

Web Based Email for Staff

This document describes how to use the 2009 version of Horde/IMP WebMail in Traditional mode.

It also describes how to use Kronolith – the web-based calendar and daily organizer component.

WebMail is a free, open source application provided by Horde.org and therefore there are limitations as to what control we have over it.

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Screen shots taken from Horde IMP and Kronolith.

Learner Support Services welcomes feedback on its documentation. Please email any comments on the content of this document to: suggestions@bradford.ac.uk

If you need to view this or any other LSS documents in an alternative format, please see: <http://www.brad.ac.uk/lss/helpsheets/>.

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Web Based Email for Staff

WebMail allows staff to access the University's mail server, using your Web browser. No other software is needed and it can be easily accessed from anywhere in the world.

As it is difficult to communicate tone, etc., via electronic communication, it is easy to cause offence without meaning to do so. To minimise this, we recommend you follow the rules of Netiquette – see www.albion.com/netiquette/

Note: Your email account will only be active while you are a member of the University, once you have left, the account will automatically be closed.

LOGGING IN TO WEBMAIL

WebMail is accessible from: <http://webmail.brad.ac.uk> and from the Email for Staff link in the "Quick Links" section on the University's internal home page.

1. In the Welcome screen enter your computer username and password.
2. Note the current language setting. If you wish to work in a language other than English (British), you can select the most appropriate one from the **Language** list box.
3. Click on the **Login** button.

Maintenance Operations

When you login you may see a Mail Maintenance Operations window. This will advise what maintenance actions are proposed. To ignore the actions, click on **Skip Maintenance**.

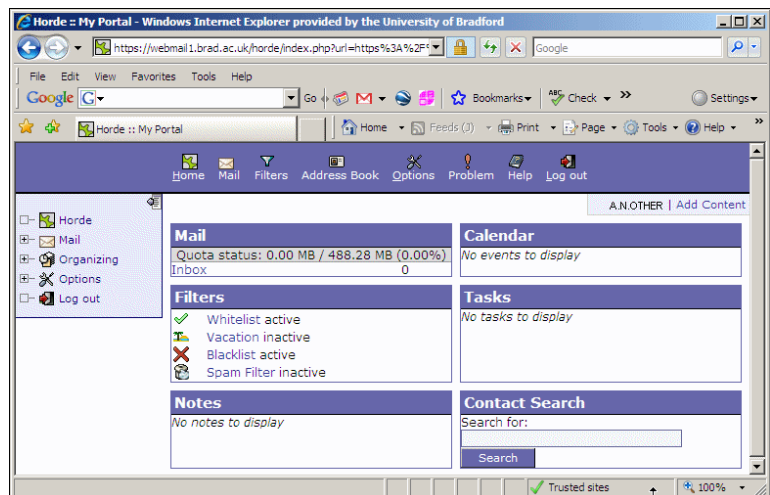
Alternatively, to carry out the maintenance, ensure you read and understand the proposed actions, select the relevant items and click **Perform Maintenance Operations**.

WORKING WITH MESSAGES

Webmail opens at the Home (Portal) page.

This displays a summary of available features, e.g. the Mail section shows the number of new messages in your Inbox, (where all messages sent to you will be stored ready for you to read).

The Application Navigation bar on the left-hand side contains the following icons:



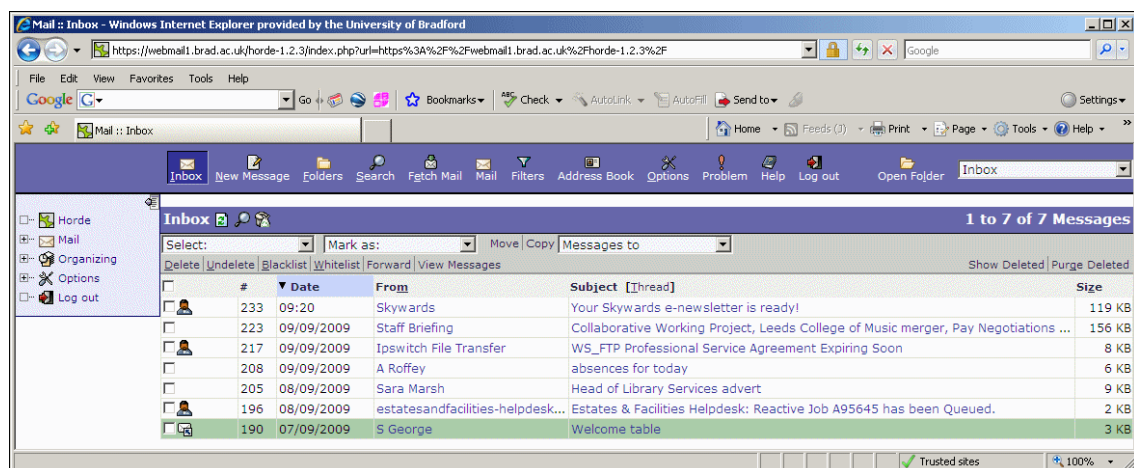
Horde	Returns to the Home page.
Mail	Click the + sign to expand and see all the folders in your mailbox.
Organizing	Contains the Address Book, Tasks and Notes.
Options	Contains the customizable areas for Global Options, Address Book, Filters, Mail, Notes and Tasks.
Log out	Click on this when finishing a session.

In the top right-hand corner of the Application Navigation bar is a small icon which, if clicked, will hide the bar.

The Inbox

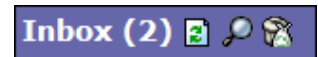
All new messages are initially received into the Inbox.

1. To open the Inbox, either click on **Inbox** in the Mail section, or click the **Mail** icon in the Application Navigation bar.



2. Note the row of icons above the contents of the Inbox: These include: **Inbox, New Message, Folders, Search, Fetch Mail, Mail, Filters, Address Book, Options, Problem, Help, and Log out.**

The coloured bar below displays the name of the current folder, the number of unread messages in brackets and the Refresh, Search and Empty Folder icons.



Note: The Empty Folder facility is quite a drastic option, so use it with caution.

Reading Messages



1. If your Inbox is not already open, click the **Mail** icon. (The number in brackets indicates the number of unread messages in your Inbox.)

Your Inbox will open displaying your messages. Those which have an envelope icon on the left-hand side are unread.

2. To read a messages, click the name in the **From** column, or the text in the **Subject** column.


Note: If you have a message with the subject "Your Athens Password for Access to Library Resources", **do not delete it**.

Once a message is open, a menu bar appears above (and below) the message containing a number of Options.

Delete	Marks the message for deletion.
Reply	Replies to the sender of the message.
Forward	Forwards the message to another e-mail address (the recipient will see that the message has come via you).
Redirect	Redirects the message to another e-mail address (the recipient will not see that the message has come via you).
View Thread	Displays messages relating to a particular subject.
Blacklist	Creates a filter whereby messages are automatically deleted
Whitelist	A list of email address you always accept mail from
Message Source	Displays raw headers – often useful for tracing anonymous or abusive messages.
Save as	Allows you to save the message in another location, e.g. as a text file which can then be opened in Notepad.
Print	Prints the message.
Headers	Shows additional information about how the message arrived in Bradford, and who sent it.
Back to Inbox	Returns you to the list of messages in your Inbox.
	Opens the previous message in your folder list.
	Opens the next message in your folder list.

Note: If you receive an abusive email Contact the ICT Service Desk or forward a copy with full header to abuse@bradford.ac.uk


Reading Received Attachments

When a message contains an attachment, a paperclip icon  will be displayed next to it in the Inbox.

The attachment name will also be shown in the **Part(s)** field beneath the Subject: line when the message is opened.



Note: Do not open attachments unless you know and trust where they are being sent from, as they may contain viruses.

1. Click on the Download icon next to the filename. This will open the File Download window. 
2. Choose **Open** to read the attachment, or **Save** to save the file in a location of your choice.

Printing a Message

1. With the message opened, click on **Print**. The Print dialogue window will open.
2. Select the appropriate printer and associated options and click on **Print**.

Note: If you are not receiving messages or are unable to send messages, see section on: **Troubleshooting**.

Composing a Message

Note: Maximum number of recipients for a message is: 25.

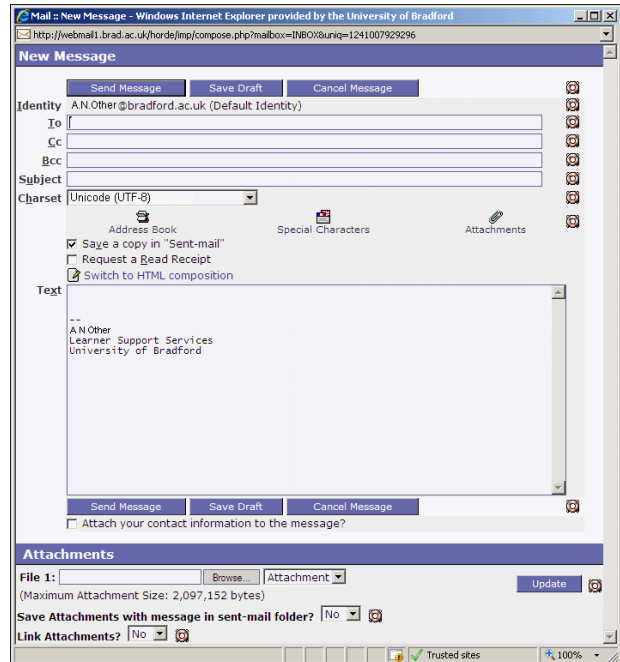
Maximum file size for an attachment is 8MB. If your file exceeds this you may wish to save the file as a pdf or compress it to reduce the size, for guides see: <http://www.bradford.ac.uk/lss/documentation/#Utilities>

1. To compose a message, click on the **New Message** icon.

This will open the New Message window with the following fields:

- Identity** You can have a number of identities for formal or informal communication.
- To** Email address of the person to whom you are sending the message; if you add more than one address, separate these with a comma.
- Cc** Email address(es) of those to whom you wish to send a (carbon) copy.
- Bcc** Email address(es) of those to whom you wish to send a copy without the other recipients being aware of this (a Blind Carbon Copy).
- Subject** Always try to include a meaningful title for your message.

2. Complete the relevant fields.
3. In the Text section, type in your message.
4. If desired, select the option: **Request a Read Receipt** (although this doesn't guarantee an acknowledgement from the recipient).
5. When complete click the **Send Message** button.



