

Instructions for Web Mail

(Click on the instructions that you wish to view)

General Instructions

[Black & White List](#) (Anti-Spam)

Address Book

Settings

[Aliases](#)

[Reply to](#)

[Number of attachments](#)

[Time Zone](#)

[Daylight Savings](#)

[Signature](#)

[Signature at Top](#)

[Reply symbol](#)

[Move deleted messages to trash check box](#)

[Addresses](#)

[Auto hide](#)

[Confirmation dialogs](#)

[Old style attachments](#)

[Date format](#)

[Web Mail layout](#)

[Web mail language](#)

[Certificates](#)

[Accounts](#)

[Folders](#)

[Anti-Spam](#)

[Auto Responder](#)

[Forwarder](#)

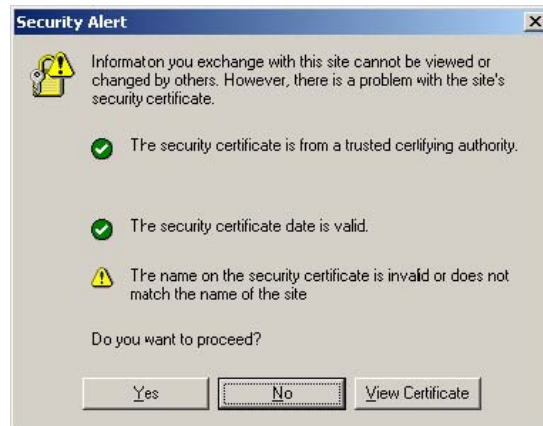
[Client Rules](#)

[Server Rules](#)

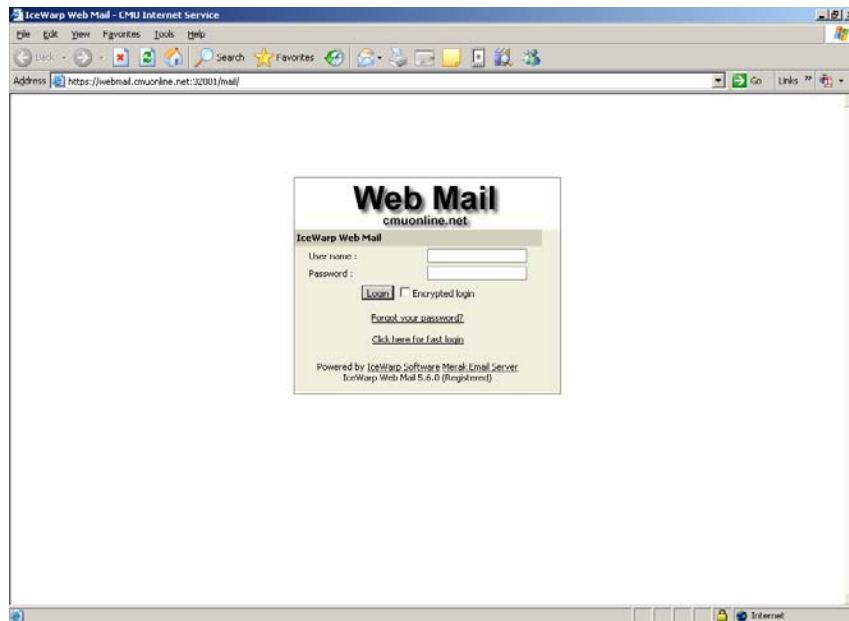
[Challenge Response](#)

General Instructions

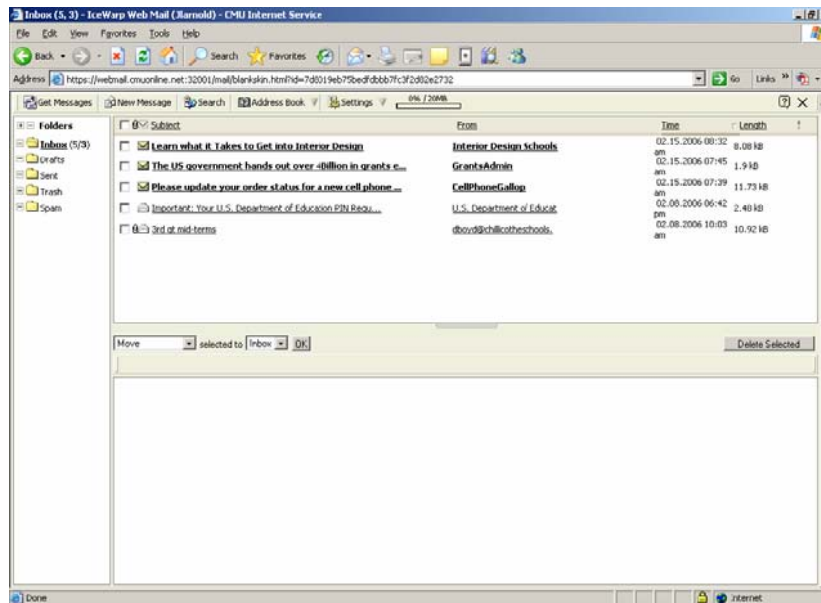
To access Web Mail, go to www.cmuonline.net and click on the [Web mail](#) link. If you receive a popup Security Alert Certificate screen, click “Yes.”



