

**Platform:** Mac/PC/UNIX

**Level of Difficulty:** Beginner

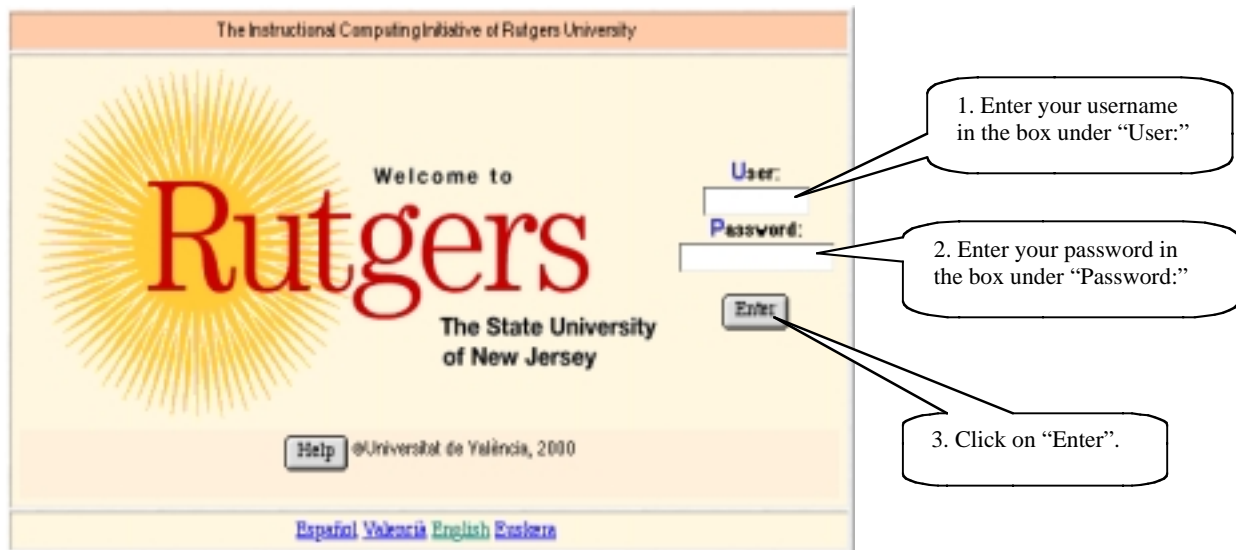
*This document will familiarize you with how to use Web Mail to send, receive, and manage messages and message attachments on your Rutgers email account. You must have a basic understanding of a web browser to use this program.*

### **Introduction**

Email is becoming a major part of communication, particularly at the collegiate level. Web Mail makes electronic communication for Rutgers students, faculty, and staff easier than it has ever been. Web Mail allows you to connect to your Rutgers email account from any location and on any platform using a web browser. Web Mail's features are easy to master, and quick and efficient to use.

### **Opening the program and logging in**

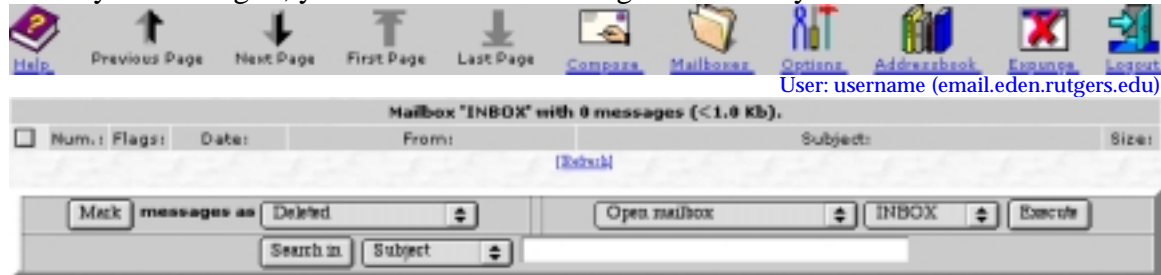
To access Web Mail, select your favorite web browser, and enter <http://webmail.rutgers.edu> as the URL. This will take you to the Web Mail introduction page. Select the appropriate server or campus from the list of hosts by clicking on the link (Eden for Rutgers, New Brunswick students, and RCI for Rutgers, New Brunswick faculty and staff). This will take you to the login screen for the correct host:



To log in, enter your username in the box under “User:” then enter your password in the box under “Password:”. Click on the **Enter** button to complete the logging in process.

