



# **Using the Web email service**

This booklet describes the web based email service used by Sandwell schools.

The web based email service was introduced in January 2005 to replace an earlier webmail system.

This email service is currently for the use of Sandwell schools teaching and school admin staff, and for supervised use with groups of students.

A number of extra facilities are planned for the service, including email filtering to allow more open use by students, as well as address books, disk transfer space and IMAP (POP3-like) access. These facilities will become available later.

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## Logging on

The webmail system is a web based email system. You will need an Internet browser such as Internet Explorer to use the system.

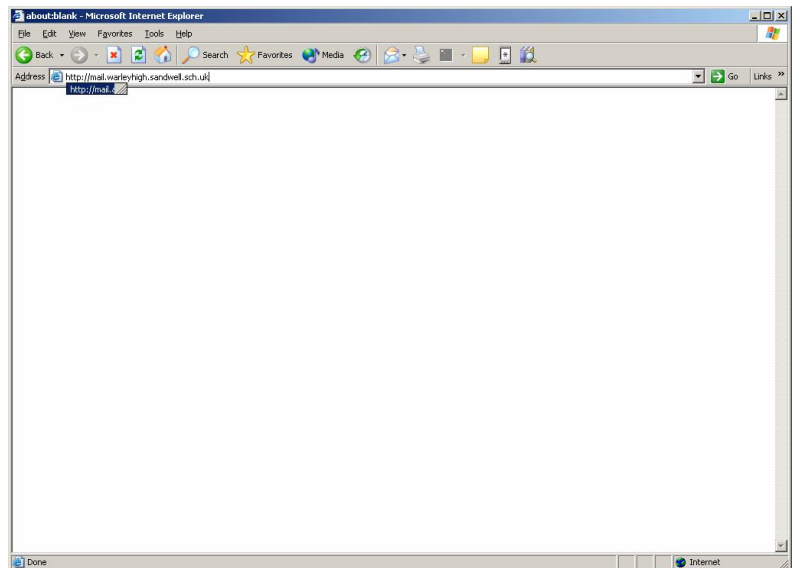
You can send and read emails from any suitable computer connected to the Internet, whether it is in school, at home or elsewhere in the world.

To access your email, open an Internet browser window, and type the URL for your school's email address in the address bar. These will differ between schools, but are made up from your school's domain name (the same as the domain part of your email address) prefixed with mail., so: **mail.yourschoolname.sandwell.sch.uk**

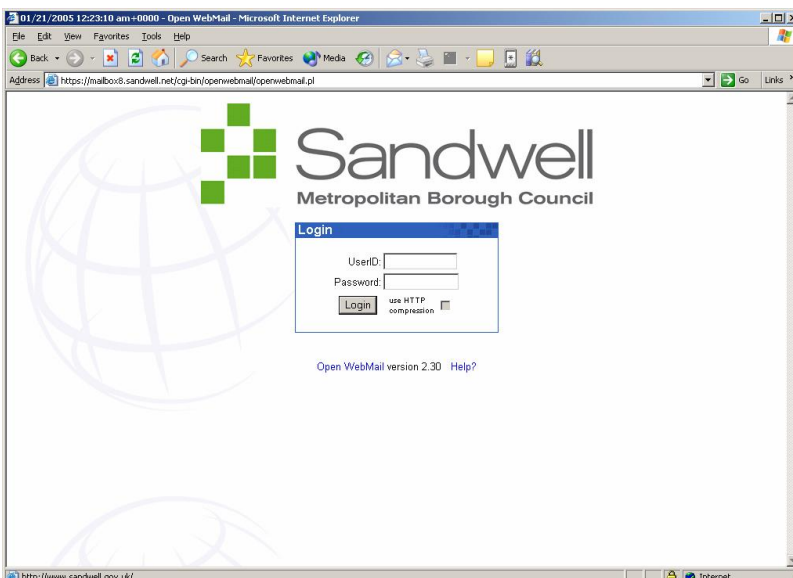
A full list of domains can be found at **www.schools.sandwell.net/email**

This website contains the URL for your school's webmail.

You should add this link to your favorites list on commonly used computers; right click on the link and choose **Add to Favorites** from the menu. Give the link a suitable name such as New Webmail



Once you have located the link, click on it to go to the login page.



