

Webmail: Using

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For information related to this topic refer to:

- [Email Overview \(http://www.cmu.edu/computing/email/index.html\)](http://www.cmu.edu/computing/email/index.html)

Introduction

Reading your email from a web browser, such as Internet Explorer or Firefox, can be a very convenient solution when using a computer cluster, web kiosk or away from campus. For this reason, Computing Services has made the Webmail client, SquirrelMail, available. The contents of this document will get you started with Webmail.

Access Webmail through the [Carnegie Mellon Web Portal. \(http://my.cmu.edu\)](http://my.cmu.edu) Select **COMPUTING > Manage Email > view webmail**.

Getting Help

This document provides basic information on using Webmail and includes information specific to Computing Services implementation of the application. For more detailed instructions select **Help** from the main Webmail menu.

Questions or Comments

For additional help using Webmail, contact the Help Center (advisor@andrew.cmu.edu) (<mailto:advisor@andrew.cmu.edu>) or call 8-HELP (4357).

What you will need

To use Webmail you will need:

- A web browser. The following browsers have been tested with Webmail and function properly:
 - o Internet Explorer 6.x
 - o Netscape 6.0 or higher
 - o Mozilla Firefox version 1.0 or higher
- Cookie support must be enabled on your browser.

Note: By default, web browsers install with cookies enabled. If you have changed this setting, see the [Configuring Your Web Browser \(http://www.cmu.edu/computing/doc/web/configure/index.html\)](http://www.cmu.edu/computing/doc/web/configure/index.html) document for instructions on enabling cookies.

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Navigating Webmail

The following sections, explain the basic Webmail interface.


Sign-on

Access Webmail through the Carnegie Mellon Web Portal at my.cmu.edu (<http://my.cmu.edu>). You will be redirected to a Web ISO page that allows you to make an SSL encrypted connection with your Andrew UserID and password. Select **COMPUTING > Manage Email > view webmail**.





















WARNING: If you access Webmail from a computer that you do not maintain there is a *chance* that the machine's owner could maliciously capture your password or read your mail. It is also possible that the owner has not maintained the machine leaving it open to a virus. Machines in a [Computing Services' cluster](http://www.cmu.edu/computing/clusters/facilities/index.html) (<http://www.cmu.edu/computing/clusters/facilities/index.html>) are secure.

Screen and Menu Options

The main Webmail screen has menu options across the top and folders along the left side. Display options may be changed through the **Options** menu. See the [Setting Preferences](#) section for more information.

Quota Usage:

 22.0% of 1.20 GB

Folders
 Last Refresh:
 Thu, 2:27 pm
[\[Check mail\]](#)

-  **INBOX** (1)
-  Drafts
-  Sent
-  **Trash** [\[Purge\]](#)
-  Doc Updates
- +  HelpResponse
- +  HR-Stuff
- +  Misc
-  Postings
- +  Projects
-  Sent Mail
-  spam
-  Status
- +  Travel
-  graffiti
-  official
 -  cmu-news
 -  computing-new
- +  org
-  user

Current Folder: **computing-news**

[Compose](#) [Addresses](#) [Folders](#) [Options](#) [Search](#) [FAQ](#) [Permissions](#)

[[Previous](#) | [Next](#)] [[1](#) [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) ... [117](#) [118](#) [119](#) [120](#)] [[Show All](#)] [[Thread](#)]

All	From <input type="checkbox"/>	Received <input type="checkbox"/>	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	Wed, 1:49 pm	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	Sat, 9:38 am	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	May 21, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	May 20, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	May 19, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	May 18, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	May 15, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	May 12, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	May 7, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	May 6, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	Apr 29, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	Apr 27, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	Apr 26, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	Apr 24, 2009	<input type="checkbox"/>
<input type="checkbox"/>	Computing Services	Apr 23, 2009	<input type="checkbox"/>

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The following are available from the main menu:

- **Compose Menu** - compose a new message
- **Addresses Menu** - create / edit personal address book entries
- **Folders Menu** - manipulate folders (create, delete, rename, subscribe or unsubscribe)
- **Options Menu** - set mail client preferences (signature, display options, identities, etc.)
- **Search Menu** - use specific criteria to search folders
- **Help Menu** - SquirrelMail Help file
- **Directory Menu** - search the Carnegie Mellon directory for email address or other information
- **FAQ** - links to [Webmail Frequently Asked Questions \(FAQ\)](#)
- **SquirrelMail** - links to SquirrelMail web site

Manipulating Mail Messages

Use the following buttons to manipulate selected e-mail messages:

- **Move** - move selected message(s) to the folder currently selected in the **Move Selected To:** pull down menu
- **Forward** - select the message, then click **Forward**
- **Read** - to list the selected message(s) as already read
- **Unread** - to list the selected message(s) as not already read

Note: Select email messages by choosing the check box next to the message.

