

VCCS Student Email Manual

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Table of Contents

Overview	3
Logging On	3
Checking for Messages	4
Reading and Responding to Messages	5
Printing a Message	6
Composing a Message	7
Adding an Attachment	7
Replying to a Message	8
Sending a Forward or Inline Message	9
Manipulating the Inbox	10
Inbox Preferences	10
Sorting Message	11
Working with Folders	13
Adding or Deleting Folders	14
Moving or Copying Messages to a Folder	15
Viewing Contents of a Folder	15
Organizing Your Messages	15
Moving or Copying Messages between Folders	15
Visually Marking Messages	16
Searching for Messages	17
Spell Checking and the Personal Dictionary	19
Spell Checking	19
The Personal Dictionary	20
Address Book	21
Email Preferences	23
Webmail Options	26
Access Control	27
Creating a Message Filter	28
Forwarding	29
Automatic Reply	30
Change All Passwords	31

Overview, Logging On and Checking for Messages

Overview

Mirapoint is the Virginia Community College's new web-based e-mail program. Because it is web-based, you can connect from anywhere in the world, through any Web ISP (information service provider). Webmail is similar to many other web-based e-mail programs like HotMail, Yahoo, etc.

Logging on

Using any Web Browser (Internet Explorer, Netscape, AOL, etc.) type the URL <http://email.vccs.edu>. Click in the appropriate box and add your user-ID and password. Click Login.

Webmail's Navigation Bar

The navigational bar on the left side of the screen (top if you choose the frameless view) allows you to access various screens to perform various functions.

Check Mail – Shows your messages

Inbox – Shows your messages

Compose – allows you to compose an email message

Folders – list of folders you can use to organize your messages

Search – search for messages using a variety of search criteria

Address Book – customize your address book

Preferences – set your email account preferences

Options – set your email account options
Change userID

Trash – contains any deleted folders or messages

External Mail – configure account to import other email

Help – internal Mirapoint Help files

Logout – click to ensure you are logged out of the system

Legend- explains the icons that appear next to messages

Checking for New Mail

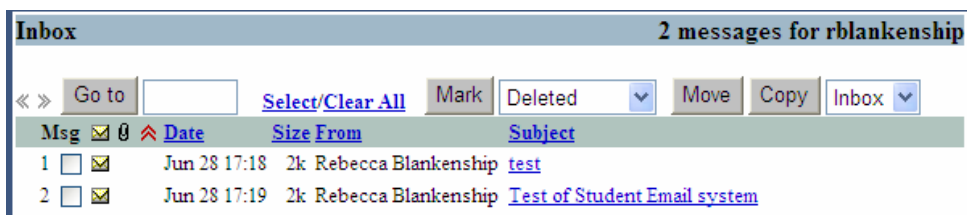
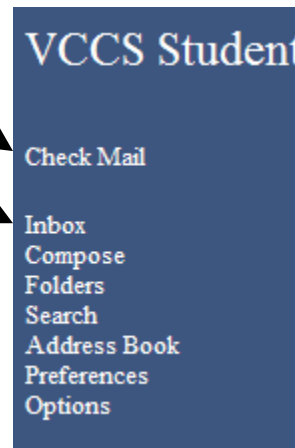
You can check your inbox or the current folder for new messages, page through the list of messages, or go directly to a specific message number.

To check for new messages, do one of the following:

- From the current folder, click **Check Mail**.
- From any Webmail page, click **Inbox**.

Your Inbox or selected folder opens with a list of the just retrieved messages.

By default, new messages appear at the end of the list and are numbered consecutively in the order received. This can be changed using the sorting options listed below. The messages can display a variety of icons described in the **Legend**.



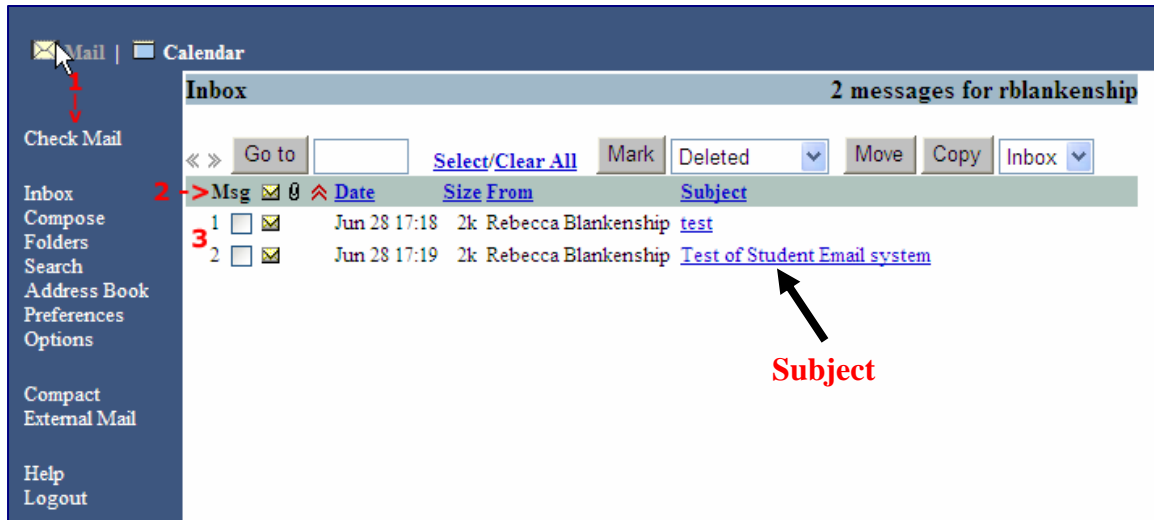
See the Legend, shown below for an explanation of all of the icons.

