

# Cleveland State University



Information Services and Technology

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## Campus Webmail

eMail Basics

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# Start and Exit Campus Webmail

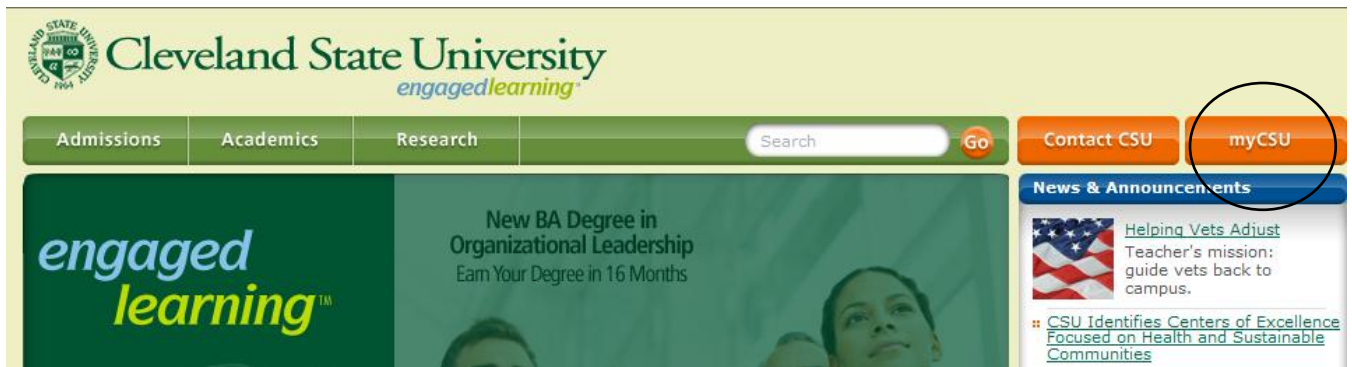
IST& Call Center: 216-687-5050 to report any computer or eMail related issue

Supported Browsers: Microsoft Internet Explorer 6.x and 7.x - Windows platforms only  
Mozilla Firefox 2.0 - All supported platforms

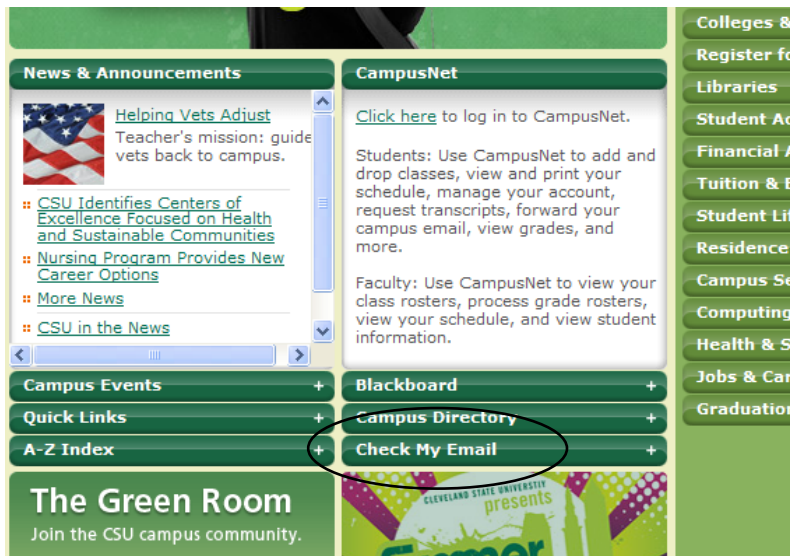
URL: <https://webmail.csuohio.edu>

Can also be accessed from the CSU Homepage (<http://www.csuohio.edu>):

Click on 'myCSU'



Click on 'Check My Email'



## Logging In

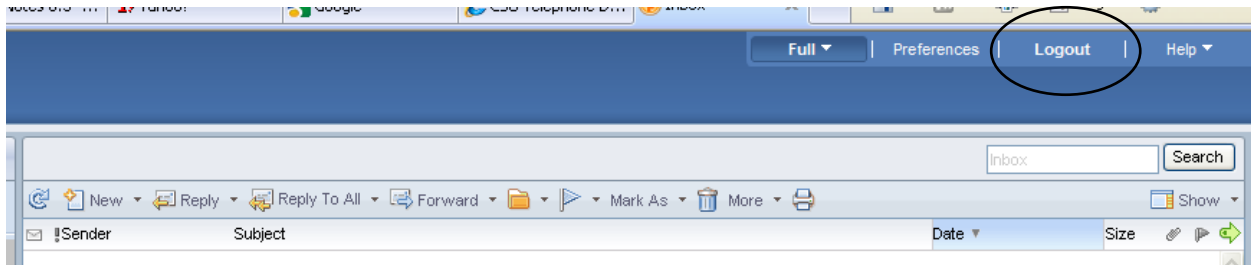
Use your CSU ID number, not your eMail address, and your CampusNet password ...