<input type="checkbox"/>	Computing Services	Thu, 4:06 pm
<input checked="" type="checkbox"/>	Computing Services	Thu, 11:19 am
<input type="checkbox"/>	Computing Services	Wed, 12:53 pm

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Finding Addresses Using the Carnegie Mellon Directory

Webmail uses the Carnegie Mellon Directory to find email names and addresses. Follow these steps to find an email address:

1. Select **Compose**. The Compose message screen display appears.
2. Click **Addresses**. The Address Book Search screen display appears.

The screenshot shows the 'Compose' screen with a 'Subject:' text box. Below it is a 'Priority:' dropdown menu set to 'Normal'. Underneath are 'Receipts:' checkboxes for 'On Read' and 'On Delivery'. At the bottom, there are four buttons: 'Signature', 'Addresses' (circled in red), 'Save Draft', and 'Send'.

3. In the **Search for** text box, type the name of the person.

The screenshot shows the 'Address book search' screen. It features a 'Search for:' text box, an 'in' dropdown menu currently set to 'All address books', and two buttons: 'Search' and 'List all'.

4. From the **in** drop-down menu, select one of the following:
 - Select **Personal Address Book** to search your personal address book
 - Select **LDAP** to search the Carnegie Mellon Directory
 - Select **All address books** to search your personal address book and the Carnegie Mellon Directory
5. Click **Search**.
6. The name(s) that match your search criteria appear. To use the email address, select the check box next to **To:**, **CC:**, or **BCC:** then click **Use Addresses**. The Compose screen reappears and the email address is inserted.

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Creating a Personal Address Book

Personal address books and preferences in other mail clients (e.g., Outlook, Entourage) are **not shared** with Webmail. To add your personal addresses manually to the Webmail address book follow these steps:

1. Select **Addresses** from the main Webmail window.
2. In the **Add to Address Book** section, enter the name, email address and any other information you choose.
3. Click **Add address**. The name appears in the Address Book section.

Add to Address Book

Nickname: Must be unique

E-mail:

First name:

Last name:

Additional info:

Note: The Carnegie Mellon email addresses can be accessed from the server. See the [Finding Addresses](#) section for more information.

To edit an Address book entry, follow these steps:

1. *Check* the entry you want to edit.
2. Click **Edit**. The Update address screen appears.



3. Make the necessary changes then, click **Update address**.

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Deleting Messages

IMPORTANT: When you delete a message using Webmail it is removed from the server.

Follow these steps to delete a message:

1. Check the message(s) you want to delete and click **Delete**.

Setting a Sent Mail Folder

You must be subscribed to any folder you wish to use for sent mail, drafts or deleted items. If you do not have a Drafts or Deleted folder, follow the steps for [Creating a Personal Folder](#) first.

Webmail automatically creates a **Sent Mail** folder to store copies of mail messages you have sent. If you have a different sent mail folder in another mail client (e.g., Outlook or Entourage), you will now have two folders of sent messages. To change the Sent Mail folder that Webmail uses, follow these steps:

1. Select **Options** from the main mail window. The Options window will appear.
2. Select **Folder Preferences**. The Folder Preferences window will appear.
3. Choose the folder you would like to use for sent mail next to **Sent Folder** under **Special Folder Options**.

Special Folder Options

Trash Folder [Do not use Trash]

Draft Folder INBOX.Drafts

Sent Folder INBOX.Sent Mail

Translate Special Folders

Save Replies with Original Message

Submit

4. Click **Submit**.
5. Repeat steps 1-4 to choose a different folder for Drafts.

Note: The Webmail Trash folder has been disabled.