Icon	Name	Indicates that...
	Deleted	The message has been marked as Deleted ; this option is available when your preferences Delete to Trash option is deselected (off)
	Unread	You have not yet read the message
	Read	You have read the message
	Answered	You sent a response to the message
	Attachment	The message includes a file attachment
	Highest	The highest available priority has been assigned to the message
	High	A high priority has been assigned to the message
	Low	A low priority has been assigned to the message
	Lowest	The lowest available priority has been assigned to the message

Note: Not all mail clients support the Priority feature.

Reading and Responding to Messages

The **Navigational Bar (1)** appears on the left, the **Inbox (2)** tools appear on the top and the **Messages (3)** will appear on the bottom.



A variety of options are available in response to reading a message. To read a **message**, click on the **subject**. Note the tool bar at the top of the message.

[Delete](#) [Prev](#) [Next](#) [Reply/All](#) [Forward/Inline](#) [Open](#) [Inbox](#) 2 of 10

- **Delete** – Moves the message you are reading to the Trash Folder and displays the next message in order.
- **Prev & Next** – Moves from message to message in order.
- **Reply/All** – Enables you to choose to whom to reply.
 - By clicking on **Reply**: Only the sender of the message appears on the **To** line.
 - By clicking on **All**: The sender and all recipients of the message appear on the **To** and **Cc** fields. Anyone who initially received a **Bcc** does not receive your reply. The **Subject** is automatically included. You can add or delete any recipient in these lines as you choose.
- **Message Numbering** (2 of 10) – The message number you are viewing and the total number of messages in that folder.

Printing a Message

If you are using the default Webmail mode (Frames with Java Script), you can print a message by placing your cursor in the message, then clicking on **File>Print**. If you open your message in a new window, click **File>Print** to print the message.



Note: the inbox **quota** is listed at the top of your Inbox page. This lets you know how much of the space is filled and how much is available. You should maintain your email box so that you do not go over the quote. This could affect your email messages coming into the system.

Composing a Message


1. Open the **Compose** window by clicking on the compose link in the left navigation panel.

Note the following:

- a. If you type a VCCS student e-mail name, you do not need to type **@email.vccs.edu**.
 - b. To enter multiple addresses, **separate them with commas**.
 - c. If you enter the nickname of the person in the **To**, **Cc**, or **Bcc** line, click the **Expand** button to see the entire name and address. This is a function of the Address Book and the information must be entered into the Address Book first for this option
2. Type your message in the message box.

Adding an Attachment:

3. To **Add an Attachment**:
 - a. Click on the browse button at the bottom of the compose window and move through your computer to find the file you want to attach. Click **Open**.
 - b. You must click on the **Add** button to attach the file to your message.

Note: When the file is attached to your message it appears as a file name under the attachment window. A trash can  appears before the file name. If you need to delete the attachment before you send it, you can click on the trash can.
4. If you choose not to send the message click on **Cancel**.
5. To spell check your message, click on **Spelling** (see separate Spell Checker directions).
6. If you choose to send the message at a later time, click on **Save Draft**.
7. Click on the **Send** button at the top of the **Compose** window to send the message.

Note: You **cannot** move back and forth from **Compose** to **Inbox**. To see both windows, **Right** click on **Compose** in the navigational bar and choose **Open in a New Window**. Now a Compose and a Inbox window are both open.


Replying to a Message

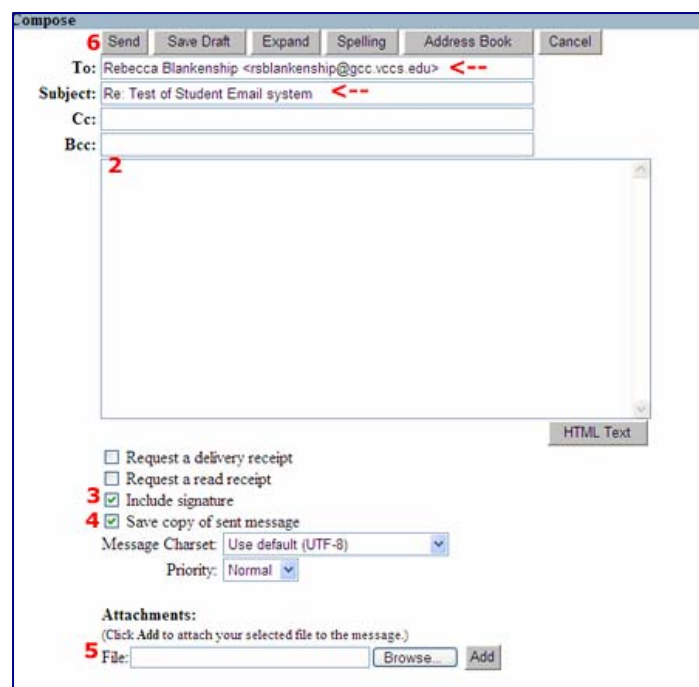
When in the message screen, replying to a message brings up the compose box with appropriate information in the **To**, **Cc**, and **Subject** lines.



To Reply to a message:

Open the message by clicking on the subject line in your Inbox.