The screenshot shows the 'Campus Webmail' sign-in page for Cleveland State University. At the top left is the university's logo. The main heading is 'Campus Webmail' in a dark banner. Below this, the text reads 'Webmail Sign In' and 'Please enter your CSU ID and Password'. There are two input fields: 'CSU ID' and 'CampusPass', each with a question mark icon to its right. A 'Sign In' button is positioned below the fields. In the bottom left corner, there is a 'Need Help?' section with contact information: 'Call: IS&T Call Center: 216-687-5050' and 'eMail: call.center@csuohio.edu'. In the bottom right corner, there is a link for 'Campus Mail Bag'.

## Logging Out

Select 'Logout' in the upper right corner. This will end the session and remove any personal data left in the browser cache.



## Changing Your Password

The Campus Webmail password is the same password used for CampusNet. To change your Campus Webmail password, sign into your CampusNet account and change the password following the directions posted.

# Views

## Defining Mailbox Startup View When Opened

When your mailbox is opened, by default, it will open to your mail. This can be changed to accommodate your personal preferences. Options for the initial load, in addition to Mail, are: Home, Calendar, To Do, Contacts and Notebook.

Home is a page that can be separated into up to 4 sections that can contain views of your Mail, your Schedule, To Do list, Quick links to other Lotus application or URL links.

Calendar is the view of your Calendar, displayed in current day, weekly, monthly or annual format.

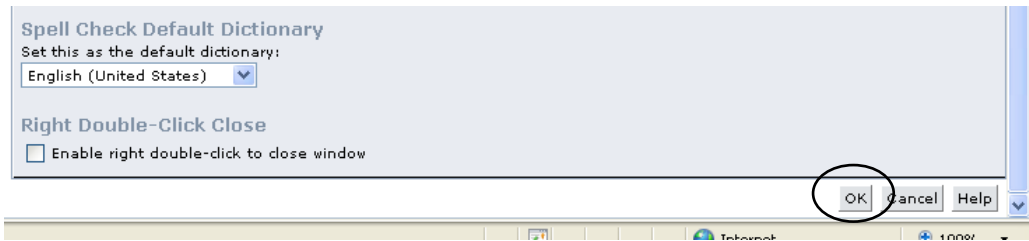
To Do list is a list of your To Do items.

Notebook is a journal.

To change your initial view when you open your mail box select 'Preferences'. The preferences screen will open, select 'Basics' and change the setting as defined under 'Display Options'.

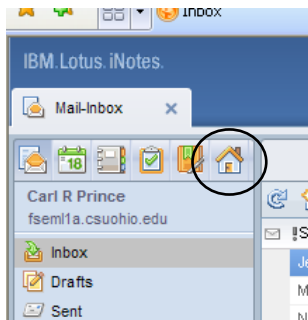


Once the changes have been made, select OK at the bottom of the preferences screen to save. The next time you sign into your account, your initial view will open as defined.

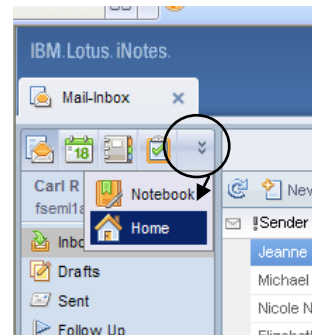


### **Change Home view layout**

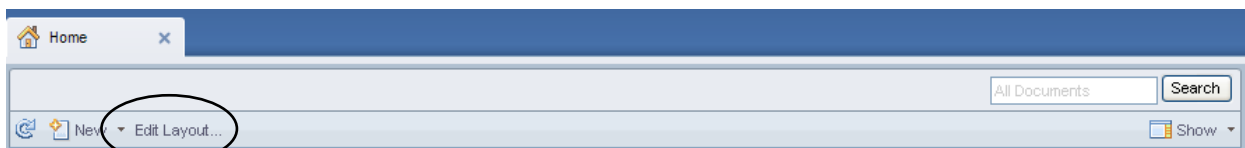
If your initial view is defined to open to the 'Home' view, follow the steps below to change the layout. If your initial view is not defined to 'Home', you can still open the 'Home' view, make changes and use. On the left various icons representing the options for your mailbox will be listed, select the 'Home' icon, or if not listed, select the down arrows to list the additional option(s) and then select home