Your user ID is the first part of your email address (up to and not including the @)

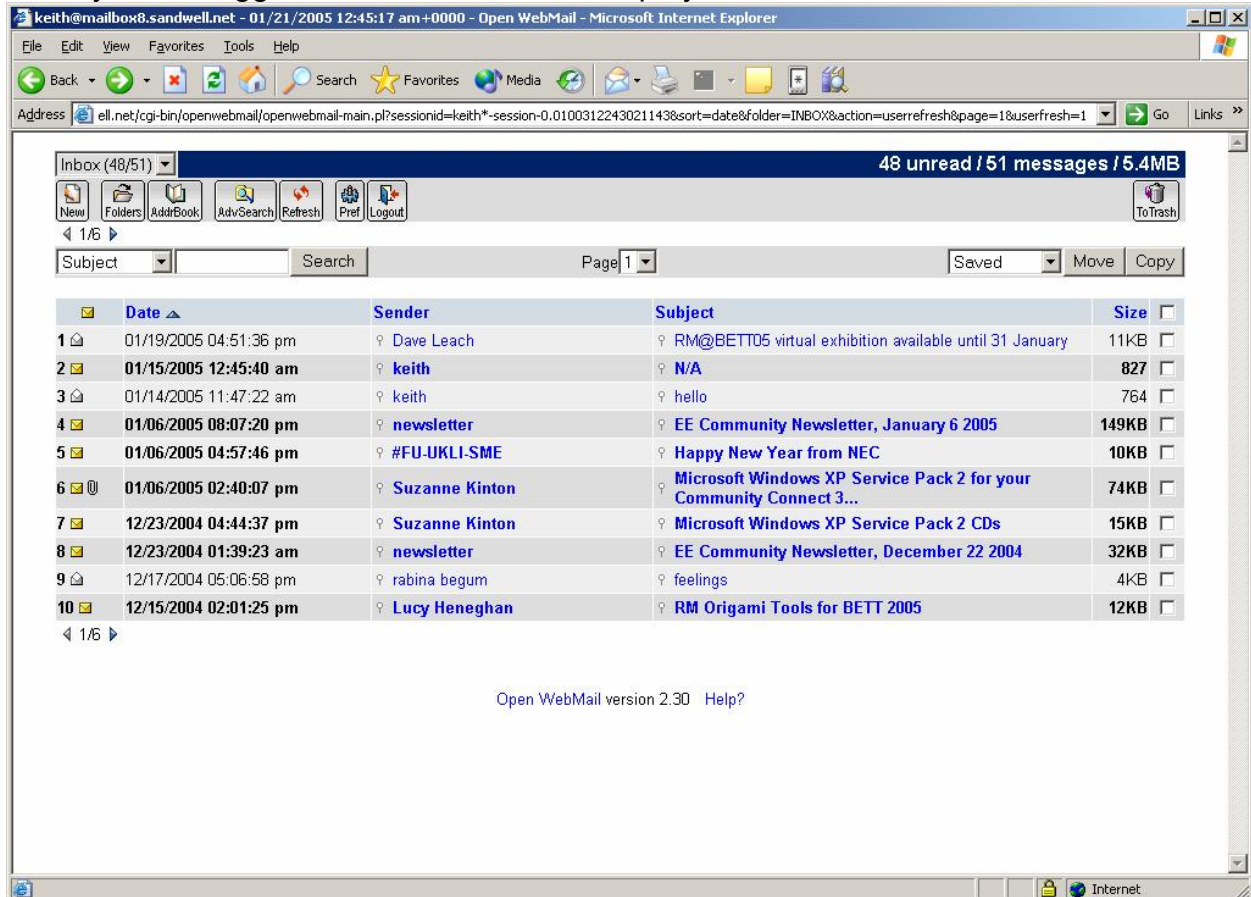
Your password has not changed from the password stored on the old webmail system.

Click the Login button to log in.

## Reading your mail

The first time that you log in the system allows you to configure some of the preference settings that will be used. These can be changed later if necessary. You can either set up your preferences now or change them at a later date.

Once you are logged in, the inbox will be displayed.