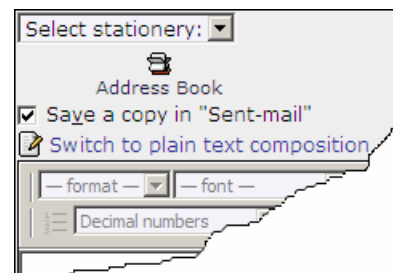
Spell Checking

Before sending a message you may want to check the spelling. This can be done using the spelling correction facilities built most web browsers, either through a third party plug-in such as the Google Toolbar for Internet Explorer, or the extension provided for Mozilla Firefox. (Note: on cluster PCs the Google toolbar is already installed in IE and Firefox.) Using the browser's spelling checker gives a consistent approach that works for all web applications and also enables you to maintain your own specialist dictionary.

Spell Checking using the Google Toolbar in Internet Explorer

To enable the spell checker to work in IE you need to change a few settings in WebMail.

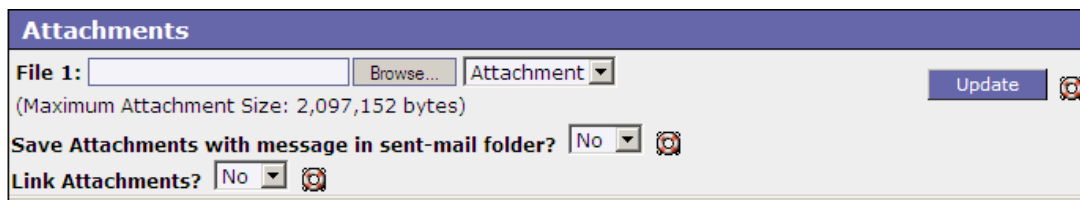
1. In WebMail, expand the **Options** link on the Application Navigation bar, and click on **Mail**.
2. In the **Message Options** section, click on **Message Composition**.
3. Clear the option: **Compose message in a separate window?**
4. Click on **Save Options** at the bottom of the window.
5. When composing your message, ensure you create it using plain text. (Click the link above the Text entry box to change—you can switch back to HTML composition, if desired, after spell checking).
6. In Internet Explorer, click the Spell check button on the Google toolbar. Any misspelled words will be displayed in red.



7. Click the word to display a list of possible corrections and if appropriate, select the correct one from the list. You can also add words that you want to be accepted in future checks to the dictionary.
8. To stop the spell checker, click anywhere in the text window and choose **Stop spell checking**.

Attaching a File to a Message

1. You can e-mail existing files such as Word documents, Excel spreadsheets, pictures, sound and movie files by attaching them to your e-mail message.
2. In the New Message window, click on the **Attachments icon**. This takes you to the bottom of the window.



3. Click on the **Browse** button, navigate to the file you want to attach, and then click on the **Open** button.

The "path" of the file will appear in the **File 1:** section of the **Attachments** box and another entry box (File 2:) will now be displayed for a further attachment, if required.

Note: by default attachments are stripped from messages in the Sent Mail folder in order to conserve disk space. To alter this (for the current message only), change the **Save Attachments with message in sent-mail folder?** option to **Yes**. See also the section on: **Most Common Mail Settings to Change**.

4. Once you have inserted your attachment(s), simply click on **Send Message**.

Note: Should you decide not to send an attachment, click the **Update** button and then scroll down the window. The Attachments section will show the file names, and size of the current attachments, along with a **Delete** option.

WORKING WITH FOLDERS

All incoming messages are initially stored in your **Inbox** folder. Any email messages you wish to keep should be categorised and stored in separate folders not simply left in your Inbox. The following information refers to the Inbox, but can also be applied to any other folders you create.

Refreshing a Folder List

You will need to refresh (update) your Inbox folder in order to see new messages. Do this by clicking on the **Refresh** icon.



Sorting Messages

Your messages can be sorted in a number of ways, e.g. by order of **Arrival** (indicated by # sign), **Date**, **From**, **Subject** and **Size**.

#	Date	From	Subject [Thread]	Size
17	15:23	Mark Cleary	2009 Pay Negotiations: UCU Ballot for Industrial Action	29 KB
15	15:15	David Dodwell	Places on upcoming Word 2007 Mail Merge course	12 KB
16	15:13	Staff Briefing	Last week for Quality of Working Life Survey, Still time to register for Making Knowledge Work ev...	130 KB
11	12:20	L. Flear	FW: Matt A3 Laminating Pouches	6 KB
10	12:06	Graham Hill	IT Services Newsletter #9	39 KB
8	10:11	A Roffey	absences for today	6 KB
5	01/05/2009	L. Flear	RE: Laminating pouches	4 KB

1. Click the column header to be sorted. The header background changes colour, and displays either an up arrow ▲ (sorted by ascending order), or down arrow ▼ (sorted by descending order).
2. Click the arrow to change the sort order.

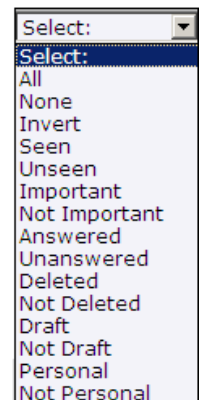
Note: This over-rides your Mailbox and Folder Display option settings, see: **Most Common Mail Settings to Change**.

Selecting Messages

Messages need to be selected before you can carry out other functions in the Inbox window. This can be done in two ways:

- Click in the checkbox to the left of the message to select individual messages.
- Click on the down pointing arrow on the **Select:** button to open the list box and choose which messages you wish to select.

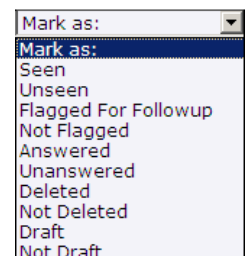
Options include: All, None, Invert, Seen, Unseen, Important, Not Important, Answered, Unanswered, Deleted, Not Deleted, Draft, Not Draft, Personal and Not Personal.



Marking Messages

Having selected the messages, you can now mark them in various ways by opening the **Mark as:** list box.

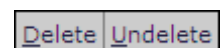
Options include: Seen, Unseen, Flagged for Followup, Not Flagged, Answered, Unanswered, Deleted, Not Deleted, Draft, Not Draft.



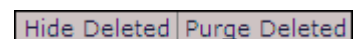
Clicking on the appropriate option will mark the message accordingly.

Deleting, Undeleting, and Purging Messages

You can delete, or undelete selected messages using the **Delete** and **Undelete** links at the top of the folder.



Deleted messages can be hidden or left visible by clicking on the **Hide Deleted** or **Show Deleted** links at the right-hand side of the Options bar.



To permanently delete all messages in that folder, click on **Purge Deleted**. It is important to do this on a regular basis so that you do not run out of space to store new messages which are being sent to you.

You can also delete a message while it is open by clicking on **Delete**. The next message in your folder will then be displayed in the viewer window.

Delete - deletes all selected messages to a temporary waste basket.

Undelete - undeletes all selected deleted messages.

Show Deleted - shows previously hidden deleted messages.

Hide Deleted - hides all deleted messages (*remember to regularly purge them*).

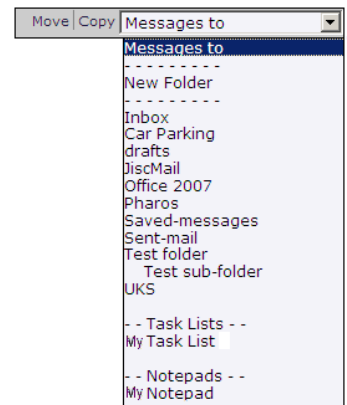
Purge - permanently removes deleted messages.

Moving/Copying Messages to Folders

You can organise your messages by moving or copying them to folders. This can be done from an open message window or from an open folder list.

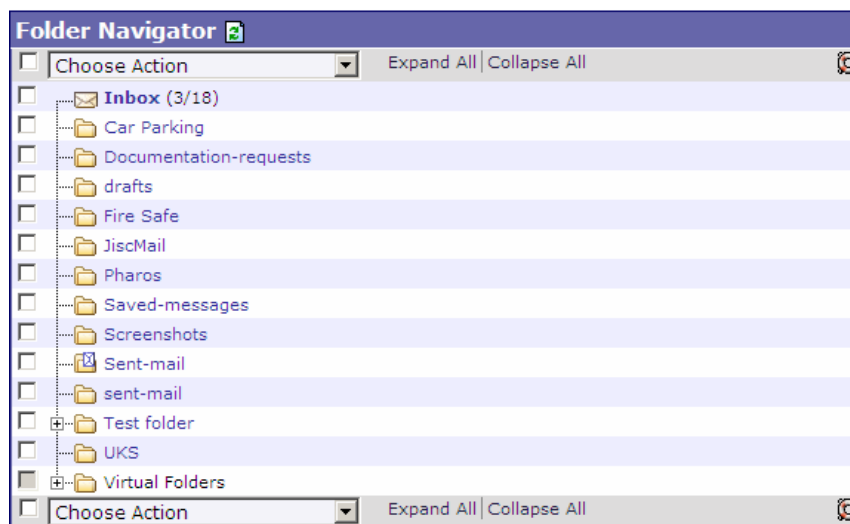
1. First select the message(s) to be copied / moved.
2. Click on the **Messages to** arrow. This will show a list of all your folders.
3. Select the folder to which you want to move or copy the message(s).
4. Click the **Move** or **Copy** link as appropriate.

Note: If you have selected **New Folder** in the drop down list, you will be prompted to give it a name.



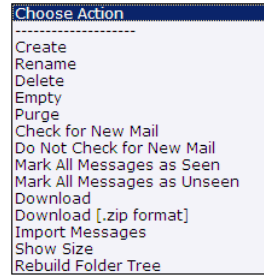
Folder Navigator

1. To open the Folder Navigator, click the **Folders** icon.



2. Note the Expand All and Collapse All links at the top of the window. Clicking on these will show or hide any sub-folders you have.

The **Choose Action:** list box gives several options for managing selected folders.



