Welcome to the Albright College WEBMAIL Service!

This publication is intended to guide you, the user, through the process of using WEBMAIL. WEBMAIL will allow you to access your Albright College email account from a desktop computing machine with Internet access from any location in the world. We hope this facility will provide you with more flexibility in accessing your Albright College email account.

There are only two Albright College email systems that can be accessed by the WEBMAIL facility. The Administrative email system (alb.edu) and the Student email system (albright.edu). Also, use of this facility is not meant for the novice email user. For those of you who use other email systems, you know that no two email systems have the same look and feel in terms of window layouts, terminology, spell checkers, composing/editing of text, and general tools to provide the individual with management of file folders and email directories. If you have experience using different email systems, you should have no difficulty navigating through the WEBMAIL windows.

The WEBMAIL facility implemented for Albright College is based on a free Internet Messaging Program (IMP) application like HOTMAIL or YAHOO mail. Many higher education institutions are using the same IMP application to provide remote access to their own internal email systems. If you are interested in some technical details on IMP (Internet Messaging Program) or IMAP (Internet Message Access Protocol), feel free to reference the following WEB sites:

http://www.horde.org/imp

http://www.imap.org

(Provided as a public service by the University of Washington)
GENERAL QUESTIONS & ANSWERS

Before attempting to use WEBMAIL, please review the following general questions and answers to help you understand some of the baseline requirements for your desktop computing machine and general access.

Q: What is remote access to your Albright College email account?

A: Remote access to your Albright College email account allows you to read and respond to your email messages from any computing machine (PC or MAC) that has access to the Internet.

Q: What are the requirements for your desktop computing machine to take advantage of WEBMAIL and remote email access service?

A: Any desktop computing machine (PC or MAC) which provides access to the Internet. This can be a PC or MAC that resides in your home which has Internet Service Provider (ISP) software installed to connect you to the Internet. Examples of Internet Service Providers (ISPs) are AOL.COM, ENTER.NET, JUNO.COM, ATT.NET, EARTHLINK.NET, and MSN.COM to name just a few.

If you currently do not have Internet access from your desktop computing device and need assistance in selecting an appropriate Internet Service Provider, you may wish to review the options listed in your local Yellow Pages directory under Internet Services.

Note: Your response time while using WEBMAIL may be impacted by your modem speed and desktop memory.

Q: Will any Internet Service Provider (ISPs) software allow remote access to your Albright email account?

A: There are many, many ISPs to choose from, and every ISP does not use the same “web browser” software. The most frequently used “web browsers” are Netscape and Internet Explorer. As long as your ISP is using Netscape release 4.x (or higher) or Internet Explorer release 4.x (or higher), you will be able to use your ISP services to remotely access your Albright email account.

If your ISP does not use one of these “web browsers” and you experience difficulty using any of the WEBMAIL services, then you need to contact your ISP to insure that the “web browser” software used is capable of handling graphics, Cascading Style Sheets and Java/JavaScript. WEBMAIL services were successfully tested using the following ISPs: AOL.COM, ATT.NET, EARTHLINK.NET, ENTER.NET, JUNO.COM, and PROLOG.NET.

Q: Is there a specific version of the WINDOWS or MAC operating system that needs to be on your desktop computing machine?

A: It is recommended that your PC have WINDOWS 95/98, WINDOWS ME or WINDOWS 2000 as the operating system. For a MAC system, it is recommended that your machine run MAC OS 8.5 (or higher). These are the specific versions of operating systems that were used to test WEBMAIL.
Q: Can you access any Albright College email system through WEBMAIL?

A: You will be able to use WEBMAIL to access Albright College email accounts that reside on:

- the student email system (for students - @albright.edu)
- the standard administrative email system (for administrators, faculty, support staff - @alb.edu).

If your Albright College email account resides on another system and you want to remotely access your email via WEBMAIL, you will need to make arrangements to have your email account set up on the related email system supported under WEBMAIL.

Q: Is there any special software that has to be installed on your MAC or PC?

A: The only software required is the ISP (Internet Service Provider) software.

Q: Will you be able to send mail by using the WEBMAIL service?