1. Click the **Reply** button above the message.
2. Enter your message.
3. Make sure the **Include signature** box is checked. (If you haven't created a signature for your email, you can do so under **Preferences**.)
4. A copy of the message will always be kept if the **Save copy of sent message** is checked.
5. (Optional) you can add an attachment to the email by clicking the Browse button and browsing to locate the file.
6. When the message is complete, click on the **Send** button.
7. The message is sent, the screen returns to the **Inbox**, and the **Answered** icon  appears next to the message.



Sending a Forwarded Message:

1. Clicking **Forward** in a message window – this opens the **Compose** page with the original message and any **Attachment** displayed below the composition window; you cannot edit the original message, but you can add a message before the forwarded message.
2. Enter your message.
3. Upon completion of the message, click on Send. The forwarded message, your additional information and any attachments to the original message are all sent.

Note: The **Compose** window displays above the message to add additional information.

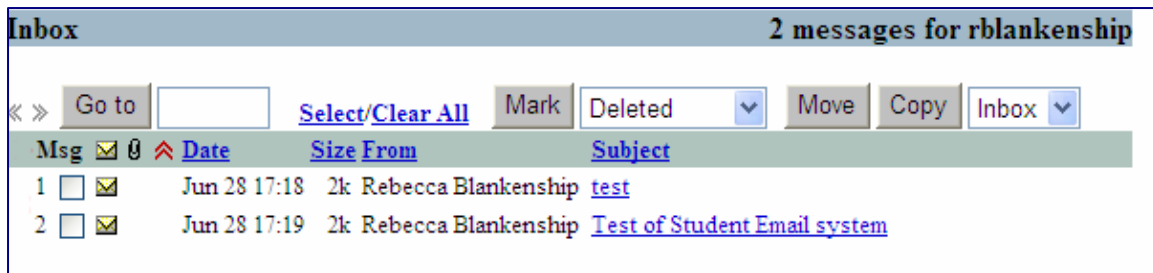
Sending an Inline Forwarded Message:

1. Clicking **Inline** in a message window - this opens the **Compose** page with the original message in the composition window.
2. Edit the original message.
3. Upon completion of the message, click on Send.

Note: You cannot forward attachments using the **Inline** command. If you want to attach a file, you must use the attach function at the bottom of the **Compose** window. If you want to attach a file that came with the original message, you must first save it from the original message and then reattach it.

Manipulating the Inbox

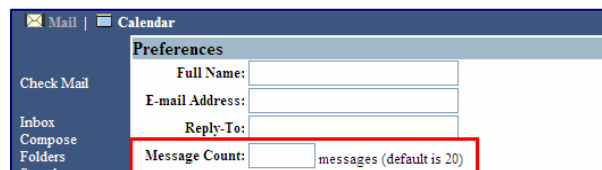
The Inbox is the folder where your new messages are stored when first accessed. It can be customized to personal preference in a number of ways.



Inbox Preferences

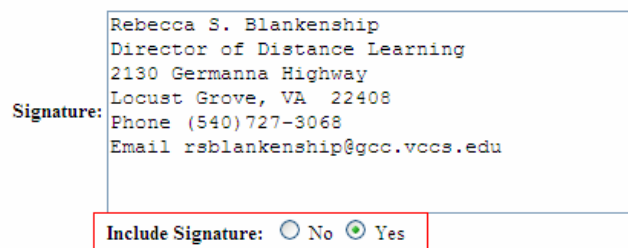
For example, to adjust the number of messages that appear in the inbox on one screen, you would click on **Preferences**.

- **Message count** refers to two things.



- First, the number of messages that appear in each inbox window, 7, 50, 300, etc.
 - Second, it indicates the number of messages that will be "called" from the server at one time. ***If you have a slow Internet connection***, the recommended number is 20.
- The name of the **Sent**, **Draft** and **Trash** folder can be edited to meet your needs.
 - Enter alternate text in the text box associated with the appropriate folder.
- A **Signature** can be added to your email messages.
 - Enter the signature text in the Signature text box provided.
 - At **Include Signature**, select **Yes**.

Click **OK** to activate changes to your preferences.








Sorting Messages

You can sort the message list by any of the named column headings or the **Read/Unread** column. When you click on a column heading, your messages are sorted by that factor first in ascending order. Click again and they are sorted by that factor in descending order. **Date** is always the secondary sort factor. The default sort factor is arrival time, which is slightly different from **Date**, as it reflects different system time settings and inserted messages.

The sort icons are:



- **Up arrow**  (does not appear until you do a sort): ascending order
 - **Unread**  / **Read** : read messages are listed last.
 - **Attachments** : messages with attachments are listed last.
 - **Priority** flags: messages are sorted in this order: **Highest, High, Normal, Low, Lowest**.
 - **Date**: latest messages are listed last.
 - **Size**: largest messages are listed last.
 - **From**: messages are listed alphabetically by the **From** line, A to Z.
 - **Subject**: messages are listed alphabetically by the **Subject** line, by thread (prefixes such as RE, and FWD are ignored), A to Z.
- **Down arrow**  (does not appear until you do a sort): descending order
 - **Unread/Read**: read messages are listed first.
 - **Attachments**: messages with attachments are listed first.
 - **Priority** flags: messages are sorted in this order: **Lowest, Low, Normal, High, Highest**.
 - **Date**: latest messages are listed first.
 - **Size**: largest messages are listed first.
 - **From**: messages are listed reverse alphabetically by the **From** line Z to A.
 - **Subject**: messages are listed reverse alphabetically by the **Subject** line, by thread (prefixes such as RE, and FWD are ignored), Z to A.