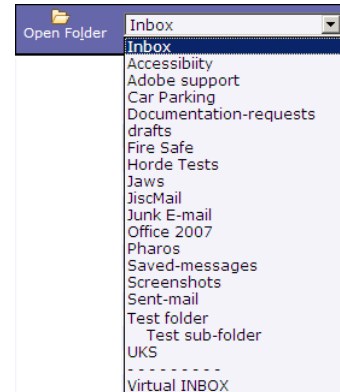
Creating a New Folder

1. To create a top-level folder, ensure no folders are selected, and then choose **Create** from the Choose Action list.
2. When prompted, type in the folder name and click on **OK**.

To create a sub-folder, click in the check box to select the parent folder first.

Viewing Different Folders

1. To view a folder, click on the folder name in the list of folders.
 Alternatively, click on the down pointing arrow to open the **Open Folder** list box and click on the required folder.
2. To return to the Inbox, either select it from the **Open Folder** list box, or click the **Inbox** icon.



WORKING WITH THE ADDRESS BOOK

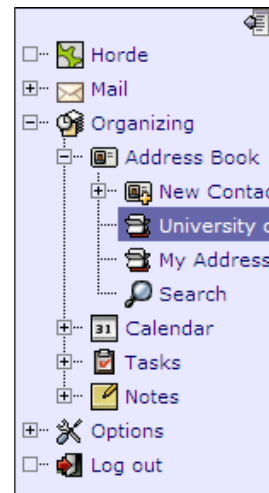
The Address Book feature allows you to create your own personal list of contacts. You can also search the University's main email (LDAP) directory, see section on: **Using the Address Book to Address a Message**.

Viewing Address Books

1. To view all your address books, on the Application Navigation bar first expand the Organizing link, and then expand the Address Book. All your address books will appear in a list.
2. To see the contents of a particular address book, click the relevant address book in the Application Navigation bar.

If a book contains numerous contacts, you can either view it alphabetically, or click on (All).

Note: The format of the displayed names (e.g. First Name, Last Name) can be reversed, if desired. This is done through the **Name Format** section in the **Address Book** options. See section on: **Setting Mail Options**.



Once in the address book, you can return to your e-mail messages at any time by clicking the **Mail** icon in the Application Navigation bar.

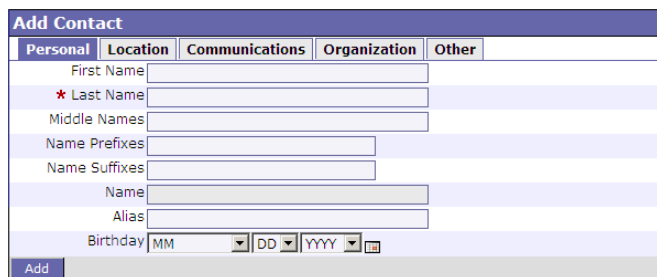
Creating a New Address Book

1. To create a new address book, click the **My Address Books** icon.
2. In the Manage Address Books window, click on **Create a New Address Book**.
3. Enter a name for your new address book, and then click on **Create**.

Adding a New Contact

1. Click on the **Address Book** icon and select **New Contact**.
2. From the drop down list, select the Address Book to which you want to add the contact (you cannot add a contact to the main University of Bradford one).

3. In the **Add Contact** window, you can add as much or as little information about your new contact as you wish, although as a minimum ensure that you add their name (on the **Personal** tab) and email address (on the **Communications** tab).



4. Click on **Add**. A message at the top of the screen will confirm the action.

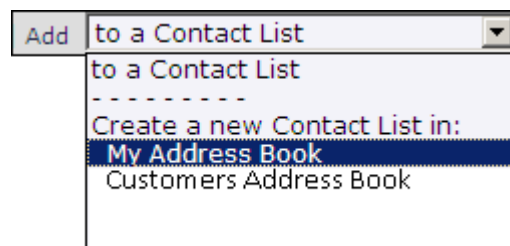
You can also change the name or details of an existing contact at any time by clicking the Edit icon.



Creating a Group List

To create a group list, you need to select at least one of your contacts to be included in the list.

1. Click in the tick box to the left of the name(s) you wish to add to the group list.
2. Click the down pointing arrow to the right of the **Add** box and select the Address Book in which you want to create the new group list.



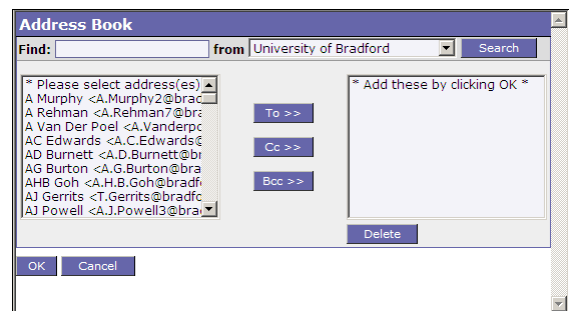
3. Click the **Add** button. You will then be prompted to name the new contact list.
4. Click on **OK**. A group list is identified in the Address Book by a two person image alongside the name.



5. To view all the contacts in the group, click on the group name. Further contacts can be added by first selecting the name(s), selecting the contact list name in the Add box, and then clicking on **Add**.

Using the Address Book to Address a Message

1. In the New Message window click on the **Address Book** icon.
2. Type the name of the person you want to locate in the **Find** box.
3. Select an address book in the **from** box. (To choose a name from the University's directory, select **University of Bradford**).
4. Click on **Search**.
5. Click the name in the left hand pane and then click the appropriate field button, i.e. **To >>**, **CC >>** or **Bcc >>**.
6. When complete, click on **OK**.



Importing and Exporting Address Books

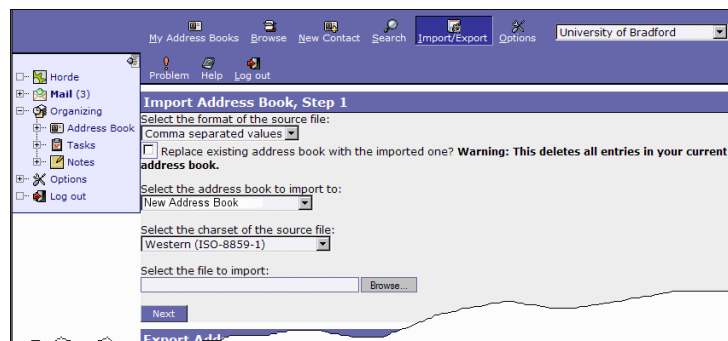
Before you can import an address book into WebMail, you need to have the exported data from the other email client already on your PC. WebMail supports a number of popular formats, including Comma Separated Variables (CSV), and Outlook.

Bear in mind that a successful import depends upon the address book fields "matching", and if there are complex entries, then these may not import correctly, or at all. You should therefore, be prepared to check the imported data carefully after the import.

To Import an Address Book

These instructions assume that you have already exported an address book from elsewhere in Comma Separated Variables (CSV) format.

1. On the navigation bar, expand the Organizing icon, and click Address Book.
2. Click the **Import/Export** icon on the menu bar.
3. In Step 1 of the Import Address Book, select: **Comma separated values**.
4. Select the address book to import to.

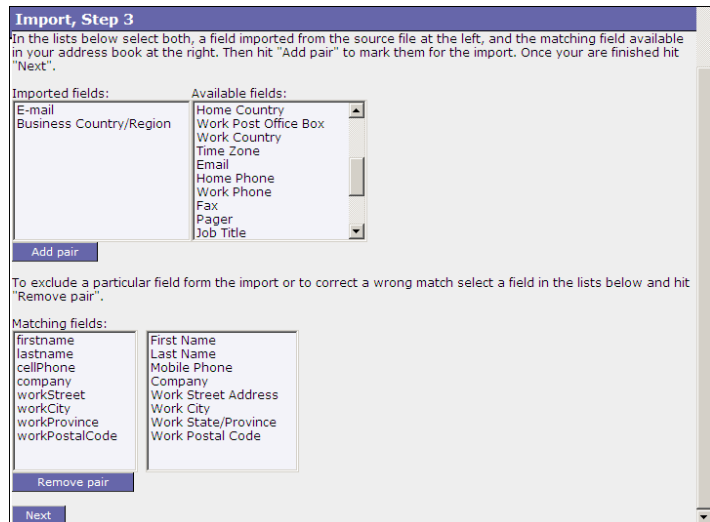


IMPORTANT: You can opt to replace the default address book with the imported one – however be aware that this deletes all existing entries.

5. Click on **Browse**, locate the .CSV file you created elsewhere, and click **Next**.
6. In the Import, Step 2 window, select the field name option (if applicable) and click **Next**.

In the Import, Step 3 window, you now need to "match" the Imported fields to the Available fields: in the new version.

Note: Although many fields are displayed, you may not require all of them.



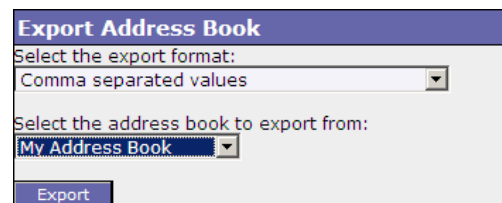
7. In the Imported fields: box, select a required field, and then click the related field in the Available Fields: section.
8. Click on **Add pair** to enter them in the Matching fields: box below. (Some fields may have been matched automatically; if these are not required click on **Remove pair**).
9. Click **Next**.
10. To see if the import was successful, look for the confirmatory message at the top of the Import/Export window.

✔ CSV file successfully imported.

11. To view the imported contacts, select the Address Book name in the sidebar.

To Export an Address Book

1. On the sidebar at the left-hand side, expand the Organising icon, and click on Address Book.
2. Click the **Import/Export** icon on the menu bar.
3. In the Export Address Book section (in the lower half of the window), choose the desired export format.
4. Select the address book which you want to export.
5. Click on **Export**.



You will then be asked if you want to Open or Save the file.

6. If you choose the Open option this will open the file in Microsoft[®] Excel[®]. You can then edit the contents, and remove unnecessary fields which will make the "matching" process in the target application easier.

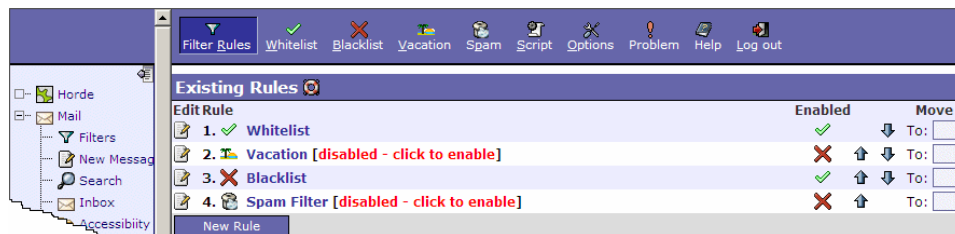
FILTERING MESSAGES

Filters help you to organise your incoming messages into folders and to process unwanted messages automatically.

