

# Cleveland State University



Information Services and Technology

---



## Campus Deskmail

eMail Basics

## Table of Contents

Start and Exit Campus Deskmail .....	2
Logging In.....	2
Logging Out .....	3
Changing Your Password.....	4
Concept – Screen/Tabs .....	6
Reading eMail.....	6
Reading New eMail .....	6
Flagging Messages for Follow-up.....	9
Reading Attachments .....	11
Creating and Sending eMail.....	13
Reply / Reply To All.....	13
Sample Internet Style.....	13
Did I reply? .....	14
Forward .....	14
Did I forward?.....	14
Create New Message.....	14
Addressing an eMail .....	16
Type the eMail Address:.....	16
Select from your Contacts – Individuals and Groups – or CSU eMail Directory:.....	17
Add an attachment .....	19
Spell-Check.....	20
Organize Your Mail .....	22
Create Folders .....	22
Move eMail into a folder .....	23
Move Individual eMails.....	23
Move Numerous Selected eMails .....	24
Delete / Restore Deleted Messages .....	25
To change the default time for purging mail from trash .....	25
To Delete eMail: .....	26
Restore Deleted Messages .....	26
Create Contacts & Distribution Lists.....	27
Create an Entry from Received eMail.....	27
Create Entry from Scratch.....	28
Create a Distribution Group.....	28
Distribution List for Classes from CampusNet.....	30
Create Your Signature.....	30
Out of Office.....	32
Notification of New Mail Received .....	34

# Start and Exit Campus Deskmail

IST& Call Center: 216-687-5050 to report any computer or eMail related issue

To start Campus Deskmail:

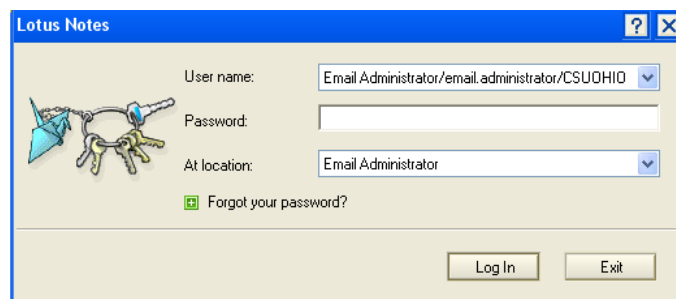
Start → Programs → Lotus Applications → Lotus Notes 8.5

Or click on icon ...



## Logging In

Use your Campus Deskmail / Lotus Notes password.

The image shows a screenshot of the Lotus Notes login dialog box. The window title is 'Lotus Notes'. On the left side, there is a graphic of a keychain with several keys. The dialog contains the following fields:

- User name: A dropdown menu with the text 'Email Administrator/email.administrator/CSUOHIO'.
- Password: A text input field.
- At location: A dropdown menu with the text 'Email Administrator'.
- A checkbox labeled 'Forgot your password?'.
- At the bottom right, there are two buttons: 'Log In' and 'Exit'.

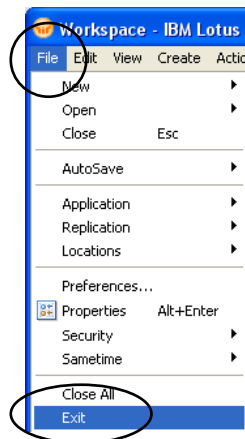
If unable to access, please contact the IS&T Call Center

## Logging Out

Click on the 'X' in the upper-right corner ....



or in the upper-left corner select 'File' then select 'Exit'

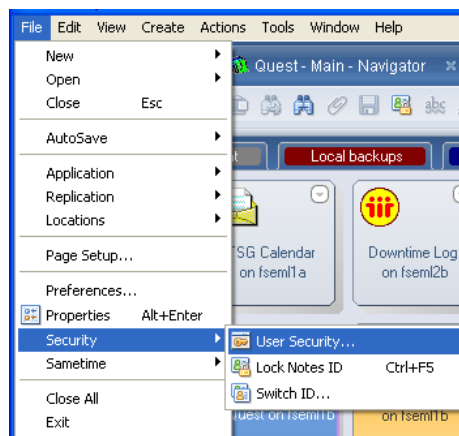


## Changing Your Password

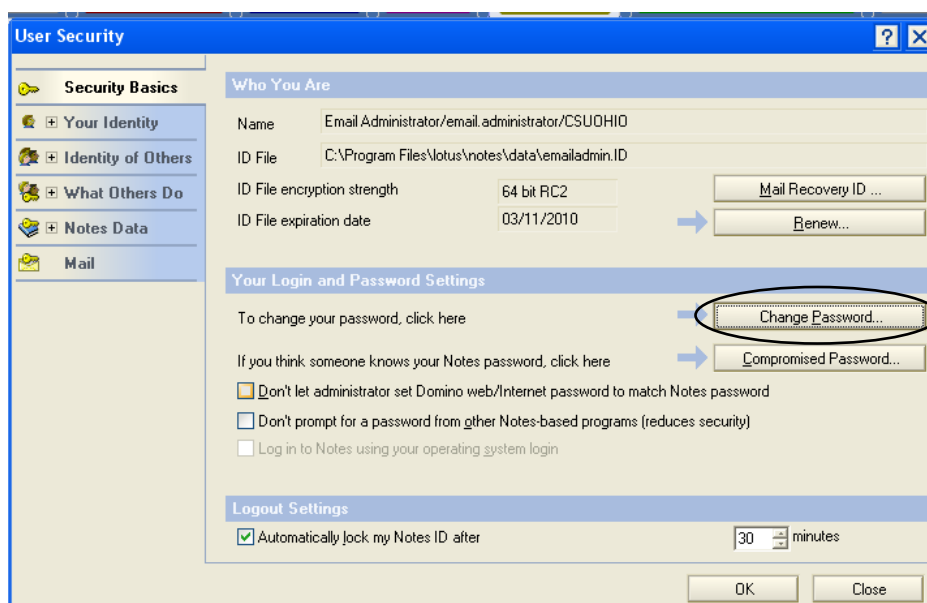
The password for Deskmail is not the same as that used for CampusNet or Campus Webmail. The Deskmail password is independent of them and must be managed separately.

To change the password, it can be changed to the same one as used for Webmail, open and sign onto your Deskmail account as you normally would.

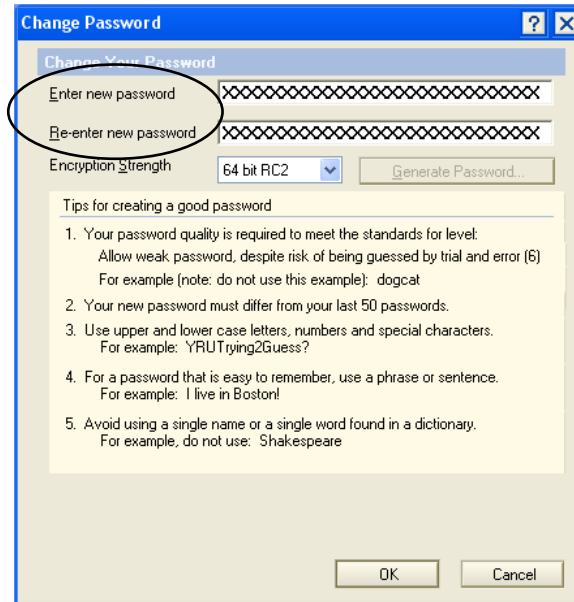
1. Select 'File' (upper left corner of the client), select 'Security', select 'User Security', you will be required to enter your current password.



2. The 'User Security' screen will appear, select the 'Change Password' button. You will be asked to enter your current password once again.



3. The 'Change Password' screen will appear, enter the new password in the fields indicated (the password will be blocked out with "X" as it is typed). Select 'OK' when complete.

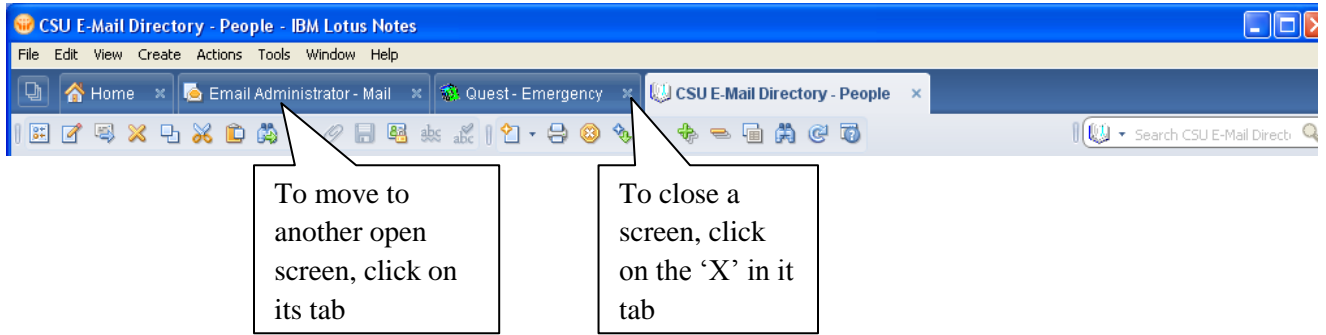


4. You will return to the 'User Security' screen, select 'OK' to exit the screen.

## Concept – Screen/Tabs

In Campus Deskmail, you can have multiple screens opened. These are displayed as tabs near the top of the window.

In this example, I have 4 screens opened. The white tab is the currently displayed screen.

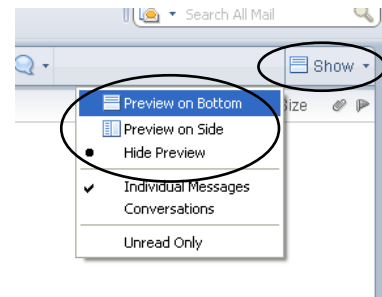
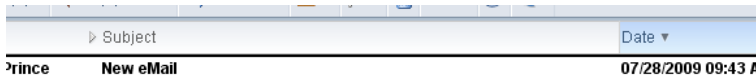


## Reading eMail

### Reading New eMail

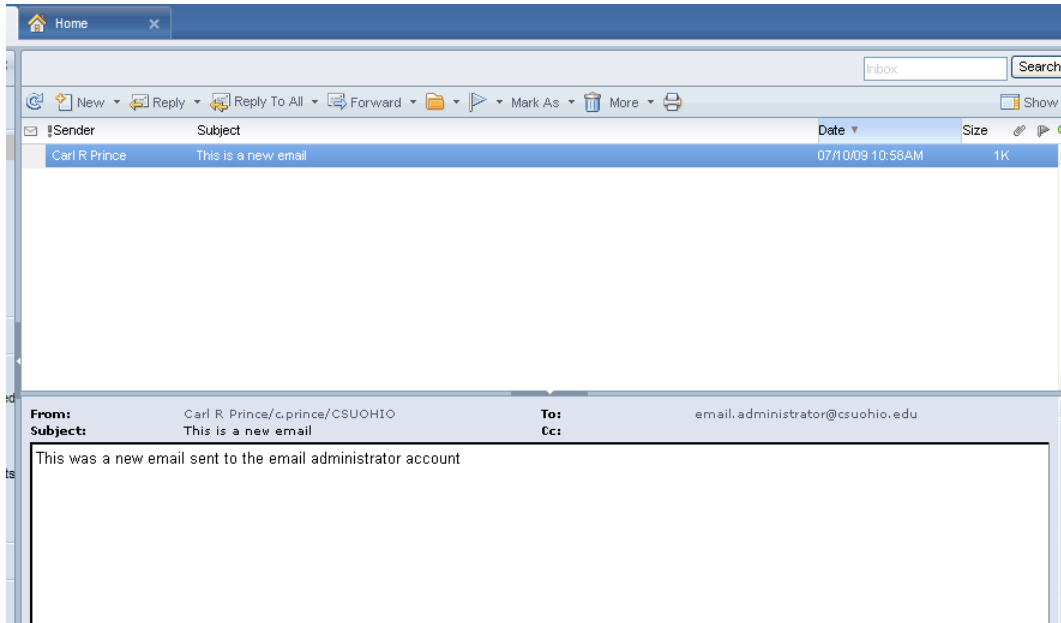
There are two ways of reading your eMail, the first being in a preview mode, the second is opening it.

To preview the email, open the preview pane, by selecting the preview tab the bottom of the in-box view or by selecting 'Show' and then the preview setting desired.

