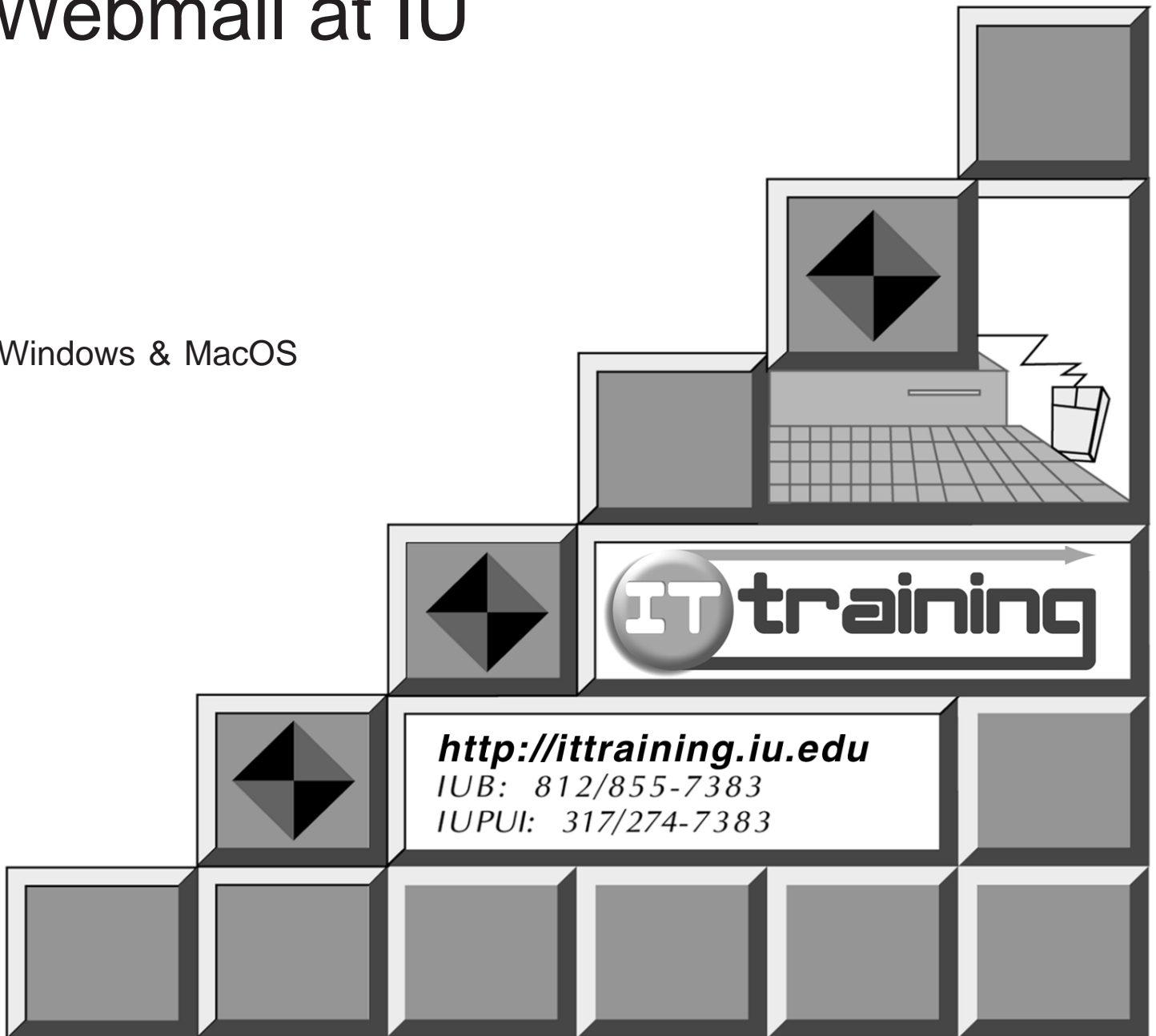


Webmail at IU

Windows & MacOS



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The University Information Technology Services (UITS) IT Training & Education program at Indiana University offers instructor-led computing workshops and self-study training resources to the Indiana University community and beyond. We deliver training to more than 30,000 participants annually across all Indiana University campuses. Our staff is comprised of enthusiastic professionals who enjoy developing and teaching computing workshops. We appreciate your feedback and use it to improve our workshops and expand our offerings. We have received several national awards for our materials and they are being used at universities across the country. Please keep your questions, comments and suggestions coming!

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Welcome and Introduction

Welcome to *Webmail at IU*.

What You Should Already Know

You should have already attended *Windows: Basic Computing Skills* or have the equivalent skills. Specifically, you should be able to:

- Open and use a Web browser
- Open and close windows

What You Will Learn

This workshop introduces Webmail, Indiana University's Web-based email application, and provides instructions on how to perform common email tasks. This workshop provides hands-on practice on how to:

- Set Webmail options
- Compose and send messages
- Read and reply to incoming messages
- Forward and delete messages
- Attach files to messages
- Use folders to organize messages
- Apply filtering rules
- Create vacation messages
- Use the Address Book

What You Will Need to Use These Materials

To complete this workshop successfully, you will be provided with:

- The use of a Web browser
- The exercise file **send_me.doc**

Getting Started

These materials presume you will begin work from the desktop, and have any required exercise files located in an eclass folder there. For instructions on obtaining the exercise files, see below.