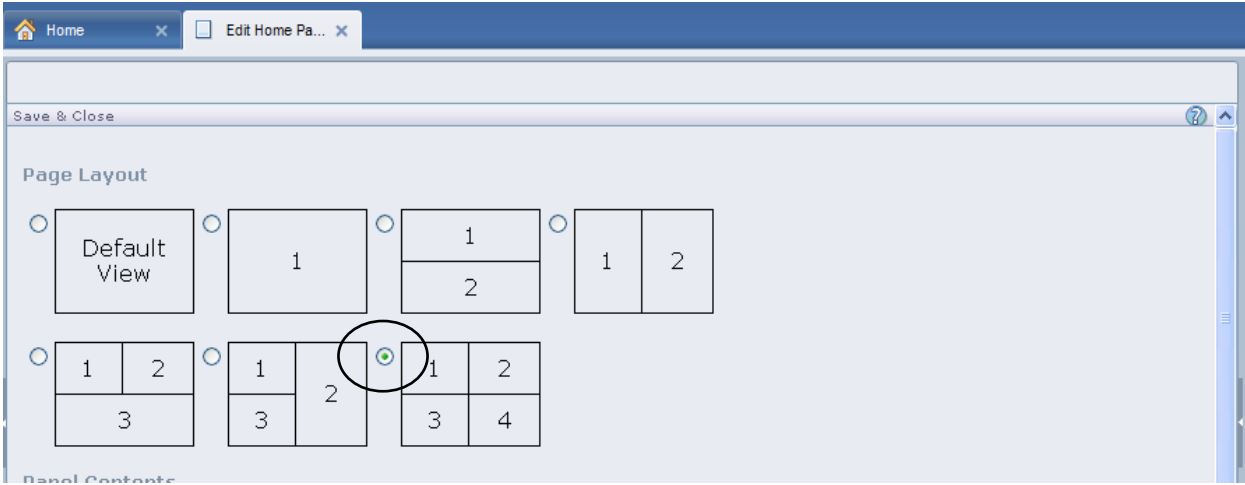
or



Click on 'Edit Layout'



Select the number of panes you want in your view, in this example 4 panes will be defined



The bottom portion of the Page layout screen will change to display your new options. For each pane, use the drop down list to identify what you would like displayed in that pane. For example, I would like to see panes containing 1. Links to CSU related URL's, 2. Links to external URL's in this case all IBM related, 3. Links to reference sites and 4. New mail.

I select Quick links for panel #1, assign that panel a title of "CSU Links", assign relevant names to the specific links in the 'Name' field and then define the specific URL

Panel #	Type	Options
1	Quick Links	Title: CSU Links Name: People Soft URL: https://traffic2.csuo Name: MailFrontier URL: http://antispam.csu Name: URL: Name: URL: Name: URL:
2	Quick Links	Title: IBM Links Name: Lotus Support URL: http://www.ibm.com Name: Lotus Trial Resource URL: http://www.ibm.com Name: Lotus Notes / Domir URL: http://www.ibm.com Name: Lotus Forums ver 6 URL: http://www.lotus.com Name: Lotus Technical Libr URL: http://www.ibm.com
3	Quick Links	Title: Helpful Sites Name: Lotus Hints & Tips URL: http://www.alanlepo Name: Passport Advantage URL: http://www-142.ibm.com Name: URL: Name: URL:
4	Mail Inbox	Title: Mail Inbox Messages to display: All unread messages Only Mail From: <input type="checkbox"/> High Priority Mail Only