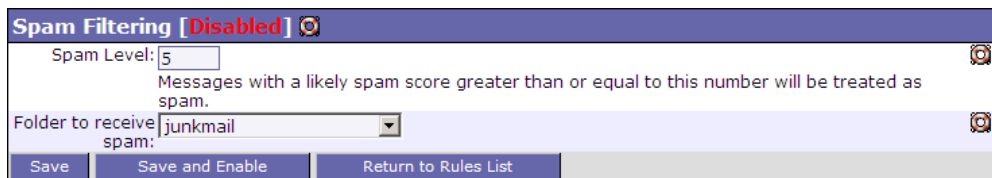
One of the simplest ways to reduce unsolicited email is to create a new folder called **junkmail**. All email that gets tagged as "spam" will be put into this folder, and messages over 28 days old will be deleted. It is important that you check this folder regularly in case of any legitimate emails being caught.

Enabling the Spam Filter Rule

1. On the Application Navigation bar, expand the **Mail** link and select **Filters**.



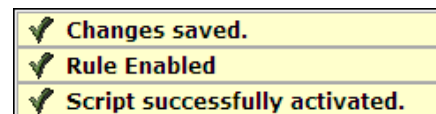
2. Note that the Spam Filter rule is disabled.
3. Click on the text: **Spam Filter**.



In the Spam Filtering [Disabled] window, open the **Folder to receive spam:** list and select **junkmail**.

4. Click on **Save and Enable**.

Messages at the top of the screen will show that the rule has been implemented.

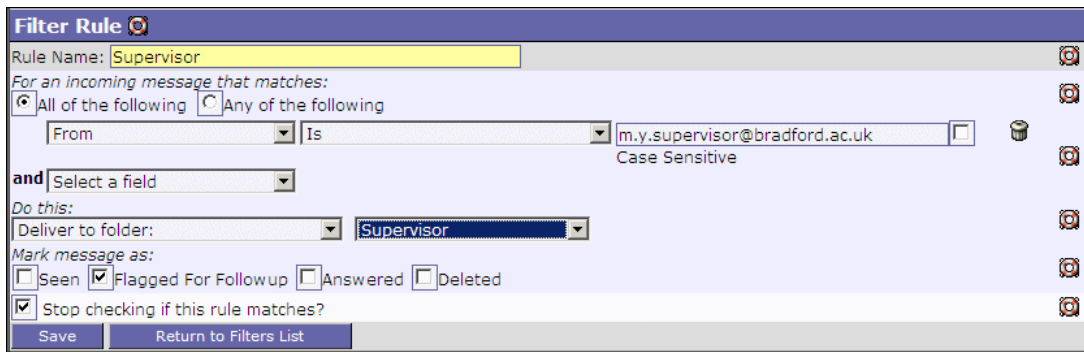


Setting up a New Filter Rule

There may be other messages that are not "caught" by the spam filter service which you wish to eliminate, or you might want to have messages moved directly to a specific folder, e.g. messages from your supervisor could be set up to go into a folder with their specific name.

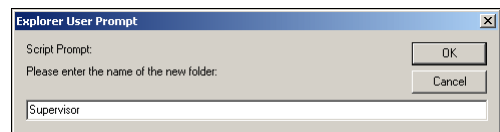
1. On the Application Navigation bar, expand the **Mail** link and select **Filters**.
2. In the Existing Rules window, click on **New Rule**.

The following instructions explain how to filter messages from a supervisor and have them delivered into a new folder named "Supervisor".



3. In the Rule Name: box, type in a name for the rule, e.g.: Supervisor.
4. You now need to set up the filter "matches". Open the **Select a field** list and choose: **From**.
5. Open the **Contains** list and select: **Is**.
6. In the adjacent box, enter the email address of your supervisor.
7. Click the **Do this:** arrow and select: **Deliver to folder**.
8. Drop down the **Select target folder** list and select: **Create new folder**.

You will then be prompted to enter the name of the new folder, e.g. **Supervisor**.



9. The new folder name will now appear in the Folder's box, along with a confirmation message at the top of the Filter Rule window.

For more assistance on setting up filter rules, click the Help buttons on the right of the window.



Note: All new messages will appear in your Inbox first, until read, after which they will only appear in the specified folder.

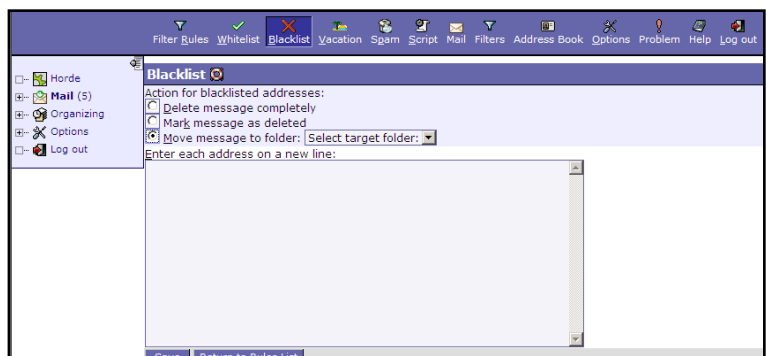
Blacklisting

Blacklisting is another filtering tool, which acts to filter messages from specific addresses and then automatically deletes or placed these messages into a specified folder.

Note: Never add a Bradford email address to your Blacklist, this defeats the purpose for which you were provided with an email account. Email is one of the main ways in which the University stays in contact with you.

Blacklisting an address

1. Click on **Filters** and then **Blacklist**.
2. Select an option for what will happen to messages sent from Blacklisted addresses.



3. Type in the full address that you want to Blacklist in the box.
4. Click **Save**.

Removing an address from your Blacklist

1. Click on **Filters** and then **Blacklist**.
2. Delete the address you no longer want Blacklisted from the box.
3. Click **Save**.

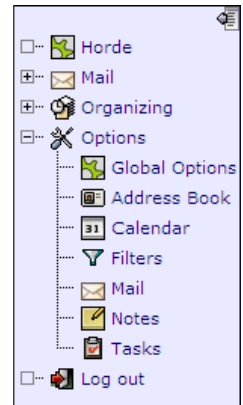
SETTING MAIL OPTIONS

You can customise WebMail in many ways, e.g. you can change the way your name, address and signature appears, which Address Book to Search from, how many messages are displayed on each page, the colour scheme, etc.

On the Application Navigation bar, expand the **Options** link.

1. Choose from **Global Options, Address Book, Calendar, Filters, Mail, Notes and Tasks**.

Note: Make sure you choose the correct option to modify as some categories have the same name, but different content. (See section on: **More about Mail Settings** for common settings you may want to change.)

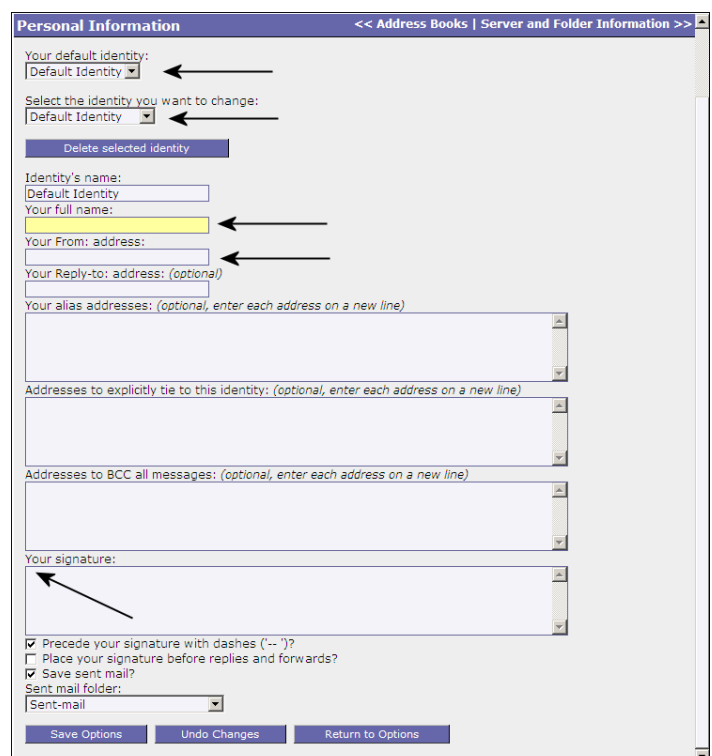


2. Once you have made your changes, scroll down to the bottom of the window and click on **Save Options** (to implement the modification), **Undo Changes** (to revert to the previous settings), or **Return to Options** (which takes you back to all the options for that category).

CREATING A SIGNATURE

You can change the name, address, and signature that people see when they read and reply to your email.

1. In the Application Navigation bar, click on **Mail** and then click the **Options** button on the menu bar.
2. Under General Options, select **Personal Information**.
3. To create your signature and use it as the default, ensure **Default Identity** is selected.
4. Enter your name in the **Your full name:** box.



5. Enter your email address in the **Your From: address:** box.
6. In the **Your signature:** box, add the information you want to be included at the bottom of every message, e.g. your title, name, address, phone number, email address, etc.
7. Click on **Save Options** and then test the signature by sending an email to yourself.

OUT OF OFFICE REPLY

When you are on holiday or away from your office on business, you can set up an Out of Office reply to inform your email correspondents that you are not currently available to reply to their messages, giving them the opportunity to contact somebody else if their query is urgent. You can create an Out of Office reply that will be sent automatically to all the messages you receive, containing whatever text you wish.

Note: You may want to temporarily suspend your membership from any mailing lists you are part of, otherwise every time anyone sends a message to the list and it is distributed out to you, your Out of Office reply will be sent back to the list. This can be very annoying after the first few messages!

Setting up an Out of Office Reply

To create any Out of Office reply, you will need to use the latest version of Web mail. Once setup, it will also work under whatever other software you use to read your email.

1. In the Filters window, click on the word **Vacation**.
2. Enter the **Start** and **End** dates.



Note: The End date should be the last day of your absence, not the day you are back in work.