If you need assistance logging on or starting an application, please consult your instructor.

Finding Help

If you have computer-related questions not answered in these materials, you can look for the answers in the UITS Knowledge Base, located at:

<http://kb.iu.edu/>

Self-Study Training

Want to learn more on your own?

IT Training Online makes self-study computer-based courses available on a wide range of IT topics. You may also purchase STEPS workshop materials to use in learning on your own. To find out more, go to:

<http://ittraining.iu.edu/online/>

Getting the Exercise Files

Most of our workshops use exercise files, listed at the bottom of page 1 of the materials. In our computer-equipped classrooms, these files are located in the eclass folder, which should already be on the computer desktop. If you are using our materials in a different location, you may obtain the exercise files from our Web site at:

<http://ittraining.iu.edu/workshops/files/>

Once you are logged on and have the needed files in an eclass folder on your desktop, you are ready to proceed with the rest of the workshop.

About Webmail

Webmail is a Web-based email system available to the University community at all IU campuses except Fort Wayne. It provides access to mail accounts on the Cyrus system through an easy-to-use Web interface.

Cyrus mail is the name for Indiana University's new email system, which replaces the Shakespeare and Jewel systems. You can access your Cyrus mail via IU Webmail or a desktop client. For a list of desktop clients and links to configuration instructions, see the Knowledge Base document "Reading your Cyrus mail using a desktop client."

NOTE: As of June 1, 2005, all Shakespeare and Jewel mailboxes were moved to Cyrus mail. If you access your mail via IU Webmail, you do not need to make any changes to access your mail on the new system.

Basic Functions of Webmail

Webmail allows users to do many tasks, including the following:

- Compose and send email
- Attach files and spell check messages
- Read, sort, search, and delete messages
- Create and delete folders
- Move messages between folders
- Filter incoming mail
- Send vacation responses
- Forward incoming email to other email addresses
- Create a personal address book
- Set preferences to include a personal signature, customize the display of the Webmail interface, and change several other settings

We will cover most of these tasks in today's workshop. More information on the more advanced capabilities may be found through the online Help feature.

Using Webmail

To begin using Webmail, you first need to log in. You can log in to Webmail using any Web browser with an Internet connection.

Logging In

Let's log in to Webmail now. First we need to open a Web browser.

1. Open a Web browser.
2. To access the Webmail login screen, in the browser's address field, type the following URL:

<http://webmail.iu.edu/>

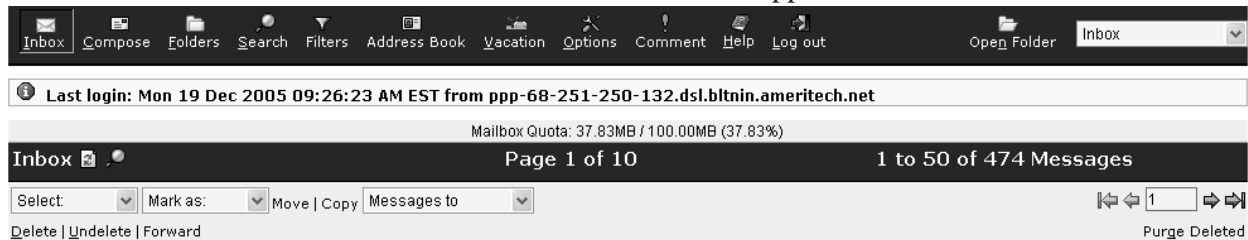
3. To log in to Webmail, type:

your IU username

your IU password

NOTE: To access Webmail from an STC computer at IUB, you can simply use the shortcut on the desktop.

The default main Webmail screen appears:



A toolbar is displayed across the top of the screen and your Inbox is displayed in the center of the window. The date and time of your last login is displayed beneath the toolbar.

Setting Webmail Options

Webmail allows us to configure the behavior of your account and change the look of the main screen by setting *Webmail Options*. These options, called preferences in most other email applications, allow us to add personal information when sending email messages and to control and customize some common email tasks. Special characters, such as letters with accent marks, cannot be used in any options setting.

Understanding Webmail Options

Let's view Webmail's option settings.

1. To view/set your preferences, on the toolbar,



The following preference settings are available in three main categories:

- General Options

Personal Information: Change the name, address, and signature that people see when they read and reply to your email. You can use this setting to create different identities for yourself, allowing you to refer to yourself differently in personal and business correspondence, for example.

Locale and Time: Set your preferred language, timezone and date options.

- Message Options

Message Composition: Customize defaults for sending and replying to mail and where drafts are saved.

Message Viewing: Configure how messages are displayed.

New Mail: Control when new mail will be checked for, and whether or not to notify you when it arrives.

- Other Options

Mailbox and Folder Display Options: Change display options such as how many messages you see on each page and how messages are sorted.

Address Books: Select a personal address book for saving addresses and define the search order for campus address books to be used when searching for addresses.

PGP Options: Control PGP support for Mail. PGP is a tool for secure communication and data storage, especially for use with email. It can be used to encrypt data and to create digital signatures.