**see notes on next page

Note: When sorting on **Subject**, all messages with the same subject are sorted together (ignoring the Fwd: or Re: portion of the subject.)

Notice that the default sort in any folder is *ascending by date*. This means, the oldest messages are always on the top. Although you can resort the messages every time you enter a folder, that sort will not stay when you close the folder. Upon reopening the folder, the **default sort** (ascending by date) will always be shown.

Working with Folders

Webmail allows you to create folders where you receive and organize your e-mail messages. Incoming messages are automatically put in your **Inbox**.

System-created folders include **Inbox**, **Sent**, **Draft**, **Junk**, and **Trash** (shown below). Folder view also shows total number of messages in the folder and total unread messages in each folder.

Folder Name	Unread	Total	Edit	Delete
Inbox	7	13		
Draft	0	0		
Junk Mail	0	0		
Sent	0	4		
Trash	0	0		
For Kristy	7	9		
fun stuff	4	7		
ITE 115	0	2		

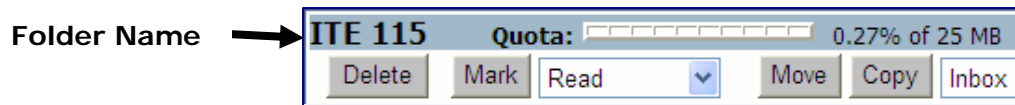
You can create folders and file messages according to course, project, date, instructor, and so forth. When a folder is no longer needed, you can delete it.

Note: You cannot delete system-created folders; created folders that cannot be deleted have an 'X' next to their name.

To Adding or Deleting Folders:

- To add a folder to the list, enter a name in the text box, and click **Add folder**.
Result: The new name appears in the list as a link to the new folder.
- To delete a folder, select the check box to the left of its name (a check mark shows it has been selected), and click **Delete**.
Result: The **Confirm Folder Delete** page opens.
- Click **Delete** or **Cancel**.
Result: If you clicked **Delete**, the name is removed from the folder list. If you clicked **Cancel**, the delete operation is terminated; you are returned to the **Folders** page.

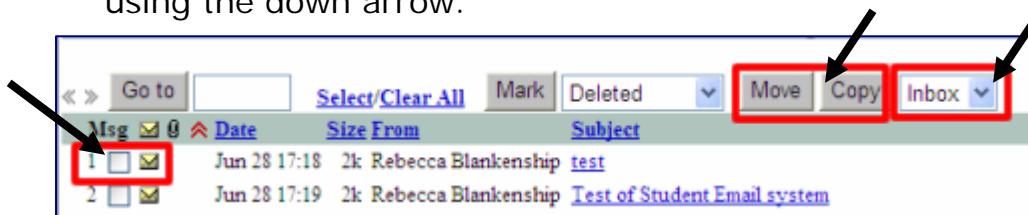
Once you've created a set of folders, you can copy and move messages between folders.



Moving or Copying Messages to a Folder

Messages can be moved from one folder to another or you can copy messages so that you have a copy of the same message in two or more folders.

1. Click on Folders in Left Navigation bar.
2. Select the folder to locate the message to move or copy.
3. On the folder screen, click in the box beside the message number.
4. Choose the **Folder** you want to **move/copy** the messages from using the down arrow.



5. Click on the **Move** or **Copy** button.
6. To confirm your messages are moved/copied, click on Folders then click on the specific folder.

Note: Folder Naming Conventions - **Every folder on the message server must have a unique name made up of characters from the list below:**

- Letters ("A" through "Z" and "a" through "z")
- Numbers ("0" through "9")
- Space (" ")
- Hyphen ("-") Underscore ("_")

Special Characters You Cannot Use: You cannot use the following characters in folder names because they have special meanings:

- Dot (.): Used as a hierarchy separator in folder paths. Folder paths cannot start or end with a dot, nor can they contain two dots in a row.
- Front slash (/): Used as a hierarchy separator.

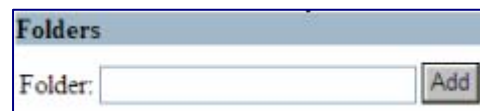
- Plus sign (+): Used to address subfolders of user Inboxes or shared folders that do not belong to a particular user.

View the Contents of a Folder:

1. Select **Folders** from the links menu.
Result: The **Folders** page opens with the following data per folder:
 - **Total**: The number of messages per folder.
 - **Unread**: The number of messages in that folder that haven't been read. If you have message filtering capabilities, the **Unread** message column shows you when filtered messages have arrived in any of your subfolders. For more information, see Organizing Your Messages.
2. Click on a folder name in the list.
Result: A page displaying the message list for that folder opens.

Use the navigation arrows << >> to page backward and forward through the messages in the current folder. For more information, see Opening and Reading a Message.

Note: Your **Inbox** is a required folder that comes as a default with your account. Like all system-created folders, you cannot delete your **Inbox**.


 A screenshot of a web interface titled "Folders". It features a text input field with the label "Folder:" and an "Add" button to its right.

Organizing Your Messages

Webmail Direct allows you to create folders into which you can copy or move messages. Another way to organize your messages is to mark them as: **Deleted**, **Undeleted**, **Read**, **Unread**, **Answered**, or **Unanswered**





If you have message filtering capabilities enabled on your system, you can specify certain types of messages be automatically delivered to a folder (other than your inbox). See filters under **OPTIONS**.