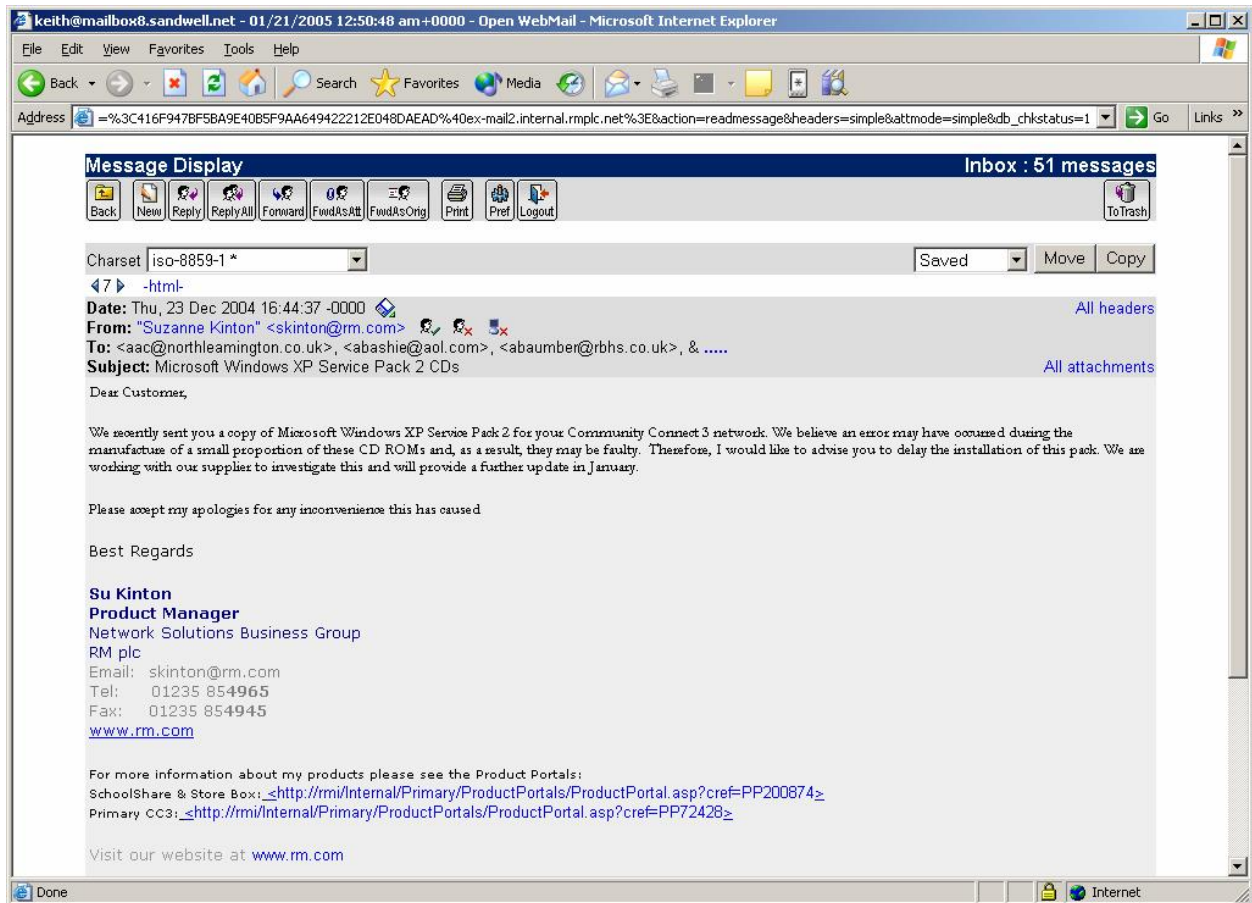


The inbox gives the following information:

- Whether the email has been read or not (is the envelope open)
- Whether the email has any attachments
- The date and time of receipt of the email
- Who sent the email
- The subject line of the email
- The size of the email

There is also a button bar at the top of the page allowing you to create a new message, file the messages in sub-folders, go to the address book, search for messages, refresh the inbox (in case new messages have arrived), change preferences and log out.