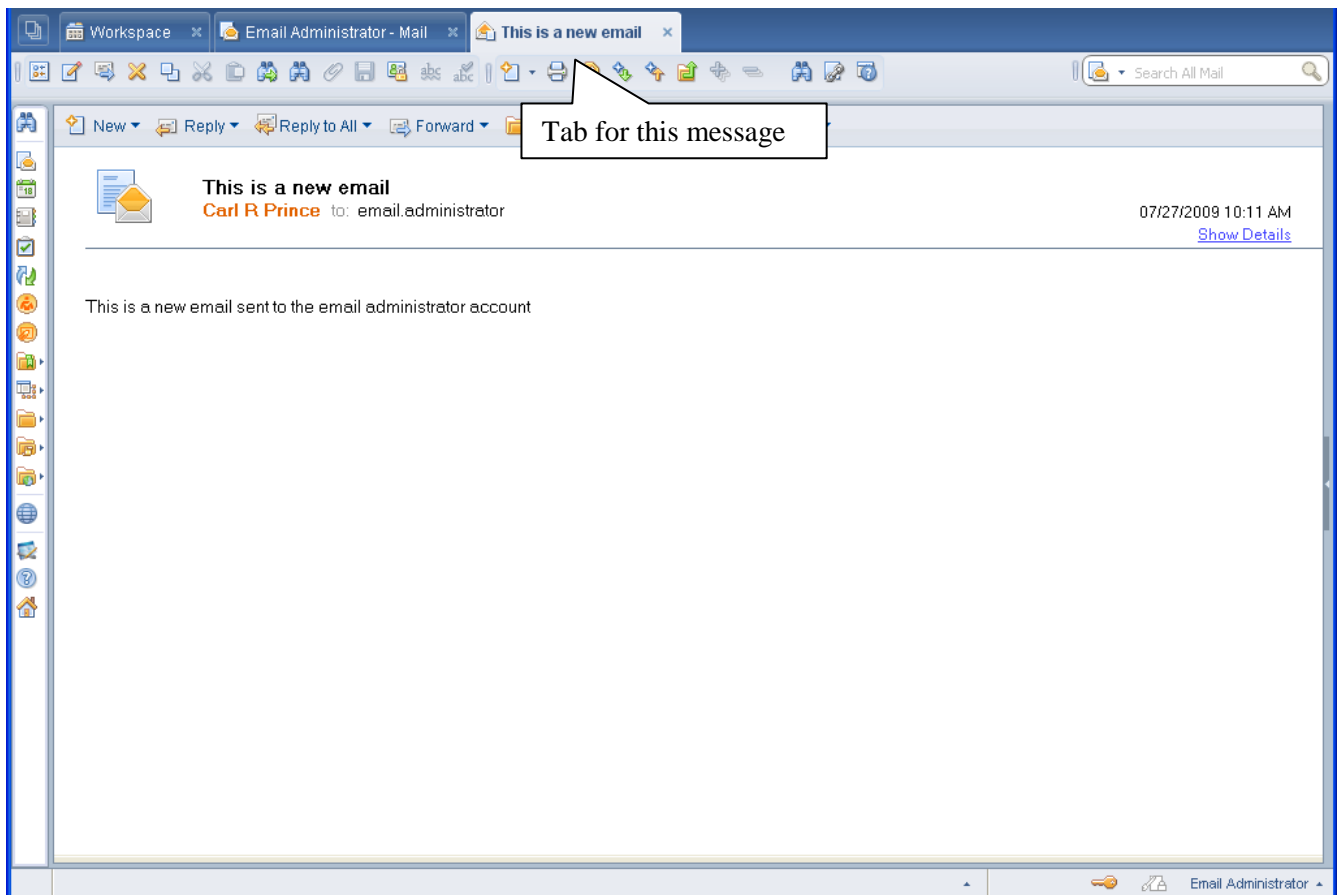


OR

After the preview pane is opened, select the email to preview and the text will appear in the preview pane.

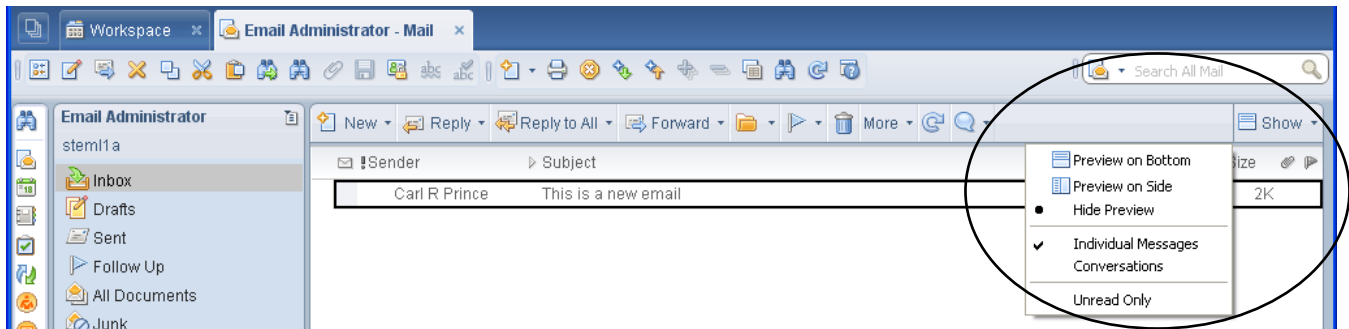


To open the email, double-click on the message.



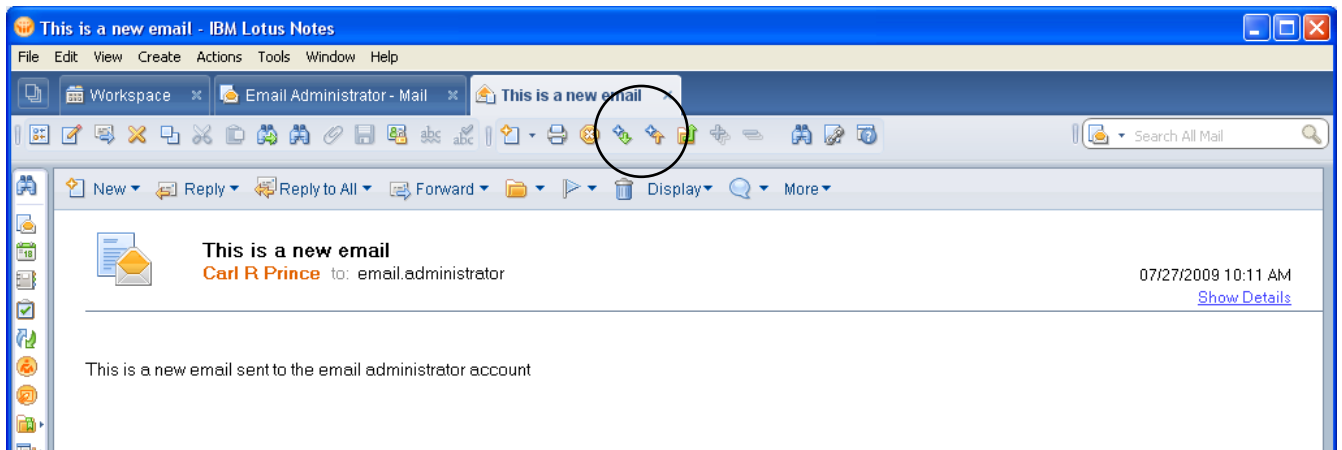
You can quickly identify new email by the color. By default mail highlighted in bold black is unread mail.

The fastest way to view and read ONLY unread mail messages is to click on 'Show' and then 'Unread Only'



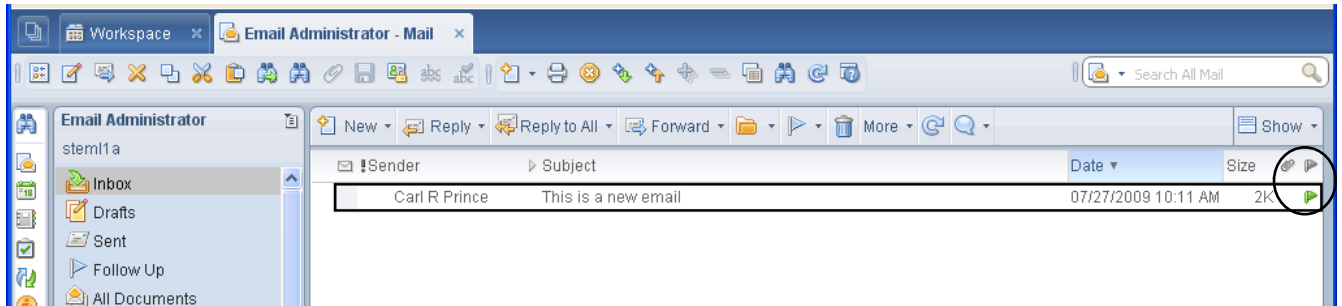
Your view will only display unread messages. Please note, as you read a message, it will disappear from the view. To undo listing only the unread messages, select 'Show' and then de-select 'Unread only'. All messages will again be listed in the view.

To scroll through the messages, use the 'Next' arrow (downward pointing arrow). To view previous messages, select the 'Previous' arrow (upward pointing arrow).

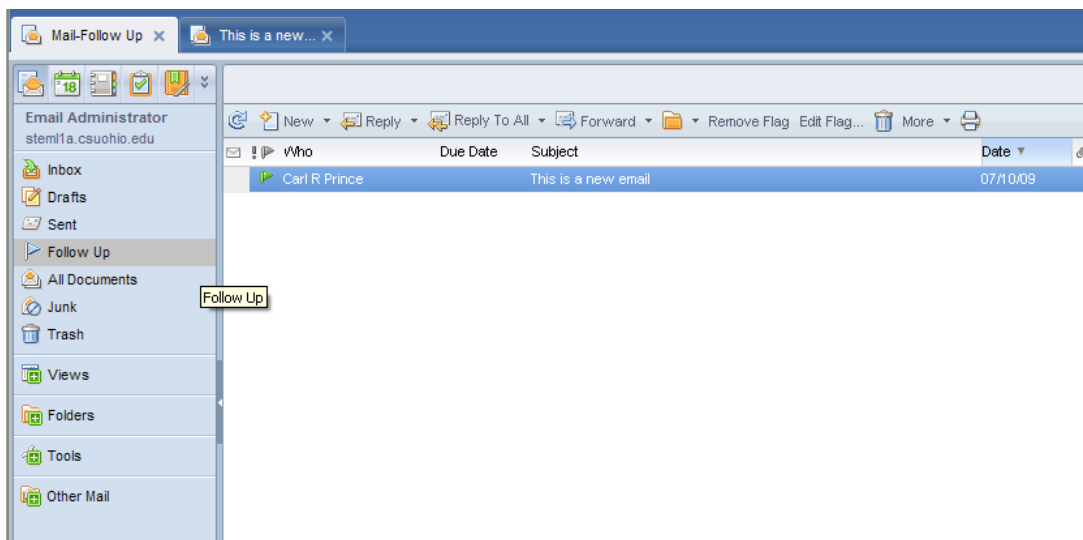


## Flagging Messages for Follow-up

If you are reading a message and you need to get back to it, you can flag it for easy identification. In my Inbox, I can see the flags:

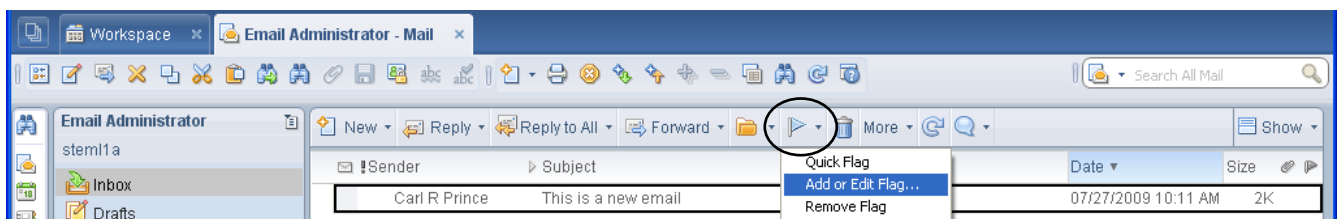


Or I can change my view to see all and only, the follow-up items by clicking on the 'Follow Up' folder