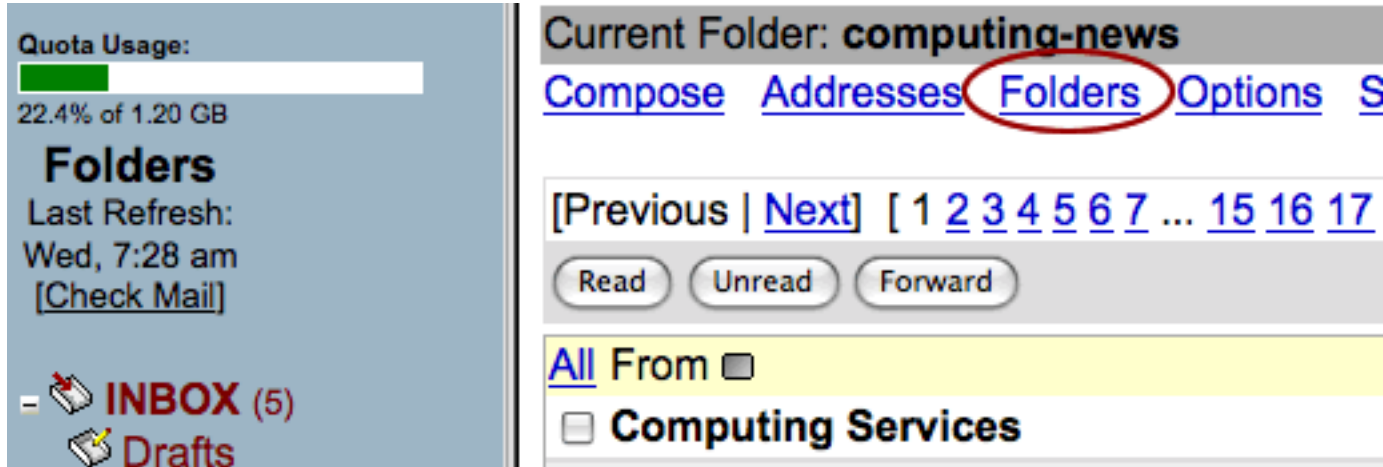
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Managing Folders

Creating a Personal Folder

1. Select **Folders**. The Folders window appears.



2. In the **Create Folder** text box, type the name of the folder (e.g., Sent Mail, Spam).
3. From the **As a Subfolder of** drop-down, select INBOX or an existing folder under INBOX.
4. Click **Create**.

Folders

Create Folder

as a subfolder of

Rename a Folder

Delete Folder

Unsubscribe/Subscribe

official official.cmu-news official.computing-news org org.acs org.acs.documentation org.acs.documentation.announcements org.acs.general	cmu.misc.market.books cmu.misc.market.computers cmu.misc.market.furniture cmu.misc.market.music cmu.misc.market.tickets cmu.misc.market.transportation cmu.misc.mobot cmu.misc.news
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5. Click **refresh folder list** to display your changes.
Note: Creating a folder in this way automatically subscribes you to it.
6. Select **INBOX** to return to your message list.

Renaming a Folder

1. Select **Folders**. The Folders window appears.
2. Select the folder from the **Rename Folder** drop-down.
3. Click **Rename**.
4. Type the name in the **New name** text box and click **Submit**.
5. Select **refresh folder list** to display your changes.
Note: Renaming a parent folder will rename all subfolders. You may need to re-subscribe to the newly renamed subfolders.

Deleting a Folder

1. Select **Folders**. The Folders window appears.
2. Select the folder from the **Delete Folder** drop-down.
3. Click **Delete**.
4. Click **Yes** to delete the folder.
5. Select **refresh folder list** to display your changes.

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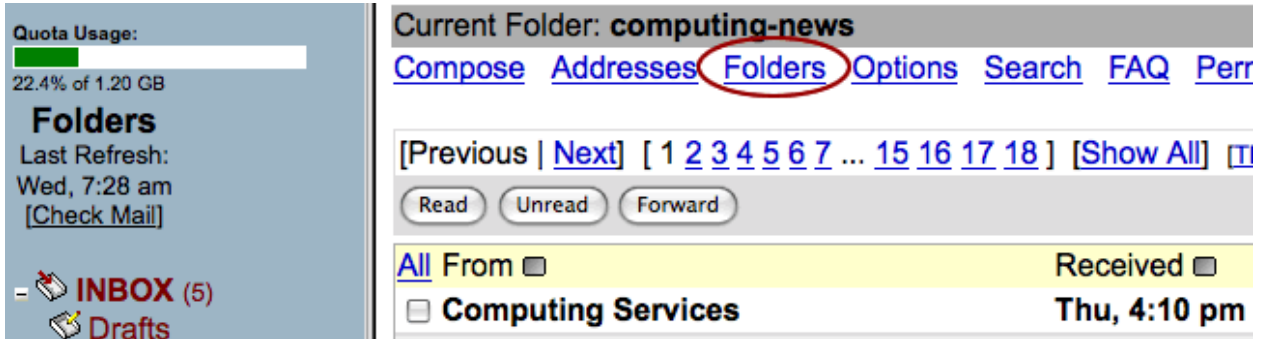
Last Reviewed: 6/2/09

Subscribing and Unsubscribing to Bboards

A bboard is an online mailbox where people can post and read messages.