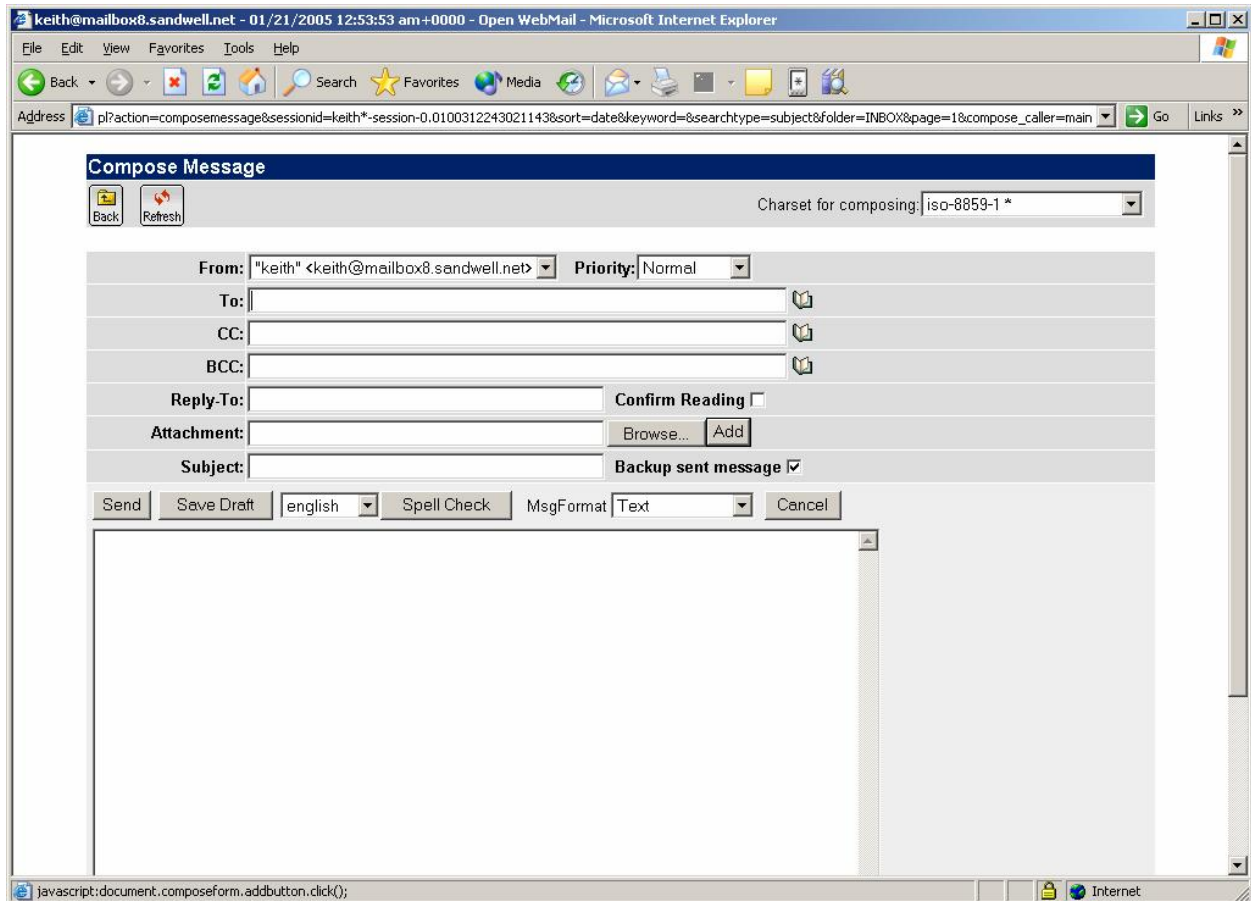
To read a message you should click on the message title. (Other systems allow you to click on the sender, if you click here you will move to the send message dialogue window)



From this window you can read the email. Buttons here allow you to reply and forward the message to other email addresses.

## Sending a message

From the inbox, click on the New email button.