Moving or Copying Messages between Folders

1. With the contents of the folder displayed, do one of the following:
 - Select the check boxes of the messages you want to move to a folder.
 - Choose **Select** to select all the displayed messages. If there are a few messages you do not want included, you can select the check boxes for those messages to remove the check marks.

- A check mark appears to show that the message has been selected. To deselect a message, select the check box a second time; the check mark goes away.
- 2. From the **folder** menu, choose the name of the folder into which you are placing the messages and click **Copy** or **Move**.
 - If you click **Copy**, copies of the selected messages are transferred to the specified folder. This process leaves the original messages in place, resulting in two copies of the messages: one in the selected folder and one in the original folder.
 - If you click **Move**, all the selected messages are transferred to the selected folder and the selected messages are marked for deletion in the original folder; click **Compact** to remove these messages from this folder.

Visually Marking Messages:

1. Select the messages you want to mark and a check mark appears next in the check box of the selected messages. To deselect a message, select it a second time.
2. From the **Mark** menu, choose one of the following:
 - **Deleted:** Marks a selected message with the **Deleted** icon . When you log out of Webmail or click **Compact**, these messages are deleted from your account.
 - **Undeleted:** Unmarks a message that has a **Deleted** icon. There is no icon for Undeleted.
 - **Read:** Marks a message with the **Read** icon  to show that it has been read.
 - **Unread:** Marks a message with the **Unread** icon .
 - **Answered:** Marks a message with the **Answered** icon .
 - **Unanswered:** Unmarks a message that has a **Answered** icon. There is no icon for Unanswered.

Click Mark. The selected messages are marked and acted on as specified.

You can use filters to sort incoming mail. Messages are then sorted by a set of parameters, and placed in the appropriate folders. (See Filters under **OPTIONS**)

Search for Messages

1. Click on **Search** in the Navigation Bar.
2. Enter the information to guide the search.
3. Add the search information in the

The screenshot shows the Outlook interface with the 'Search' tab selected in the navigation pane. The search criteria fields are: 1. From, 2. To/Cc, 3. Larger than, 4. Subject, 5. Body, 6. Search in results, and 7. Search unread only. The 'Search' button is highlighted with a red box. Below the search fields, the 'Inbox' folder is selected, showing '0 messages for rblankenship' and a list of columns: Msg, Date, Size, From, Subject.

appropriate box.

You can search for the following items:

- * **(1) From** - Who sent a message.
- * **(2) To/CC** - Who the message was addressed to, or who received a copy of the message.
- * **(3) Larger than/Smaller than** - How large or small the message is (in kb).
- * **(4) Subject** - The text in the Subject line.
- * **(5) Body** - A text string in the body of the message.

You can **refine the focus of the search** by specifying either of the following:

- * **(6) Search in results:** To search only the messages that were the results of a previous search.
- * **(7) Search unread only:** To search only the unread messages in the current folder.

4. Click on **Search**

(See additional notes on next page)

Note: Webmail allows you to use the following Boolean operators in a search: OR, AND, NOT. For example, in the **From** field you could search for **Brad OR Mike**. The OR, AND, NOT operators are **case-sensitive**, meaning they must all be uppercase. ***If they are lower case, or a mixture of upper and lower case, your query will search for those words explicitly instead of treating them as operators.***

The search queries, on the other hand, are case-insensitive. This would mean that a query for all messages from **Brad** would return the same results as a query for all messages from **brad**.

If the result of your first search is too large, you can refine the search by performing another search on the results you just received. Follow the steps above and select the **Search in results** checkbox. The results of the new search are derived from the previous search.

Spell Checking and the Personal Dictionary

After composing an e-mail message, you can check the text for spelling errors. **Spelling** allows you to complete this process quickly, and return to the Compose window. The Personal Dictionary allows you to customize the words that your spell checker will encounter to save time looking at words that may not be in the general dictionary.

Spell Checking

To check a composition for spelling errors:

- 1 Open the **Compose** window
- 2 Create a test message.
- 3 From the **Compose** window, click **Spelling** in the top menu to check the spelling of a composed message.
- 4 The **Spelling** page displays. The top of the window contains command buttons; the message text displays in the bottom part of the window. If you are checking a very large message, a page count displays at right along with **Prev** and **Next** links so you can page through your message. Words whose spelling is in question are underlined and shown in color. The current word in question is highlighted in a different color and displays at the top as the **Check word** value.
- 5 For the current highlighted word, do one of the following:
 - a. From the **Suggestions** menu choose a correct spelling for the word, and click **Accept**.
 - b. Enter the correct spelling of the word in the text box, and then click **Replace**.
 - c. Click **Ignore** to deselect the word along with all other occurrences in the text, and move to the next underlined word.
 - d. Click **Next** to skip to the next underlined word. If you are already on the last underlined word, no action is taken.
 - o Click **Add** next to **Dictionary** to add the word to your personal dictionary,
 - o Choose a **Language** from the pick list to have the message checked for errors in that language.
 - o Repeat as needed. Click **Done**.
 - o When the Spell Check is completed, you are returned to the **Compose** page and the corrected text is displayed.
 - o **Send** or **Save** your message.