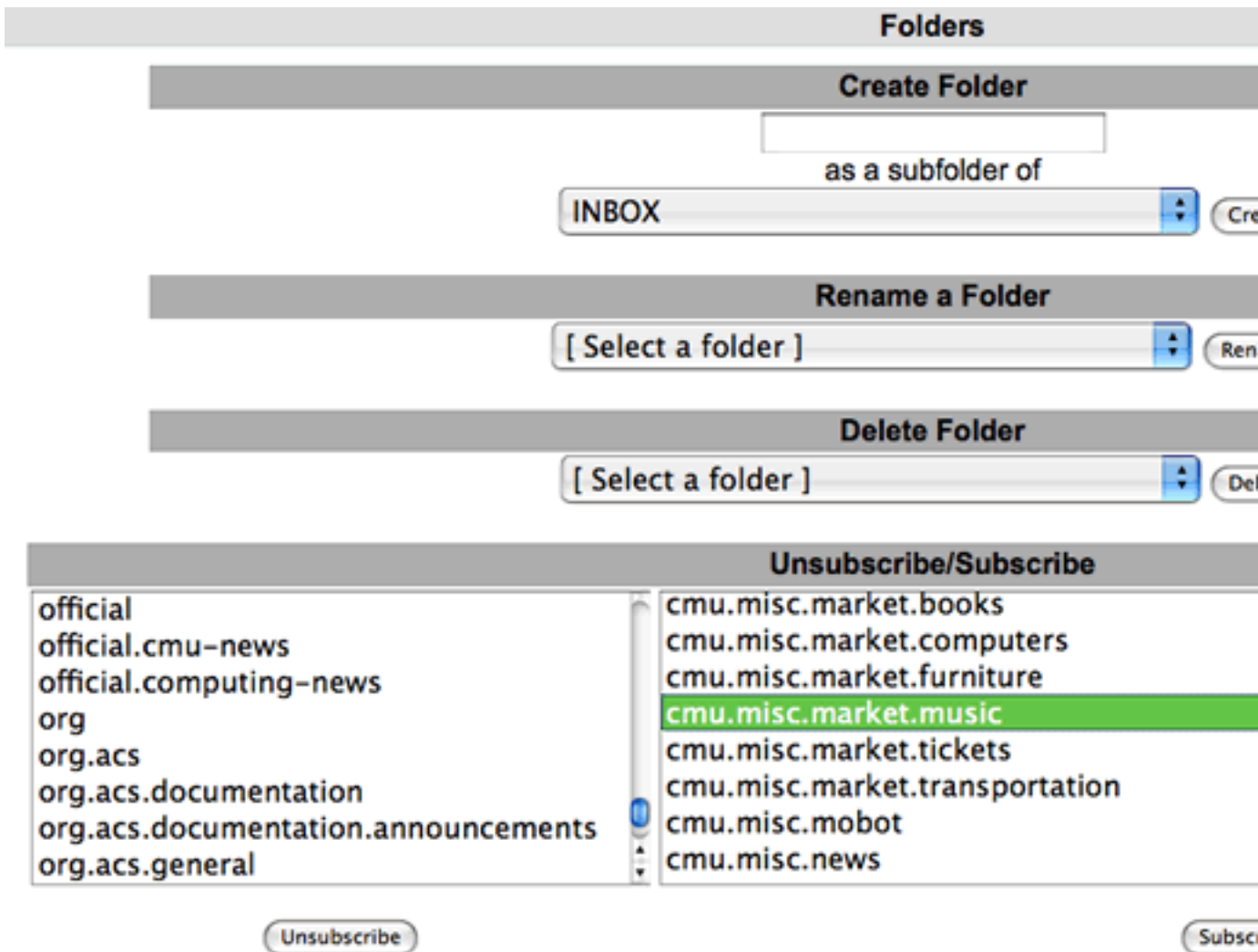
To subscribe to a bboard in Webmail follow these steps:

1. Choose **Folders** from the main mail window.



The Webmail **Folders** window appears.