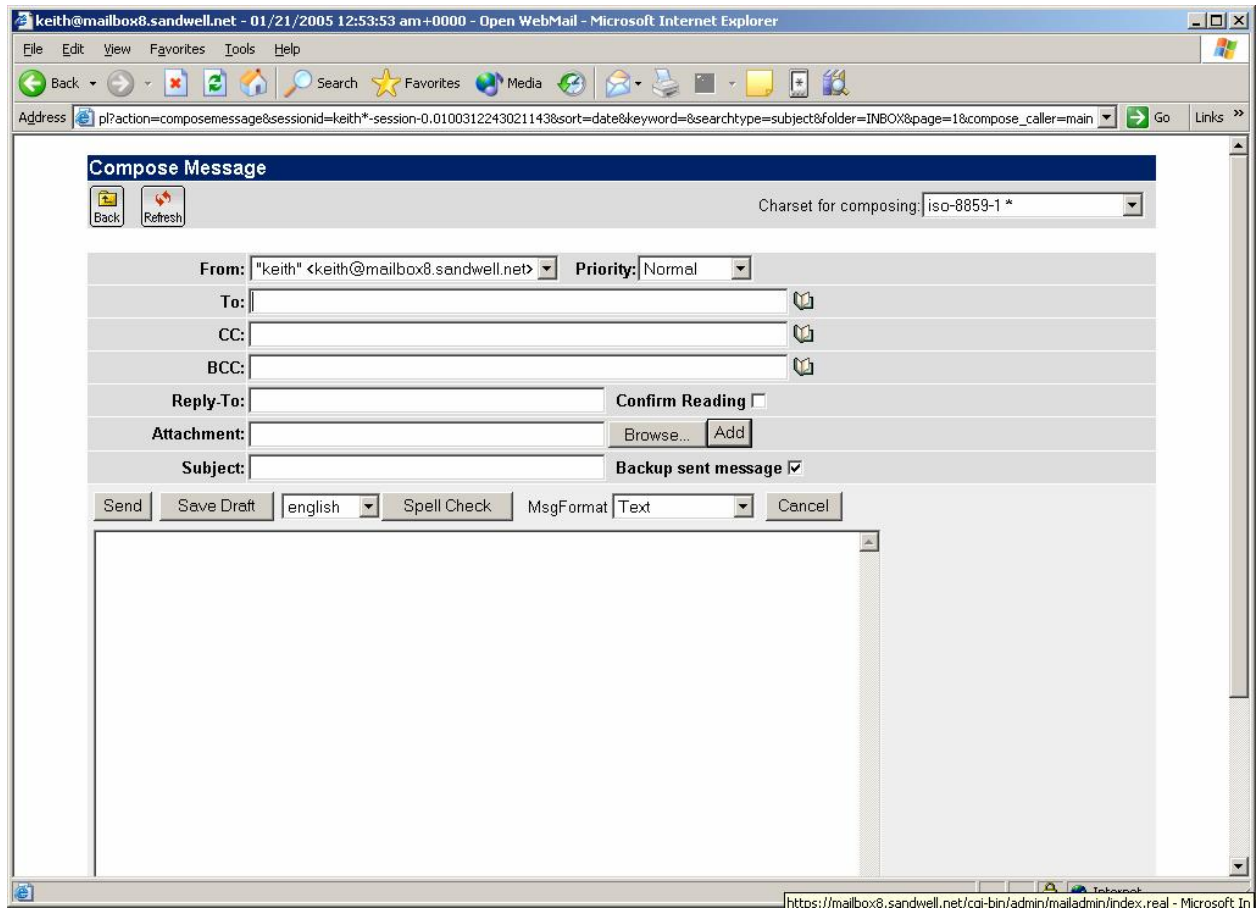
You can fill in the To:, CC: (carbon copy) and BCC: (blind carbon copy) fields either by manually entering an email address or by the use of the address book.

Enter a suitable subject on the subject: line, and type in the text of the message in the mail message box at the bottom of the window.

Once complete, click Send to send the message to its recipients.

## Attachments

An attachment is a file stored on your computer that you wish to send to another user.



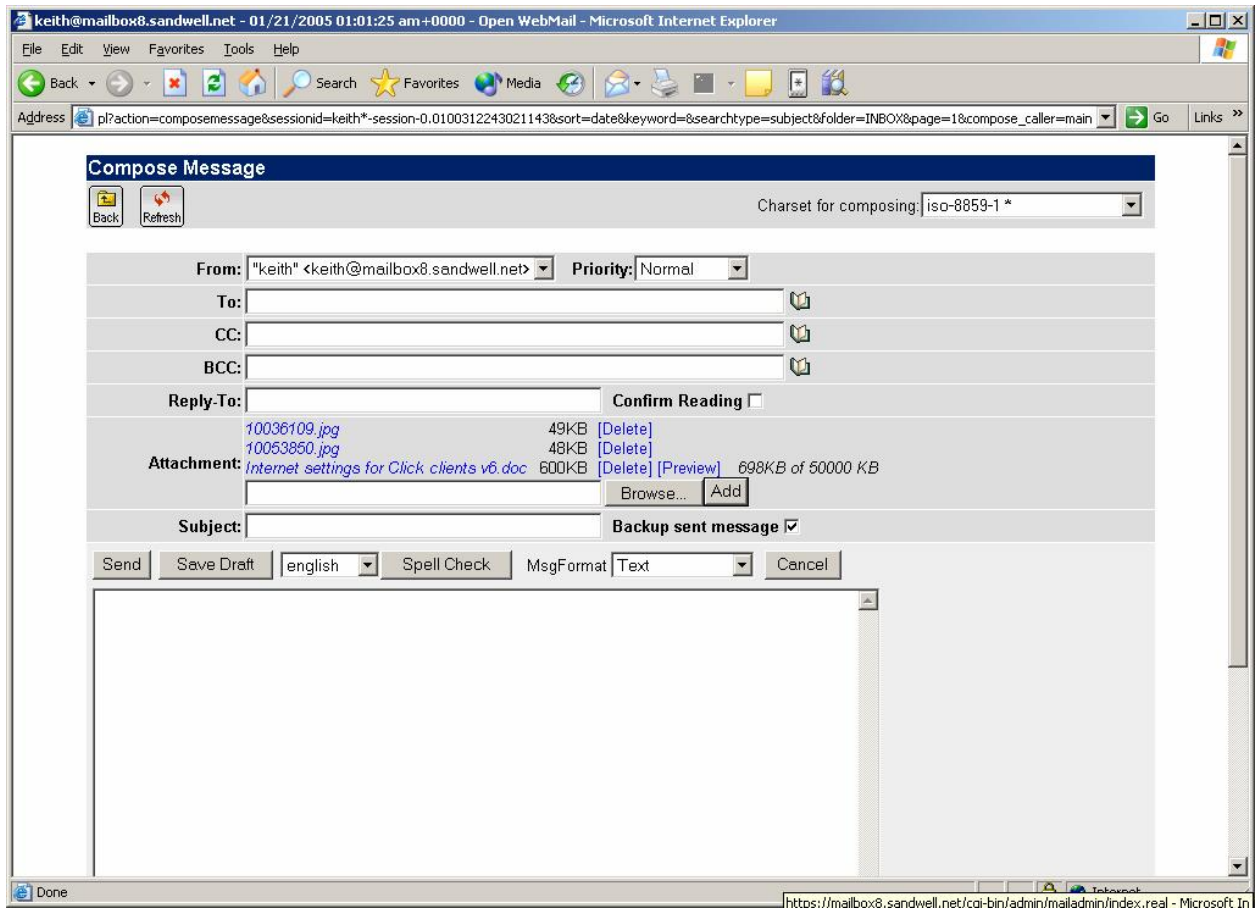
There is a line for listing attachments above the Subject: line in the Compose Message window.