## Web mail toolbar

When you first log in, you will see the following toolbar and your inbox:



The icons in the toolbar are used for various web mail functions. These functions are explained in the Help menu, which is depicted by the help icon:



Clicking on the **Help** icon will take you to the Help menu. This menu explains various functions of web mail.



The **Compose** icon takes you to the message composition screen, where you can compose and send new messages.



The **Mailboxes** icon takes you to a screen where you can select a different mailbox to view or create. You can also rename or delete mailboxes.



The **Options** icon brings up a screen that lets you configure various options for the current session and for all future sessions.



The **Addressbook** icon takes you a screen where you can browse and update your address book.



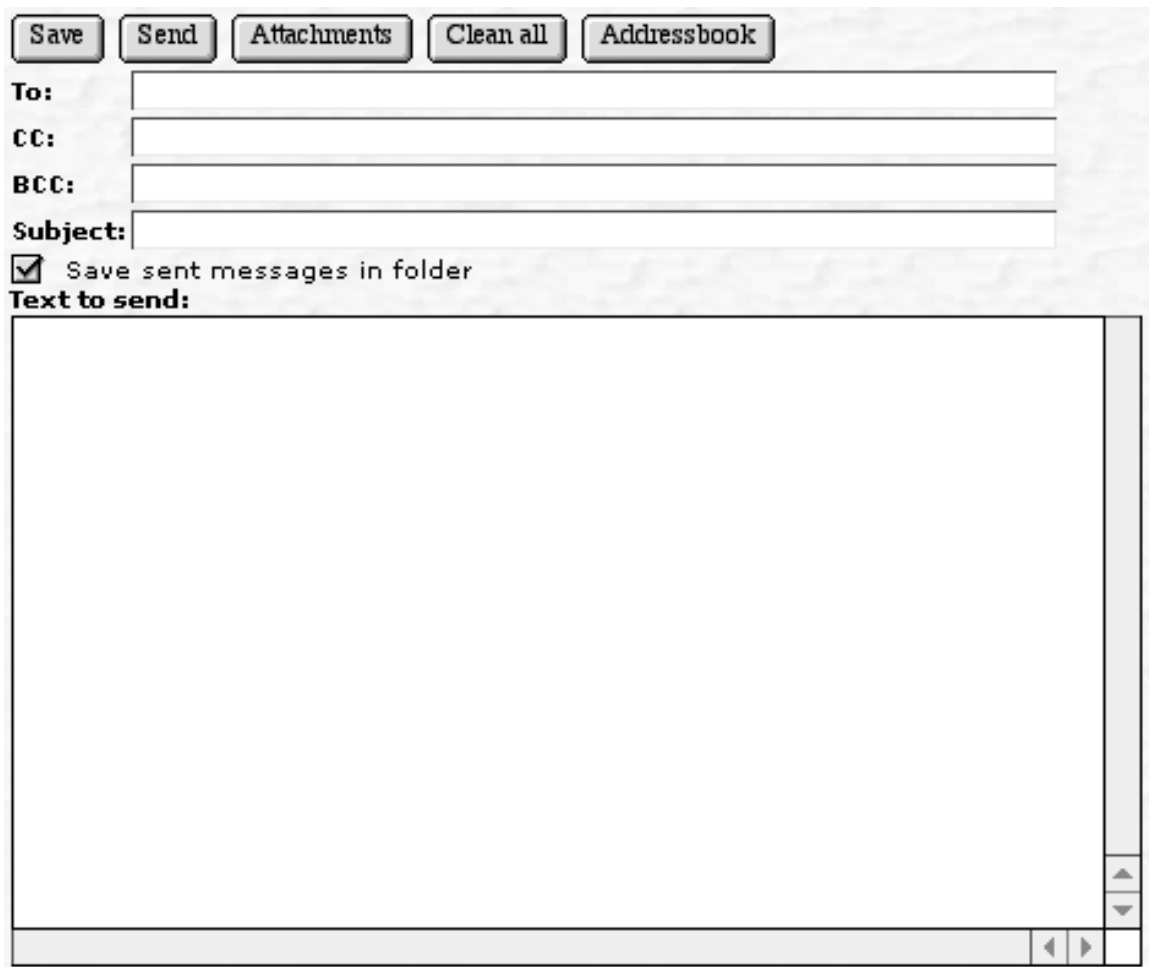
The **Expunge** icon deletes all messages from your mailbox that are tagged as deleted. Once purged, messages cannot be recovered. There is a further confirmation dialog if you expunge messages.



