

Changing Settings and Troubleshooting in Webmail for Staff

This guide lists some of the more common settings you may wish to change as well as solutions to problems you may encounter, but it is by no means exhaustive.

An internally produced user guide for Webmail is available from the Webmail log in screen or at: www.bradford.ac.uk/lss/documentation/#Email

CHANGING SETTINGS

You can change the way that Webmail ('Horde') looks and behaves through the 'Options' menu in the Sidebar. Be careful of changing settings that you don't know the meaning of – some are for advanced users only!

You will need to be aware of the following:

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).
2. You will have to set up signatures again (see item #2).

Most Common Settings to Change

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| 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> |
| 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-ridden by any sorting you do in your mailbox.) |
| 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> (NB: more messages per page slows page loading). |

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| 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 = 'University of Bradford' at top.</i> |
| 7 | Don't need to type '@bradford.ac.uk' to Bradford e-mail messages. | Options – Mail – Message Composition <i>When sending mail or expanding addresses, what domain should we append to unqualified addresses: 'bradford.ac.uk'.</i> |

Some Other Settings You May Wish to Change

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| 8 | Have multiple identities. | Options – Mail – Personal Information: <i>Select the identity to be changed: = 'Create a New One' (note: set signature, and sent mail folder for each identity).</i> |
| 9 | Set Webmail to start up with the Inbox. | Options – Global Options – Display Options <i>What application should Horde display after login? = 'Mail'.</i> |
| 10 | Blacklisting | Options - Filters – Blacklist <i>Click in the box next to <i>Move message to folder:</i> and select a folder from the drop down list. Then type the email address to be blacklisted in the box and save.</i> |
| 11 | Colour Scheme. | Options – Global Options - Display Options: <i>Select your color scheme.</i> |
| 12 | Widen the Sidebar to show more 'sub folders'. | Options – Global Options – Display Options <i>Alter Width of the Horde menu on the left.</i> |
| 13 | Set your 'Out of Office' automatic reply. | Options – Filters – 'Vacation' button <i>For more information see help sheets at: www.bradford.ac.uk/lss/documentation/#Email.</i> |
| 14 | Assign a Junk mail folder for Spam. | Options – Mail – Server and Folder Information <i>Spam folder: select 'Junk E-mail'.</i> |
| 15 | Receive confirmation that messages have been sent. | Options – Mail – Message Composition <i>Display confirmation after sending a message?</i> |
| 16 | Show first line of message in Inbox. | Options – Mail – Mail Previews <i>Enable message previews?</i> |
| 17 | Add more content to the Horde opening screen. | <i>On Horde opening screen, select <i>Add Content</i> (at top right of window). Note: some content has not been enabled.</i> |

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| 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. | <p>Options – Mail – Message Composition</p> <p>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".</p> |
| 20 | Disable the pop-up editor | <p>Options – Mail – Message Composition</p> <p>Uncheck "Compose messages in a separate window?".</p> |

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:

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| 1 | 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. |
| 2 | 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 and click Save. |
| 3 | 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. |

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| 4 | Virtual Inbox | 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. |
| 5 | Incorrect Address | Ensure you have the correct address, double check University addresses using the contacts list at: www.bradford.ac.uk/internal/index.php?section=contacts |
| 6 | Forwarding | 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. <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. |
| 7 | Too many recipients | 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 |
| 8 | Attachment too large | 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 |

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

And Remember...

The University of Bradford will **never** ask for your account details. If you get an email asking for this, it is not from us. It will be a malicious email from someone trying to steal your account details. Do **not** respond to these.