S/MIME Options: Control S/MIME support for Mail. S/MIME is a private/public key pair system which provides digital signatures, message privacy, and tamper detection in an open, interoperable way. S/MIME can provide message privacy by encrypting messages that only the sender and the intended recipients can decode. It allows you to identify the sender of a message via a digital signature. Together, this encryption and digital signing help provide tamper detection, allowing recipients to determine whether a message was altered after it was sent.

Viewing Webmail Display Options

Let's look at the options that allow us to control the display.

1. To access the display options, under “Other Options,”



We see several fields allowing us to change the way email messages are sorted in the Inbox, the number of messages that will appear on a page, and other options.

We won't change any of these options today.

2. To return to the Options page,



3. To return to the Inbox, in the top toolbar,



We are returned to the main Webmail screen.

Understanding Your Quota

All email accounts on the Cyrus system get a new 100 megabytes (MB) of available space for saving email messages. This total available storage space is your *Mailbox Quota*. When messages accumulate in your Inbox and folders, you may exceed your quota; once over quota, you may not be able to send or receive messages until you have deleted some messages from your account. For information on deleting messages, refer to the “Reading and Managing Messages” section later in this workshop.

Webmail makes it easy to tell when your Inbox is approaching its allotted space by displaying your Mailbox Quota just below the navigation bar at the top of the window. The first number shows how many megabytes of space you are using; the second number is your total available quota; and the third number, in parentheses, is the percentage of the quota you are using.

Composing and Sending a Message

One of the most useful features in any email application is the ability to compose and send messages. In Webmail, messages are composed and sent in the Compose view.

When addressing an email message, keep in mind the following guidelines:

- Email addresses must be used.
- To send a message to someone on any campus or outside of IU, the user's address must be written in full: username@organization.domain (e.g.: xyz@indiana.edu or jsmith@example.com).
- Webmail does not support nicknames.

1. To begin composing a new message, on the toolbar,



In the compose screen, your email address and/or your name appears in the Identity line as it is set in your Options personal information. Recipient addresses can be added by typing them directly in the To, Cc, and Bcc lines or by selecting them from the address book.

2. To begin entering an email address, in the To field, type:

your email address

3. To indicate a subject for the message, in the Subject line, type:

Test

4. To position your cursor in the message field occupying the bottom portion of the window,

 in the "Text" field

Next we will type a short message with some misspellings, which we will correct later.

5. To compose the message, type:

a brief message, with a few misspellings

Attaching a File to a Message

Sometimes, we may want to attach files to a message we are sending. For example, we can attach Word documents or digital photos and send them to other users.

Let's see how to add an attachment, the Word file **send_me.doc**, to our test message.

1. To begin adding a file attachment,



Now the cursor is located in the "File 1" field in the Attachments section at the bottom of the window.

2. To find the file to be attached, in the Attachments section at the bottom of the window,



The "Choose file" dialog box appears.

We need to specify the name and location of the file to open.

Setting the Location for Opening Your File

When the dialog box opens, it lists a default location from where the file will be opened. This location is displayed in the Look in field.


On a Windows PC, the Look in field is located at the top-left corner of the dialog box.

All of our exercise files are contained in the eclass folder, located on the desktop. We'll want to change our Look in location to this folder.

1. To move to the eclass folder, on the Look in drop-down list,



The eclass folder is now listed as the Look In location.

Note for Macintosh Users - On a Macintosh, the Look in field is above the list of visible folders and files, and is labeled "From:". To move to the desktop, press the key combination  + D. From there, you can move into the eclass folder.

2. To select the file you want,



3. To attach the file,



We are returned to the compose window. A confirmation message appears at the top of the window indicating that the file, **send_me.doc**, is attached. The name, size, and type of the attached file appear beneath the Attachment field at the bottom of the page.

NOTE: You can also add a description for the file you attach. If you add a description, the receiver will see the description instead of the file name you send.

Spell Checking and Sending the Message

Spell-checking can help find typos and misspellings. Webmail makes it easy to spell-check messages before sending them.

1. To start spell checking a message,



The Spell Checker dialog box appears with the number of spelling errors at the top. Three spelling errors appear per screen, though we can change that number through the Options settings.

For each misspelled word, we can accept the suggestion, select an alternate from the drop down list, or type in the correct spelling.

The “Change” radio button will change a single instance of the misspelled word to the corrected version. “Change All” affects all instances of the misspelled word. To reject a change, click the “Ignore” radio button, and to have Webmail ignore all subsequent instances of the word, click “Ignore All.”

2. To correct any spelling errors,



3. To apply the changes and move to the next screen of spelling mistakes,



4. To find and correct any other spelling errors,

repeat steps 2 and 3

5. To end the spell check session,



We are returned to the compose screen.

Now that we have finished composing a message, it's time to send it.

6. To send the composed message, in the upper left portion of the window,



We are returned to our Inbox.

Checking For New Mail

Even though the message has been sent to our Inbox, we may not be able to see it. Any messages we receive while logged in to Webmail will not automatically be added to the list of messages in the Inbox. We can manually check for new mail by clicking the “Refresh Inbox” link to the right of the Inbox title in the upper left section of the window. We can also refresh our Inbox view by clicking the Inbox link located in the top Toolbar. Webmail options can be set to automatically check for new mail and to show a pop-up box when a message arrives.