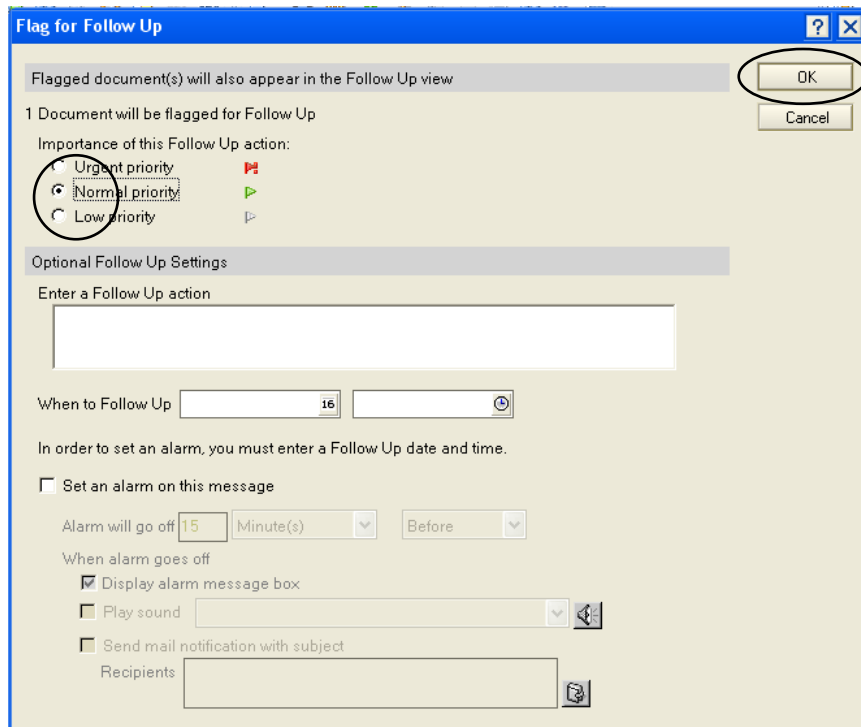


## To flag items

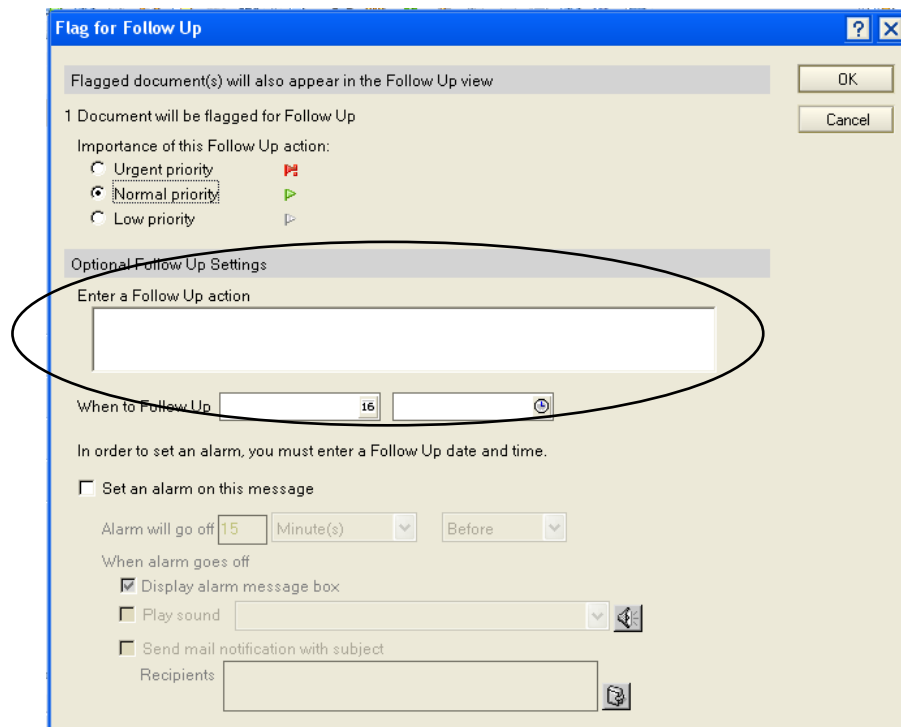
1. Select the eMail to be flagged
2. Click on the 'Quick Flag' button and select 'Add or Edit flag'



3. Select the level of importance for the flag and click 'OK' to save

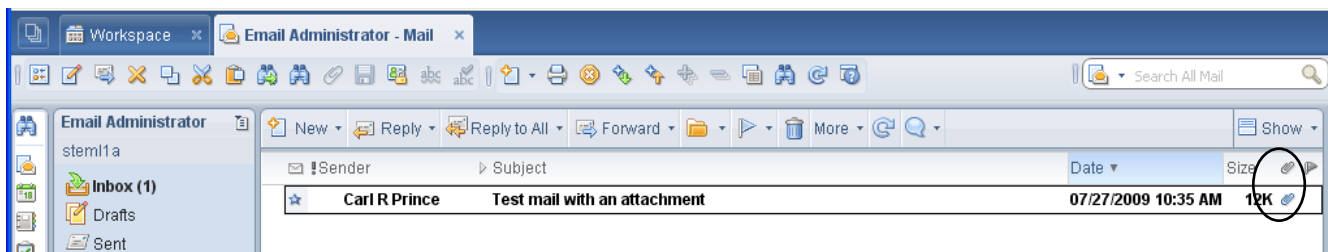


4. To track what you have done or need to do, you can add note to yourself in the 'Follow Up action' field, set a follow up date and set an alarm to remind you to follow up

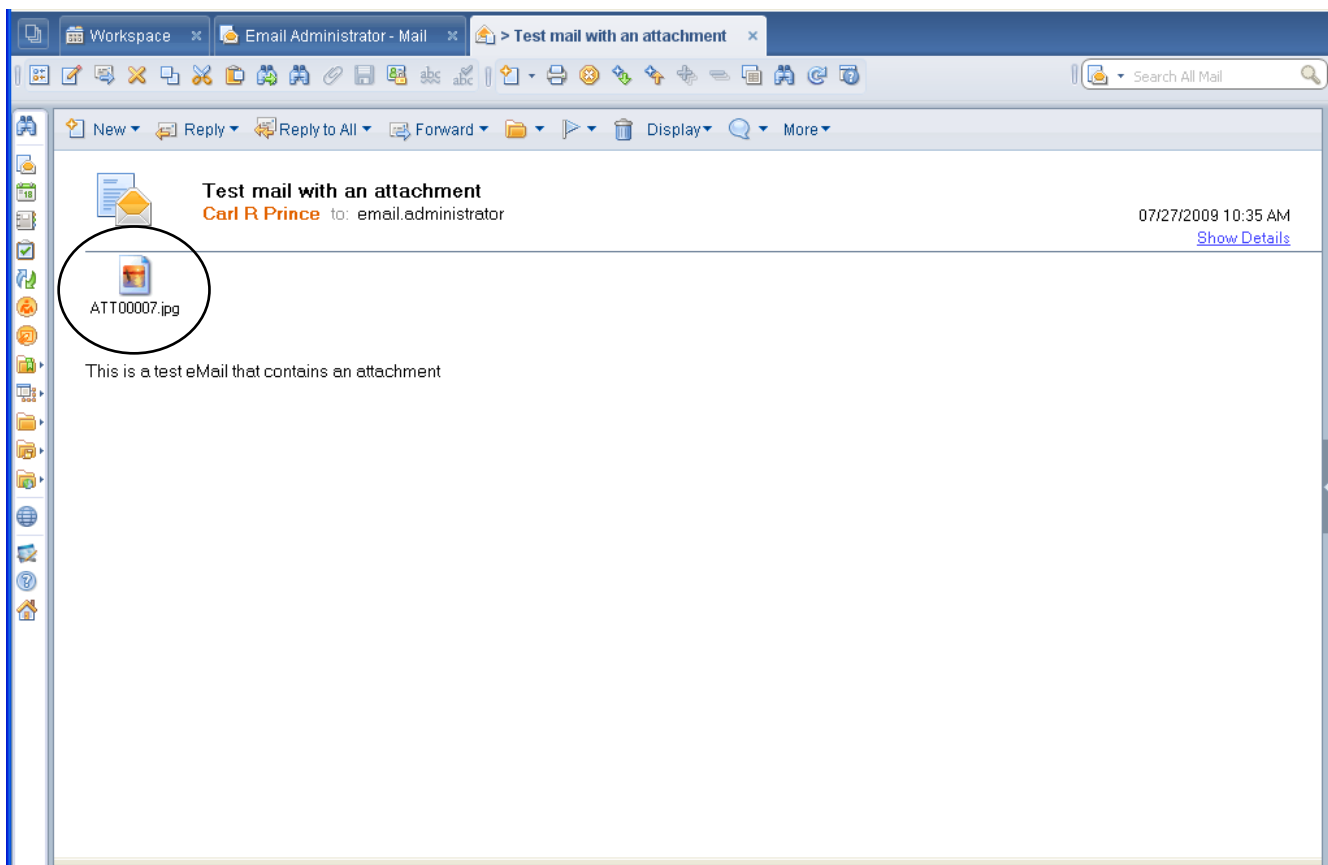


## Reading Attachments

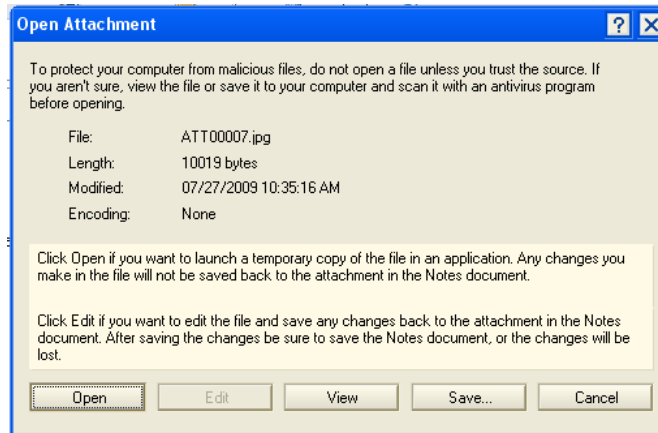
Messages containing attachments will display with a paper-clip in the Inbox view:



Attachments are displayed at the top of the message:



Double click on the attachment at the top of the message to open it. You will have the options of opening / viewing the attachment, saving it or canceling the request.



**Open:** opens application (such as Adobe Reader or Word) then opens attachment within the application.

**Edit:** not always available, opens in application.

**View:** opens attachment within Campus Deskmail, so formatting may not be completely correct.

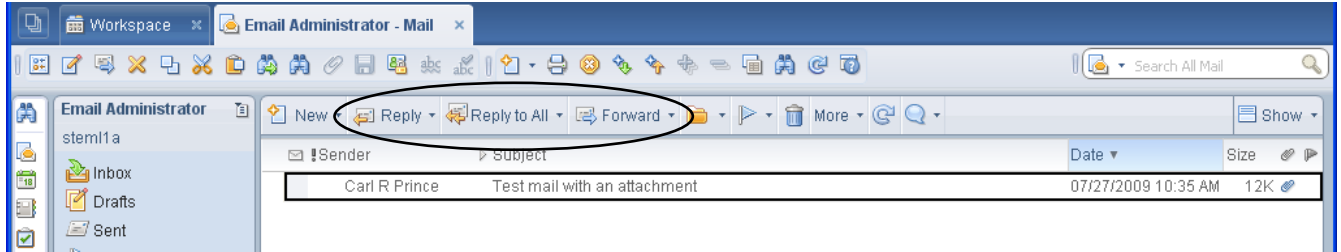
**Save:** allows for saving the attachment to your computer without looking at it first.

**Cancel:** cancels the request to open the attachment.

**Note:** Saving the attachment does NOT remove it from the eMail message. It makes another copy of the attachment and save it where you specify, keeping the original with the eMail message.

# Creating and Sending eMail

When you are reading an email, you can choose to reply or forward. At the top of the email pop-up window you have buttons for major functions.

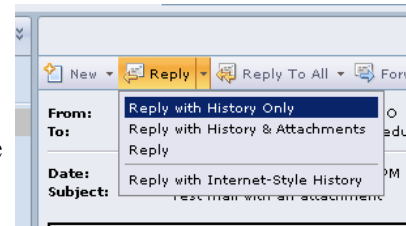


## Reply / Reply To All

If you would like to reply to the message, click on ‘Reply’ or ‘Reply To All’ and select a sub-option... Reply will send the reply to the original sender only, whereas; Reply To All will send a copy to everyone who received a copy of the original note.

“with History Only” means “include the original message that I received in my reply, but without any attachments if any were sent with the original message”

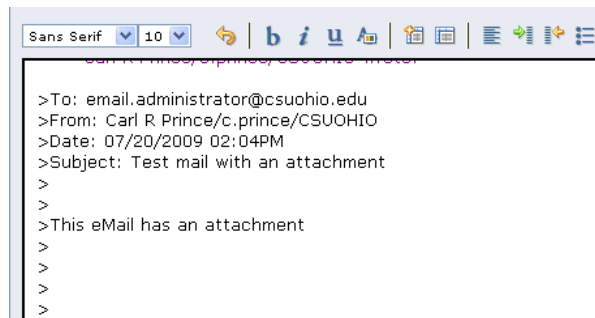
“with History & Attachments” means “include the original message that I received in my reply along with any attachments that were sent as part of the original message”



“Reply” means “do not include the original message that was received or any attachments that may have been sent with the original message”

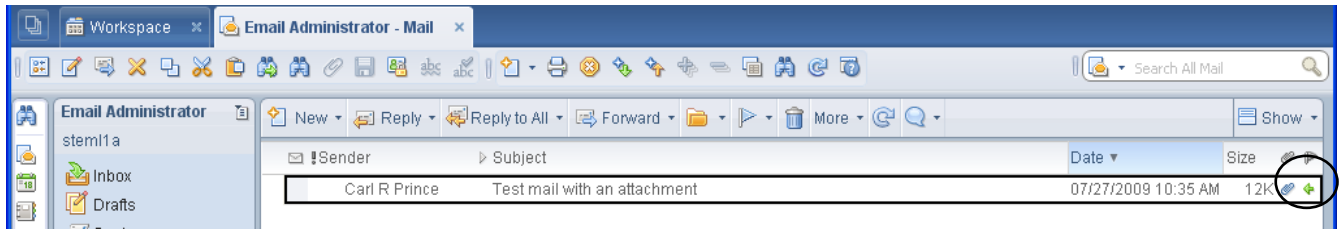
“with Internet-Style History” means “include the original message, placing a > in front of each line”.