The **Logout** icon brings up a confirmation screen which lets you log out of your Web Mail session. You must remember to log out when you are finished with your session.

## Composing and sending messages

To compose a new message, click on the **Compose** icon. This will bring up the message composition screen:



The screenshot shows a message composition window with the following elements:


- Buttons at the top: **Save**, **Send**, **Attachments**, **Clean all**, and **Addressbook**.
- Fields for recipient information: **To:**, **CC:**, and **BCC:**, each followed by a text input field.
- A **Subject:** field with a text input field.
- A checkbox labeled  **Save sent messages in folder**.
- A large text area labeled **Text to send:** for composing the message body.
- Navigation arrows (back, forward, and a small square icon) at the bottom right of the text area.


Enter the email address of the person to whom you wish to send an email in the field next to “**To:**”. If you want to copy someone else on the message, enter that email address in the field next to “**CC:**” (carbon copy). **BCC:** (blind carbon copy) will copy someone without listing their name as a recipient when the message is received. Enter the subject of the email you wish to send in the field next to “**Subject:**”. Type the text of the message in the box labeled “Text to send:”.

To send your message, click on the **Send** button at the top of the composition screen. To save what you have typed, click on the **Save** button at the top of the composition screen. It is a good idea to save often to ensure that you do not lose the message before you are ready to send.

Once you send the message, you will get a confirmation screen:





## Message sent OK.

 [Return to the message index](#)

Click on the  icon in order to return to your message index.

### Reading messages

If you have messages in your inbox, they will appear when you first log in directly beneath the main Web Mail toolbar. A flag will appear with each message, indicating various factors. The four types of flags are:

-  A new and unread message.
-  An answered message.
-  A message marked for deletion.
-  An important message.

To read a new message, click on the subject of the message in your inbox:

Mailbox "INBOX" with 3 messages (2.5 Kb). Show 1 to 3.						
<input type="checkbox"/>	<a href="#">Num.</a>	<a href="#">Flags</a>	<a href="#">Date</a>	<a href="#">From</a>	<a href="#">Subject</a>	<a href="#">Size</a>
<input type="checkbox"/>	1.		14-Mar (10:43)	To: fraulein@eden.rutgers	<a href="#">testing</a>	<1K
<input type="checkbox"/>	2.		14-Mar (10:48)	To: fraulein@eden.rutgers	<a href="#">hello</a>	<1K
<input type="checkbox"/>	3.		14-Mar (10:48)	To: fraulein@eden.rutgers	<a href="#">hi!</a>	<1K

Click on the subject of the message you want to read.

This will bring up the read message screen, which consists of the header, followed by the message.