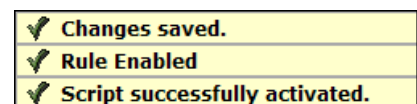
3. Type in the Subject text, e.g.:
Out of Office reply.
You can also enter any message in the Reason: box, such as:

Please contact person xxx if your email is urgent, **or**, I will respond to your message when I return on Monday June 31st.

Vacation	
Basic Settings	Advanced Settings
Start of vacation:	January 15 2009
End of vacation:	January 18 2009
Subject of vacation message:	Out of Office reply
Reason:	I'm away from the office until Monday January 19th, but I will contact you as soon as possible on my return.
<input type="button" value="Save"/> <input type="button" value="Save and Enable"/> <input type="button" value="Return to Rules List"/>	

4. Click on the **Save and Enable** button to make the Out of Office reply active.

Confirmation that the changes have been applied will appear at the top of the Vacation window.



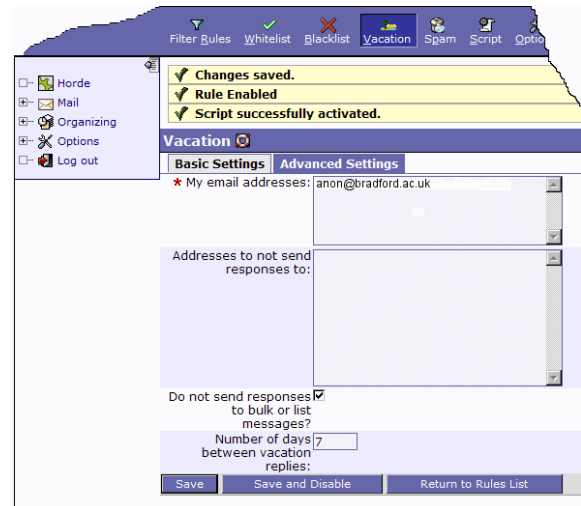
Note: You may be prompted to enter your email address. If you have more than one, you will need to specify them all.

Advanced Settings

The Advanced Settings tab in the Vacation window allows you to control whether your vacation message is sent to emails which come from mailing lists.

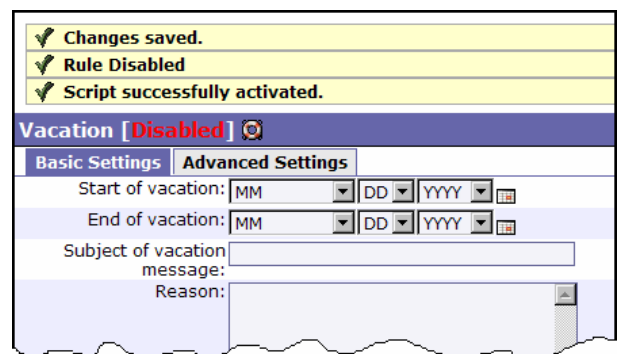
You can also enter email addresses that are NOT to be sent your vacation message.

1. Enter the email of the recipient(s) to be excluded in the **Addresses to not send responses to:** box.
2. Check the option: **Do not send responses to bulk or list messages?**
3. Set the **Number of days between vacation replies:** this limits the number of auto-responses sent to an individual.



Removing an Out of Office Message

1. Return to the **Vacation** option in the **Filters** window.
2. Set the Start and End dates back to the default settings of: MM, DD and YYYY.
3. Remove any text in the Subject and Reason boxes.
4. Click the **Save and Disable** button. The Vacation window will then show as Vacation [Disabled].



Junkmail Handling

When setting up an Out of Office reply it is important that it is not sent to all messages which are sent to you, as this would reply to junkmail senders as well as "real" users. The easiest way to achieve this is for junk mail messages to be filtered out automatically, before the remainder is delivered to your inbox. This is being done for you already if you receive daily messages entitled "Quarantined spam messages". If you do NOT receive such messages, please contact ictservicedesk@bradford.ac.uk (ext 3333) and ask to be added to the list of staff whose email is filtered before delivery. If, in addition, you also have junk mail rules set up within Outlook, these will be carried out, but AFTER the Out of Office reply has been sent.

Suspending Your Membership from a Mailing List

For JiscMail lists, send a message to: listserv@jiscmail.ac.uk with the following text in the message:

```
set * nomail
```

When you return send a message with the following text:

```
set * mail
```

Unfortunately it is not possible to do this for lists at Bradford.

SEPARATE IDENTITIES

If you work in a team (e.g. a Help Desk or Support Group) and want email recipients to reply back to a generic email address rather than to you personally, you can use an "email identity". This will allow you to choose what a recipient will see in the "From" field when they receive a message from you.

Note: Ensure an email address for the group (along with a shared folder) is already in existence. If not, contact ICTServiceDesk@bradford.ac.uk, or ring Ext 3333.

Setting Up the Identity

1. In the Application Navigation bar, click on **Mail** and then click the **Options** button on the menu bar.
2. Under General Options, select **Personal Information**.
3. In the Select the identity you want to change: box, click the down arrow and select: **Create a new one**.
4. Complete the following sections:

Identity's name:

insert the team's name.

Your full name:

insert the team's name.

Your From: address:

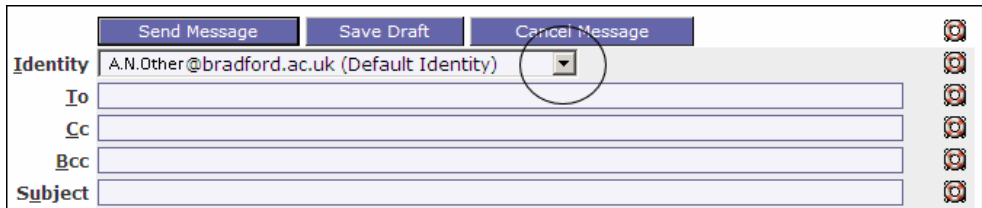
enter the email address of the team.

The screenshot shows the 'Options for Mail' interface. The 'Personal Information' section is active. A dropdown menu is open under 'Select the identity you want to change:', with 'Create a new one' selected. Below this are several input fields: 'Identity's name:', 'Your full name:', 'Your From: address:', 'Your Reply-to: address: (optional)', and 'Your alias addresses: (optional, enter each address on a new line)'. Three arrows point from the 'Your full name:', 'Your From: address:', and 'Your Reply-to: address:' fields to the right.

5. Scroll down the screen and click on **Save Options**.

Using the Alternative Identity

A down arrow will now be visible in the Identity box in all New, Reply and Forward Message windows.



1. To send a message where the recipient will see the generic email address in the From: field, (rather than your personal one) click the Identity down arrow and select it from the list.
2. Fill out the To: and Subject fields as necessary and then complete and send the message as normal.

EMAIL FORWARDING

It is not recommended that current members of the University forward their email. However it is understood that many people find being able to do this useful when they have multiple email accounts from various sources.

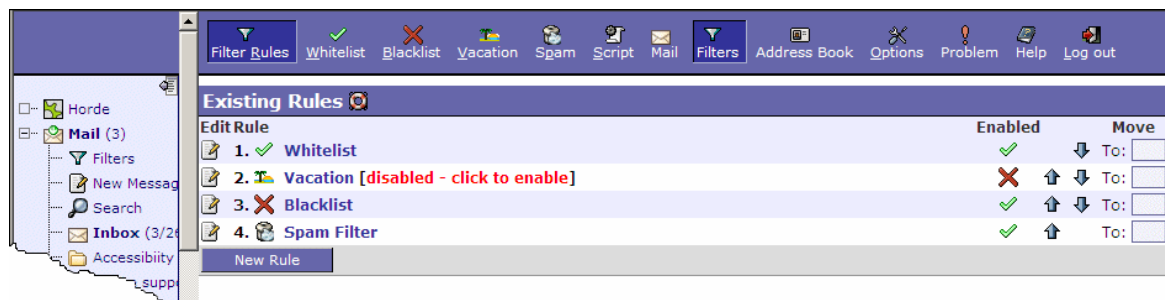
Note: It is very important that when forwarding messages you select **Deliver to my Inbox and redirect to:** so that a copy of any message received will be kept in your Webmail Inbox before being forwarded on.

If you choose forwarding option the University is not responsible for any messages which fail to arrive with the address you have redirected your mail to and any messages lost cannot be retrieved.

Forwarding Messages While at University

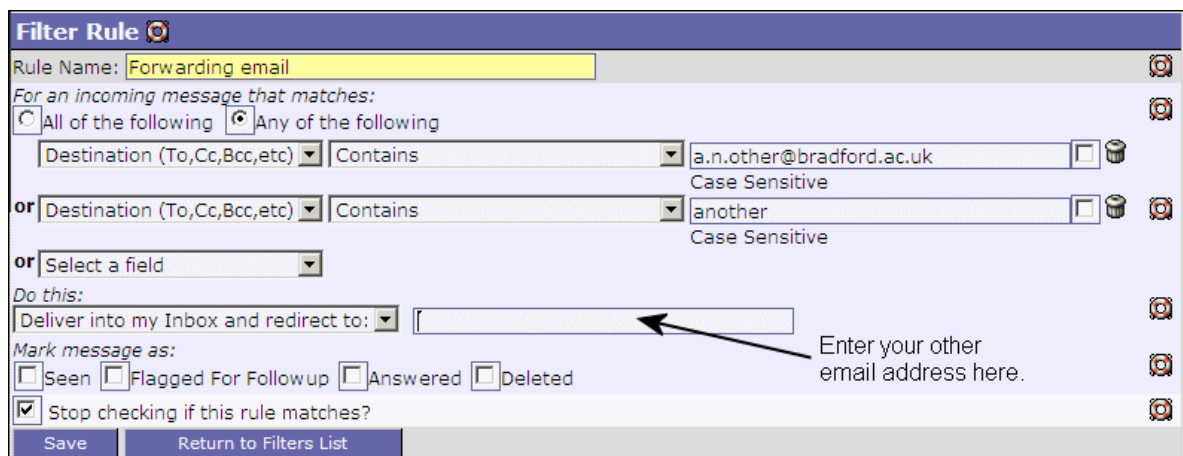
If you use more than one email application account, you can choose to have your incoming mail redirected to another account, while keeping a copy in your WebMail Inbox.