Let's manually check to see if we have new mail.

1. To check for new email, to the right of the Inbox title in the upper left of the Inbox window,



Our Inbox view is refreshed, and we should now see the test message.

Reading and Managing Messages

When we receive an email message, Webmail adds the message to our Inbox. Then, when we log in to our Webmail account, we can read, reply, forward, delete, or save the message to a folder.

Reading Messages

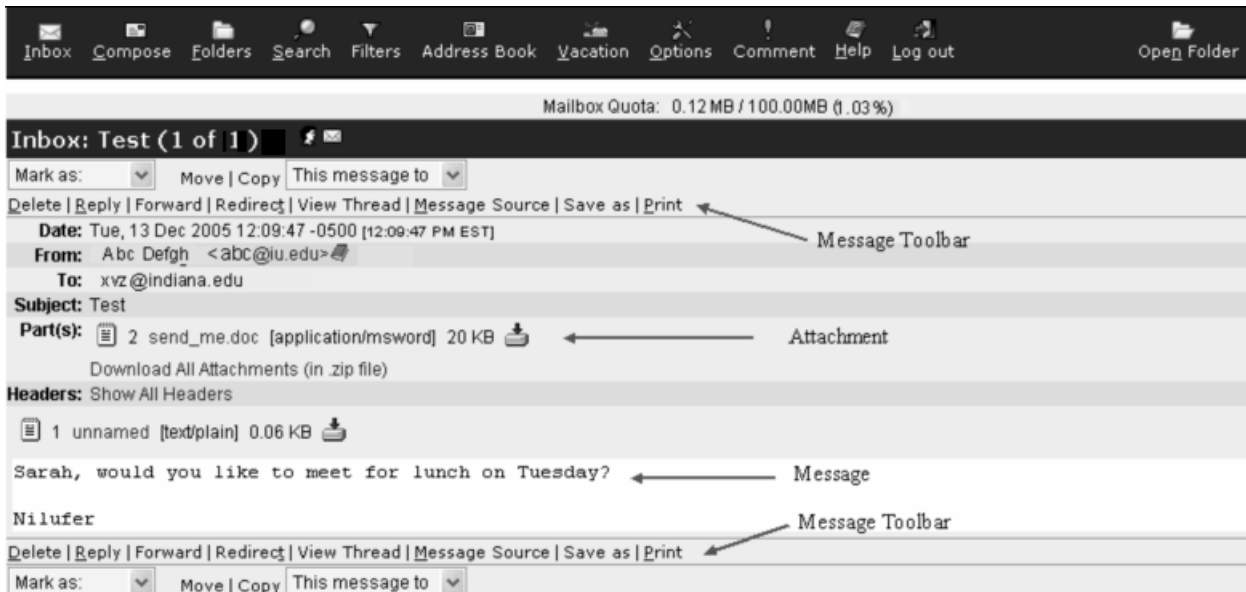
We can access and read new messages by clicking either the sender's name/email address or the message's subject.

Let's open the test message we sent to ourselves.

1. To access the message,


 the link in the From or Subject column

We see the message below the date, sender, recipient, and subject information as well as a Message toolbar above and below the message:



The screenshot displays a Webmail interface with a navigation bar at the top containing links for Inbox, Compose, Folders, Search, Filters, Address Book, Vacation, Options, Comment, Help, Log out, and Open Folder. Below the navigation bar, a status bar shows 'Mailbox Quota: 0.12 MB / 100.00MB (0.03%)'. The main content area is titled 'Inbox: Test (1 of 1)'. A message toolbar is located above the message content, featuring options: Mark as, Move, Copy, This message to, Delete, Reply, Forward, Redirect, View Thread, Message Source, Save as, and Print. The message headers include: Date: Tue, 13 Dec 2005 12:09:47 -0500 [12:09:47 PM EST], From: A bc Defgh <abc@iu.edu>, To: xvz@indiana.edu, and Subject: Test. Below the headers, there are two attachment sections. The first section shows 'Part(s): 2 send_me.doc [application/msword] 20 KB' with a download icon and the label 'Attachment'. Below this is the option 'Download All Attachments (in .zip file)'. The second section shows 'Headers: Show All Headers' and '1 unnamed [text/plain] 0.06 KB' with a download icon. The message body contains the text 'Sarah, would you like to meet for lunch on Tuesday?' and 'Nilufer'. A second message toolbar is located below the message body, with the same options as the first toolbar.

A Caution on Viewing Attachments

We attached a file to this message. Attachments can only be accessed from within an opened message. To open the attachment,  the file name link in the “Part(s)” row beneath the Subject line.


NOTE: Attached files are one of the most common ways of transmitting viruses between computers. Even if the file comes from a trusted source, the safest way to handle an attachment is to save the file to a disk and to run a virus scan on it. Once you know the file is virus-free, it is then safe to open it from its saved location.

Replying to Messages

Once a message is opened, we can reply to the sender of the message without retyping the sender’s email address.

1. To reply to the message, on the small Message toolbar,



NOTE: To reply to the sender and anyone else who was copied on the original message,  Reply to All.