A: Yes. You will be able to send emails and retrieve emails using the WEBMAIL service. The header information on the emails you send using WEBMAIL will contain your Albright College email account name as the “sender” of the email.

Q: Will processing emails through WEBMAIL be the same as processing emails on your desktop at Albright College?

A: NO! Using WEBMAIL to access your Albright College emails definitely has a very different look and feel than the Netscape Messenger email interface you use at your college desk. However, if you have experience using different email systems, you should have no difficulty adjusting to the differences.

It is highly recommended that you stick to the basic READ, WRITE/COMPOSE, and SEND features of WEBMAIL to simplify your WEBMAIL access. Plans are currently in place to change the Albright College administrative email system in June/July 2002, and WEB access to this email system will also change at that time.

Q: If your Albright College email account is currently forwarded to another email account name (e.g., your ISP email account), is it necessary to cancel this forwarding?

A: It is not necessary to cancel any email forwarding (or copying). However, canceling any forwarding (or copying) is recommended on the Albright College administrative email system since it will simplify your email processing. This assumes that your Albright College administrative email account is your primary email account.

Q: Since the WEBMAIL facility is most likely to be used in the evenings and on weekends, how are WEBMAIL problems reported?

A: The desktop computing machines that will be used to access WEBMAIL will by no means have any standard configuration in terms of software or hardware. Given the complexity and variation of the configurations, WEBMAIL problems must be reported in writing by sending an email to helpdesk@alb.edu. This email needs to include the following baseline information: Your Name, Email, Phone, Operating System, Internet Service Provider (i.e. earthlink, msn, aol, etc.), a Subject and a Problem Description. Also, indicate whether you are using a PC or MAC.
Using WEBMAIL to Access your Albright Email Account

1. Turn on your PC or MAC system and connect to the Internet through your ISP.

2. Once your Internet connection has been established, point your “web browser” (e.g., Netscape, Internet Explorer) at the Albright College WEB site:

   http://www.albright.edu

3. Click on the link to WEBMAIL that is found on the home page of the Albright College website. This will take you to the main log-in window for Albright College WEBMAIL.
The Login Window

This is the general format of the WEBMAIL windows. Once this first “entry” window is displayed, follow the instructions below to log in to your Albright email account.

1. Enter your email Albright email username and password in the fields provided

2. Click on the “Server” dropdown box to select your email system. Albright College students should select Student E-Mail. Albright College administrative staff, support staff and faculty should select Administrative E-mail

3. If your preferred language is not English, select your preferred language using the “Language” dropdown box. Over two dozen languages, including Traditional Chinese, Korean, and Russian, are supported.

4. Click on the Log in button. The next screen displayed will show IMP Maintenance Operations and all the options available to you. You may choose to perform maintenance operations or skip maintenance to go directly to your email INBOX.

5. If you have difficulty logging in, or if you get an error, try typing the username and password again, making sure both are carefully entered and are in lower case. Also, verify if you are logging into the Student or Administrative email server.
The Main Mailbox Window

Here is a brief overview of the sections of the INBOX window displayed in the screen print above. It is recommended that you maximize your INBOX window to effectively utilize the following features:

**Message List** - This is where your INBOX messages are listed. Please note the following:
- **New messages** are indicated with a tinted blue background and a small envelope icon to the left of the message. To display the contents of a message, simply click on the sender’s name or subject.
- **Previous messages** accessed and read through WEBMAIL are indicated with a white background.
- **All messages** listed will have a selection box to the left of each message. You can select individual messages for specific actions, such as deletion, by clicking on this box.
- **Messages that have been marked for deletion via WEBMAIL** are indicated with a darker gray background AND they will also have a line through the date, sender’s name and subject. Please note the following regarding deletions:
  - Messages marked for deletion from WEBMAIL will be permanently deleted (removed) from your INBOX window when you click on Purge Deleted (lower right hand corner of window).
  - When you delete a message under WEBMAIL by clicking on Purge Deleted, the message is “gone for good”.
  - Any messages you read under WEBMAIL, but do not “Purge”, will also appear again on your college office desktop when you click on GET MSG under Netscape Messenger.