On the logon screen, enter your username and password, not your email address (i.e. janedoe, not janedoe@cmuonline.net).



This will take you to your mailbox.

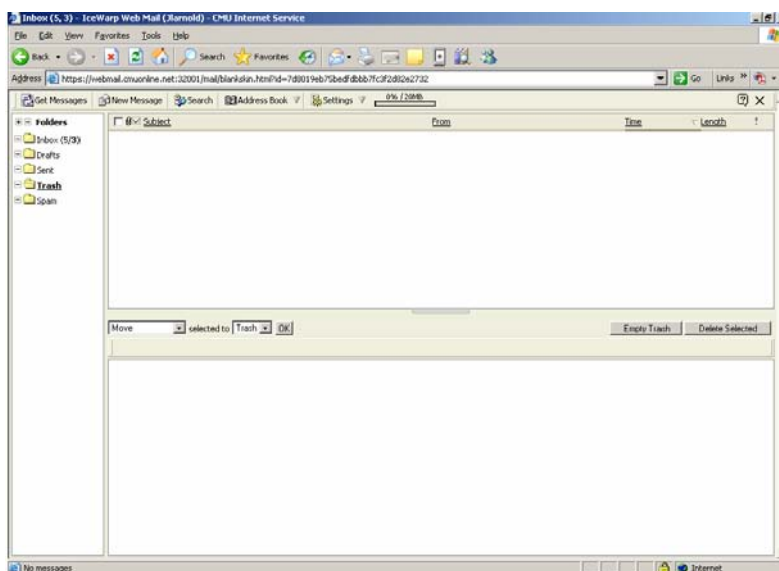


To read your mail, just click on the link under the subject. Your email screen may look different than this but the style can be changed as explained later in these directions.

Black & White List – A blacklist is a list of email addresses that you do NOT wish to receive email from and a whitelist is a list of email addresses that you always want to receive emails from. MerakMail has an easy way to add email addresses to either list. If you receive an email from someone that you want to blacklist or whitelist all you need to do is check the checkbox next to the email, scroll down to the portion of your web mail screen where it shows the “Move” drop down box. Click on the arrow and choose either “Black list sender” or “White list sender” then click the “OK” button. You will then receive a pop up screen stating that this has been done.

You will notice that you have several folders to the left of the screen. You may have mail in your SPAM folder that you might want to check periodically. The email in your SPAM folder will be deleted after 3 days. Your email in the Trash folder will be deleted in 10 days. ALL email left on the server will be deleted after it is 60 days old. If there is anything that you wish to keep permanently, please download it onto your computer using an email program such as Outlook Express or Netscape.

On all of the folders, except the Inbox, there is a button that will empty the entire folder.



You can create new folders by right clicking (right not left mouse button) on a folder. You may then name it whatever you wish and move mail to that folder. This is located in the middle of your email screen.

Notice the buttons above the folders (Get Messages, New Message, Search, Address Book, and Settings).

