

Accessing Email

This document provides details on how to access your email, using either the web browser from any Internet connected PC or downloaded to an email program such as Outlook Express or Outlook.

You will require details of your configuration, mainly your username and password.

The UK|SZ domain is used as an example in all cases, and where uksz.net is shown then it should be replaced with your primary domain name.

Using OpenWebmail

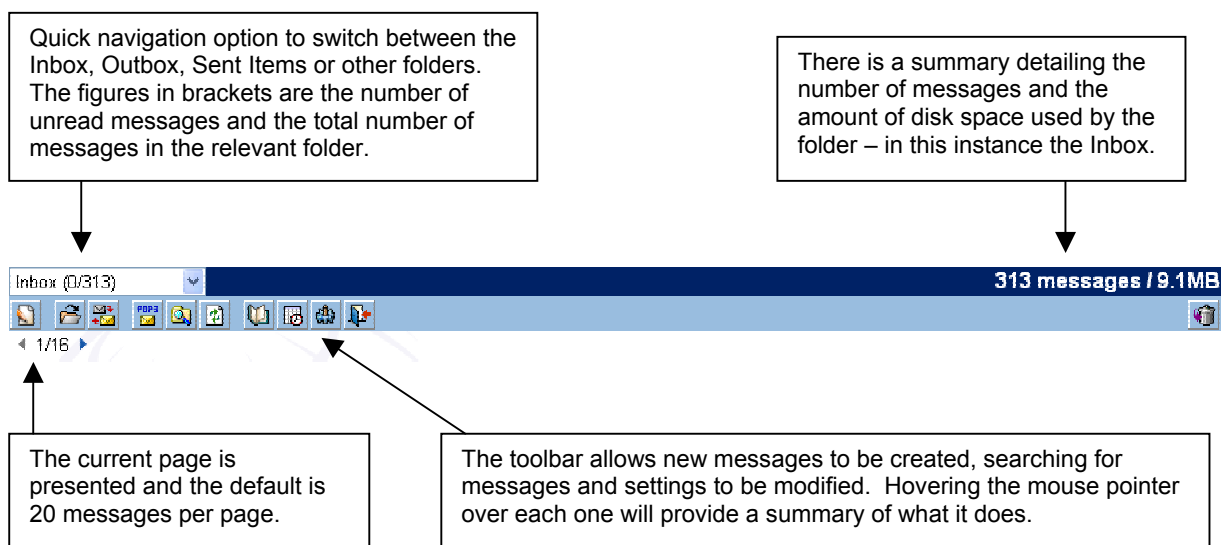
All domains can be used to access webmail, as long as there is an Internet connection present on the system. It works with most popular web browsers, such as Internet Explorer (versions 5+), Mozilla (versions 0.9+) and Firefox (versions 1.1+).

Using the web browser, enter your domain name and append “/webmail”. For example:

www.uksz.net/webmail

This will present a login page for OpenWebmail, but it is important that your domain is used to access it as the username, password and domain name all have to match before you can log in. Entering the username and password gets you in.

You will be presented with the following toolbar which remains fairly consistent throughout the use of webmail:



One of the first things to look at should be the “User preferences”, identified by a small cog, although on first use the system will do this automatically.

Most settings can be left unchanged, but it is well worth doing the following:

1. Provide a correct reply address in the Personal Information section
2. Changing the email signature which is automatically included when a message is created. Providing brief contact details or a summary of your organisation can be useful.
3. Change the date format in the Display Preference section as it defaults to the US standard.
4. If webmail is to be your standard means of accessing your email, then increasing the Session Timeout option in the Misc Options section can be useful as the system will not automatically log you out.

When viewing a folder, unread messages will be highlighted in bold. Clicking the subject will display the entire message and clicking the sender will start creating a new message to them. Selecting a row will allow the group options to be applied to all selected messages, such as delete or moving to a different folder.

When viewing a message the usual options to reply to the sender, reply to a group of senders or forward the message all exist. Plus, it is possible to move the message to a different folder for safe keeping.

More help...

The Webmail system has a helpful tutorial. Click the “Help?” link on any Webmail page, whether logged in or not. This answers most questions. You are always free to contact UKSZ support if you need assistance.

There are a few points to look out for when using Webmail. These include:

- Disk space is limited, even though the assigned allowance is high. Therefore, messages should be deleted when no longer required and folders only used to store items that are absolutely necessary.
- If Webmail is used in conjunction with a traditional mail client, such as Outlook Express, the messages will be downloaded from the server and no longer available to Webmail. In this instance, set the mail client to leave a copy of the message on the server. This is available from within the “Accounts” section.

Basically, Webmail is a powerful tool, especially when keeping up to date away from the usual place of work. All that is required is the domain name, a username and the password mail can be accessed easily. However, do not forsake security by writing these things down in an easily recognisable format.