Message 1/3 (<1K).	
<b>Flags:</b>	  
<b>Subject:</b>	testing
<b>To:</b>	fraulein@eden.rutgers.edu
<b>From:</b>	<fraulein@eden.rutgers.edu>
<b>Date:</b>	Thu, 14 Mar 2002 11:05:57 -0500 (EST)  


There are several options in the header, located in the top right corner. Select these options by clicking on them. Any option you set will appear next to the "Flags:" label in the top left corner of the header section. To unset an option, simply click on it in the "Flags:" section, and it will reappear in the top right corner. One of the most useful options is the delete icon (see above on this page for delete icon). By selecting this option, you mark the message to be deleted, and can expunge the message from your inbox.

## Replying to received messages

At the top of the read message screen, you will see a toolbar similar to the inbox toolbar:



The **Back** icon will take you back to the previous screen. The **Next message** icon takes you to the next sequential message in your inbox. The **Reply** icon allows you to reply to the message you are currently reading. In order to reply, click on the **Reply** icon. This will take you to a screen that is identical to the message composition screen. The message that you are replying to will appear in the “Text to send:” box. You can choose to leave that text there, to delete it, or to delete portions of it. Type the text that you wish to respond with in the “Text to send:” box, and click the **Send** icon at the top of the screen to send your message.

After you send your message and click the  icon, you will be returned to your message index, or inbox. The reply flag (green check) will be noted next to the message to which you replied.

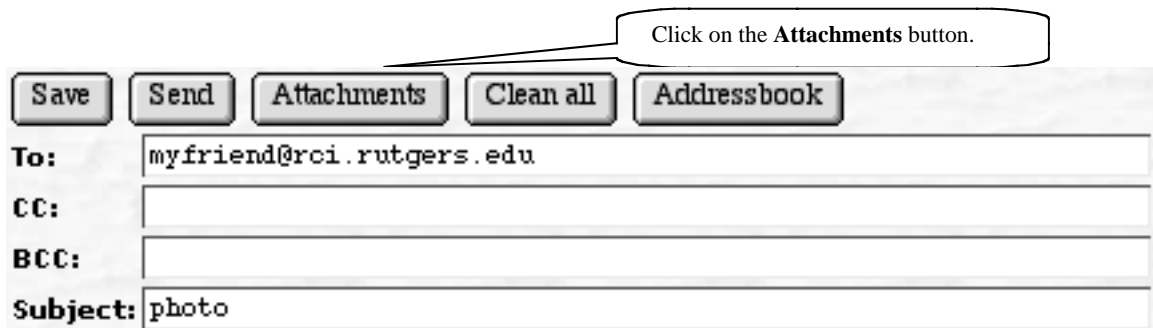
At any time, click on the **Back** icon to return to your inbox.

## Forwarding messages

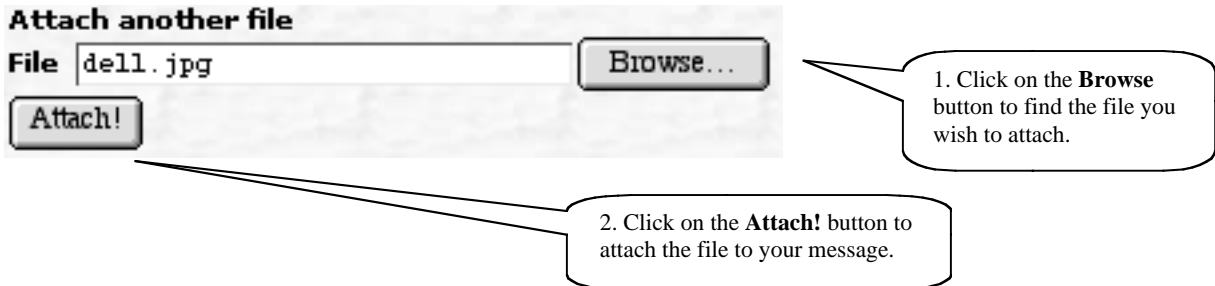
In order to forward a message you received, select the message you want to forward by clicking on the message subject. While in the read message screen, click on the **Forward** icon. This will take you to a screen that is identical to the message composition screen. You will see the message you are forwarding in the “Text to send:” box, with the text ----- Forwarded message ----- directly above the original message. Type the email address of the person to whom you wish to forward the message in the “To:” field. You can type additional text anywhere in the “Text to send:” box, and click on the **Send** button when you are ready to send the message.