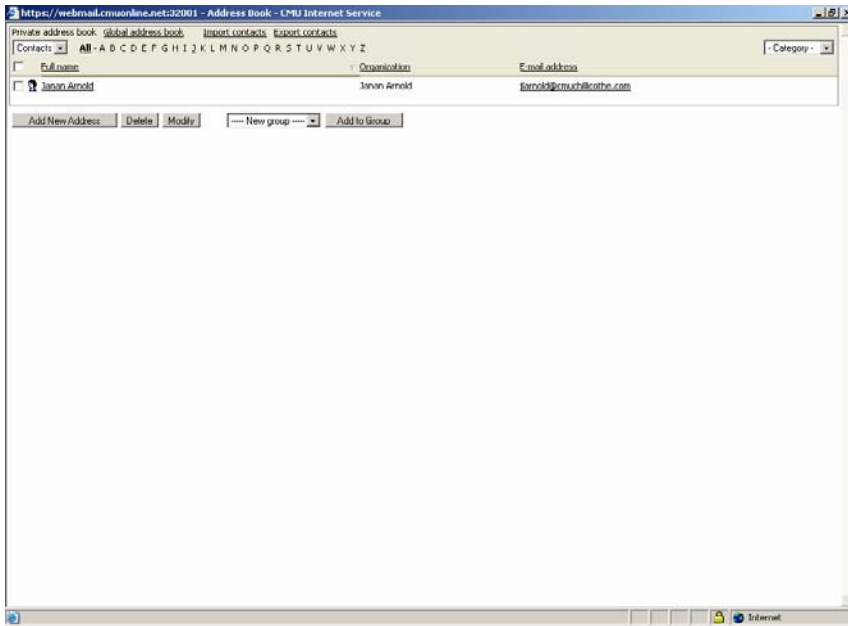
1. The Get Messages button takes you to your Inbox to read your mail.
2. The New Message button will bring up a screen to create and send a new email.
3. The Search button will allow you to search your emails for a particular address, subject, etc.
4. The Address Book will allow you to store email addresses, names, phone numbers, etc.
5. The Settings button allows you to do many different things with your Web Mail.
6. Next to the Settings button is a status bar. This shows the percentage you are using of your allowed email space on our server. Be aware that all of your folders count toward the usage of your email space. You may need to empty your trash, SPAM, sent, or other folders to allow more email space.

Address Book

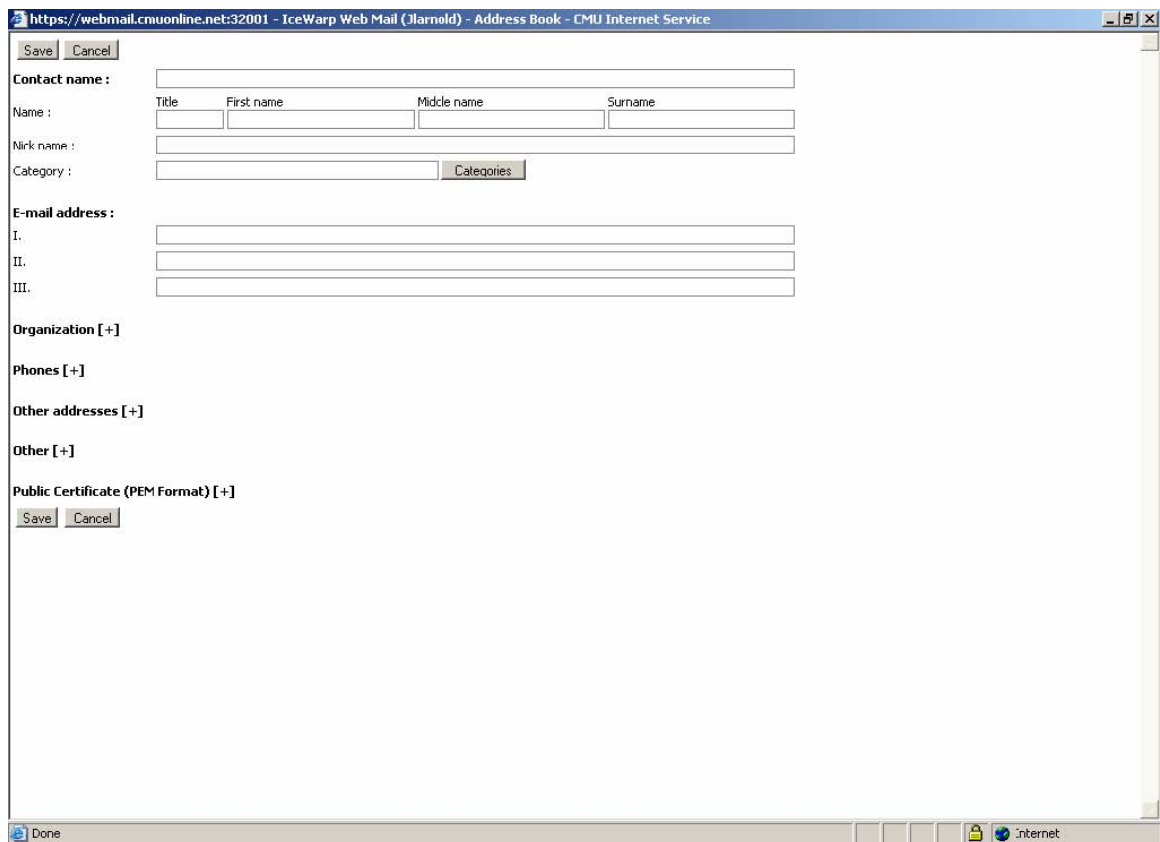
Click on the Address Book button at the top of the screen to access the address book.