We see a page in which we can compose a reply, and add addresses in the Cc or Bcc fields. When the reply is ready to send,  Send Message.

We won’t send the message so let’s cancel the reply.

2. To return to the message, in the Reply window,



3. To cancel the reply message and discard its contents,



We see the original message window.

Forwarding Messages

Once a message is opened, we can also forward the message to another recipient. Then we can prepare an additional message to go along with the forwarded message.

Let's see how this is done.

1. To forward the message, on the Message toolbar,



We see a page in which we can compose a reply, and add addresses in the Cc or Bcc fields.

2. To forward the message to yourself, in the To field, type:

your email address

3. To forward the message,



We see the original message window.

Searching for Messages

We can also search for messages sent to or received from particular individuals or containing specific content.

First, let's return to the Inbox.

1. To return to the Inbox, on the toolbar at the top of the screen,



2. To search mail messages, on the toolbar,



We see the Search screen.

3. To see the available search criteria, in the Message fields section,

 the “Select a field” drop-down list

We see the list of search criteria which allow us to enter text from messages we wish to find. We may use different search criteria such as subject, date ranges, message flags, and folders.

Let’s search for the message we sent to ourselves by entering the subject in the Subject field.

4. To begin searching for our message, in the Select a field list,

 Subject

The screen is refreshed and we can add one more criteria field to our search. We don’t need to add another criteria field for our search now.

5. To search for our message, in the Subject field, type:

Test

NOTE: When searching the From, To, or Cc fields, you will be most successful if you search for the last name or username only.

6. To perform the search,

We see the message, just as it appears in the Inbox.

7. To exit Search mode and see all messages in our Inbox,

Deleting Messages

In any email application, it is important to regularly delete old messages from the Inbox. In general, this helps make email more manageable, but it is also necessary in Webmail and many other applications to ensure that we don’t exceed our assigned email quota. Keep in mind that there are no recovery options from within Webmail; however, you can arrange a retrieval attempt for a fee, but UITS cannot guarantee that your files will be recovered.

Deleting unwanted messages in Webmail is a two-step process. Messages must be marked for deletion and then purged. Let's see how we can delete our test message.

1. To mark the message for deletion,

 the checkbox in the Delete column,

 the "Delete" link

The email row turns to a dark grey color with a line striking through the text in the Date, From, and Subject columns.


We can still recover the message at this point by clicking in the checkbox again and then clicking the "Undelete" link.

2. To restore the deleted message,

 the checkbox in the Delete column,

 the "Undelete" link

The message is restored.

NOTE: To remove a message from your account permanently, after you delete the message,  the "Purge Deleted" link on the right side of the screen. Deleted messages will not be accessible in any other email program. You can also delete messages from the page in which they open.

Using Folders to Organize Messages

Folders enable you to organize messages you want to keep in your account. Important messages in your Inbox can be saved in folders to keep your Inbox manageable.

Viewing Folders and Folder Contents

You can display folders only when you need to use them.

1. If the folders panel is not visible, on the toolbar,




The Folder Navigator appears, allowing us to modify or view the contents of folders. By default, Webmail accounts include an Inbox folder, saved-messages, and sent-mail.

NOTE: Any folders previously created in Pine are now accessible in Webmail.

2. To expand the list of folders in the Inbox folder,



NOTE: If a folder contains another folder,  on the plus sign (+) to expand the folder in order to see the other folder(s).

3. To view the contents of a folder,



We can now select messages to read in the folder by clicking them.

4. To return to the Folder Navigator,



Performing Actions on Folders

In the Folder Navigator section is the “Choose Action:” drop-down list. You can use this list to create new folders, rename folders, and delete unwanted folders.

NOTE: If you have a number of folders which exceeds one screen size, the Choose Action drop-down list appears at the bottom of the Folder Navigator as well as at the top.

Creating a New Folder

To create a new folder, choose the appropriate command and type in a name.

1. To see the available folder commands,

 the “Choose Action:” drop-down list

2. To begin creating a new folder, in the Choose Action drop-down list,

 Create Folder

A user prompt appears asking for a folder name.

3. To name the new folder, type:

Test

4. To create the folder,

The new folder is added to the folder panel in alphabetical order.

NOTE: Subfolders can be created by clicking the checkbox next to a folder in Folder Navigator and following steps 1-4 above.

Saving a Message to a Folder

Once we have created folders, we will want to be able to save our messages to them. Let’s see how to do this.

1. To return to the Inbox,

2. To select a message to save to a folder,

 the Test message checkbox

Next we will choose a folder. Once the designation folder is assigned, we can move or copy the message from the Inbox to the designated folder. “Move” will mark the message in the Inbox for deletion, and “Copy” will keep a copy of the message in the Inbox.

3. To select the desired folder,

 the “Messages to” drop-down list,  Test

We will copy the message to the Test folder.

4. To copy the message from the Inbox to the Test folder,

 the Copy link

The message has been copied to the Test folder.

NOTE: When a message is moved, the original message is grayed out and marked for deletion.

Other Folder Actions

As mentioned above, you can also perform other commands on folders, such as deleting, renaming, or emptying a folder. Deleting a folder will also delete its contents. Since deleting a folder and its contents can have direct consequences, this action requires four deliberate actions to be performed before the folder and its contents will actually be deleted.