The Personal Dictionary

The **Spelling** function allows you to create a personal dictionary of terms. This allows you to gather a collection of frequently used special terms and names that are recognized by **Spelling** as correct spellings. For instructions on using **Spelling**

To create a personal dictionary:

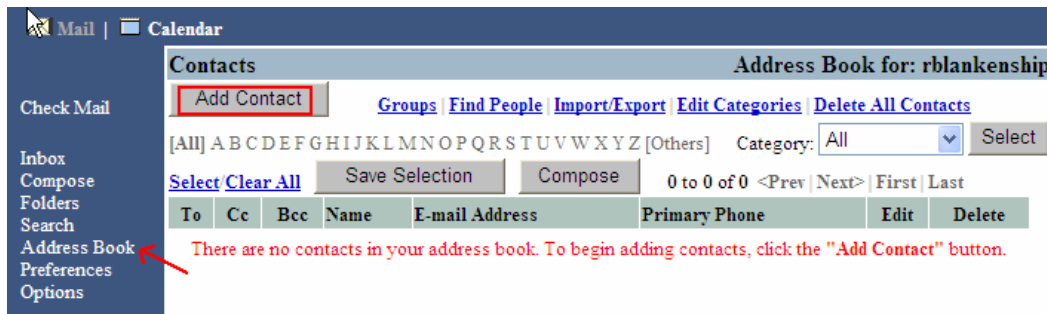
For a red, underlined word in the Spelling page, click **Add**. A personal dictionary is created with that word. Repeat with any red, underlined word that you want added to your dictionary.

To edit your personal dictionary:

1. In the **Spelling** page for a composition, click **Edit**.
Select a word in the dictionary list, and click **Delete**.
2. Click **Done**.
Result: You are returned to the **Spelling** page.

Address Book

In Webmail you have **only one address book**. All entries will appear in that address book. Entries can be filed in *categories* or *groups*. Each entry is a contact; an entry can be a person, an entity, a distribution list, etc. Use the **Alphabet Letters Links** to find contacts in your address book.



Click on **Address Book** on the navigational bar.



Address Book Functions include:

Contacts: Are entries/individuals listed in your address book. Each entry is considered a contact. There is a maximum of 1000 contacts in the address book.

Groups: Enable you to connect individuals as members of a unique set. Each group has its own unique name. Messages addressed to a group name are distributed to all contacts listed as members of the group. The default maximum number of groups you can create is 100.

Find People: Finding People/Searching for Contacts that match the Alphabet Letter Links at the top of the Address book screen or through search parameters inside your address book. You can search your address book by name, address, e-mail address, phone, or a global alphanumeric string.

Import/Export: If you wish to import any other address books from other e-mail clients or wish to export your address book to any other client, use this function.

Edit Categories: All contacts are automatically given a category of unfiled. Three default categories are available: Commercial, Professional, and Personal. These categories mirror the categories in PDAs.

Note: You can add as many Categories as you choose, *however, each entry can only reside in one category.* If you choose to sort or search and don't choose the correct category, the contacts will not show.

Delete all Categories or Delete all Groups: Using these options will result in all entries being removed from your address book as contacts or as groups. Consider carefully before you use either of these options.

To add a Contact: There are two basic ways to add a contact to your address book.

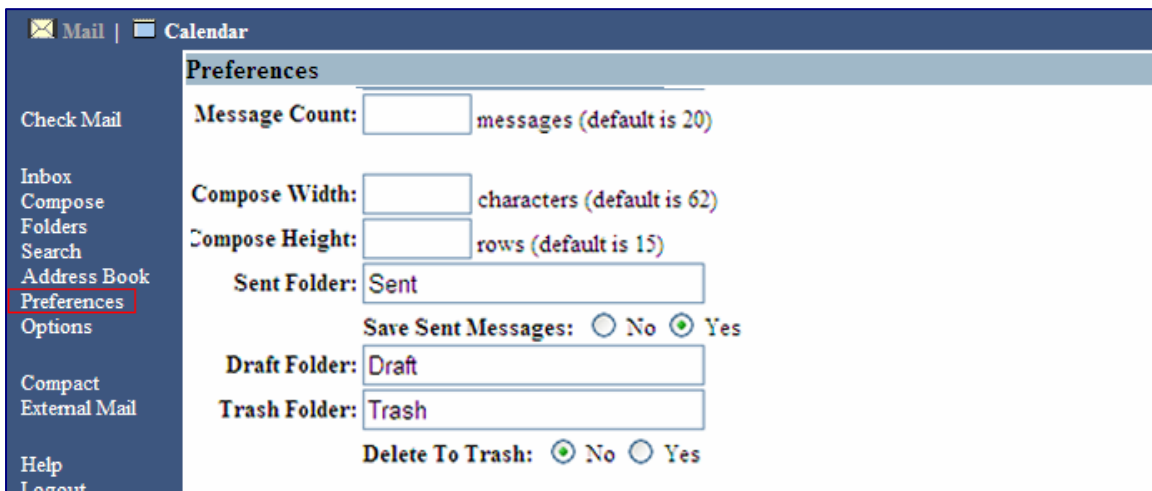
1. When you receive an email from someone you want added to your Address Book:
 - a. Click and open the message
 - b. Click "Add to Address Book"
2. If you want to add a contact directly to your address book:
 1. Click Add Contact
 2. (Optional) Enter a 'nickname' that will call up the email address when typed into the TO box.
 3. Enter First and Last name
 4. Enter Email address
 5. (Optional) Enter other information requested
 6. Click Done to save (bottom of screen) Done Cancel
 7. Click Cancel to cancel the entry (bottom of screen)

Add/Edit Contact		Address Book for: REBECCA BLA	
2 Nickname*:	<input type="text" value="Dave"/>	Category:	<input type="text" value="Unfiled"/> ▼
3 First Name:	<input type="text" value="David"/>	3 Last Name:	<input type="text" value="Jones"/>
Display Name:	<input type="text" value="David Jones"/>		
4 E-mail:	<input type="text" value="djones@mirapoint.vccs.edu"/>		
*You can use nickname as an e-mail address when composing a message.			