1. On the Application Navigation bar, expand the **Mail** link and select **Filters**.



2. Click on **New Rule** and in the Filter Rule window give the rule a name, e.g.: Forwarding email.

3. Select the option: **Any of the following**.
4. Click on the Select a field arrow and select: **Destination (To,Cc,Bcc, etc)**.
5. Ensure "**Contains**" is selected and then enter your email address in the adjacent box.
6. Click the second Select a field arrow and choose: **Destination (To,Cc,Bcc, etc)**.
7. Ensure "**Contains**" is selected, and then enter your username in the adjacent box.
8. Click the Do this: arrow and select: **Deliver to my Inbox and redirect to:**
9. Enter your other email account in the adjacent box.



10. Click on **Save** and then test the rule by sending an email to yourself.
11. Your new rule will be displayed at the foot of the Existing Rules window.

Forwarding and Moving Messages on Leaving the University

When you leave the University your account will automatically close. If you have messages in your email that you wish to save, you need to pull these across from another email application such as a Gmail or Hotmail account. These email applications should provide instruction on how to do this.

You will need the following information:

POP email client:

- Outgoing mail server: your ISP's SMTP server
- Incoming mail server: pop.brad.ac.uk
- Your username and password

IMAP email client:

- Outgoing mail server: your ISP's SMTP server
- Incoming mail server: imap.brad.ac.uk
- Your username and password

MORE ABOUT MAIL SETTINGS

You can change the way that WebMail ("Horde") looks and behaves through the Options menu in the Sidebar.



You need to be aware of the following issues:

1. If you want copies of your sent messages to go into the same folder as Outlook uses, you will have to change that setting (see item #1 below).
2. You will have to set up signatures again (see item #2 below).
3. In the current version there is no icon to show that a message in your mailbox contains an attachment. (This will be corrected in the next version.)

Most Common Mail Settings to Change

This section lists some of the more common options. It is by no means exhaustive, but be careful of changing settings that you don't know the meaning of – some are for advanced users only!

1	Change the folder that sent messages are stored in, to be the same as in Outlook.	Options – Mail – Personal Information: <i>Sent mail folder:</i> (alter to sent-mail to be in line with Outlook settings).
2	Add a Signature at the end of messages.	Options – Mail – Personal Information: <i>Your signature:</i> (See section: "Creating a Signature").
3	Sort order of incoming messages so that latest messages are at the top.	Options – Mail – Mailbox and Folder Display Options: <i>Default sorting criteria:</i> = 'Arrival Time' <i>Default sorting direction:</i> = 'Descending'. (NB: this setting is over-riden by any sorting you do in your mailbox. See section "Sorting Messages".)
4	Choose which Page of messages for Inbox to open on.	Options – Mail – Mailbox and Folder Display Options: <i>When opening a new mailbox for the first time, which page do you want to start on?</i>
5	Increase number of messages per page.	Options – Mail – Mailbox and Folder Display Options: <i>'Alter' Messages per page in the mailbox view</i> (note: more messages per page will slow down page loading).
6	Auto-complete addresses from Bradford Address book when composing message.	Options – Mail – Address Books: <i>Choose the order of address books to search when expanding addresses</i> = 'University of Bradford' at top.

7	Don't need to type '@bradford.ac.uk' to Bradford e-mail messages.	<p>Options – Mail – Message Composition</p> <p><i>When sending mail or expanding addresses, what domain should we append to unqualified addresses: 'bradford.ac.uk'.</i></p>
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Other Mail Settings You May Wish to Change

8	Have multiple identities.	<p>Options – Mail – Personal Information:</p> <p><i>Select the identity you want to change: = 'Create a New One'</i></p> <p>(note: set signature, and sent mail folder for each identity).</p>
9	Set WebMail to start up with the Inbox.	<p>Options – Global Options – Display Options</p> <p><i>What application should Horde display after login? = 'Mail'.</i></p>
10	Blacklisting	<p>Filters – Blacklist – Move message to folder:</p> <p>Select a folder</p> <p>Enter an email address</p>
11	Colour Scheme.	<p>Options – Global Options - Display Options:</p> <p><i>Select your color scheme.</i></p>
12	Widen the Sidebar so that 'sub folders' can be seen.	<p>Options – Global Options – Display Options</p> <p><i>Alter Width of the Horde menu on the left.</i></p>
13	Set your 'Out of Office' automatic reply.	<p>Options – Filters – 'Vacation' button</p> <p>See section on: Out of Office Reply.</p>
14	Assign a Junk mail folder for Spam.	<p>Options – Mail – Server and Folder Information</p> <p><i>Spam folder: select 'Junk E-mail'.</i></p>
15	Receive confirmation that messages have been sent.	<p>Options – Mail – Message Composition</p> <p><i>Display confirmation after sending a message?</i></p>
16	Have first line of message to appear in Inbox.	<p>Options – Mail – Mail Previews</p> <p><i>Enable message previews?</i></p>
17	Add more content to the Horde opening screen.	<p>On Horde opening screen, select <i>Add Content</i> (at top right of window). Note: some content has not been enabled.</p>
18	Have your 'visitor's card' attached to messages you send.	<ol style="list-style-type: none"> 1. First, you need to put yourself in your Personal Address Book. Then, in coloured bar at top of your message details click: <i>Mark this as your own contact.</i> 2. When you compose a message, check <i>Attach your contact information to the message?</i>

19	Save attachments with messages in the sent mail folder.	Options – Mail – Message Composition Change option: <i>When saving sent-mail, should we save attachment data?</i> to: "Always save attachments", or "Prompt every time attachment is sent – default to Yes".
20	Disable the pop-up editor	Options – Mail – Message Composition Untick "Compose messages in a separate window?".

TROUBLESHOOTING

If you are not receiving new messages or are unable to send messages, the table below lists the most frequent solutions to resolving the problem:

Over Quota	<p>Your email account is using too much space on the University servers, delete messages, particularly any with large attachments.</p> <ol style="list-style-type: none"> 1. In the Option bar, if Hide Deleted is visible, click on it to change it to Show Deleted. 2. Select messages to be deleted by clicking in the box to the left of each message and then the Delete button in the Options bar. 3. Click Purge Deleted on the option bar. 4. Repeat this process for all folders.
More pages	<p>It may be that messages are being received into your Inbox, but you are unaware that they are there.</p> <ol style="list-style-type: none"> 1. Click on Next Page arrow icon on the Options bar, to see each page of messages. 2. Click the column header for Date. The header background changes colour, ensure it displays a down arrow ▼ (sorted by descending order). This will place most recent messages on page 1.
Virtual Inbox	<p>If you have set up a rule to filter messages received from e.g. your supervisor, to go directly into a specific folder, check for them in the folder into which you specified them to go.</p>
Blacklist	<p>Ensure you have not accidentally Blacklisted addresses you were expecting messages from.</p> <ol style="list-style-type: none"> 1. Click on Filters and then Blacklist. 2. Delete the address you no longer want Blacklisted from the box. 3. Click Save.
Incorrect Address	<p>Ensure you have the correct address, double check University addresses using the contacts list at: www.bradford.ac.uk/internal/index.php?section=contacts</p>

Forwarding	<p>Check that you have not set up forwarding new messages to another email account, without leaving a copy of any received messages in your Inbox.</p> <ol style="list-style-type: none"> 1. Click Filters and then select the forwarding email rule you created from the list. 2. Click the Do this: arrow and select: Deliver to my Inbox and redirect to: 3. Click Save. Any new messages will be saved in your Webmail Inbox as well as being forwarded to your other email account.
Too many recipients	<p>Maximum number of Recipients for a message is 25, if you exceed this you will be unable send the message. If you need to exceed this on a regular basis to the same group of addresses, you may need to set up a Discussion list, for a guide to this see: www.bradford.ac.uk/lss/documentation/#Email</p>
Attachment too large	<p>Maximum total size for attachments sent via an email message is 8MB. For compressing larger documents see our guides at: www.bradford.ac.uk/lss/documentation/#Utilities</p>

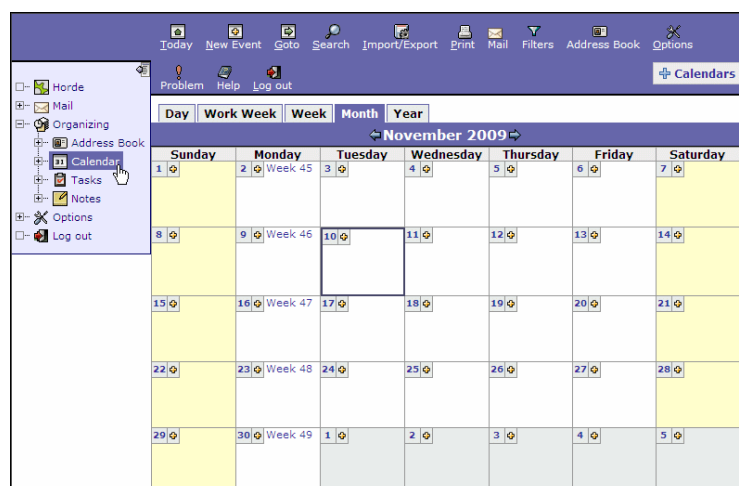
Note: If none of these solutions correct the problem with you account, contact the ICT Service Desk by telephone: 01274 233333 or by email: ictservicedesk@bradford.ac.uk.

USING THE CALENDAR

The latest version of WebMail contains the calendaring application "Kronolith", enabling you to create and maintain your own personal diary by planning activities, and scheduling meetings. You can also have more than one calendar, or share your calendars with others.

1. To open and view the calendar, expand the Organizing link on the Application Navigation bar and then click on **Calendar**.
2. The example opposite displays the default monthly view.

To move to another month, click the right or left arrows on the coloured bar next to the current month.
3. To view the calendar by Day, Work Week, Week, Month or Year click the appropriate tab above the calendar.



- To see additional calendars (if you have setup more than one), or if you have access to someone else's, expand the Calendars button at the top right-hand side.

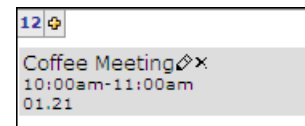
Creating an Event

- To quickly create an event, click the small yellow plus sign next to the date.