Let’s delete the Test folder.

1. To return to the Folder Navigator,

2. To select the folder to be deleted,

 the checkbox next to the Test folder

3. To choose the desired action, from the “Choose Action:” drop-down list,

 “Delete Folder(s)”

We see the Folder Actions - Confirmation screen. The confirmation text warns us that the selected folder and any messages in that folder will be deleted.

4. To confirm the deletion of the listed folder and its contents,



The folder is deleted, along with its contents.

Filtering Incoming Mail

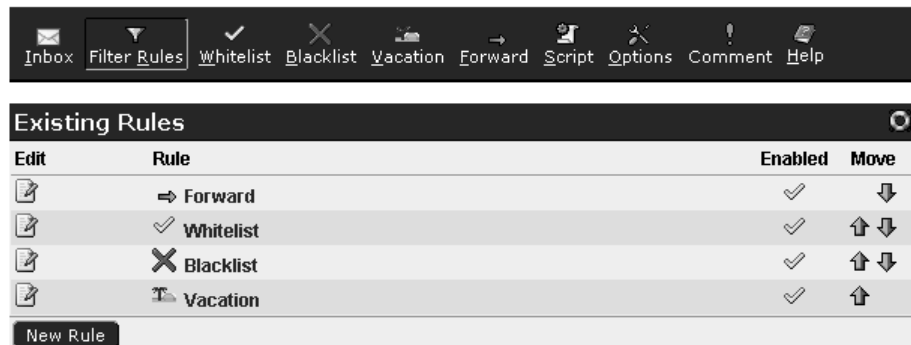
Filtering enables us to sort incoming mail and send it to folders, for example, based on the sender or subject line.

Let's view the default filtering options.

1. To access the filtering options, on the toolbar,



The **Existing Rules** screen opens:



The four default rules are Forward, Whitelist, Blacklist, and Vacation. From this screen, we can create new rules, rearrange the rule order, disable or enable specific rules, and edit individual rules.

Forwarding Mail to Other Accounts

Mail forwarding redirects incoming electronic mail for the Indiana University email domains (i.e., indiana.edu) to users' preferred email accounts. Forwarding email is a good idea if we have more than one email account. Unless we log into each account regularly, we may have unread messages in one of the accounts. Choosing a preferred account and then forwarding other accounts to it will ensure that any mail addressed to our IU address is sent to the account where we read mail.

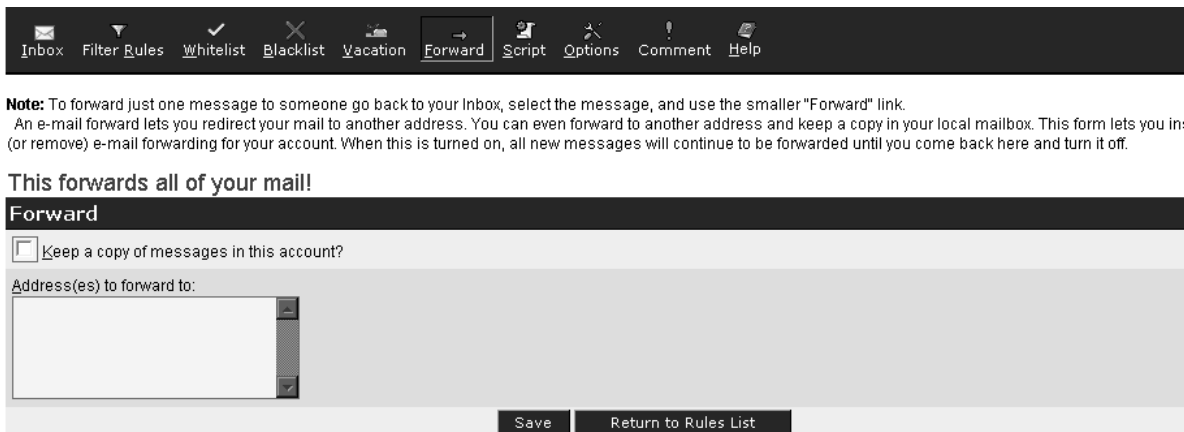
In Webmail, the **Forward** rule forwards incoming mail to another email account. Be aware that this is not the same button that forwards a message to another recipient. This feature redirects all mail to another email address. All new incoming messages will continue to be forwarded until we turn it off.

Let's view the options for forwarding mail to other accounts.

1. To access the forwarding options, in the Rule column,



The **Forward** screen opens:



In the “Address(es) field, we may enter as many accounts as we like. We need to enter each address on a new line.

We have the option of keeping a copy in our current mailbox when we forward our mail to another account. If we select this option, a copy of our incoming messages will be saved in this account as well as being sent to the address(es) to which we have our mail forwarded.

NOTE: You should always verify that your mail forwarding is working correctly by sending yourself test messages to and from each of your accounts.

For more information on how to register a preferred email account and how to forward mail to other accounts, see the Knowledge Base document at:

<http://kb.indiana.edu/data/beoj.html>

Creating Whitelist Rules

The Whitelist enables us to create a list of email addresses that we always wish to see in our inbox.

Let's view the Whitelist options.