Using a Software Mail Client

Applications like Outlook, Eudora, Outlook Express and Thunderbird are all extremely useful for sending, receiving and managing email messages. Each of these needs to be set up correctly with the incoming and outgoing email server names, plus the username and password.

Although the actual process will vary if a different email client is used, Outlook Express is configured as detailed below. Each of the software applications will have extensive help, accessed by pressing F1 or using the menus.

Information you will require:

Before you can set up an e-mail account make sure you have all the information you require:

- Your username
- Your password
- Your domain name (optional)
- The incoming server names (POP3)
- The outgoing server names (SMTP)
- The e-mail address you intend to use

Once you have all this information, you can start your mail client.

Creating a new e-mail account:

You will need to set up an email account within Outlook Express, which is achieved as follows:

- Start Outlook Express
- Select **Tools** then **Accounts...**
- Click the **Add** button then select **Mail...**
- Enter your name as you want other people to see it, (e.g. John Smith) then click **Next**
- Enter the email address you intend to use, such as “info@domainname.com” and click **Next**.
- Make sure that the POP3 option is selected under “*My incoming mail server is...*”
- Enter the name of the incoming server provided. It is normally your domain name, preceded by “mail” then a dot. For example “mail.uksz.net” would be valid if the domain name is ukasz.net
- Enter the name of the outgoing server. The Internet Service Provider that you currently use to connect to the Internet usually provides this. If this has not been provided, the same address as the incoming server can be used. Click **Next**
- Enter your user name exactly as provided, which is case sensitive with no spaces
- Enter your password as provided. This is also case sensitive, but for security reasons you cannot see what you type
- Click **Next** then **Finish**

You e-mail account is now ready for use; however, you will need to be online with your usual service provider.

Modifying an account:

- Start Outlook Express
- Select **Tools** then **Accounts**
- Select the Mail tab so only e-mail accounts are displayed
- Select the account you wish to modify and choose **Properties**

You are presented with five tabs that allow you to change the information. It is well worth double checking all this information. If for any reason you cannot get your new email account to work, this may be the first place to check.

If Outlook Express is used on more than one PC, or Webmail is also used, then the following will instruct the software not to remove the received messages. This needs to be done on all PCs that access the account:

- Edit the account properties, as described above
- Select the **Advanced** tab
- Tick the box which says “**Leave a copy of message on server**”
- Also tick the box which says “**Remove from server after**” and set the figure to 14 days

It is often worth editing this information to make sure that all of your contact details are correct, such as the business name or reply address. At this point it is advisable to make a note of the default settings, such as port numbers and timeout options, so you can reset them if required.

Sending email messages:

In order to create and send an outgoing e-mail message the following steps should be followed:

- Start Outlook Express
- Click the **New Mail** button or choose **New Message** from the **Message** menu
- A window, called ‘*New Message*’, will be opened
- Enter the e-mail address you want the e-mail to go to on the ‘To:’ line. If you want to send the message to more than one address you should separate each email address with a semicolon
- The ‘cc:’ line allows you to send a carbon copy but can be left blank
- Choose a suitable message heading on the ‘Subject:’ line. This is what the recipient will see in their inbox when the mail is received.
- The body text of the message is entered at the bottom of the new window
- When you have completed your message click **Send** or choose **Send Message** from the **File** menu
- Your message is now stored in the ‘Outbox’ which can be previewed by selecting **Outbox** from the ‘Folders’ list

- To actually transmit the message to the recipient you will need to click the **Send/Recv** button or use the **Tools** menu, choose **Send and Receive** then select **Send All**
- If you are connected to the Internet the message should be sent. If you are not connected you should be prompted to connect

If the above procedures are successful the message will no longer be available in your inbox. A copy of your outgoing message is available in 'Sent Items' for your reference.

Receiving e-mail messages:

To collect the e-mail message that have been sent to you, go to Outlook Express and follow these procedures:

- Click **Send/Recv** if the toolbar is enabled, or go to the **Tools** menu, choose **Send and Receive** then select **Receive All**
- If you are connected to the Internet, Outlook Express will check for available messages. If you are not currently connected you will need to follow the usual procedures for connecting
- If you have any messages then they will be collected and put in the 'Inbox'
- Access the Inbox by clicking on it from the 'Folders' list

You can test both the sending process and the receiving process by sending an email that is addressed to yourself. Once it has been sent, wait a minute or so and try to receive your email message. This will also give you an idea of how your messages will look to someone else.

More help...

All of the email applications mentioned have a comprehensive help system which can be used to learn about the software's functions and features. For an advanced overview, visit: www.wikipedia.org/wiki/email

Support

Assistance with the use of email is available from UK|SZ and more information may be available in the support section of the site at www.uksz.net/support.

Alternatively, feel free to contact us and we will provide assistance.