To attach a file to your email, click on the Browse button on this line. A find file window will open.

Browse your computer's drives to locate the file that you wish to send and then click on Open.

Click the Add button (next to browse) to ensure that the file is attached to the email.

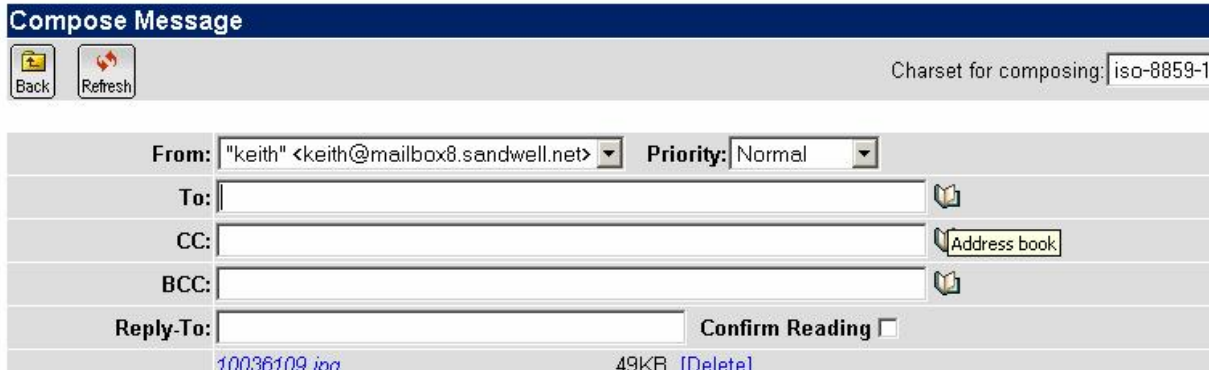
It is possible to add multiple files to an email. At present, file size is not limited although some size limitations may be placed on email attachments in the future to protect network bandwidth and shared disk space for all users.