E-mail Preferences

To Your email Preferences allows you to customize some of the features in your email system. These settings have default settings that you can accept or override through this interface.

To access Email Preferences, click **Preferences** on the left Navigational Bar.



The screenshot shows the 'Preferences' window in an email client. The left sidebar is dark blue with white text. The main content area is white with a light blue header. The settings are as follows:

- Message Count:** Input field with '20' and text 'messages (default is 20)'
- Compose Width:** Input field with '62' and text 'characters (default is 62)'
- Compose Height:** Input field with '15' and text 'rows (default is 15)'
- Sent Folder:** Input field with 'Sent'
- Save Sent Messages:** Radio buttons for 'No' and 'Yes', with 'Yes' selected.
- Draft Folder:** Input field with 'Draft'
- Trash Folder:** Input field with 'Trash'
- Delete To Trash:** Radio buttons for 'No' and 'Yes', with 'No' selected.

The Preference options:

- **Message Count:** Number of message summaries shown in one screen of the **Inbox**.
- **Compose Width:** Default is 62 characters.
- **Compose Height:** Default is 15 rows.
- **Sent Folder:** **Save sent messages** feature is turned on.
- **Draft Folder:** Default is **Draft**.
- **Junk Mail Folder:** Default is **Junk Mail**.
- **Trash Folder:** **Delete to Trash** feature is on; messages to delete must be selected and, marked as **Delete** to move to this folder.

Compose: Plain Text HTML Text (MSIE 4.0 and greater)

Request Receipt: Delivery Receipt No Yes
 Read Receipt No Yes

Read Receipt: Never send a read receipt
 Ask me before sending a read receipt

Reply: Don't include original
 Include original inline
 Include original as attachment

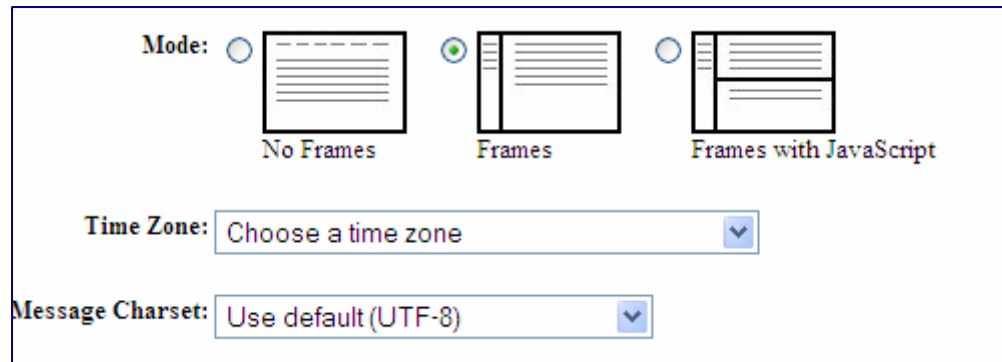
- **Compose:** Chose between the Plain Text and HTML Text options.
- **Request and Read Receipts:** Requesting a receipt does not guarantee that the recipient's email system will support this function or that the recipient will allow it.
 - **Request Receipt:** Allows you to request a receipt message be sent to you verifying message was received
 - **Read Receipt:** Allows you to request a receipt message be sent to you verifying message was opened
- **Reply Options**
 - **Don't include original:** Original message is not included in a reply.
 - **Include original inline:** Original message is included in the body of a reply.
 - **Include original as attachment:** A copy of the original message is included as an attachment in a reply. **Note:** If possible, Webmail also displays the message and the attachment name, data and **Open** link display below.

Signature: Rebecca S. Blankenship
 Director of Distance Learning
 2130 Germanna Highway
 Locust Grove, VA 22408
 Phone XXXXXXXXXX
 Email rblankenship@mirapoint.vccs.edu

Include Signature: No Yes

- **Include signature:** At the end of sent messages, text your **Signature** is automatically included. Remember to check **YES** to turn this feature on and **NO** to turn it off.

- Select a Webmail display **Mode**: Default is Frames with Java Script
- **No Frames**: This option greatly changes the appearance of Webmail. The links menu displays at top.
- **Frames**: This allows the links menu to display at left.
- **Frames with JavaScript**: (default) your messages in Webmail display in the two pane mode, the message list in the top pane and the message content in the bottom frame.



The screenshot shows a webmail preferences interface. At the top, there is a 'Mode:' label followed by three radio button options. The first is 'No Frames' with an unselected radio button and a diagram of a single rectangular box. The second is 'Frames' with a selected radio button and a diagram of a box with a vertical bar on the left side. The third is 'Frames with JavaScript' with an unselected radio button and a diagram of a box with a vertical bar on the left and a horizontal line near the bottom. Below the radio buttons are two dropdown menus. The first is labeled 'Time Zone:' and has the text 'Choose a time zone' inside. The second is labeled 'Message Charset:' and has the text 'Use default (UTF-8)' inside.