## Sending attachments

To send an attachment, you must first compose a message. Compose a message as usual (see **Composing and sending messages** on page 3 of this document). To add your attachment, click on the **Attachments** button at the top of the composition screen.



This will bring up the attachment screen. Click on the **Browse** button to search your computer for the file you wish to attach. When you are finished selecting the file, click on the **Attach!** button.



Once you click on **Attach!** you have the option to add more attachments, or to detach the current attachment. To detach the attachment, select the listed attachment by clicking on the button to the left of the attachment name, then click on the **Detach** button.



When you are finished attaching all files you wish to attach, click on the **Back** icon at the top of the attachment screen, and you will be returned to the message composition screen. When you are ready to send your message and attachment, click on the **Send** button.

### Viewing attachments

To view an attachment that was sent to you, you must first read the message by clicking on the subject of the message in your inbox. The message will come up listing any files that are attached:

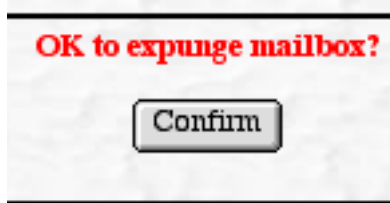


To view the attachment, click on the name of the attached file. Generally, your web browser will open the attachment for you once you click on it. Use your web browser's back button to return to the read message screen. If your web browser cannot open the file directly, you will be prompted to download and save the file to your computer.

### Deleting messages

You can mark messages for deletion as you read them. To do this, click on the **Delete** icon at the top of the read message screen. A red X (the deletion flag) will appear in the flags section of your message header. You can also mark a message for deletion by clicking on the X (the deletion icon) at the top right of the read message screen header. When you return to your inbox, the message will be flagged for deletion.

To delete the message permanently from your account, you must click on the **Expunge** icon at the top of your inbox screen. This prompts you with a screen that double checks to make sure you want to expunge the message(s):



To permanently delete the message(s) marked for deletion, click on the **Confirm** button. To return to your inbox without deleting the messages, click the **Back** button of your web browser. If you click confirm, you will return to your inbox, and your message(s) will be deleted.

To delete multiple messages from your Inbox without reading them, click on the box to the left of any messages you want to delete, so that the boxes are checked:

Click on the box to the left of the messages you want to mark for deletion.

<input checked="" type="checkbox"/>	1. ✓	14-Mar (10:43)	To: fraulein@eden.rutgers <a href="#">testing</a>	<1K
<input checked="" type="checkbox"/>	2.	14-Mar (10:48)	To: fraulein@eden.rutgers <a href="#">hello</a>	<1K
<input checked="" type="checkbox"/>	3. P	14-Mar (10:48)	To: fraulein@eden.rutgers <a href="#">hi!</a>	<1K

Next, select "Deleted" from the pull down menu options at the bottom of the inbox, and click on the **Mark** button:

2. Click on **Mark**.

1. Select **Deleted** from the pull down menu.



After you click on **Mark**, the deletion flag (red X) will appear next to all the messages you selected. To permanently delete these messages, click on the **Expunge** icon at the top of your inbox screen, and click on **Confirm** when prompted.

To undelete a message that has **NOT** been expunged, select the message by clicking on the box to the left of the message you wish to undelete, select “Undeleted” from the pull down menu, then click on **Mark**. Once a message is expunged, you cannot undelete it.

You can mark any message with a number of flags by following the same steps, including deleted, undeleted, answered, unanswered, new, not new, important, and not important.

### Address book

To create address book entries, click on the **Addressbook** icon at the top of your inbox screen. This brings you to the address book screen. To create a new address book entry, click on “New”:

Click on “New” to create a new address book entry.



This brings you to the editing entry screen. Here, you can enter a nickname, full name, email address, and various other information for an individual. To save your entry, click on the **Save** button.