## Sample Internet Style



### ***Did I reply?***

Check your Inbox for the Replied icon

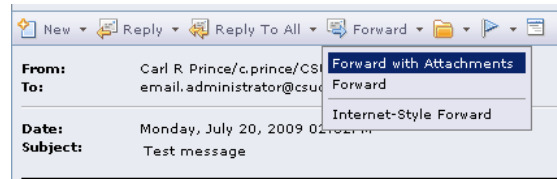


### ***Forward***

“with Attachments” means “forward this message along with any attachments that were sent with it”

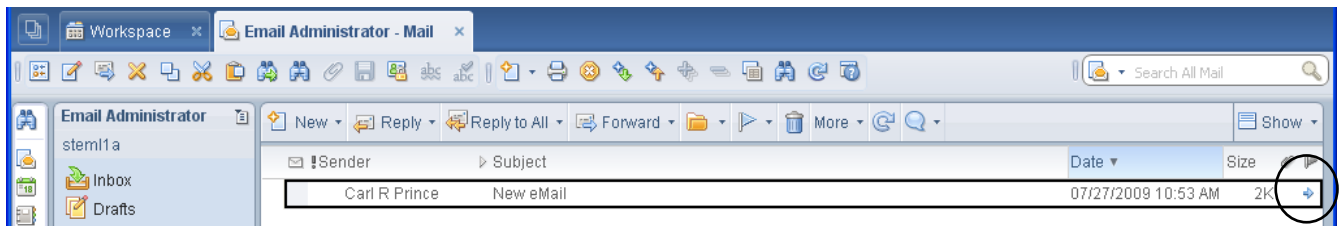
“Forward” means “forward this message without any attachments that were sent with it”

“Internet-Style Forward” means “forward the message, but include a > at the beginning of each line”



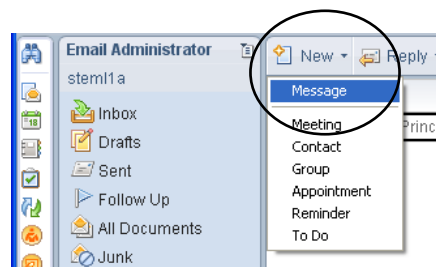
### ***Did I forward?***

Check your Inbox for the Forwarded icon

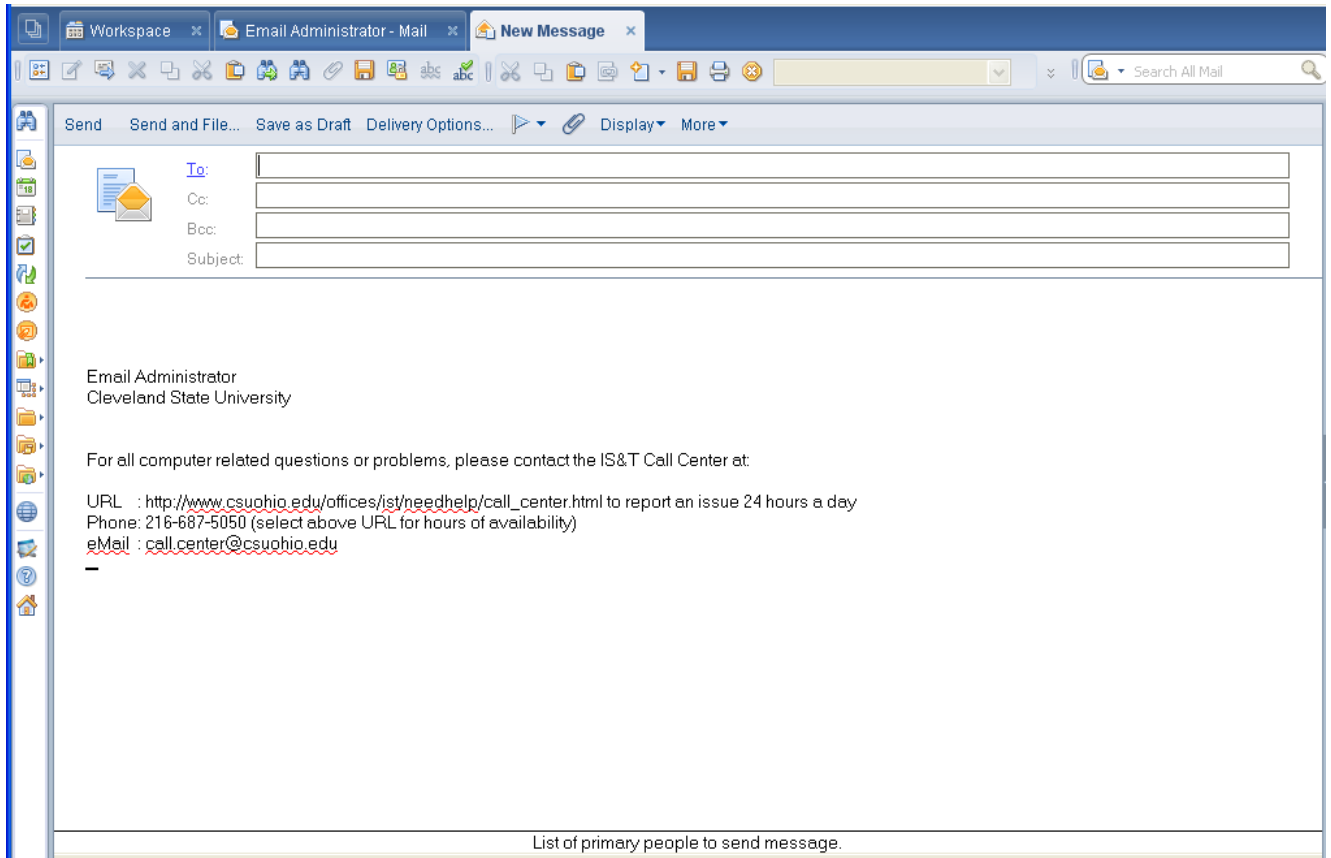


### ***Create New Message***

Select 'New' and then 'Message'



The following screen will then open.



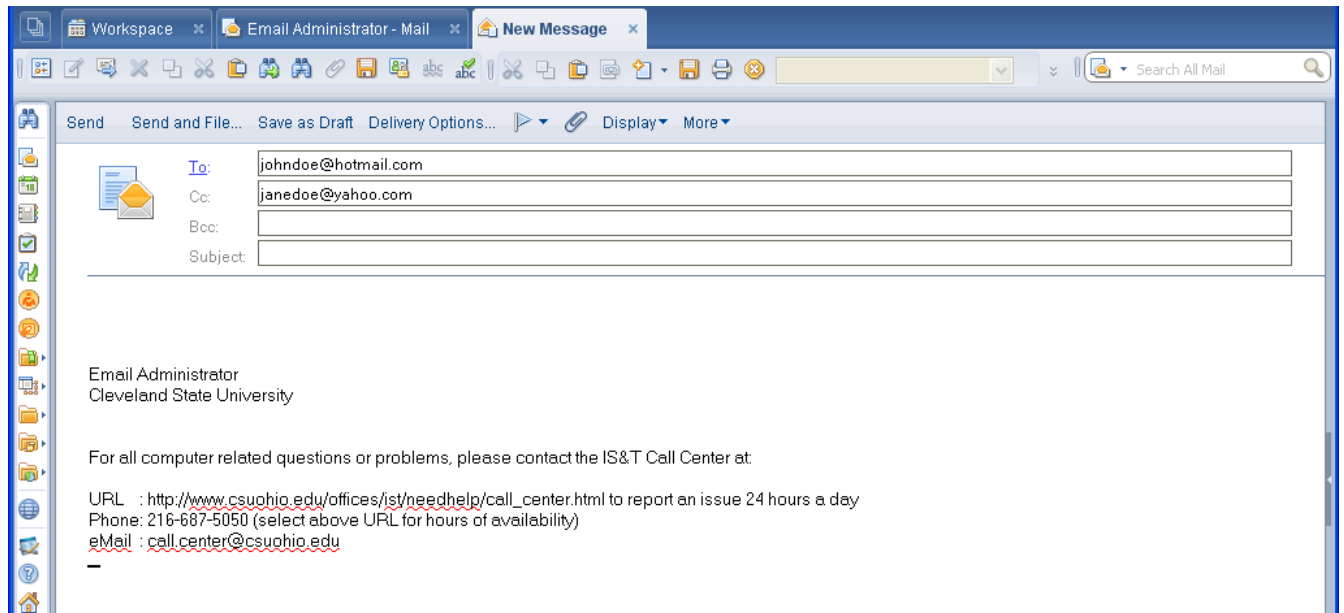
## ***Addressing an eMail***

Campus Deskmail provides several methods for addressing eMail:

1. Type the eMail address
2. Select the address from the public directory (address book) or personal contacts
3. Start typing then ask Campus Deskmail to find matches

### ***Type the eMail Address:***

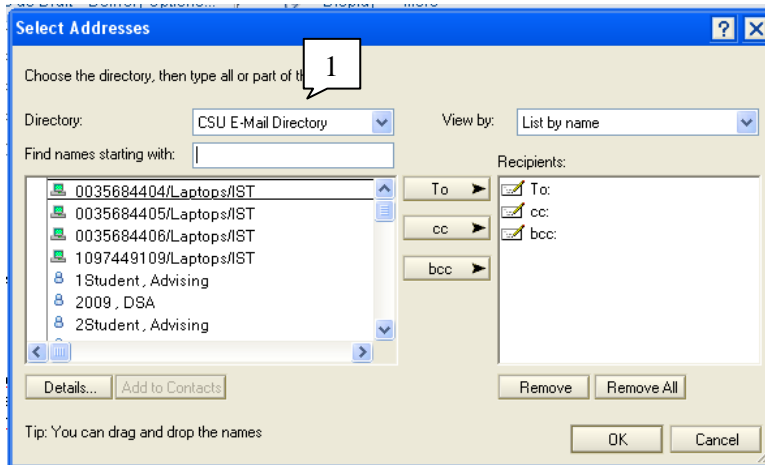
In the To, CC and BCC fields you can type a complete email address



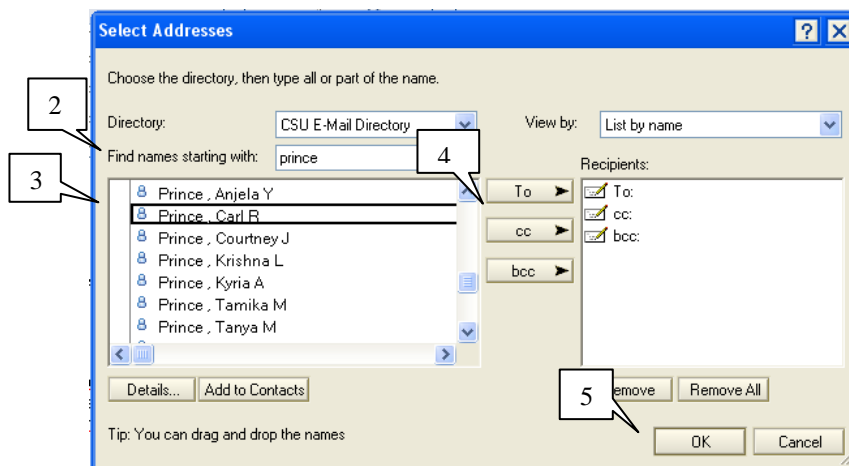
**Select from your Contacts – Individuals and Groups – or CSU eMail Directory:**

You have both a personal address book, called Contacts, and a CSU eMail Directory which contains all publicly available addresses for faculty, staff and students. To use these, click on the To field button.