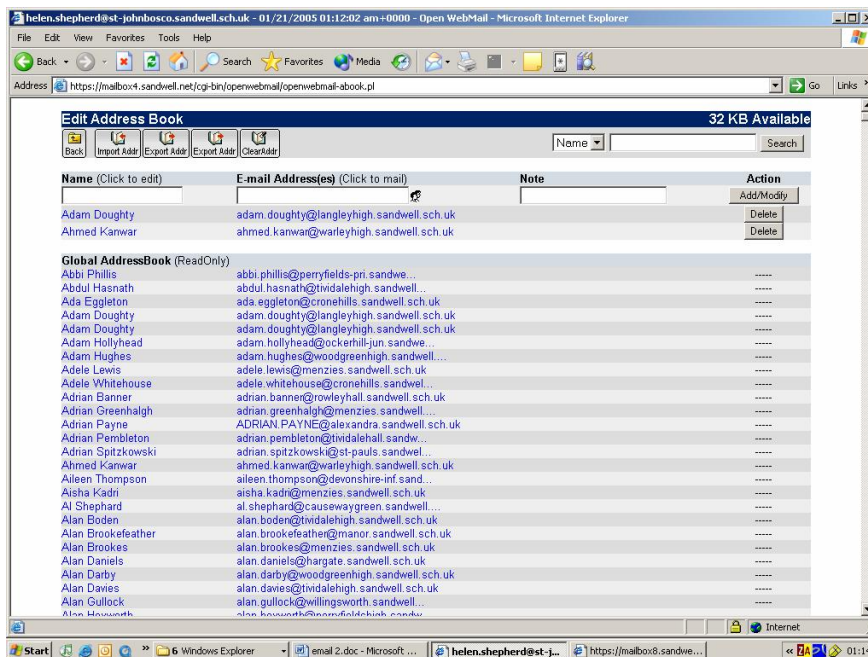
It is recommended that when sending attachments you should include a note to the recipient to indicate the software used to create the file, so that they can be sure that they have access to the correct software to view the file. Compatibility issues are becoming less of an issue recently but it is possible to use more common formats where they still exist. Use .txt or .rtf formats for word processed documents and .csv for spreadsheets if necessary.

# Address Books

The address book can be accessed from the AddrBook button on the Inbox window, or by clicking on the book icons by each of the To:, CC:, and BCC: lines in the Compose message window.



Clicking on these links will take you to the address book. Choose the email users that you wish to send to, and click the Add/Modify button to place them in the message.



Please note that currently (20/01/05) work is underway to improve the address book, including the transfer of personal address lists from the old system.

## Preferences and Advanced features

From the Inbox, click the Prefs button.

The screenshot shows the 'User Preference' page for user 'keith'. The page is organized into three main sections:

- Personal Information:** Includes dropdown menus for Language (English), Charset (iso-8859-1), TimeZone offset (+0000), and Daylight Saving Time (Auto switched). It also has a 'From' field with the email address 'keith <keith@mailbox8.sandwell.net>', a 'Reply-to' field, and a large text area for a 'Signature (500 characters or less)'.
- Display Preference:** Includes a 'Style' dropdown (Default), an 'Icon set' dropdown (Cool3D.English), a 'Background image' dropdown (Cursive.gif) with a 'URL' field, a checked 'Background image repeated' checkbox, a 'Font size' dropdown (10 Point), a 'Date format' dropdown (mm/dd/yyyy), and an 'Hour format' dropdown (12 hour).
- Folder browsing:** This section is currently empty.

This page contains a large number of settings. Most importantly:

- The Signature box. This allows an automated signature to be placed at the end of each message that you send
- The Style menu, this allows you to customise the “look and feel” of the system when you are using it.
- The font size for displayed information
- The number of messages per page in the Inbox
- The New Mail pop up windows

Please change other parameters with care (!)

## Your Password

The new Freedom of Information act requires that Public sector email addresses refer to a named individual. It has been Sandwell Council's policy that all email addresses contain the user's preferred first name and their surname.

Email addresses based on job title (such as headteacher@yourschool.sandwell.sch.uk) are only permitted as Alias email addresses; they do not exist as users on the system, but forward email to a named individual's email address.

You should not pass your email address or password to another user as this would open the system to possible abuse. You should change your password from a password that is easily determined as soon as possible.

Passwords are changed from the Change Password button on the Prefs page.



Change Password

UserID:

Old Password:

New Password:

Confirm New Password:

Open WebMail version 2.30 [Help?](#)

Choose a password that has letters and numbers. Some people replace certain letters (such as o's and l's) with zeros and ones (eg ma1lb0x). Others use two word passwords separated by a random number (eg mail45box) (Please don't use this example)

Choose a password that you will be able to remember without writing it down, or if necessary, store a written copy safely.

## Security

The Internet is inhabited by all manner of individuals, some helpful, others malicious.

It is possible for malicious people to scan information sent across the Internet, and to profit from any gleaned information.

To secure against this, a security system is in use on the Internet called “secure http”. Secure websites URLs start with https:// instead of http://.

Banks use this system for online banking. All data transferred between your computer and the bank’s web server is encrypted to make it unreadable, so that the conversations cannot be eavesdropped by hacking tools.

The webmail server uses https://. At present, you are asked to accept the Security certificate in order to use the webmail service. You must click Yes in order to proceed.