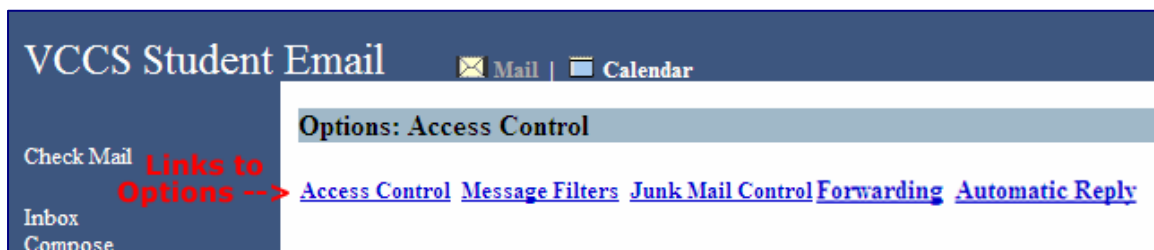
• **Time Zone** and **Message Charset** are preset by the system.

These are the only **preferences** available in Webmail.

Webmail Options

Click **Options** on the Navigational Bar.

- **Access Control** - Creates a list of individuals to share your mail folders.
- **Message Filters** –Creates your own message filters to organize your email messages and folders.
- **Junk Mail Control** - Enable and/or edit the pre-configured Junk Mail filter.
- **Forwarding** - Set up forwarding of messages to other e-mail addresses.
- **Automatic Reply** - Set up an “out of office” messages.
- **Change All Passwords** – directs you to the system and page where you can change your VCCS systems passwords. When you change one, you change all including VCCS student email, Blackboard, and the college Student Information System.



Access Control

Create a list of individuals to share your mail folders. To share a folder with another individual, they must have an account on the student email server. Please review the permissions list and make sure you understand the access you are given to another account before using this feature (see below).

Permission	Meaning
Read	The user can see that the folder exists, open the folder, read messages in the folder, copy messages from the folder, and see which messages were read.
Write	The user can copy messages into the folder and modify state information for the folder, such as \Flagged, \Answered, and \Draft flags for each message. This permission allows the user to modify the \Deleted state for any message.
Mail	The user can submit messages to the SMTP service for delivery to the folder.
Admin	The user can change the Access Control List on the folder and create subfolders and Access Control Lists.

To set folder access:

1. Select the folder to share from the drop-down box.
2. Enter a users ID into the text box below your ID.
3. Select the **permissions** (see list) you wish to give to the user.
4. Click OK to save or CANCEL to cancel the action.

You can remove permissions by returning to this screen and removing the checks in the appropriate check box next to the user name and clicking the OK button.

rblankenship	Click to remove:	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
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Creating a Message Filter

Create any number of filters you choose to review and move incoming messages in your Webmail account. As the filter is applied to your account, all message matching that filter will automatically be moved to the folder of your choices or discarded.

These filters can be configured to check all incoming mail or just the incoming mail the system has predetermined is junk. You can choose the option you want to use.

1. Click **Options** on the Navigational Bar.
2. Click **Message Filter**.

Filter Conditions - Add New Filter

Select the conditions for your filter:

If all of these conditions are met v:

From:	v	contains	v	
From:	v	contains	v	
From:	v	contains	v	
From:	v	contains	v	

Apply to all incoming messages

Filter Actions

Take the following action when conditions are met:

Move to: Inbox v

Mark: Deleted Read Draft Flagged Answered

Forward to:

Forward excerpt to:

Discard (message is irrevocably lost)

Modify UCE (Junkmail) score by: (-1000 to 1000)

Remove attachments that meet attachment conditions

Do not apply any more filters to this message if action is taken

Starting and Stopping Automatic Forwarding

Messages addressed to your account are automatically sent (forwarded) to another e-mail address. You can specify one or more valid e-mail addresses as destinations for your forwarded messages. You can easily stop forwarding and revert back to receiving your messages at your original e-mail address.

1. Click **Options** on the Navigational Bar.
2. Click **Forwarding**.

Options: Forwarding

[Access Control](#) [Message Filters](#) [Junk Mail Control](#)

Forward to

Keep a copy of each forwarded message

3. Enter address into the **Forward to:** box
4. (optional) Check the **Keep a copy of each forwarded message** to keep a copy in this email system
5. Click **Start**.
6. You should see the message below at the bottom of your screen.

Forwarding: Forwarding has been started for your account

To stop forwarding, return to this screen and click **STOP**. You should get the following message at the bottom of your screen.

Forwarding: Forwarding has been stopped for your account

Starting and Stopping Automatic Reply

Also referred to as "vacation" mail, Automatic Reply responds to all incoming messages coming (to your Inbox) with a customized message. Automatic Reply continues to respond to your incoming mail until you specifically turn it off.

A reply is sent only to messages addressed directly to you; messages sent through distribution lists are not replied to. You can only use automatic reply if this feature is enabled on your e-mail server. If the **Automatic Reply** link does not display, your e-mail server is not enabled with this feature.

1. Click **Options** on the Navigational Bar.
2. Click **Automatic Reply**.
3. Enter a **Subject**.
4. Enter your **Message**.
5. Click **Start**.
6. You should see the following message at the bottom of your screen.

Automatic Reply: Automatic reply has been started for your account

Note: An automatic reply message is only sent once to an e-mail address during the specified reply interval. The default interval is seven days.

To stop Automatic Reply, return to this screen and click **STOP**. You should receive the following message at the bottom of your screen.

Automatic Reply: Automatic reply has been stopped for your account

Change All Passwords

You can not change your email password from within the student email system. All passwords associated with your college accounts are kept synchronized and can only be changed through the appropriate interface. This link takes you directly to that interface.

Note: If you change your password here, you will be changing your password for all college accounts including student email, Blackboard, the college student information system, and the VIVA library system.