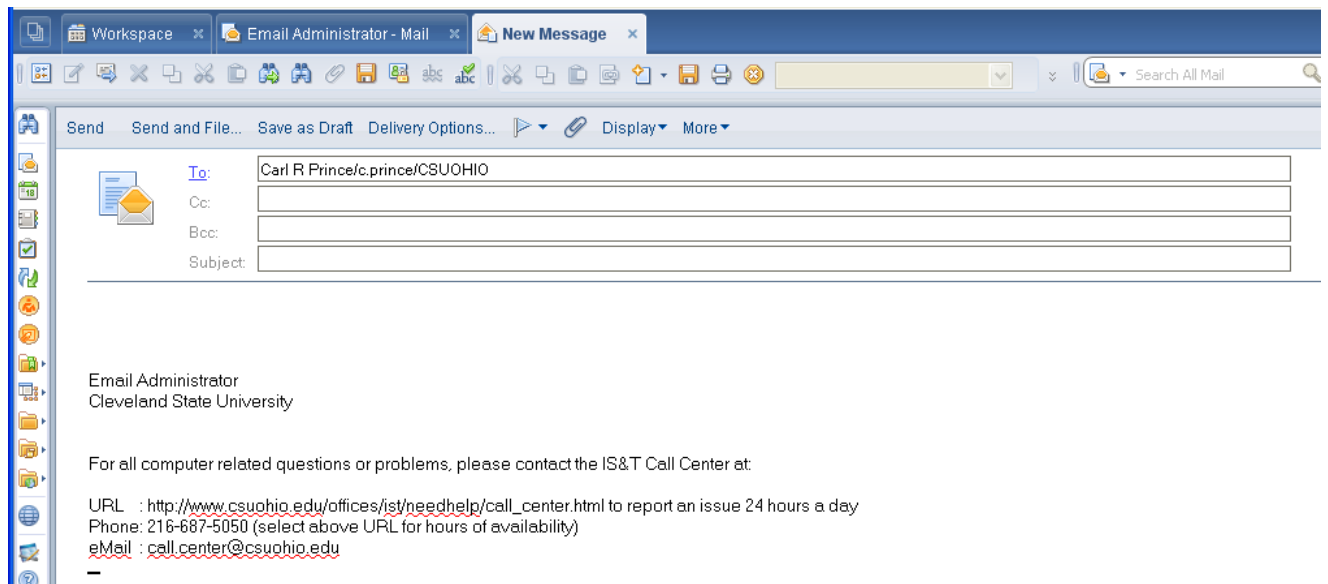
1. Select from the Contacts list or the CSU E-Mail Directory in the 'Directory' box



2. Type the name in the 'Find Names Starting With' box (search will occur as info is typed)
3. Select the desired name
4. Select the 'To', 'Cc' or the 'Bcc' button
5. Select 'OK'



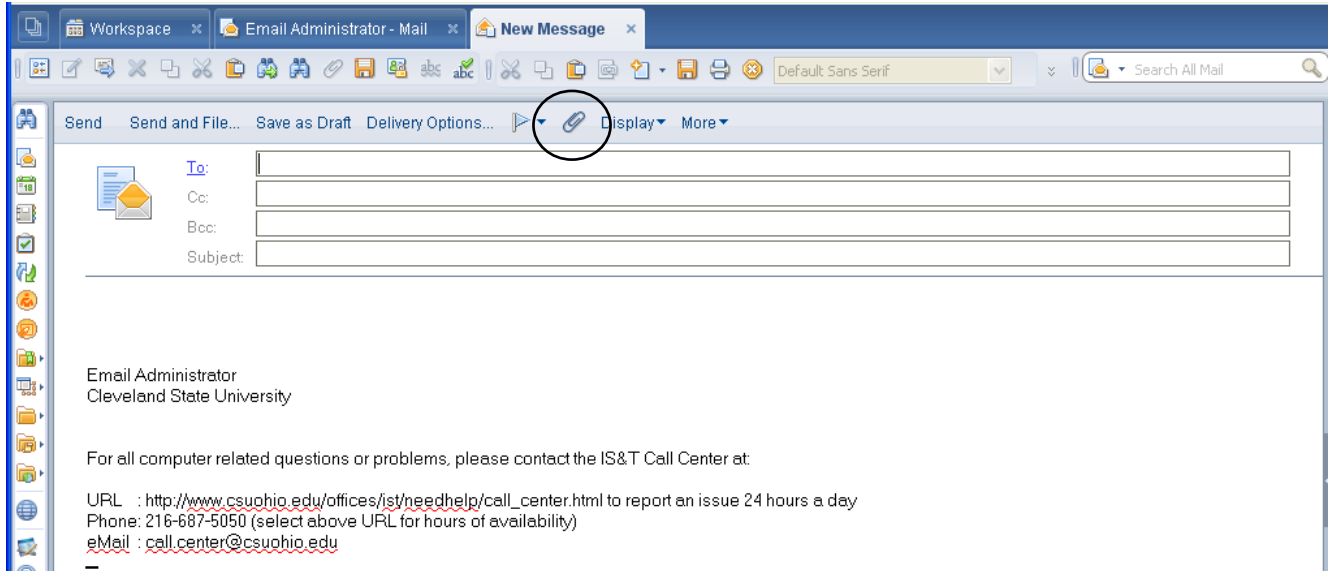
The name will be entered in the appropriate field of the eMail:



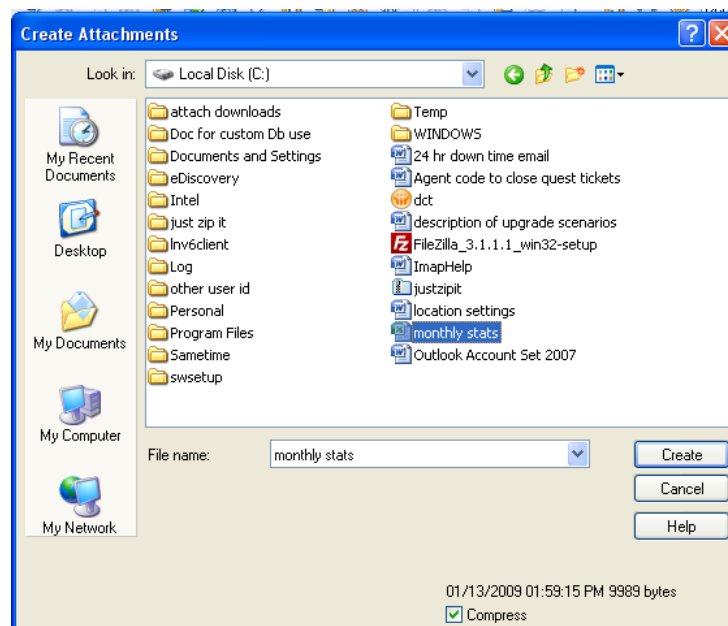
## Add an attachment

To add an attachment to a message:

1. Click on 'Attachments' icon



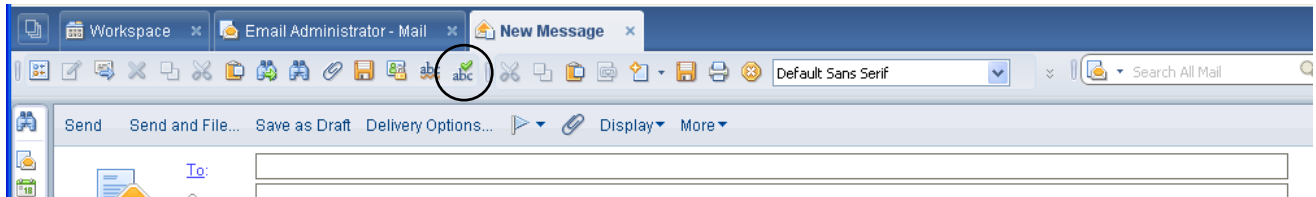
2. Use the Create Attachments window to locate and creating the attachment. (This isn't really creating a document, just finding an existing one)



3. Locate and select the file to attach, and then select 'Create' to add the file as an attachment.

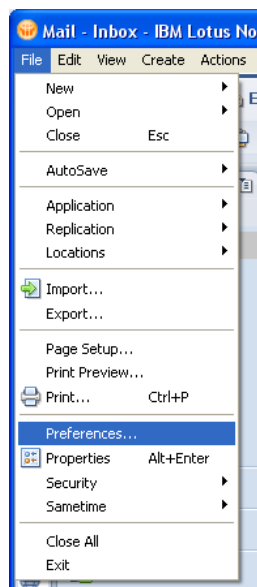
## Spell-Check

To start spell-check manually, select the spell-check icon

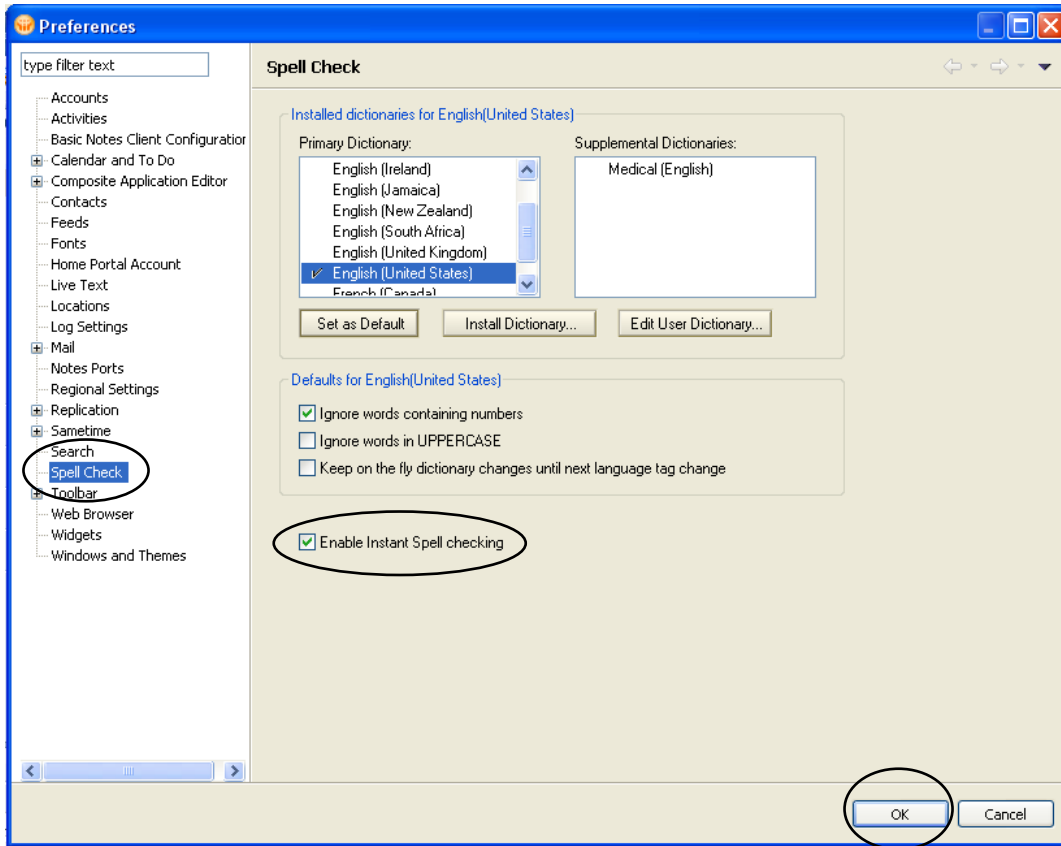


To have spell-check run automatically when sending mail:

1. Select 'File' and then 'Preferences'



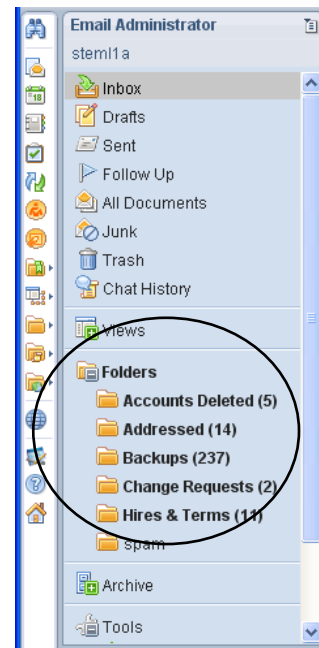
2. Select 'Spell Check', select "Enable Instant Spell checking" and then 'OK'



# Organize Your Mail

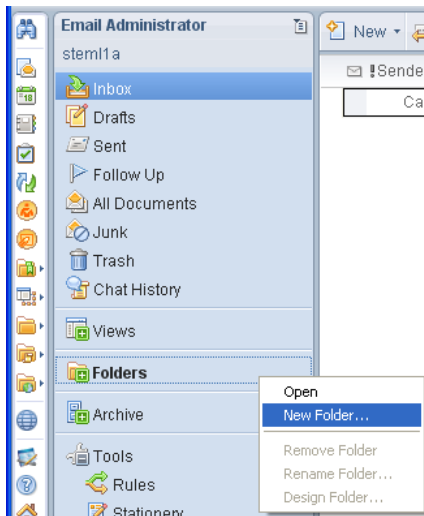
## Create Folders

You can use folders to hold sent and received mail. This helps you find related eMails quickly. For example, you can create a folder for a project, a specific topic, or a person. In the example to the right, 6 additional folders have been created.