*Alternatively, expand the Organising link in the Application Navigation bar, and then click the Calendar link and select **New Event**.*

- Enter a name for the event in the **Title** box and if desired a **Location**.
- Set the **Start** and **End** dates and times. (The Duration option allows you to mark an all day event and/or repeat the event for a set number of days.)
- To add information about the event, expand the **Description** link and enter further details in the box.
- When complete, click on **Save Event**. The "event" will be displayed in the calendar.

Note the small pen and cross icons next to the event name. These enable you to edit the entry or delete the event.



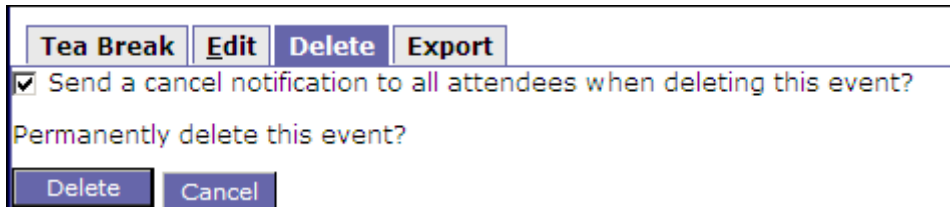
Recurring Events

- After inserting the Start/End Times and Description, expand the **Recurrence** link.

Events can be repeated at daily, weekly, monthly or yearly intervals, or until a specific date.
- Select the occurrence and then click the **Save Event** button, (or **Cancel** to abandon).

Deleting Events

1. Double-click the event in the Calendar view (or click on the small cross icon), and then select the **Delete** tab.
2. If you have invited others to the event, you can inform them of the cancellation by selecting the option: **Send a cancel notification to all attendees when deleting this event.**



3. Click on **Delete**.

Editing Events

1. To change an event, either click on the small "pencil" icon alongside the event in Calendar view, or double-click the event name and choose the **Edit** tab.
2. Make any alterations in the Edit window, e.g. change of date, time, location, description, etc.

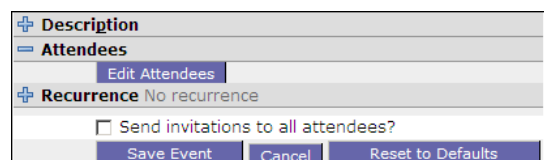
Note: To "cancel" the event, click the **Status** arrow and select **Cancelled** from the drop-down list. This will leave the event showing in your (and your guests) calendar, as "crossed out".

3. To inform attendees that the event has changed, select the option: **Send updates to all attendees?**
4. Click on **Save Event**. Your guests will then receive an email notifying them that the event has changed and give them the option to respond.

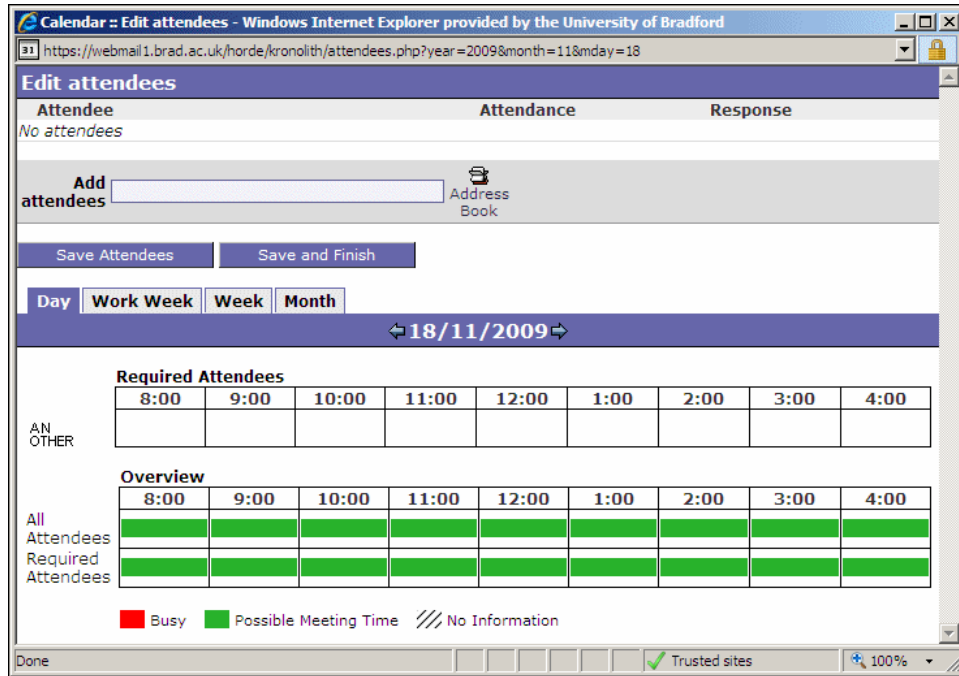
Inviting Guests to Events

If desired you can organise meetings by inviting other people to an event.

1. Create the event as previously described.
2. At the bottom of the Add Event window, expand the **Attendees** link and click **Edit Attendees**.



You can view the Edit attendees window by Day, Work Week, Week or Month.



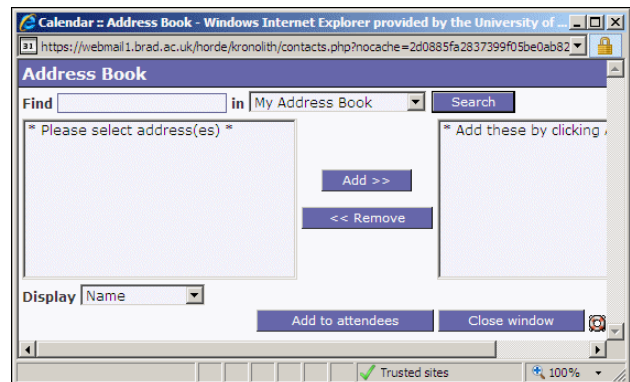
3. To add a guest, click on the **Address Book** icon in the **Edit attendees** window.

4. In the **Find:** box enter the family name, and then select an Address Book from which to search.

5. Click on **Search**.

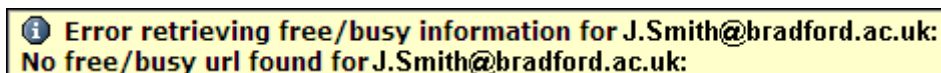
Matching names will be displayed in the box below.

6. Select the applicable one and click on the **Add** button. Repeat for any other guests you want to invite and then click on **Add to attendees**.



The guest(s) names will then be displayed at the top of the Edit attendees' window, along with the option to change their attendance to either: Required, Optional or None.

Note: You may get an error message advising that there is no free/busy information for a guest.



This means you cannot view their availability as you do not have access to their "Free/Busy URL" which provides this information. (See section on: Free / Busy URLs for information on how to set this up.) However, you can still invite them to the meeting.

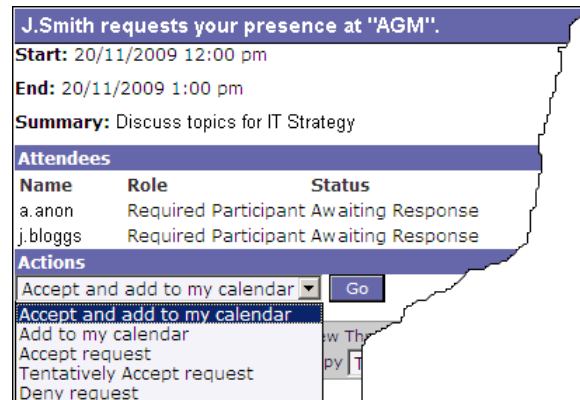
7. Click on **Save and Finish** to return to the Add Event window.
8. To send an email to all the required guests, select the option: **Send invitations to all attendees?** and then click on **Save Event**.

The invitation will be emailed to all recipients.

Responding to a Meeting Request

In WebMail when you receive an email requesting your presence at a meeting, the body of the message will show the Start and End times. It may also show a Summary, Description and Location—if these were entered when the event was created.

A list of the Attendees will also be displayed and whether they have responded or not.

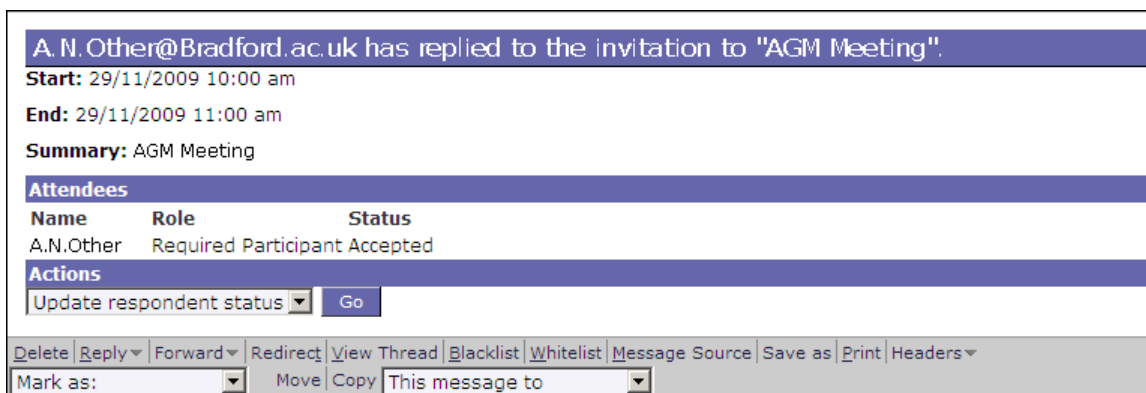


It is also possible to receive meeting requests from "Meeting Maker"—the University of Bradford's Staff Calendaring Application. However, the sender needs to set up certain preferences for this to work, and should consult the documentation on Meeting Maker at: www.bradford.ac.uk/lss/documentation/.

1. To respond to the meeting request, click the down arrow in the Actions section to display the different responses. Options include: **Accept and add to my calendar, Add to my calendar, Accept request, Tentatively Accept Request or Deny request.**

2. Select the appropriate one and then click on **Go**.

This will then generate a further email to the sender, informing them of your response.



In the Actions section the sender can now click on **Update Respondent Status**, followed by **Go**, to have the information updated in their calendar.

Free / Busy URLs

A Free / Busy URL gives information about whether someone is free or busy, and can facilitate scheduling of meetings or events. For this to work, you give your Free / Busy URL to those people you wish to share the information with, and ask them to give you theirs. You should also ensure that your identity is setup correctly and configured with a From: address. (Options, Mail, Personal Information.)