1. To access the white list options, on the toolbar,



The **Whitelist** screen opens:



In the “Whitelist addresses” field, we can add as many addresses as we like, but we should enter each address on a separate line.

Creating Blacklist Rules

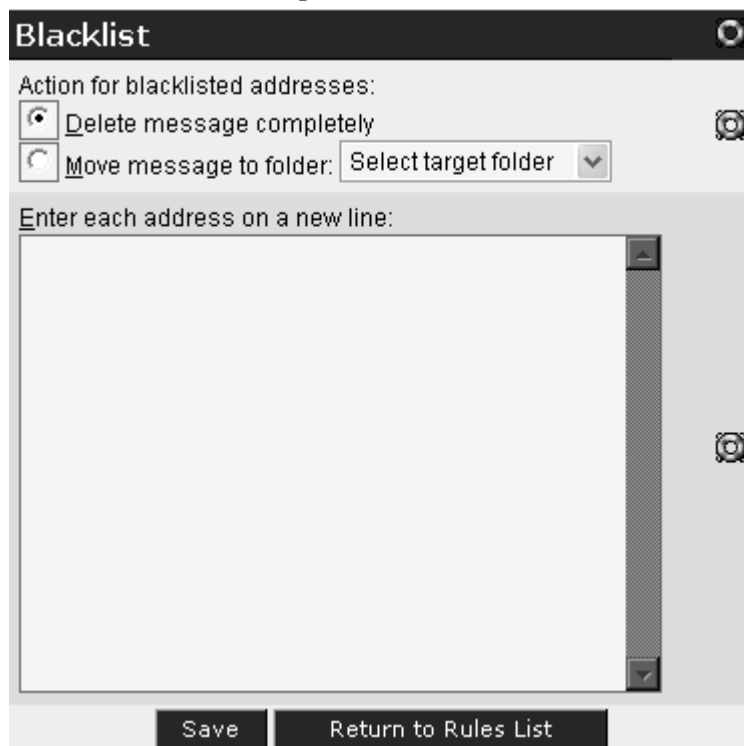
The Blacklist is a list of email addresses known to send email that we do not wish to see in our inbox.

Let's view the available options for creating the Blacklist.

1. To access the options for creating the Blacklist, on the toolbar,



The **Blacklist** screen opens:



When we add email addresses to the Blacklist, we have the options to “Delete message completely” or “Move message to folder.” If the delete option is selected, the messages will be discarded before ever being stored in the inbox. If messages are moved to a folder, then they will be delivered to the selected folder for viewing.

NOTE: If you would like to block spam from your inbox, consider using the spam quarantine service instead of setting up filters. For more information, see the Knowledge Base document “At IU, what is the spam quarantine service, and how do I sign up?”

Using Vacation Messages

When we are going to be away for a long period of time and will not be checking or replying to email messages, we can create a vacation message. A vacation message will be sent automatically to those individuals who email us while we’re away.

Let’s view the Vacation options.

1. To see the vacation options, on the toolbar,



The **Vacation** screen looks something like this:

A screenshot of the "Vacation" settings screen. The title bar says "Vacation". The screen is divided into several sections: "My email addresses:" with a list containing "demo1@iupui.edu"; "Addresses to not send responses to:" with an empty list; a checkbox labeled "Do not send responses to bulk or list messages" which is checked; a text input field for "Number of days between vacation replies:" with the value "7"; a text input field for "Subject of vacation message:"; and a large text area for "Text of vacation message:". At the bottom, there are two buttons: "Save" and "Return to Rules List".

Vacation

My email addresses:
demo1@iupui.edu

Addresses to not send responses to:

Do not send responses to bulk or list messages

Number of days between vacation replies: 7

Subject of vacation message:

Text of vacation message:

Save Return to Rules List

The options on this screen are as follows:

- **My email addresses:** If you have more than one email address coming to this mailbox then specify them here.
- **Addresses to not to send responses to:** Don't send the vacation message to these recipients. Each address should be on a separate line.
- **No response to bulk:** Checking this option will cause vacation responses not to be sent to messages that appear to come from mailing lists or that are marked as bulk mail.
- **Reply interval:** This is the number of days to wait before sending an auto response to an address that has already received one.
- **Vacation subject:** This is the subject that will be used for vacation responses.
- **Text of vacation message:** This is the text that will be sent in your vacation responses.

Using the Address Book

Once we start using email, we will probably know people with whom we correspond on a regular basis. The *Address Book* is a useful tool for managing these email addresses. When we add a contact entry to the address book, we will no longer have to remember that particular email address; the address book will remember it for us.

1. To access the address book, on the toolbar,



We see the “Contents of My Addressbook” screen.

Adding a New Address

From the Addressbook screen, we can easily add new addresses and other information.

1. To add a new address, in the toolbar,



We see a screen with blank fields for entering information.

Let's add an entry now. Since we are in our own email account, we can either enter our own email address or that of another person.

2. To add a new contact, type:

the appropriate contact information in the appropriate fields

NOTE: The only required field is the Name field.

3. To save changes,



The new contact has been added to our address book.

Now let's view the address book to see the new contact.

4. To return to the address list view, on the toolbar,



The new address appears in the list.

NOTE: If you already have addresses saved in a Comma Separated Variable (CSV) format, you can click the Import/Export button in the toolbar to import them into your address book.