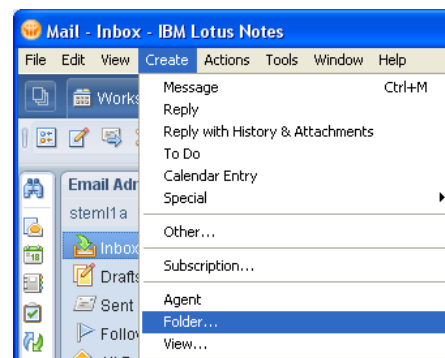


To create a folder:

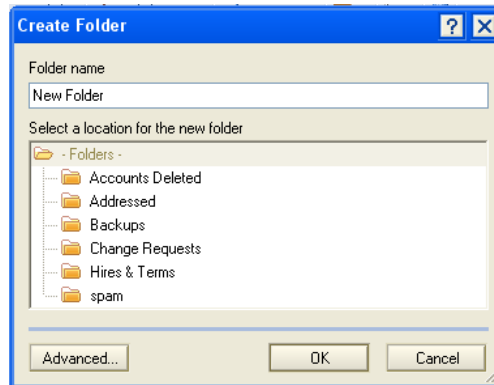
1. From within the Inbox view right-click on 'Folder' then select 'New Folder' or select 'Create' and then select 'Folder'



OR



2. Type in the folder name and click 'OK'



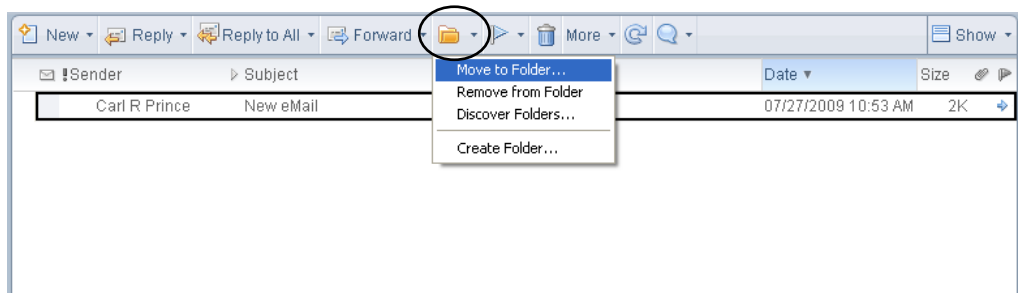
The new folder will appear in the folders list in alpha-order

### ***Move eMail into a folder***

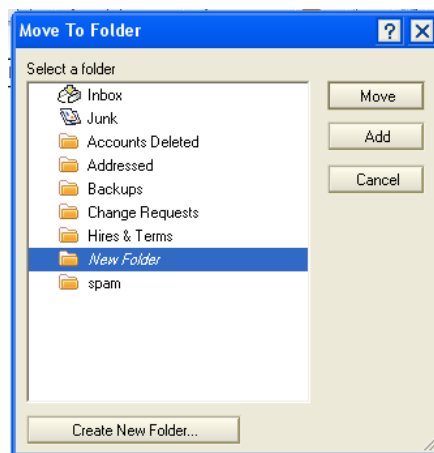
You can move individual eMails, or numerous eMails into selected folder.

### ***Move Individual eMails***

1. From the Inbox view, locate and select the eMail to move
2. Select the 'Move to Folder' icon and expand the list, select "Move to Folder..." from the list



3. Select the folder to move the eMail into, and then select 'Move'



You can also move mail into folders while reading the mail. The process is the same as moving mail from a view, simply start with step 2 from above while you have the eMail opened.

### ***Move Numerous Selected eMails***

From the Inbox view

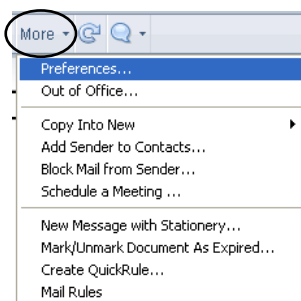
1. Click on the first eMail to be moved
2. Hold down the CTRL key
3. Click on subsequent eMails
4. To unselect one of the selected, click on it again
5. Once all eMails are selected, let go of the CTRL key
6. Follow the steps from 'Move Individual eMails' above, starting from step 2.

## Delete / Restore Deleted Messages

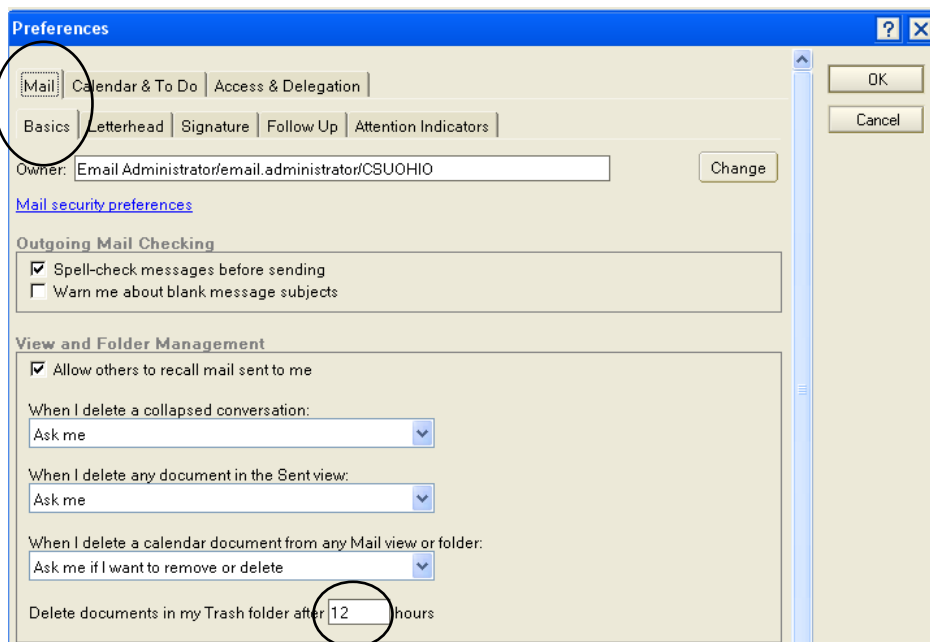
By default, when mail is deleted, it will remain in the trash folder for 48 hours before being purged from the mailbox. During this time, the mail can be restored to its original location in the mailbox.

### To change the default time for purging mail from trash

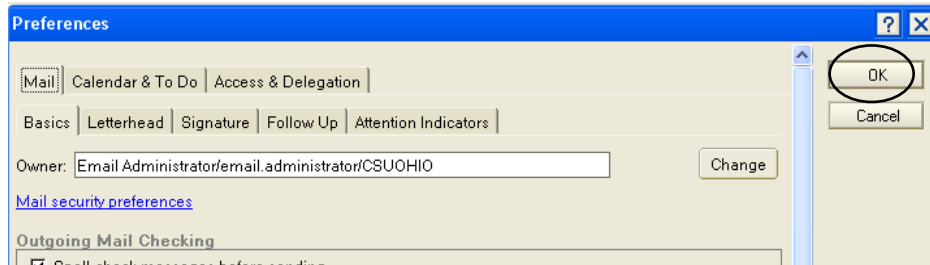
1. Select expand 'More' and select 'Preferences'




2. Select the 'Mail' tab, select the 'Basics' tab. Near the bottom of the section locate "Delete documents in my Trash after ..." and set the number of hours after which the trash will be purged.



3. Select 'OK' to save



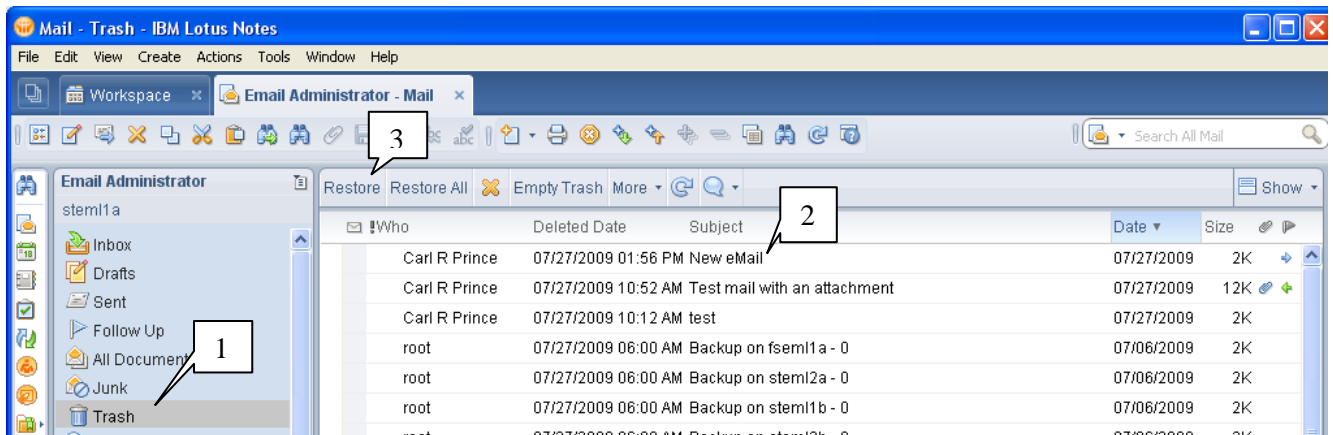
### ***To Delete eMail:***

Select the trash can icon  while in the view, or reading the eMail, or press the Delete key.

### ***Restore Deleted Messages***

The trash can holds the deleted eMails until they are purged from the mailbox. To restore a deleted message, so it is not purged from the mailbox:

1. Open the Trash can/folder
2. Select the item to restore
3. Select the 'Restore' button

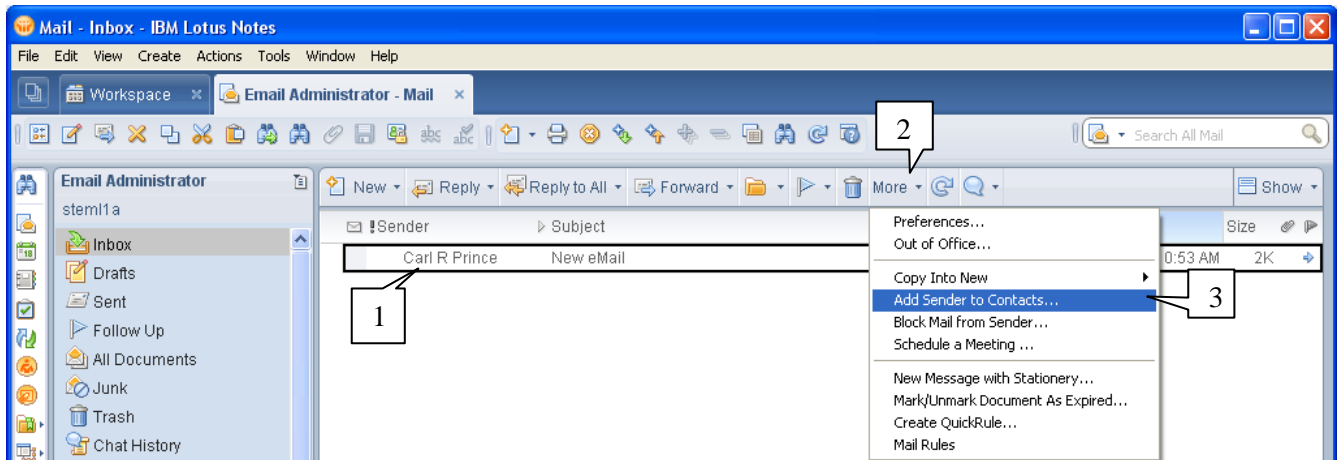


## Create Contacts & Distribution Lists

Your contact list, also known as your Personal Address Book, can be used to hold both non-CSU and CSU Names, eMail addresses and other related information associated with an individual.