Add New Address

Click the Add New Address button to add new email addresses, home addresses, phone numbers, etc.



A screen like the one below will come up on your monitor.



Fill in any information that you wish. You can click on the plus (+) signs to bring up additional information.

Organization [-]

Name :

Job :

Profession :

Department :

Assistant :

Manager :

Office location :

Address :

Street :

City : Zip : State : Country :

Phones [-]

Home 1	<input type="text"/>	Description : <input type="text"/>
Home 1	<input type="text"/>	Description : <input type="text"/>
Home 1	<input type="text"/>	Description : <input type="text"/>
Home 1	<input type="text"/>	Description : <input type="text"/>

Other addresses [+]

Other [-]

URL : Calendar URL :

Birthday : Month: Day: Year [YYYY]: Anniversary : Month: Day: Year [YYYY]:

Spouse : Gender :

Note :

Public Certificate (PEM Format) [+]

You can even enter birthdays and anniversaries. Ignore the Calendar URL. This feature is not supported in this version of Web Mail. The Public Certificate can be added if your contact person has their own Public Certificate. Unless you know what this is and how it works, it would be best not to use this feature.

When you are finished entering the information, click on the Save button.

Delete - This feature will delete one or more contacts in your address book. Just check the box next to the contact you wish to delete and click on the delete button. You will **not** be prompted with a warning box asking if you are sure you wish to delete this contact. Once you click delete, it deletes the contact.

Modify - This feature will allow you to edit an existing contact. Check the box next to your contact name and click the Modify button.

Add to Group - This feature will allow you to add your contacts into groups such as family, work, etc. Click the Add to Group button and type the name of the group you want to add. Once you have your groups setup, check the box next to your contact name and use the drop down list next to where it states "...New Group...." and choose the group you want to add and click the Add to Group button.

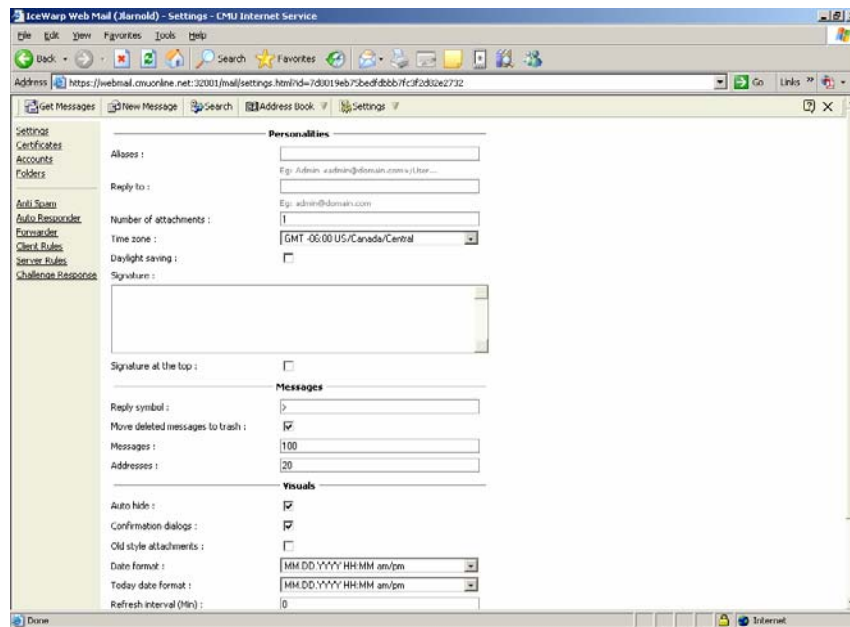
Import Contacts - This feature allows you to import contacts from another address book such as your Outlook Express address book. Click on the Import Contacts button and click the browse button to locate the file from where you wish to import your contacts from. It only

imports .CSV (Comma separated values) files. You would have to create a file with the .csv extension in an Excel spreadsheet in order to use this feature.