Finding an IU Address

Webmail is connected to IU's Global Address List, making it possible to use Webmail to search for other users at our campus. Let's see how this works.

1. To begin searching for an IU address,



Using the Find drop-down list to the left, we can choose to search for names or email addresses. We can also choose to search the global address list or our personal address book in the "From" drop-down list.

2. To choose the appropriate address book, in the From drop-down list,



We see the available address books.

3. Choose the Global Address List.

Let's search for ourselves in this list.

4. Verify that "Name" is showing in the Find drop-down box.
5. To specify a name to search, in the Matching box, type:

your last name

NOTE: When searching for a name, it is best to search for the last name only. The address book search will not match full names. If the email address is the piece of information you already have about the individual, then you may want to search for an email address within a campus address book instead.

6. To start searching,



If our search was successful, we will see a list of one or more matches. We will have to add this information to our personal address book manually.

NOTE: To capture the information you want in your address book, [Click](#) the link in the Name column and copy and paste the information into your address book. You can also [Click](#) the email address of a person in the search results and begin composing a message directly to that individual.

Using the Address Book to Send Messages

Once entries have been created, they can be used while composing a message. Let's compose another message to ourselves, this time obtaining the address information from the address book.

1. To return to the Inbox,



2. To begin composing a new message, in the top toolbar,



We see the Message Composition window.

3. To begin entering a name from our Address Book, in the Options row beneath the Charset field,



We see the Address Book dialog box.

4. To select a name from the address book,



5. To add the name to the “To” field,



The email address is now added to the message.

6. To return to the Message Composition window, in the lower part of the window,



The email address has been added to the “To” field.

7. To enter a subject, in the Subject line type:

Test 2

8. To send the message,



The message is sent, and we are returned to the Inbox.

Important Information About Webmail

There are many more features of Webmail that we were not able to cover in this workshop. Before ending this introduction to Webmail's basic features, let's see how to find more information on Webmail.

Getting Help

Webmail has a context-sensitive Help feature online.

1. To get help, in the toolbar,



You will see a list of help topics.

2. To close the Help window,



NOTE: More help on Webmail may be found in the UITS Knowledge Base at:

<http://kb.iu.edu/>

Logging Out

It is important to log out of Webmail when finished to ensure that the application closes correctly and securely.

1. To log out of Webmail,



2. To finish the log out process and ensure no one can access your account,

Exit the browser

Wrapping Up

Please follow your workshop instructor's guidance and take a few moments to fill out the workshop evaluation form.





We've reached the end of today's workshop. Before leaving, we need to properly end our session. To do this, we'll use the Start menu.

1. To begin to logoff using the Start menu,



2. To view the options for ending your session,



Note for Macintosh Users - To access the commands to close a session,  the Apple menu,  Log Out..., or press the key combination  +  + Q.

You see several shut down options. Depending on the environment, you will select one of the following commands:

- **Shut Down:** The system will close all open files and applications. On a Windows PC, a message will be displayed when it is safe to turn off the computer and monitor. On a Macintosh, the computer turns itself off when finished.
- **Restart:** The system will close all open files and applications and then restart the computer. This reloads initial commands and the operating system.
- **Log On as a Different User** (Windows only): This command will log you off but leave the computer positioned at the Begin Logon dialog box so the next user can log on.

NOTE: In the IU Bloomington Student Technology Centers, the Log On as a Different User command is listed as “Log off *username*”. There is also a Logoff shortcut on the IUB and IUPUI STC desktops.

Your instructor will tell you which command to execute.

Thank you for participating in
Webmail at IU

Contributions to These Materials

Project Leader	<i>Susan Hanns</i>
Project Developers	<i>Nilufer Korkmaz</i> <i>Jennifer Oakes</i>
Editor(s)	<i>Susan Hanns</i> <i>Jennifer Oakes</i>

Where to Go From Here

You can use the resources listed below to further build your computing skills.

Taking Other IT Training & Education Workshops

UITs IT Training & Education offers hands-on instructor-led computing workshops aimed at a variety of skill levels, covering a broad range of topics. We teach hundreds of workshops on more than 80 topics every year! For more information, to see a detailed workshop schedule, or to register for a workshop, contact IT Training & Education:

Web: <http://ittraining.iu.edu/>

Email: (IUB) ittraining@indiana.edu; (IUPUI) ittraining@iupui.edu

Phone: (IUB) 812/855-7383; (IUPUI) 317/274-7383

Getting Help from Online Resources

University Information Technology Services – IU technology resources, services and support:

<http://uits.iu.edu/>

IT Training Online – Self-paced IT courses you can take on your computer:

<http://ittraining.iu.edu/online/>

UITs Knowledge Base – Searchable database of computing questions:

<http://kb.iu.edu/>

Getting Help from Support Staff

Walk-in Support

(All IU Campuses) Walk-in Support Center. Locations and schedules at:

<http://kb.iu.edu/data/abxl.html>

(IUB & IUPUI) Consultants in the UITs Student Technology Centers

24 Hour Phone Support

(IUB) 812/855-6789

(IUPUI) 317/274-4357

E-mail Support

(All IU campuses) ithelp@iu.edu