2. Under **Unsubscribe/Subscribe**, select the bboard you want to subscribe. (e.g., official.computing-news, official.cmu-news)
3. Click **Subscribe**.



4. Select **INBOX** (left panel) to return to your message list.

5. Select **refresh folder list** to display your changes.

To Unsubscribe from a folder or bboard follow these steps:

1. Under **Unsubscribe/Subscribe**, select the bboard or folder you want to unsubscribe.
2. Click **Unsubscribe**.
3. Select **refresh folder list** to display your changes.

TIP: If you deleted a folder in another mail client, the deleted folder will appear in Webmail. To remove this folder unsubscribe from it.

You can also create, rename, delete or unsubscribe from folders in the **Folders** window. See [Managing Folders](#) for more information.

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Assign or Update Folder and Bboard Permissions

At Carnegie Mellon, mailboxes that are viewed by a group of people are commonly referred to as "bulletin boards" or "bboards." In order to assign or update permissions for a bulletin board, **you must be its administrator and be subscribed to it.** Your personal folders, by default, have administrator permissions. For more information, see [Subscribing and Unsubscribing to Bboards](#).

IMPORTANT NOTE: DO NOT remove your own permissions.

To assign or update a user's permissions, follow these steps:

1. Select **Permissions** from the main mail window. A list of User Permissions appears for each folder and bulletin board that you are subscribed.
Note: If you have a large number of personal folders, the list may be long.
2. Locate the folder or bboard.
3. In the empty **User** field, type the **Andrew userID** of the person you want to add.
4. *Check* the the appropriate boxes to set that person's permissions.

Permissions:

- **Lookup** - allows the user to see the folder or bboard when listed.
- **Read** - allows the user to read messages in the folder or bboard.
- **Seen** - allows the user to mark a message as seen.
- **Write** - allows the user to change message flags except the delete.
- **Insert** - allows the user to add messages to the folder or bboard.
- **Post** - allows the user to send mail to the folder or bboard.
- **Create** - allows the user to create sub-folders.
- **Delete** - allows the user to delete messages from the folder or bboard.
- **Admin** - allows the user to change the permissions for the folder or bboard.

Current Permissions for Folder: INBOX.HelpResponses							
User	Lookup	Read	Seen	Write	Insert	Post	Cre Mai
lt2h	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<input type="text" value="juser"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
							<input type="button" value="Update"/>

1. Click **Update**. The user has been added to the permissions list.
Note: If you change permissions on multiple bboards, only the bboard where you click Update will be modified.

To send an email message to users listing their permissions for a particular bboard or folder:

1. Locate the bboard or folder.
2. *Check* the email box in the bottom left corner and click **Update**.

Note: Email will not be sent to PTS groups. For more information on PTS groups see the [Using PTS Groups \(http://www.cmu.edu/computing/doc/unix/pts-groups/index.html\)](http://www.cmu.edu/computing/doc/unix/pts-groups/index.html) document.

Note: If you set permissions for a folder, the email option does not provide the folder path. You may want to send a follow-up message with it. The folder path will look like this: **user.AndrewID.folder**. For example, if Joe User shares a folder named Documentation, the path will be **user.juser.Documentation**.

Removing Folder or Bboard Permissions

To remove a user's permissions:

1. Select **Permissions** from the main mail window.
2. Locate the folder or bboard.
3. **Uncheck** the appropriate boxes next to the person's **Andrew userID**.
4. Click **Update**. The permissions are removed.

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Display Preferences

Message Order

To change the date order of your messages (e.g., most recent message first), follow these steps:

1. Select Inbox from the Folders panel.
2. Look for the **Received** column heading.
3. Click the *gray* box next to **Received**. The box becomes a triangle and sorts the most recent message at the top. Click the triangle a second time, to display the most recent message at the bottom.

All From <input type="checkbox"/>	Received <input type="checkbox"/>	0! Subje
<input type="checkbox"/> Computing Services	Thu, 4:10 pm	SEA
<input type="checkbox"/> Computing Services	Jun 3, 2009	EME
<input type="checkbox"/> Computing Services	Jun 1, 2009	OUT

Note: The next time you use Webmail, this date order will be used to display your Inbox messages. You can also sort messages by Subject or Sender.