Older Internet browsers (such as Internet Explorer 2 and early versions of Internet Explorer 3) are not compatible with https: and so will not connect. In such circumstances, please upgrade your browser or find a more recent computer system to use.

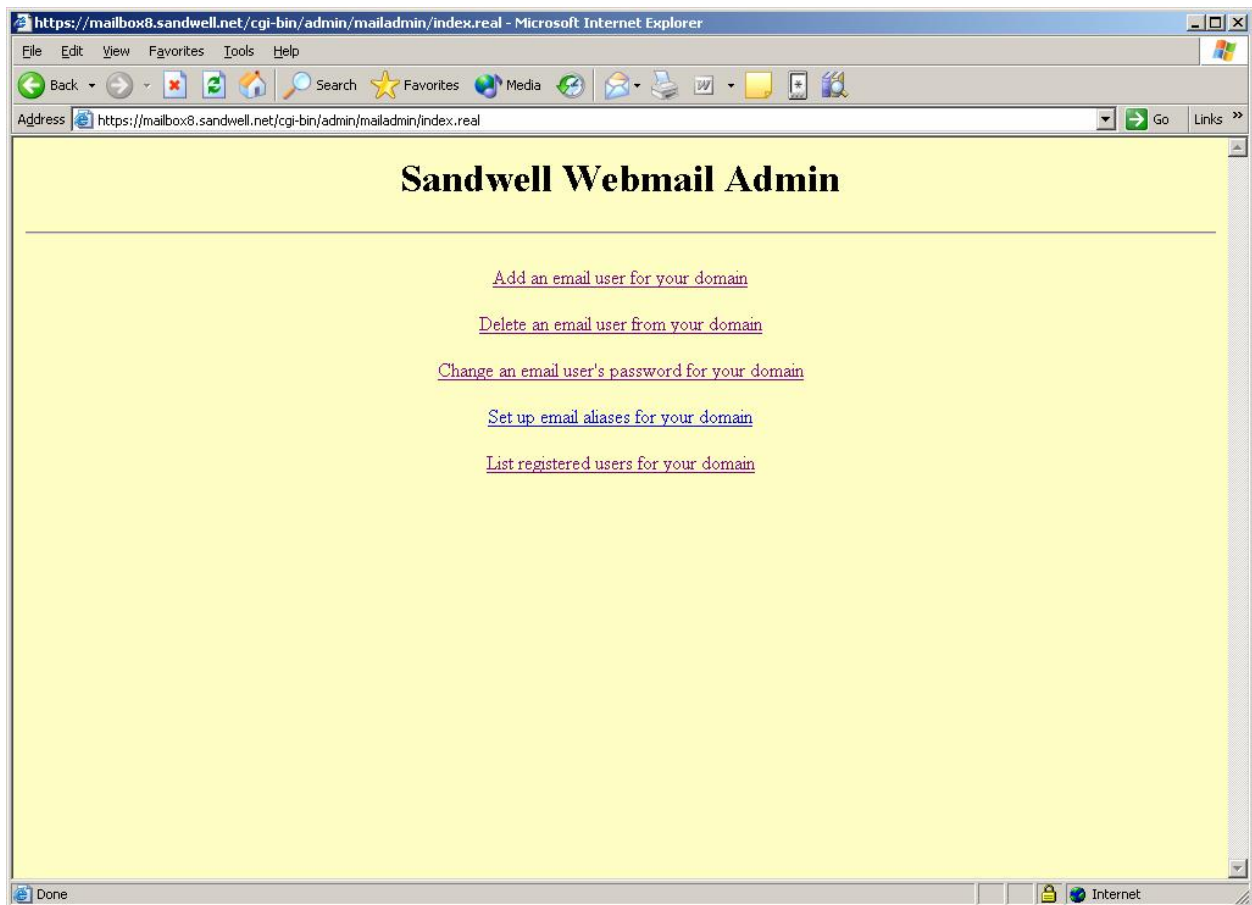
The security covers the transfer of data between your browser and the server. Once you click on the send button, the server locates and sends the message to the intended recipient. The server will send the message in a similar secure way if possible, but relies on the target email server’s ability to understand encryption. If necessary, the message will be sent unencrypted. Be careful when sending sensitive information by email.

## New users, and lost passwords

There is an admin system for adding and deleting users, changing alias users and for resetting lost passwords.

Someone in your school (often the IT coordinator, IT Technician or school secretary) will be able to carry out these tasks.

Contact EMU for details of this system.



Notes:

