Series – Alters all events in the series to the new specifications given for this appointment.
  - All following – Alters every appointment subsequent to the currently active appointment. This includes the currently selected appointment. All other appointments in the series previous to this appointment are unaffected.
  - Cancel – Cancels the action and returns you to the appointment screen.
5. To complete the appointment, select the appropriate button.

We are returned to the Calendar screen, and our appointments have been altered.

Now we can see how to create a group appointment.

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### CREATING A GROUP APPOINTMENT

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Besides creating personal appointments, we can also create appointments with other people. This can be useful for scheduling meetings. Each participant who is invited will receive an e-mail requesting their response. If the participant is using Umail as well, and they respond “Yes”, the

calendar item will also be added to their calendar. Imail users will also receive the same e-mail, and can also respond to it, but will not have the appointment added to their calendar.

Let's see how to create a group appointment now.

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### TO CREATE A GROUP APPOINTMENT:

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1. Create the appointment as you normally would.

On the right side of the screen, we see the guest list. We can add guests by e-mail address, or select them from our contact list.

2. To add guests manually, click the text field under "Guests" and type email addresses of the invitees.

3. To add Guests from the contact list, click "Choose from Contacts".

A small window will appear, showing a list of contacts. By default, it will only show your list of most contacted e-mail addresses.

4. To add a contact to the guest list, click the name of the contact.

5. To finish, click the "Done" button.

6. To save the appointment, click the "Save" button.

If any of the contacts you sent the invitation to are not Umail accounts, you will get a warning with a list of the out of domain addresses listed.

NOTE: If the invitees are at a "gmail.com" address, and accept the invitation, it will appear as normal on their Calendar. If they reply "No" it will still appear on their Calendar, but will be grayed out.

7. If necessary, to accept the appointment, click the "OK" button.

8. To send the invitation, click the "Send" button.

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### CREATING A NEW CALENDAR

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In Umail, we have the option of creating extra calendars. These calendars can be personal calendars or group calendars, and we can set permissions on each of them individually. Each calendar can also be color coded, and all viewed at the same time.

Let's create a custom calendar now.

To create a custom Calendar:

1. On the left side of the screen, in the "My Calendars" box, click the "Create" button.

The popup menu shows us several options.

2. To name the Calendar, in the “Calendar Name” field, type a name.
3. To add a description, in the “Description” field, type a description of the Calendar.

We can also change the Country and Time zone of our calendar.

4. If necessary, set the desired Country and Time zone.

The sharing options are next. We can make the calendar public, share with just our domain, or just with a specific group of people.

If the Calendar is considered public, we can only decide to share the Free/Busy Information.

Free/Busy information just shows outside users that there is time taken up on a specific calendar, but hides any details.

If we share the Calendar with our domain, then everyone in the Indiana University domain (everyone with an Umail account), can search for and view the Calendar and its information. We could also select the “Free/Busy Information only” option, and people in our domain could only see the Free/Busy information.

Our final sharing option is to share it with a specific group of people. This option can be used for a club, or a group project.

5. To add someone specific to the group, in the “ADD A NEW PERSON” section, type an e-mail address.

We must then select their level of access. We have four options:

- Make Changes AND Manage Sharing – Full access. The individual can remove people from the shared list, and create and change events.
- Make Changes to Events – Individual can create new events and makes changes to and delete existing events.
- See all event details – Individual can view the calendar and all details, but cannot make changes.
- See only Free/Busy (hide details) – Individual can only see free/busy information.

NOTE: If you use a non-Umail address, Umail will automatically set the users options to “See Free/Busy Information (no details)”, and this option cannot be changed. Only Umail users can be give more access.

6. To finish creating the Calendar, click the “Create Calendar” button.

You are returned to the calendar screen. Any users you added to the Calendar will be notified by email.

Notice on the left side of the screen that the new calendar is listed. We can use the checkboxes to hide any calendars we don’t wish to view.



## IMAIL CALENDAR

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In Imail, we can use our calendar to keep track of our own appointments, as well as schedule meetings with other students with Imail or Umail accounts, as well as anyone with an Exchange account at Indiana University.

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### TO VIEW THE CALENDAR:

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1. In the lower left area of the screen, Click “Calendar”.

The Calendar appears. We can view our Calendar by day, work week, week or month. “Work Week” by default is set to Monday-Friday. We can change our work week settings under “Options->Calendar Settings”.

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### TO VIEW THE CALENDAR BY WORK WEEK:

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1. In the top bar of the Calendar, Click  Work Week

We now see only Monday –Friday of the current week. Let’s zoom out to a monthly view.

2. In the top bar of the Calendar, Click  Month

We now see the entirety of the current month. We can only view a single month at a time in Imail.

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## CREATING A PERSONAL APPOINTMENT

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One of the most basic things we can do with our Calendar is create appointments. These can be appointments for ourselves, or meetings we schedule collaboratively with others.

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### TO CREATE A PERSONAL APPOINTMENT:

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1. Click the date on the Calendar on which you wish to make an appointment.

2. In the upper left corner, click 

The Untitled Appointment window appears. We can name the appointment, give a location, as well as write in a description of the event.

NOTE: You can also double click a particular date on the calendar to begin creating an appointment for that date.

3. To give a title for the event, click in the Subject field, and type the name of the event.

4. To give a location for the event, click in the Location field and type where the event will take place.

The date will default to whichever date was selected in the calendar view when we created the appointment, but we can change it to any date we like.

5. To select a new date, in the start time field, click the date.

A small calendar appears.

6. Select a new date.

The End time date automatically moves to match the start date.

7. Repeat steps 4 and 5 for the end date, if necessary.

By changing the end date, you create a multi-date appointment.

By default, the appointment will be listed as an all day event.

8. To set the beginning and end times, click the time listed, and click the desired time.

Times are divided into 30 minute increments. You may also press and drag the time, and type it in, if you prefer to be more specific.

9. To specify that this event will take place throughout the day, click the “All Day Event” checkbox.

The Reminder field is turned on by default. If we want to be reminded, we can leave it on, and select how long before the appointment we will be reminded. Otherwise, we can turn it off.

NOTE: You will only be reminded if your Imail account is open when the reminder would normally activate. If you open your Imail account later, the reminder will appear, and inform you of when the appointment occurred in the past.

10. To write a description, Click in the text field at the bottom of the window, and type a description for the event.

11. To save the event, click the Save and Close button.

The event is saved, and it appears on your calendar.

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## CREATING A RECURRING APPOINTMENT


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Besides a single appointment, we can create a recurring appointment that appears at the same time on many days. We can set up a sequence based on a day, week, month, year, or we can create a custom recurrence.

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## TO CREATE A RECURRING APPOINTMENT:

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1. To begin, double click the day on the calendar when you would like the series to begin.
2. Fill out the appointment as you normally would.
3. To make the appointment recurring, in the toolbar, click 

The Recurrence window appears.

Now we can set the recurrence. We must first decide how often we want the appointment to recur.

4. Set the appointment to occur daily, weekly, monthly or yearly.

If we set the appointment to daily, we can select it to recur only Monday through Friday, or select the number of days between each appointment.

If we set the appointment to weekly, we can select the days during the week in which the appointment will occur. The day which is originally set as the appointment will already be checked.

For monthly appointments, we can set the numerical date, or a particular day of the month, such as the first Tuesday of the month.

For yearly appointments, we can again set the numerical date, or select a particular day of a particular month, such as the first Tuesday of January.

We will also need to set a date for this appointment to end. By default there is no end date set. We can set the appointment to end on a specific date, or we can set it to run a specific number of occurrences before ending.

5. Select how often the appointment should recur and when it should end.
6. To finish, click "OK."
7. To save the appointment, click "Save and Close".

The appointment is saved and appears as a recurring item.

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## UPDATING A RECURRING APPOINTMENT

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Sometimes, we might like to change something about one instance of a recurring appointment, and not change anything about the others. We can do this easily in Imail.

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## TO UPDATE A RECURRING APPOINTMENT:

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1. To update a single instance of a recurring appointment, double-click the appointment in the calendar

2. To work with this single instance, click “This occurrence”
3. Change any details about this particular occurrence and click “Save and Close”.


This single appointment will take on the changes, while the others will retain the original characteristics.

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## CREATING A GROUP APPOINTMENT

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In Imail, besides creating personal appointments, it is also possible to create meetings with other people. You can schedule many people to the same meeting, and they will all receive an invitation, and be able to respond yes or no. Invitees will also be able to suggest a new time. Imail will also keep track of who has responded to the invitation.

1. To begin creating an appointment, in the upper left corner of the screen, next to the New button, click , then click “Meeting Request”.

We can see that we have several new options in the Untitled Meeting window. In the “To” and “Optional” fields, we can place the e-mail addresses of the participants. In the “Resources” field, we can place the names of rooms or devices we will need for the meeting. If the resources also have Exchange calendars, we can reserve the rooms in this way as well.

2. To add participants, in the “To” field, type the email addresses of the required participants, separated by semi-colons.

NOTE: You can use aliases from your Contacts to schedule participants.

3. Repeat step 2 for the Optional field, if desired.
4. Fill in any Resources, if desired.

NOTE: Imail expects that any items included in the Resources section has its own Exchange account, and can be scheduled using that calendar. If you aren't sure if this is possible, it is best to leave the Resources field blank.

5. Fill out the rest of the fields as you normally would for an appointment.
6. Click “Send.”

Once you have clicked “Send”, all of the participants listed in the Required and Optional fields will receive an e-mail detailing the appointment, and the option to accept the meeting, decline it, or suggest a new time. If they accept the meeting, it will be added to their calendar.