The screenshot shows the editing screen for an address book entry. At the top, there are two buttons: "Save" and "Cancel". Below these are five input fields:

<b>Nickname</b>	john
<b>Full name</b>	John
<b>Addresses</b>	john@yahoo.com
<b>Addressbook</b>	
<b>Comments</b>	

Address book entries will appear if you click on the **Addressbook** icon in your inbox.

Once you have one or more entries in your address book, you can reference the address book when composing messages. To send a message to entries in your address book, click on the address book button in the composition screen, then select the people to whom you wish to send the message. You can send a message directly to someone by

checking the box in the **To** column next to that entry. You can copy someone on your message by checking the box in the **“Cc”** (carbon copy) column next to that entry. You can also blind carbon copy someone by checking the box in the **“Bcc”** column next to that entry. When you are finished selecting message recipients, click on the **Add selected addresses to message** button and click on the **Back** icon at the top of the address book screen.

1. To use entries from your address book when sending messages, click on the **Addressbook** button in the composition window.

Save Send Attachments Clean all Addressbook

To: \_\_\_\_\_

CC: \_\_\_\_\_

BCC: \_\_\_\_\_

Subject: \_\_\_\_\_

6. Click on the **Back** icon at the top of the Addressbook screen to return to your message.

5. When you are finished selecting message recipients, click on the **Add selected addresses to message** button.



**Browsing Addressbook**

Number of entries: 3

New Dump Add selected addresses to message

	To	Cc	Bcc		Nickname	Full name	Addresses
1	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<a href="#">Edit</a>	Jen	Jen Chen	jen@hotmail.com
2	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a>	Joe	Joe Shmo	joe@eden.rutgers....
3	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a>	john	John Doe	john@yahoo.com

2. Check the box in the **To** column next to the entry to which you want to send the message.

3. Check the box in the **Cc** column next to the entry to which you want to copy the message.

4. Check the box in the **Bcc** column next to the entry to which you want to blind carbon copy the message.

The addresses you selected will then appear in the corresponding fields in the message composition screen:

Save Send Attachments Clean all Addressbook

To: john@yahoo.com

CC: joe@eden.rutgers.edu

BCC: jen@hotmail.com

Subject:

Save sent messages in folder

Text to send:

To delete or edit an address book entry, you must be in the address book screen. Click on “Edit” on the line of the entry you wish to delete or edit. This returns you to the editing entry screen. You can make any changes you wish, and click on **Save** to save your changes, or click on **Delete** to delete the entire entry. After you click on save or delete, you will return to the address book screen, where you can see your changes, or that the entry was deleted.

Number of entries: 1

Add selected addresses to message

	To	Cc	Bcc		Nickname	Full name	Addresses	Addressbook	Comments
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<a href="#">Edit</a>	john	John	john@yahoo.com		

To edit or delete an address book entry, click on **Edit** on the line of the entry you wish to change in the address book screen.

## Options

The Options menu allows you to set various options for your email account. You can set your full name, choose to have messages you send be saved to your sent messages folder, choose whether or not you want to confirm each time you want to purge your mail folder or log out, and create a signature file. To change the various options, simply select the option you want (or unselect the option you do not want) by clicking on the appropriate box, or type the information you want into the appropriate fields. To save the options you edited, click on the **Save** button, and to exit the options screen without saving your changes, click on the **Cancel** button.

**Logging out**

To log out from Web Mail, click on the Logout icon at the top of any screen. This option is available from every Web Mail screen except the various help menus. To exit help menus, use your web browser's back button to return to the previous screen. You should always log out of your email account when you are done using it.

**Where to get more help...**

You can get more information on the various features of web mail by clicking on the help icon at the top left of your inbox screen. You can also click on the help icon located at the top of the various screens within Web Mail. This will bring you to a help screen specific to that feature of Web Mail.

If you are in a CCF computer lab, you can also ask one of our computer consultants for assistance if you are having trouble navigating the Web Mail program.