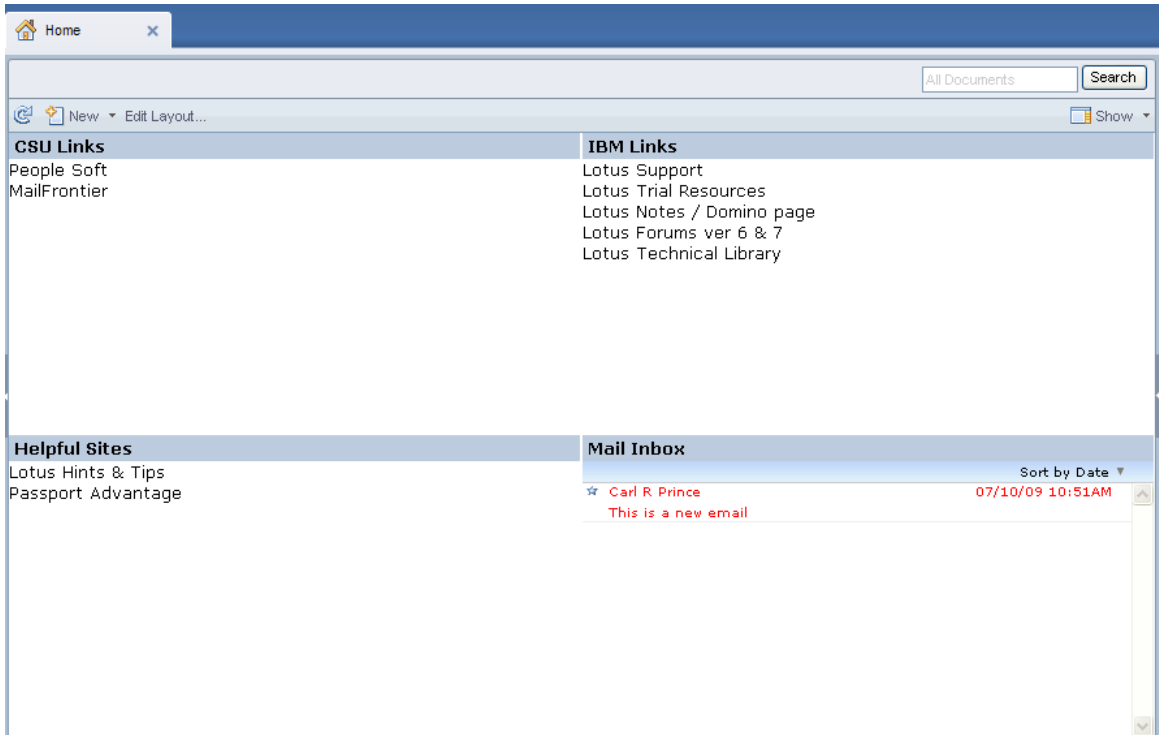
After I have completed defining the remaining panels, I select Save & Close

Save & Close

Page Layout

○ Default View ○ 1 ○

My new view now appears as:

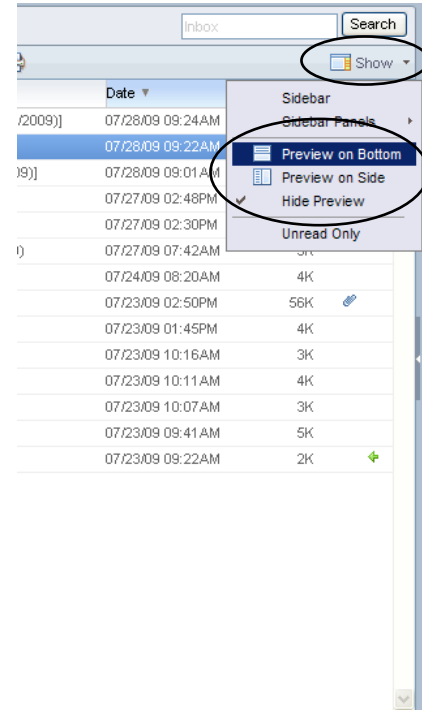
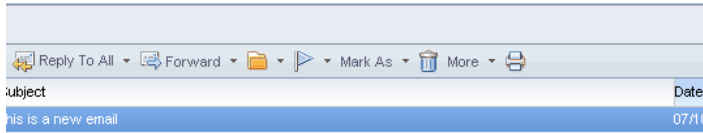