Export Contacts - This feature allows you to save your contact list on your computer. It saves it to a location on your computer. It will save it as an Excel spreadsheet. You would have to have Excel installed on your computer in order to read the file. It is a very good idea if you use Web Mail and store a lot of important information on our server, to export the file onto your computer in case of a server failure so that you do not lose your information.

Settings

This feature lets you control the look and feel of your Web Mail screen as well as set the time, date, etc.



Aliases basically just shows who the email is from along with your email address. This can be left blank.

Reply to is the email address that you want people to send an email to when they click on their Reply button in their email program. This also may be left blank.

Number of attachments is the maximum number of attachments that you are allowed to send at one time.

Time Zone displays the current time for the time zone in which you live. Our area is GMT -06:00 US/Canada/Central. If you have this set to another zone, your emails will show the

incorrect time.

Daylight Savings – check this box for Daylight Savings time.

Signature – This is where you could add a personal signature to all of your emails.

Signature at Top can be checked if you wish your signature to be placed at the top of your emails instead of the bottom.

Reply symbol is the symbol that appears when you click the reply button.

Move deleted messages to trash check box. Check this box if you want to send the emails you delete to your trash folder. You may uncheck this box if you just want to delete them. Remember, if you uncheck this box and delete the email message using Web Mail, it is gone. We can't get it back for you.

Messages shows how many email messages you want to appear on your screen at a time using Web Mail.

Addresses shows how many email addresses appear on your screen when you are using the Address Book.

Auto hide is not an active feature.

Confirmation dialogs checkbox determines whether you will receive message boxes while you are working with Web Mail.

Old style attachments checkbox shows attachments as a link at the bottom of the email. If left unchecked the attachments are shown at the top of the email with a paperclip.

Date format is how you want your date to appear for the emails in your inbox.

Web Mail layout is the look and feel of your Web Mail screens. There are several styles to choose from. By default, it uses the Outlook 2000 Like style. This is most like Outlook Express. There are several other styles that you might want to try. Just pick one and then click on the save button to see how it will look. There's a racing skin for you Nascar fans.

Web mail language is pretty self explanatory.

Certificates – This feature is unavailable in this version of Web Mail

Accounts – This feature will allow you to add other email accounts that you may have such as a yahoo or hotmail account. Click the Accounts link and then on the Add New Account button. Type in a name for the account like My hotmail account. You will need to know the incoming server name. CMU uses pop.cmuonline.net. You will also need to know if the account is a POP3 type account or an IMAP.

Enter the username and password for the account and if you want it to appear in another color, click on the color of your choice. You have the choice of leaving your messages on the email server so that you can retrieve them from another email program. If you want to leave them on the server, check the box. You have a couple of other choices as well for deleting the emails. Check the boxes if you want to delete them from this program. Leave them unchecked if you want to delete them manually from the original email program.

You may click on the Test Connection button to see if you have the correct settings entered on this page. When you're finished, click the Save button. To add another account, click on the Accounts link on the side menu.

Folders – This feature doesn't allow you to do much except rename the existing folders.

Anti-Spam – controls a few settings on your anti-spam account. You can choose whether to use a SPAM folder or just have the SPAM go into your inbox bypassing the SPAM folder (the default setting is to use the Spam folder). You may change whether or not you wish to use the anti-spam folder by selecting the dropdown box and choosing the option "Do not use Spam Folder." Then save your changes. You may also select the SPAM detection level by choosing a radio button. Low is the lowest setting and will allow more SPAM into your email box and High is the highest setting and will keep the most SPAM out of your email box. Remember, by checking the High setting, you may prevent some good email from entering into your inbox but it will appear in your SPAM folder so you can always find it there.

Auto Responder – This is a wonderful tool to use if you will be away from your email for an extended period of time. You can type a message into the auto responder box stating that you will be on vacation until.... Once you have typed in your message, use the drop down box to determine how you want the responder to answer. Respond never will never send out an email. Respond once will send out one email for each individual email you receive. If you receive two different emails from the same person, they will only receive one auto response stating that you will be away. Respond always will send an email every time an email is sent. If one person sends you several emails per day, they will receive a response each time. Respond after a period allows you to set a number of days before the responder will send out the email. You can also enter the dates you will be away. The correct format is year/month/day-year/month/day. The responder will quit sending emails after the date has passed in case you forget to delete them from the Web Mail responder. Click on the save button when you are finished.

