

## Using WebMail

To use e-mail you need to know your *username*, your *password* and your *mail* server. If in doubt about these, contact the Helpdesk for advice. The web address for WebMail is (note **https**!)

**https://webmail.st-andrews.ac.uk**

You can start WebMail from the *Classroom Home Page* or from the IT Services web pages. The login page has a link to on-line help pages, which give more information than is given here.

### Logging in

Type in your username and password. In the 'Server' selection box choose your mail server. (If you're not sure of your mail server, click the link to 'What is my email server?') Then click the **Log in** button.

In WebMail there is a main *taskbar* at the top, listing the main functions. A little lower there is an *action-bar* showing more functions. The action-bar is repeated near the foot of the window.

### The folder contents list

Initially WebMail displays a list of the messages in your INBOX folder, which contains your new messages.

The *folder contents list* shows the date, sender, subject and size of each message. If there is more than one page of messages you will see *navigation buttons* (small arrows pointing right and left, located at the top of the list) to move to the next page or go back to a previous page.

Beside each message in the list is a *check box*. To *select* a message, click on the check box.

### Read a message

To read a message, point at it on the contents list and click. The message will then be displayed.

Above and below the message the *action-bars* show the various actions that are open to you at this point. At the right-hand end of the bar is the **Back to INBOX** link, and beside it are two arrows: the right-pointing arrow takes you to the *next* message; the left-pointing to the *previous* one.

When you have read a message you must either *delete* it or *move* it to another *folder*. Do not leave read messages in your INBOX.

### Delete or Move your messages

To delete the message that is currently displayed, click on **Delete** - this is the first action in the action bar. When you delete a message you will be taken automatically to the next one.

You can delete messages from the folder contents list without opening them. Click in the check box beside the message to *select* it. You can select several messages at once. Then click on **Delete**.

Deleted messages are shown as *crossed out* in the folder contents list. **They are not actually removed from the folder and still take up valuable space in your INBOX.** At this stage if you change your mind you can select a deleted message and click **Undelete**.

To remove deleted messages completely click **Purge Deleted**. If you don't purge your deleted messages your INBOX will become bloated, causing problems for you and for others.

Once messages have been *purged* you cannot retrieve them with the **Undelete** command.

**Moving messages:** If you don't want to delete a message you must *move* it out of your INBOX into another folder.

Either *display* a message or *select* one or more messages in the folder contents list.

Near the top right of the window it says **Move | Copy** beside a selection box containing the phrase 'This message to' or 'Messages to'. Click on the selection box to display a drop-down list of your folders. Choose either **New Folder** or one of the existing folders. Then click on **Move**. If you chose **New Folder** WebMail will now ask you to type in a name for your new folder. You should avoid putting spaces in folder-names.

The message will be moved to the new location, and deleted from the current folder. It will be shown as *crossed out*, so click on **Purge deleted** to get rid of it altogether from the original folder.

### Folders

At the top-right there is a drop-down list of your folders. To open up a folder, choose it from the list - it will open automatically.

To manage your folders, click on **Folders** in the main taskbar to open the *folder navigator*.

To create a folder click in the **Choose** action selection-box and choose **Create folder**.

You can rename or delete your folders, and you can also download them onto your PC or Mac. You have to *select* the folders you want to deal with and then choose an action from the list.

### Print

Display the message you want to print and then click **Print** in the action-bar. The **Print** dialog-box will be displayed, so select the printer and click **Print**.

### Send a message

Click on **Compose** in the main taskbar. The message composition screen has boxes for you to fill in the fields of the *message header* - you must specify the recipient(s) in the **To** field, and you should put something meaningful in the **Subject** field. When sending to St Andrews users, put just the username in the **To** field; for others put the full e-mail address. You can put several recipients, separated by commas - for example `mmmm45 , ab23@ed.ac.uk`

Type your message in the space provided, just as you would in a word-processor, allowing your text to wrap round at the end of the line.

The message composition window is a separate window, so you can refer back to your received messages if need be. You can copy and paste from received messages into the composition window: highlight the text and type **Control+C** to copy; go to the composition window and type **Control+V** to paste. When you have finished, click **Send Message**.

### Replying and forwarding

To **reply to a message**, display it and then click **Reply** in the action-bar. WebMail will display a composition window with the sender of the original message now given as the *recipient* of your reply. In the message text box the original message will be *quoted*. There is a > at the start of each quoted line. You can modify the quoted message, and type your own reply above it, below it, or interleaved within it.

To forward a message to another recipient, display it and click **Forward**. The message composition window will be displayed; you should type the recipient's address as usual. The original message will be shown in the message text box and (as when replying) you can edit the message before sending it.

When you have finished, click **Send Message**.

### **Attachments**

Attachments are files, such as Word documents, spreadsheets or images, which are sent along with ordinary mail messages. Treat attachments with caution, because they are the commonest source of computer viruses.

**Receiving an attachment:** When you receive a message with an attachment you must decide whether the message is genuine. Do you recognise the sender? Is there an accompanying message making it clear that the sender sent the attachment deliberately? If not, delete and purge the message at once, *without* opening or downloading the attachment.

If you are satisfied that the message is genuine, click on the disk icon beside the attachment's filename to *save* the file. It is just like downloading any file from the web. You will get a dialog-box in which you can tell your browser where to save the file.

Alternatively, click on the filename to open it up immediately.

**Sending an attachment:** There is a box labelled **Attachments** at the foot of the message composition window - you may have to scroll down in order to see it. Click the **Browse** button next to the **Attachments** box. You will now see a dialog-box which you can use to locate the file that you want to send. This works like other 'Open' dialog-boxes on your PC or Mac. When you have selected the file, its name will be displayed in the **Attachments** box. Now click **Attach**. Unless you click the **Attach** button the file will not be sent.

If you send a message with an attachment, always include a message. Most people delete attachments that do not come with an accompanying message making it clear that the sender intended to send the attachment. There is a limit of 4MB on the size of attachments sent from WebMail.

### **Address Book**

You can build your own address book of contacts and also consult the University directory.

To **add** a contact, click on **Address Book**, then on **Add** and then on **Add contact**. A form will be displayed asking for information. Type in the name of your contact and their e-mail address; you can also add other information. Then click **Save**. You can create (short) e-mail lists by entering several addresses in the e-mail box, separating them with commas. St Andrews addresses can be entered with or without @st-andrews.ac.uk. External addresses should always include the full address.

In Address Book, to find an address, click on **Search** or **Advanced Search** in the WebMail taskbar. Type in the name or part of the name in the **Matching** box, choose either **My Addressbook** or the University directory, and click the adjacent **Search** button. The entries matching your search term will be listed. To send a message to one of the listed contacts, click on the e-mail address; this will open up a composition window with the selected address in the **To** box.

To leave Address Book click the **WebMail** button in the WebMail taskbar.

### **Filters and Blacklisting**

There is a filter function in WebMail with which you can discard messages or file them in particular folders automatically. This can be useful for dealing with spam, but treat the feature with care. There are notes on using WebMail filters in the on-line help pages.

### **Message source**

Sometimes it is necessary to know exactly where a message has come from, and what route it has taken. Spam and virus messages frequently have a forged *From* field so that the real sender is hidden. With the message displayed, click on **Message source** to display the full header information, from which the true origin of the message can be detected.

## Using WebMail

---

Logging in

The folder contents list

Read a message

Delete or Move your messages

Folders

Print

Send a message

Replying and forwarding

Attachments

Address Book

Filters and Blacklisting

Message source