### Create an Entry from Received eMail

1. From the Inbox view, select the item to add to Contacts
2. Select 'More'
3. Select 'Add Sender to Contacts'

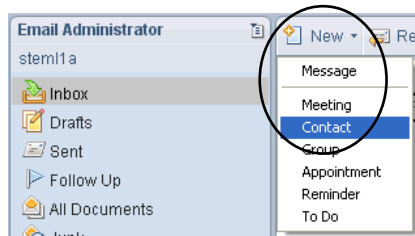


4. A new entry for your Contacts list will be displayed. Review the information and select 'OK'

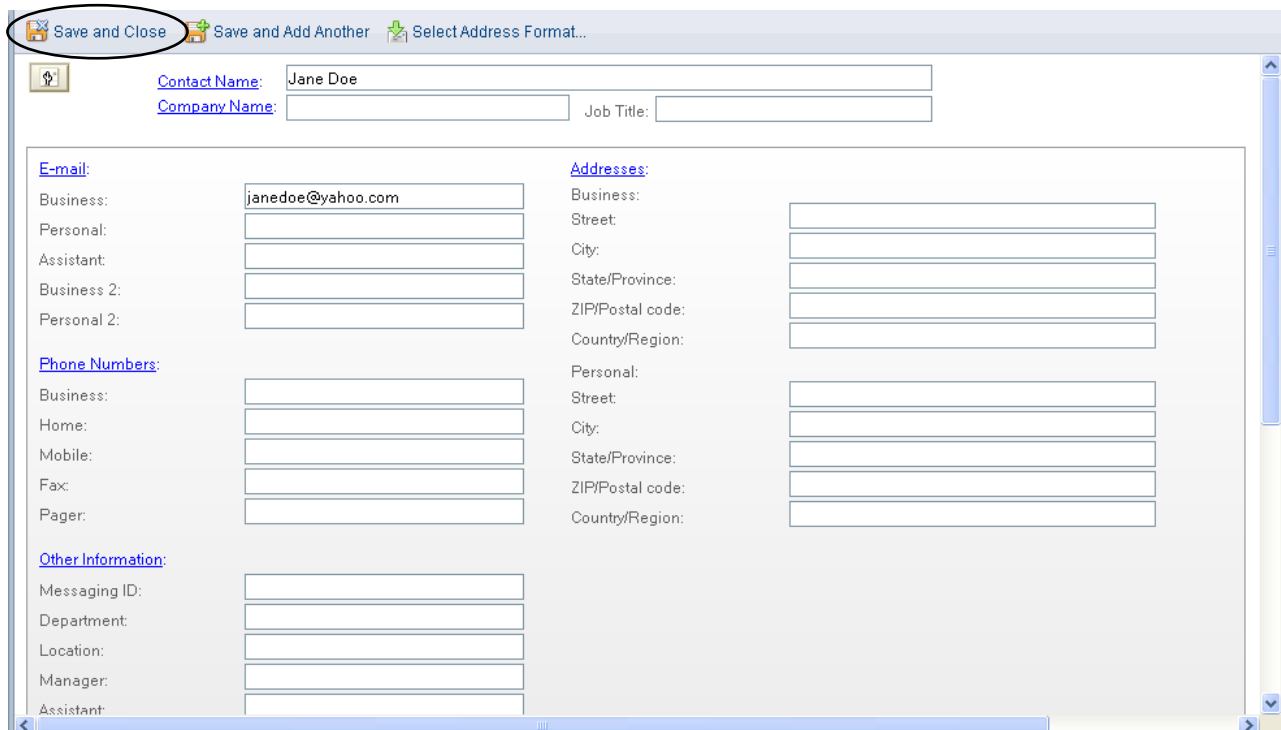
The screenshot shows the "Add Sender to Contacts" dialog box. The window title is "Add Sender to Contacts". The dialog has a "Basics" tab selected and an "Advanced" tab. The "Basics" section contains the following fields: "Title" (a dropdown menu), "First name" (text box with "Carl"), "Middle name" (text box with "R"), "Last name" (text box with "Prince"), and "Suffix" (a dropdown menu). There are "OK" and "Cancel" buttons at the top right of the dialog.

## Create Entry from Scratch

1. From the Inbox view expand 'New' and then 'Contact'

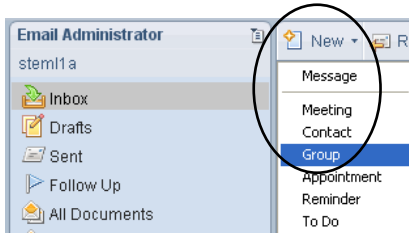


2. Enter data in at least one of these fields: Contact Name or Company Name, along with a default eMail address and then select 'Save & Close'

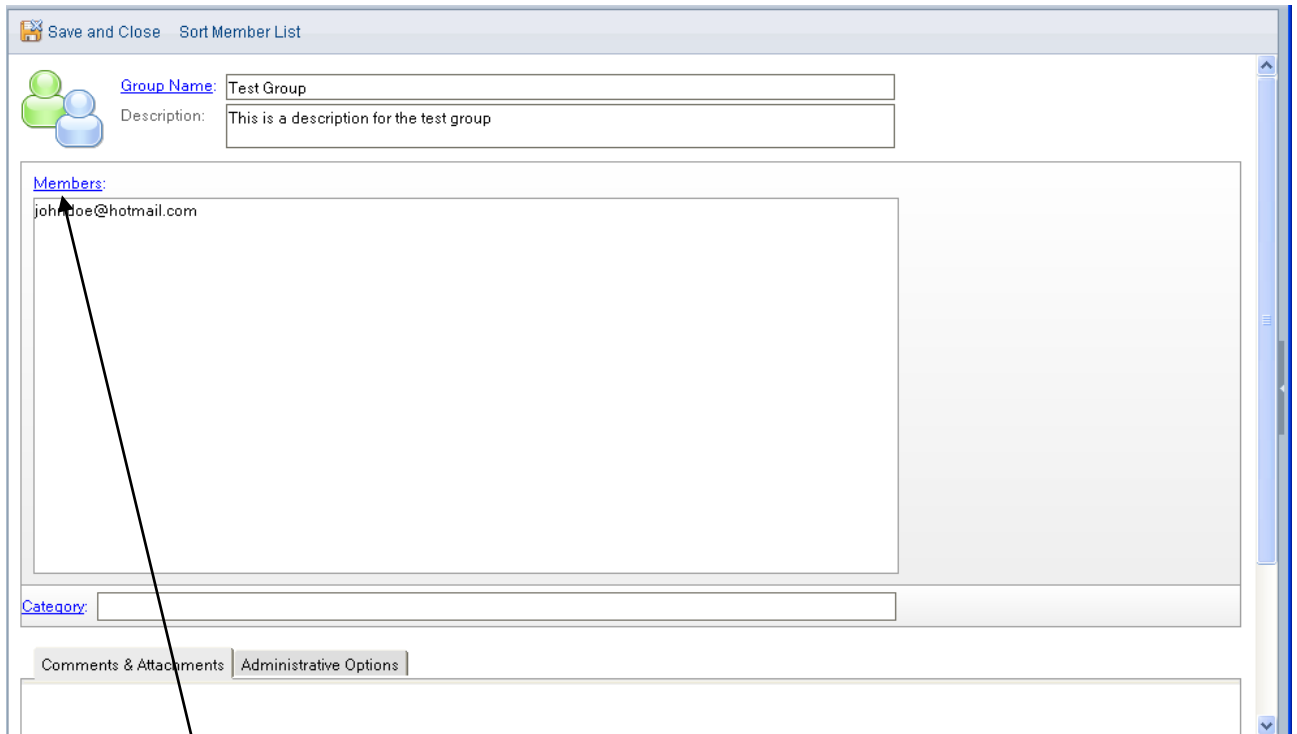
A screenshot of the contact creation form in the 'Email Administrator' application. The 'Save and Close' button is circled in red. The form contains several sections: 'Contact Name' (Jane Doe), 'Company Name', 'Job Title', 'E-mail' (Business: janedoe@yahoo.com), 'Addresses' (Business, Personal), 'Phone Numbers' (Business, Home, Mobile, Fax, Pager), and 'Other Information' (Messaging ID, Department, Location, Manager, Assistant).

## Create a Distribution Group

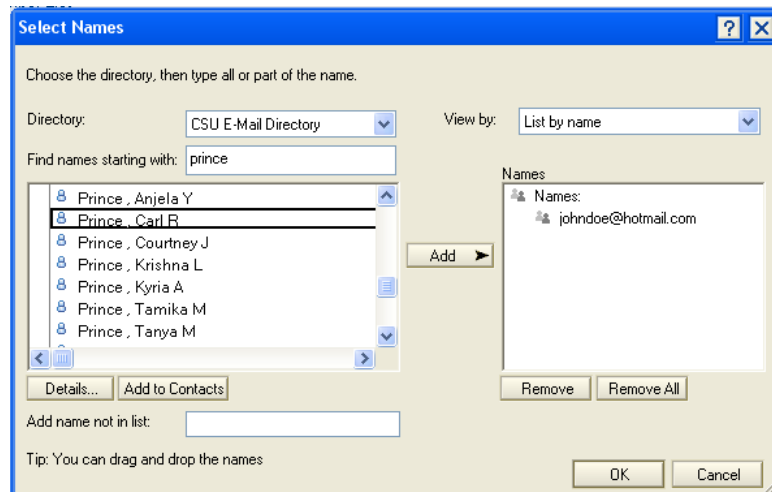
1. From the Inbox view expand 'New' and select 'Group' from the list



2. Enter a group name and a description (optional). After this enter the group members by manually entering the eMail addresses, separating each one with a comma ....



and / or select 'Members' and then select people from your Contacts and / or CSU E-Mail Directory by searching and selecting the person to be added, and selecting 'Add >' ... Select 'OK' to save.



### *Distribution List for Classes from CampusNet*

In CampusNet, you can quickly get a class roster and move it to Excel. However, do not use the Export to Excel option. Instead, use the “Download” link and chose “Open”. Excel will open with the file displayed.

Once in Excel, you can save the file:

1. Click on File then Save As
2. In the pop-up window, change the “Save as type” from “\*.csv” to “\*.xls” (the first choice in the drop down list)
3. Save

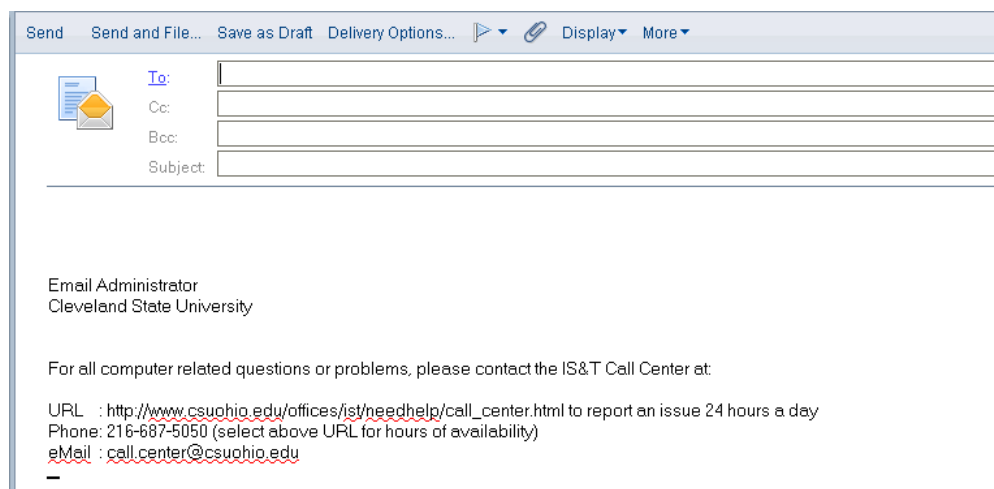
In excel, you will see the students’ eMail addresses and phone numbers. You can quickly create a distribution list to eMail your students:

1. Copy the addresses in Excel (highlight addresses, the right-click and Copy)
2. In Campus Deskmail, click on New then Group
3. Assign a name to the Group
4. In the Members field, right-click and Paste
5. Save & Close

## Create Your Signature

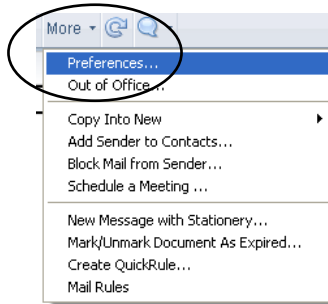
Your signature is really your standard eMail closure. You can ask Campus Deskmail to add a standard closure to every eMail you create to eliminate redundant typing.

Example – every eMail I create contains the following by default:

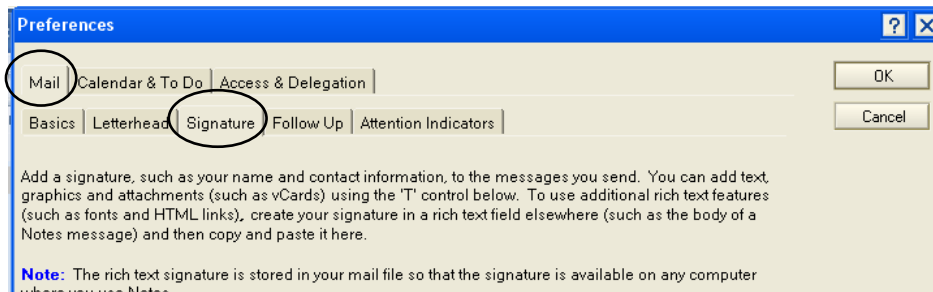


To create a signature:

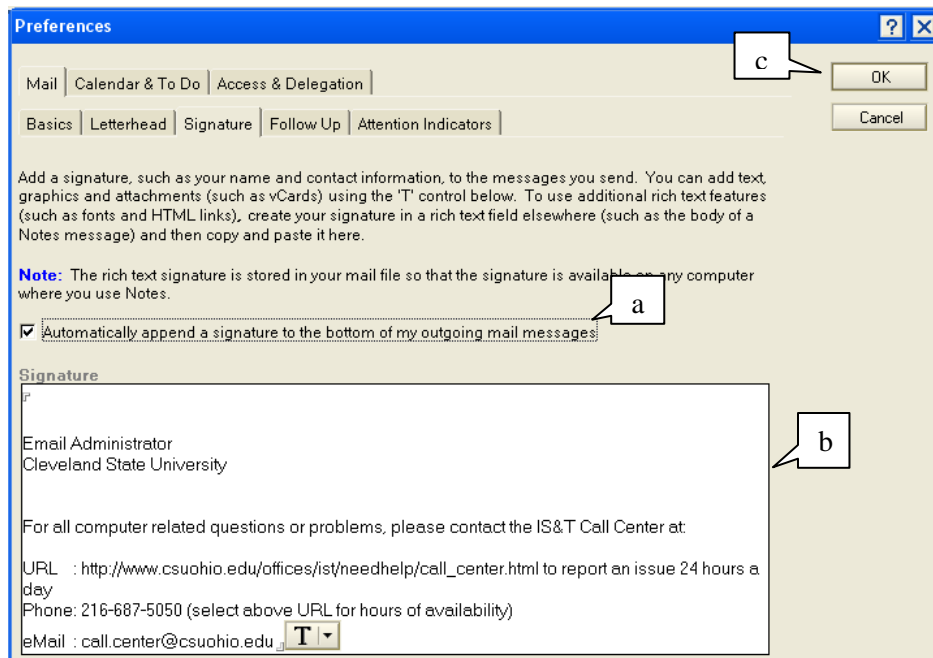
1. Expand 'More' and select 'Preferences'