**Select Bar**:
- “Select All” and “Select None” mark all or none of your messages on the current page as selected. When a message is selected, a check mark will appear in the box to the left of the related message.
- “Move” moves the selected message(s) to the folder selected in the dropdown box.
- “Copy” places a copy of the selected message(s) in the folder selected in the dropdown box.

**NOTE**: The dropdown box at the end of the selection bar allows you to choose a destination folder for “moves” and “copies”.

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Delete Bar:
- “Delete” marks the selected messages for deletion. It does NOT immediately delete them.
- “Undelete” unmarks the selected deleted messages
- “Hide Deleted” removes the deleted messages from the display. Note this still does not remove the message permanently
- “Purge Deleted” permanently removes any messages marked for deletion. Purged messages cannot be recovered.

NOTE: When using WEBMAIL, please “purge” your deleted messages on regular basis to minimize storage space used on the email server.

Sort Bar - The next row contains the controls for sorting the message list. Messages can be sorted by Date, Sender, Subject, and Size, simply by clicking on the appropriate heading.

Folder List - In the top right corner, the location dropdown box allows you to quickly jump between the mail folders you have defined. By default, the folders named INBOX, Drafts and Sent-Mail are available.

Navigation to other WEBMAIL features - The menu on the top of the screen allows you to navigate through the features available to you through WEBMAIL, including:
- INBOX - always takes you back to INBOX which lists new messages.
- Compose - opens the message compose window.
- Folders - allows you to navigate and organize folders.
- Search - allows you to search messages by certain criteria.
- Help - displays a list of Help Topics.
- Logout - logs you out of the WEBMAIL system.
The Message Display Window displays the contents of individual messages. This window also allows you to perform common operations on individual mail messages by selecting one of the options listed at the top and bottom of the window.

It is recommended that you **maximize** your window to effectively utilize the following features:

- “Delete” deletes the current message.
- “Reply” opens a compose window, quoting this message and addressed to the person who sent this message to you.
- “Reply to All” works similarly to “Reply”, except it addresses the message to everyone to whom the message was originally sent (including those on the copy list)
- “Forward” opens a compose window, quoting this message.
- “Redirect” sends the current message to another recipient without changing it. **Use this feature with discretion**, as it may appear to the recipient that the redirected message has come to them directly from the original sender of the message.
- “Save As” saves a copy of the message to a local disk on your desktop machine.

**Other features:** At the far right of this option bar, you will find a link back to your INBOX. You can also use the forward arrow or backward arrow to navigate through your messages.

**To access an attachment:**

1. Click on the floppy disk icon to the right of the attachment name.
2. If the “File Download” dialog box appears, click on **OK**.
3. In the “Save As” box, point to the folder where the attachment should be saved, and verify that the attachment name is correct. Click on **Save** to save the file.
4. If the “Download complete” dialog box appears, click on **Open** to view the downloaded file or click on **Close** to return to the WEBMAIL window.
The Message Composition Window (Compose Window)

The Message Composition Window is the portion of WEBMAIL that allows you to write and send e-mails. The top row of buttons, duplicated at the bottom of the screen, allows you to:

- Send the email message
- Save a draft in the drafts folder for editing later
- Cancel the current message

**NOTE:** When you are using WEBMAIL Compose, it is recommended that you MAXIMIZE the composition window by clicking on the “maximize window” icon at the top right corner.

**To save and retrieve an email draft:**
1. To save an email draft - After you have started composition of the email, click on **Save Draft**. This will save the current text of your email in your drafts folder for later editing and return you to the Main Mailbox Window. (Note that the drafts folder will be created the first time you save a draft.)
2. To retrieve a previously saved email draft - From the INBOX drop down menu at the top right corner of the Main Mailbox Window, select drafts. Click on the appropriate draft and then click on **Resume** at the top of the screen to edit and send the message

**To include an attachment with your email:**
1. Click on the **Browse** button at the bottom of the Message Composition window. (If you can't find the **Browse** button, maximize the window and click on Attachments below the little paperclip.)
2. On the “Choose file” screen, select the applicable file type and point to the appropriate file folder. Select the appropriate file and click on **Open** to return to the Message Composition window.
3. On the Message Composition window, click on **Attach** to connect the file to the email. The attachment will then be included with the email when it is sent.