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Setting Personal Preferences

To set personal preferences for your email signature and other features, follow these steps:

1. Select **Options**. The Options window will appear.
2. In this window select the preference you want to change:
 - **Personal information** - create a signature or identity.
 - **Message Highlighting** - sets a different background color for messages from a certain sender or mailing list.
 - **Index Order** - rearranges the message headers. For example, Date could be first, then From.
 - **Display Preferences** - changes display color and language.
 - **Folder Preferences** - sets the [Sent Mail and Drafts](#) folders. You can also set folder display options here.
 - **Directory Preferences** - choose a layout when searching addresses.

Note: For more detailed information on setting Webmail preferences, select **Help > Options**.

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Creating an Identity

If you have a need to change your From or Reply-to information when sending email, you can use Webmail to create an identity.

1. From the top of the screen, choose **Options**.
2. Choose **Personal Information**.
3. Choose **Edit Advanced Identities**.

Name and Address Options	
Full Name	Joe User
E-mail Address	juser@cmu.edu
Reply To	juser@cmu.edu
Signature	Web: www.cmu.edu/computing/
Multiple Identities	Edit Advanced Identities (discards changes made on this fo

4. Under **Add New Identity**, complete the information. Then, click **Save/Update**.
5. When composing a new message, choose the identity you want use from the **From:** drop-down menu.

From:	Computing Services <advisor@andrew.cmu.edu>
To:	Joe User <juser@cmu.edu>
Cc:	Computing Services <advisor@andrew.cmu.edu>
Bcc:	
Subject:	

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Webmail FAQ

What do I need in order to use Webmail?

A web browser. Internet Explorer 6.x, Netscape 6.0 and higher and Mozilla Firefox 1.0 and higher have all been tested with Webmail. You must also enable Cookie support on your browser. By default, web browsers install with cookies enabled. If you have changed this setting, see the [Configuring Your Web Browser \(http://www.cmu.edu/computing/doc/web/configure/index.html\)](http://www.cmu.edu/computing/doc/web/configure/index.html) document for instructions on enabling cookies.

How do I access Webmail?

Access Webmail through the Carnegie Mellon Web Portal at [my.cmu.edu \(https://my.cmu.edu\)](https://my.cmu.edu). Select **COMPUTING > Manage Email > view webmail**.

Does using Webmail on a machine that I don't own or control pose any security risks?

There is a chance that the machine's owner could capture your password or read your mail. It is also possible that the owner has not maintained the machine leaving it open to a virus.

Some of the folders that appear in Outlook do not appear in Webmail. Why?

Subscribe to the folder within in Webmail. For detailed steps, read the the [Subscribe and Unsubscribe to Bboards](#) section.

How do I create a personal mail folder in Webmail?

See to the [Managing Folders](#) section of this document.

How do I rename or delete a folder?

See to the [Managing Folders](#) section of this document.

When I delete a message in Webmail, it's gone. Do I need to expunge it to permanently remove it?

When you delete a message using Webmail, it is removed from the server.

After using Webmail, I found have two Sent Mail folders. Why?

Webmail automatically creates a Sent Mail folder to store copies of mail messages you have sent. If you have a different Sent Mail folder in another mail client (e.g., Outlook, Entourage), you will now have two folders of Sent messages. To change the Sent Mail folder that Webmail uses, follow the steps in the [Sent Mail and Deleting Messages](#) section of this document.

Does Webmail share my Outlook address book?

Address books and preferences in other mail clients (e.g., Outlook, Entourage) are **not** shared with Webmail. However, Carnegie Mellon email addresses can be accessed from the server. See the [Finding Addresses \(http://www.cmu.edu/computing/doc/email/webmail/address.html\)](http://www.cmu.edu/computing/doc/email/webmail/address.html) section for more information.

How do I access the Carnegie Mellon Directory?

To access email addresses from the Carnegie Mellon Directory, follow the steps in the [Finding Addresses](#) section of this document.

How do I set my Webmail preferences?

To set personal preferences for your email signature and other features, follow the steps in the [Setting Personal Preferences](#) section of this document.

Who do I contact if I have a question about Webmail?

For help using Webmail, email the Help Center (advisor@andrew.cmu.edu) (<mailto:advisor@andrew.cmu.edu>) or call 8-HELP (4357).

How do I display my inbox messages in ascending/descending date order?

Follow the steps in the [Display Preferences](#) section of this document to change message order.

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