2. Select the 'Mail' tab and then the 'Signature' Tab



3. Select:
  - a) "Automatically append a signature ...."
  - b) Enter the text of your signature
  - c) Select 'OK' to save

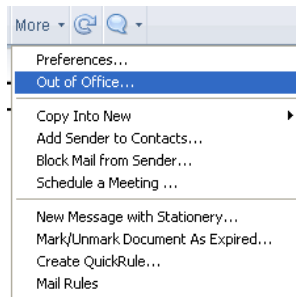


## Out of Office

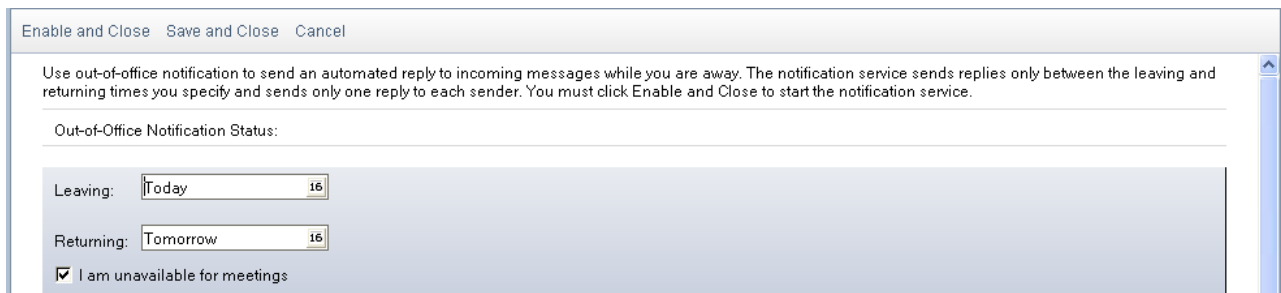
When leaving the office, you can set-up an Out of Office notification that could include two messages.

Note: Out of Office does not respond immediately to eMail when it is active. When activated, this process will run once every 15 minutes to check for, and respond to, new eMail received. Also, during the time it is activated, it will only reply once to an address, regardless of how many eMails that address sends.

1. Select 'More' and then 'Out of Office ...'



2. Set the 'Leaving' date to the first day you will be out of the office (out of office replies will not start to be sent out until this day); set the 'Returning' date to the date you will return to the office.

A screenshot of a dialog box titled 'Out of Office'. At the top, there are three buttons: 'Enable and Close', 'Save and Close', and 'Cancel'. Below the buttons is a paragraph of text: 'Use out-of-office notification to send an automated reply to incoming messages while you are away. The notification service sends replies only between the leaving and returning times you specify and sends only one reply to each sender. You must click Enable and Close to start the notification service.' Below this text is a section labeled 'Out-of-Office Notification Status:'. Underneath, there are two input fields: 'Leaving:' with the value 'Today' and 'Returning:' with the value 'Tomorrow'. At the bottom, there is a checked checkbox labeled 'I am unavailable for meetings'.

3. Select the 'Standard Notification' tab. This is for setting the text of the standard Out of Office message to be sent out. You can change the text in the 'Subject' and 'Additional Body text' fields only.

Standard Notification | Alternate Notification | Exclusions

Specify the contents for the out-of-office notification.

[Reset Defaults](#)

Subject:  (returning 07/28/2009)

Append return date to subject

Body: I am out of the office until 07/28/2009.

Additional body text:

4. If certain people are to receive a different message, select the 'Alternate Notification' tab. In the 'To' field, enter the eMail addresses of those accounts to receive the alternate notification. Set the text in the 'Subject' and 'Additional Body Text'.

Standard Notification | Alternate Notification | Exclusions

To send an alternate out-of-office notification to certain people, or people from certain domains (such as "@sampledomain.com"), specify the people and domains in the To field below. Then specify the contents of the alternate notification.

[Reset Defaults](#)

[To:](#)

Subject:  (returning 07/28/2009)

Append return date to subject

Body: I am out of the office until 07/28/2009.

Additional body text:

5. If there are exclusions to be defined, those conditions under which an Out of Office message is not to be sent, such as listservs, select the 'Exclusions' tab and define those in the appropriate fields.

The screenshot shows the 'Exclusions' tab of a configuration window. At the top, there are three tabs: 'Standard Notification', 'Alternate Notification', and 'Exclusions'. Below the tabs, a header reads: 'To cancel the out-of-office notification when certain conditions are met, specify the conditions below.' There is a 'Reset Defaults' button. A checkbox is labeled 'Do not automatically reply to mail from Internet addresses.' Below this, a text field is preceded by 'A message is sent by any of these people:' and a blue link 'Sent by:'. Underneath, another text field is preceded by 'A message subject contains any of these exact phrases:'. To the right of this field are two buttons: 'Add Phrase' and 'Remove Phrase'.

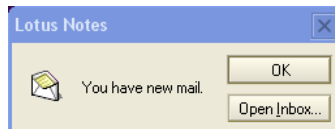
6. When complete, select 'Enable & Close'. This will set to Out of Office to start processing on the date defined in the 'Leaving' field and stop processing on the date defined in the 'Returning' field.

The screenshot shows the bottom of the configuration window. At the top of this section, there are three buttons: 'Enable and Close', 'Save and Close', and 'Cancel'. The 'Enable and Close' button is circled in red. Below the buttons, a small text box contains the following text: 'Use out-of-office notification to send an automated reply to incoming messages while you are away. The notification service sends replies only between the leaving and returning times you specify and sends only one reply to each sender. You must click Enable and Close to start the notification service.'

Note: selecting 'Save & Close' will save your settings but will NOT enable the process, thus the process will not run.

## Notification of New Mail Received

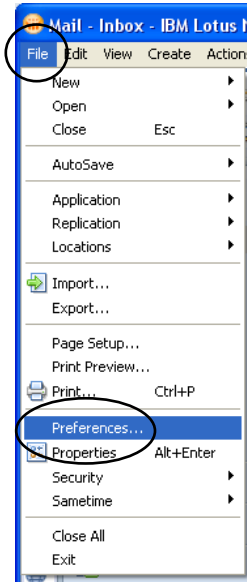
To receive notification when new eMail is received, you can set your preferences to receive a pop-up notification such as this:



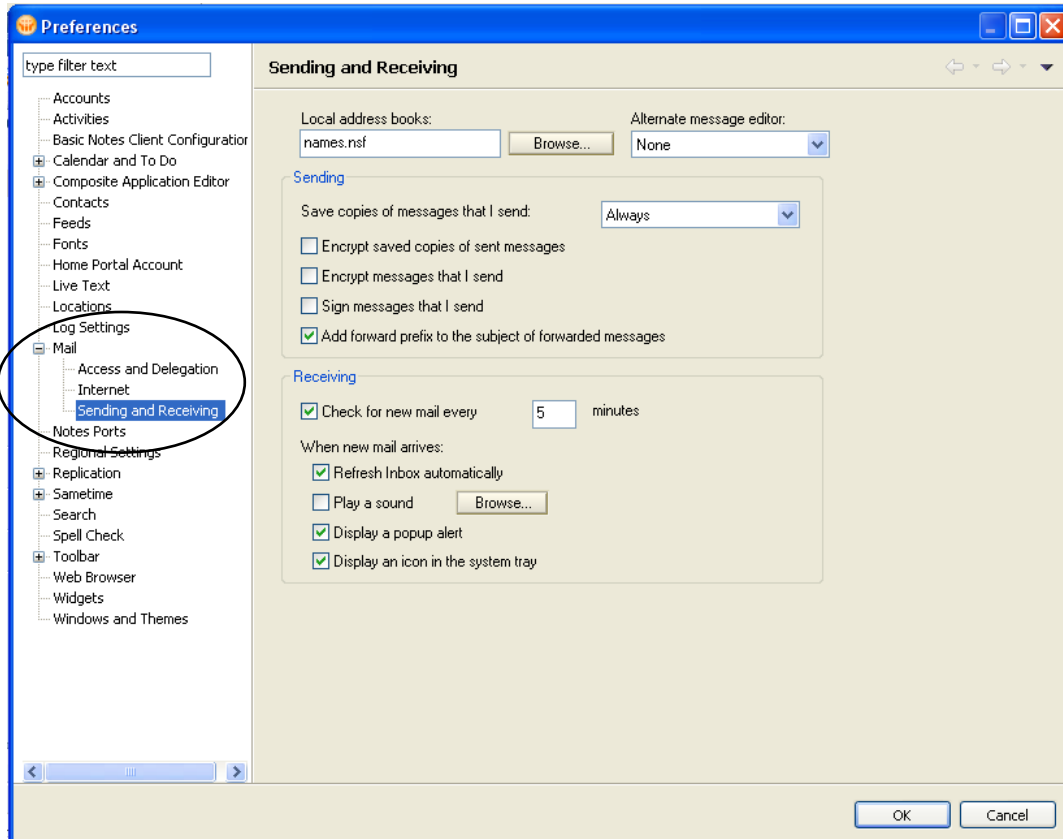
By selecting 'Open Inbox..' the view for the Inbox will automatically display the new eMail.

To set this notification:

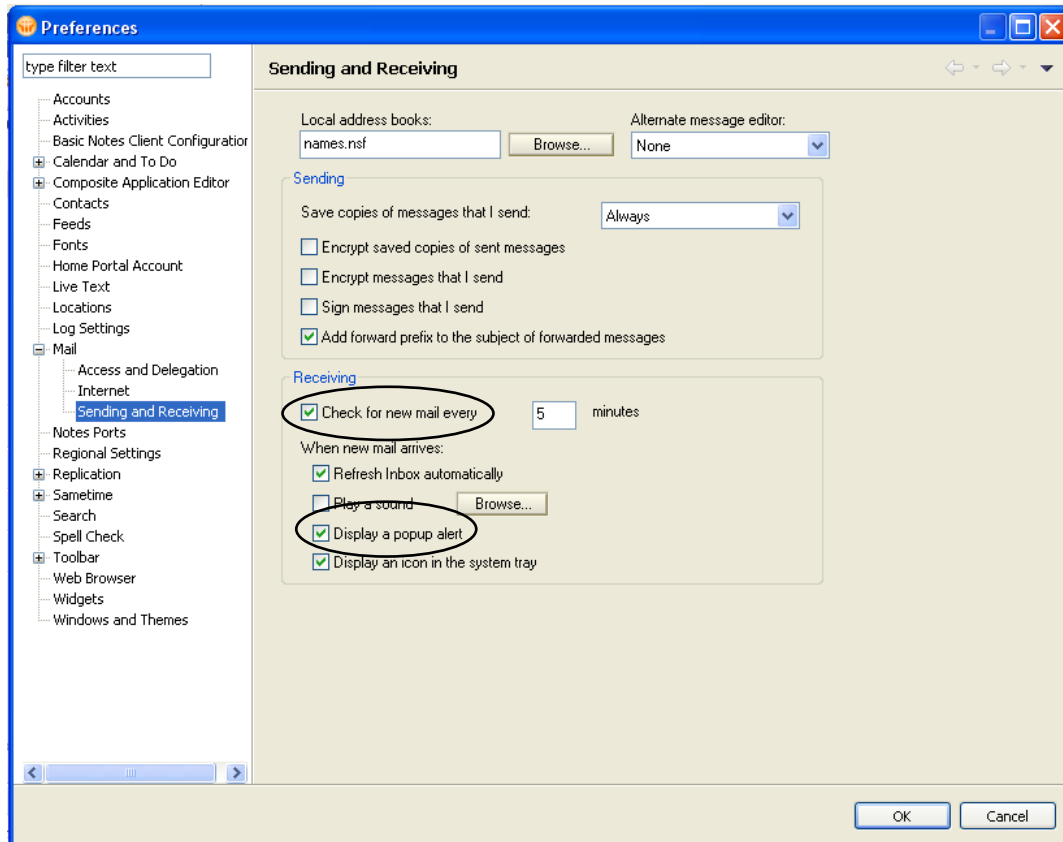
1. Select 'File' and then select 'Preferences'



2. Expand 'Mail' and select 'Sending and Receiving'



3. In the section titled 'Receiving' select how often to 'Check for new mail' and select to 'Display a popup alert' when new eMail is arrives.



4. Select 'OK' to save