Note: Free / Busy URLs only show periods when people are free or busy—no information is revealed about their scheduled events.

Locating Your Free/Busy URL

1. To locate your Free / Busy URL, on the Application Navigation bar, expand the **Options** link, click on **Calendar**.
2. Under Calendars, click on **Free/Busy Information**.
3. Select and copy the displayed URL. (This will begin with: https:// and end with your username.)
4. Paste the Free / Busy URL into an email and send it to colleagues with whom you wish to share this information.

Embedding a Free/Busy URL

When you obtain someone else's Free / Busy URL, you need to add it to their entry in your personal address book(s).

Note: It is not currently possible to edit the University of Bradford Address Book.

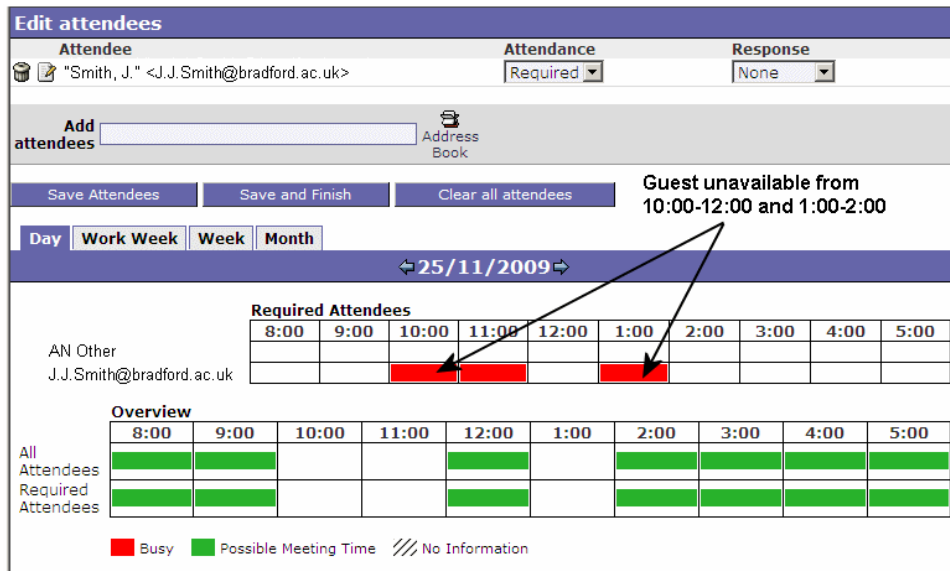
1. Open the relevant Address Book.
2. Locate your colleague's entry.
3. Click on the **Edit** icon.

Select the **Other** tab, and paste the copied Free/Busy URL from your colleague into the **Freebusy URL** box.

4. Click on **Save**.

View Edit Delete	
A N Other	
Personal	Location
Communications	Organization
Other	
Category	Unfiled
Notes	
Website URL	
Freebusy URL	https://webmail1.brad.ac.uk/horde/kron
PGP Public Key	
S/MIME Public Certificate	
Add file	Browse...
Save	

From now on, whenever you invite guests who have provided you with their Free/Busy URL, you can see their availability in the Attendees area of the Add Event window.

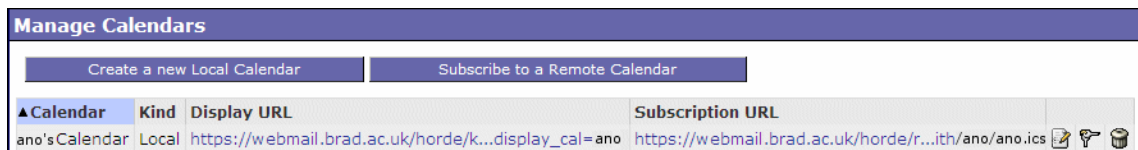



Note: If you are using more than one calendar, you will need to specify each calendar separately.

Sharing Your Calendar

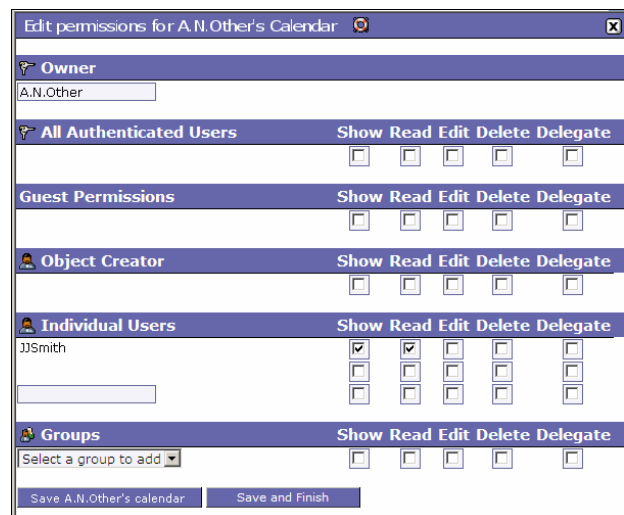
You may wish to share your calendar with others, and vice versa. To set this up you assign certain permissions as to what access they will have to your calendar. For example, i.e. if you grant them "read" access they will only be able see the items in your calendar, whereas if you grant them "read" and "edit" access, they can then change events in your calendar.

1. To share your calendar with someone else, ensure you know their username.
2. Click the Calendars button on the right-hand side of the Calendar.
3. Click on **[Manage Calendars]**.



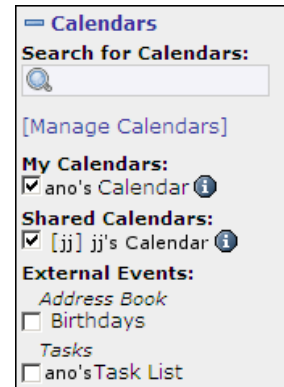
In the Manage Calendars window, click the key icon  at the end of your Calendar URL. This will display the Edit permissions window.

4. In the entry box under **Individual Users**, type the username of the person with whom you want to share your calendar.
5. Tick the **Show** option, and then select any other relevant option(s):



Read will allow someone to see descriptions of your events; **Edit** allows them to modify an event; **Delete** lets them delete an event; and **Delegate** lets someone actively manage your calendar on your behalf.

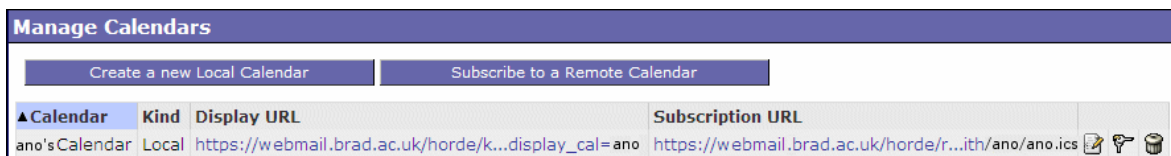
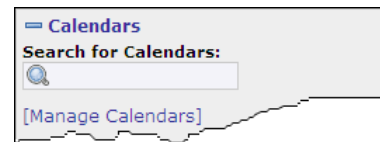
6. Click on **Save and Finish**. The shared calendar will now be displayed in the Calendars pane on the right-hand side. (You may need to expand the Calendar using the button at the top.)
7. Click the Today icon to return to the calendar.
8. To view the Shared Calendar on its own, select it and deselect all others. Alternatively, you can overlay and view calendars together, if desired, by selecting more than one.



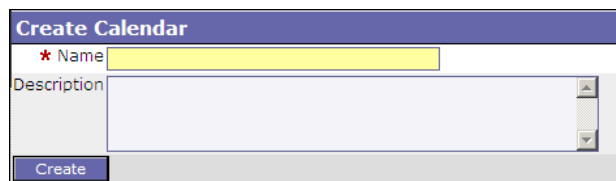
Creating Additional Calendars

If necessary you can create additional calendars, e.g. you may want to have one specifically for work and another one for social events.


1. Click the Calendars button on the right-hand side of the Calendar.
2. Click on **[Manage Calendars]**.



3. In the **Manage Calendars** window, click on **Create a new Local Calendar**.
4. Give the calendar a name and a brief description.
5. Click on **Create**.
6. Click on **Calendar** in the Application Navigation bar to return to the main calendar window.



Your new calendar will now be displayed on the right-hand side of the calendar window under My Calendars. (You may need to click the Calendar button.)

7. To reveal information about a calendar, click the small info sign next to it. 
8. To use a specific calendar, ensure you select it and deselect any others—unless you wish to overlay them and see all events in all calendars.

Printing Calendars and Events

Not all calendar views are designed to be printed. Those which can contain a Print icon the top menu bar. Use this to print the current view.



Setting Calendar Preferences

You can set a number of preferences to customise the Calendar features.

1. On the Application Navigation bar, expand the **Options** link and then click on **Calendar**.

Calendar options include: **User Interface, Portal Options, Default Calendar, Holidays, Free/Busy Information, Event Defaults, Maintenance, Notifications and Address Books.**

The User Interface contains most of the settings users wish to customise.

Here you can change the calendar view, time slots, which day of the week should be displayed first, icons etc

2. Make the change(s) and then click on **Save Options** to implement them.

Options for Calendar

User Interface

Confirm deletion of events?
Select the view to display on startup:
Month

Show time of day between each day in week views?
Select the first weekday:
Sunday

What time should day and week views start, when there are no earlier events?
8:00am

What time should day and week views end, when there are no later events?
12:00am

Restrict day and week views to these time slots, even if there are earlier or later events?
How long should the time slots on the day and week views be?
1 hour


Show delete, alarm, and recurrence icons in calendar views?
Choose the views to show event start and end times in:
Month, Week, and Day Views
Print Views

Choose the views to show event locations in:
Month, Week, and Day Views
Print Views

Show category legend?
 Show Free/Busy legend?
 Show shared calendars side-by-side?
 Show external events using category colors?

Save Options Undo Changes Return to Options

USING HELP

Rather than listing a full Help index, a context Help is offered, i.e. if you are in the Address Book and click on the **Help** icon, only Help items relating to the Address Book are offered. On some windows, you will see an additional help button,  which when clicked provides help on a specific item.

LOGGING OUT OF WEBMAIL

Always remember to logout at the end of your session by clicking on the **Log out** button. This will help to ensure that others cannot read your mail.