Forwarder – this feature allows you to forward email to another account. Just type the email address of the account you wish to have your email forwarded to and it will go to that account. Be careful with this option as you will not get any email at this account if it is being forwarded unless you go back and remove the forwarding address.

Client Rules – this is a set of filters that you can add to your email account. First, you

have to check the box that enables the client rules filters. Next, you will have to create a rule by clicking on the add button. This will bring up the filter screen. Type in a name for your filter such as Junk, Trash, etc. Then you can choose the different settings. For example, From contains @junkmail.com (you can enter an email address or just the domain). You can do the same for the rest of the options. You do not have to choose all of the options. You may just choose one if you want. Using the Subject and/or Body, you could add words like mortgage, prescriptions, etc. When you are finished, click the Add Filter button. You can add as many filters as you wish. The client rules works on the client side (your side). What this means is that the emails will come through our server and get filtered out when you pull the email from our server.

Server Rules – this is very similar to the client rules except that it works on the server side (CMU). These will be filtered out before they go into your email box. Click on the Server Rules link. Under “If all of the rules are true,” click on the Item drop down list. Here you can choose how you want to filter the email. Be careful if you choose all and don’t enter any String or you will either receive all email sent to you if you click on Accept or you will NOT receive any email if you click on Reject. Again, you can choose to enter various options just like above. When you finish choosing the options, under the Action drop down menu, choose whether you want to Accept, Reject, Delete, etc. the filter you just added. If you are not getting an email from someone, choose the “From” from the item list and enter their email address in the String line. In the Action drop down list then you would select Accept. If you are getting a bunch of emails about buying prescriptions, choose All and enter prescriptions in the String line. You can also be more specific by adding the names of the prescription separated with a semi-colon (;). Once you are finished adding your filter, click the Add button. If you want to see all of the filters on your account, choose the Advanced View tab at the top of the screen.

Challenge Response – this is one of the most powerful anti-spam tools. Click on the Challenge Response link. You will be directed to a screen showing all of the emails pending in your challenge response queue. You will notice that most of these emails are SPAM or junk emails but there may be some that you wish to receive. Scroll through the list of pending emails. If there is any that you wish to receive, just click the checkbox next to it (you can choose as many as you wish at this time) and scroll to the bottom of the page. In the Authorize Pending drop down list click the OK button. This will authorize those emails automatically and the sender won’t have to go the link they receive and authorize it on their end. At the top of the screen, you will see a checkbox next to the Status. You can check this box and it will automatically check all of the emails left in your pending queue. Scroll back down to the bottom of the page at the Authorize Pending drop down list. Click the arrow and choose the option you wish. I would recommend rejecting these emails as it appears to the sender as the email address isn’t valid.

At the bottom of the screen, you can also authorize an email that may not be in your pending queue by typing in the email address. Make sure that the Accept radio button is selected and click the Add button. You can also reject email the same way by clicking the reject button, and then click the Add button.

At the top of the screen where it states “Display Messages,” you will see several radio

buttons. To see the emails that have been authorized, click the “Accepted” radio button. You can do this for each of the buttons. Notice, just because an email address is not in your accepted list doesn’t mean that you cannot receive email from them. It will only appear if they have received a Challenge Response from our server and have answered the Challenge. If you feel that you are not receiving certain emails from people that you normally receive emails from, go ahead and add their address to the Accept list.

If one or more of the people trying to send emails to you cannot go to the challenge response page some of the reasons may be due to their email program wrapping the link onto the next line and will break the link. Unless they copy and paste the entire link, they will not be able to reach that page. They received their challenge response email and have not visited the page for 7 days. The link dies in 7 days. Sometimes their network administrator has certain ports blocked and no matter how many times they try to go to the link, they will receive a page cannot be displayed error.

Below are some options if they are unable to go to the Challenge Response link.

1. First have them reply to the email and address it to themselves. Once they receive the email back, they can click on the link in the Subject line to go to the Challenge Response page.
2. Second, they can have you add them to the Challenge Response according to the instructions above.
3. Third, they can reply to the Challenge Response email with the email address of the person that they are trying to send email to and I can authorize it.