# Reading eMail

## Reading New eMail

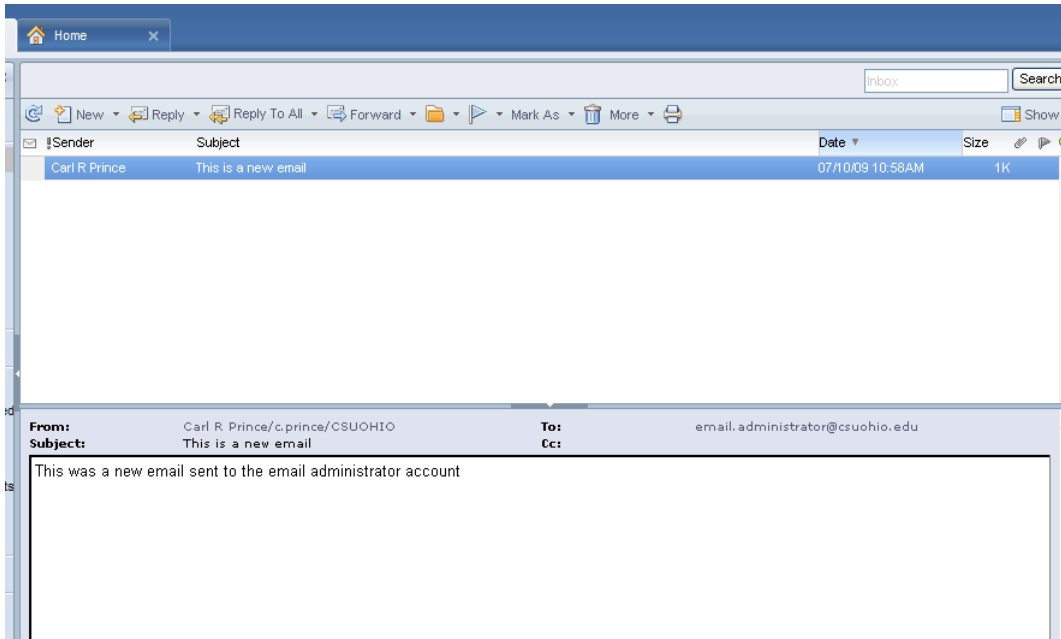
There are two ways of reading your eMail, the first being in a preview mode, the second is opening it.

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.

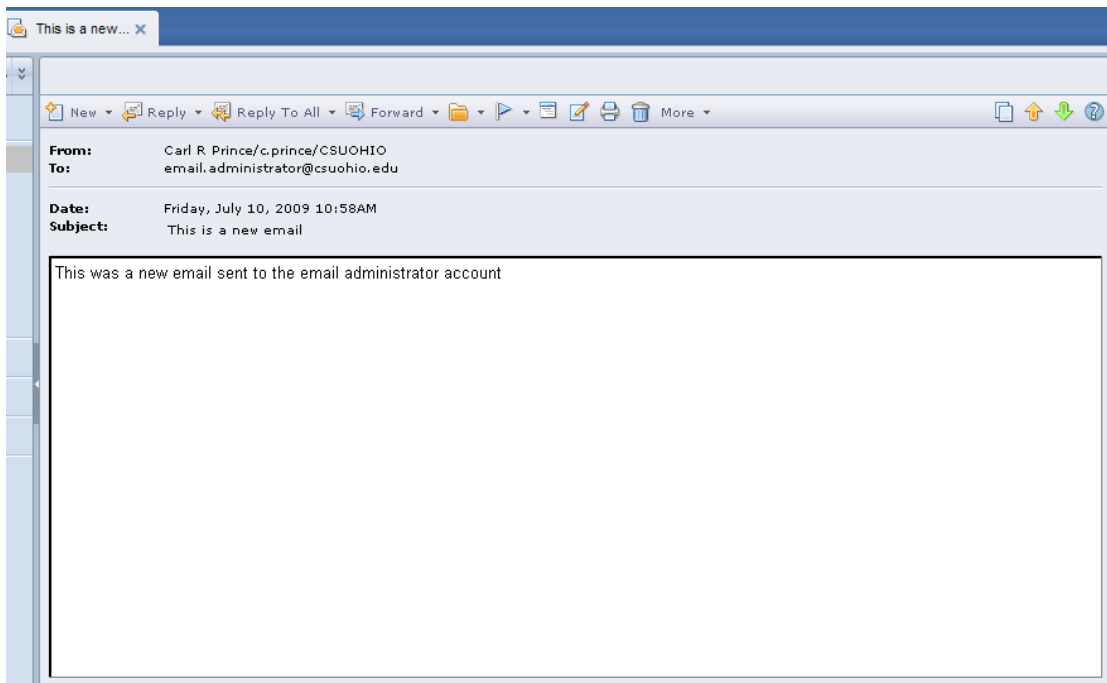


OR

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

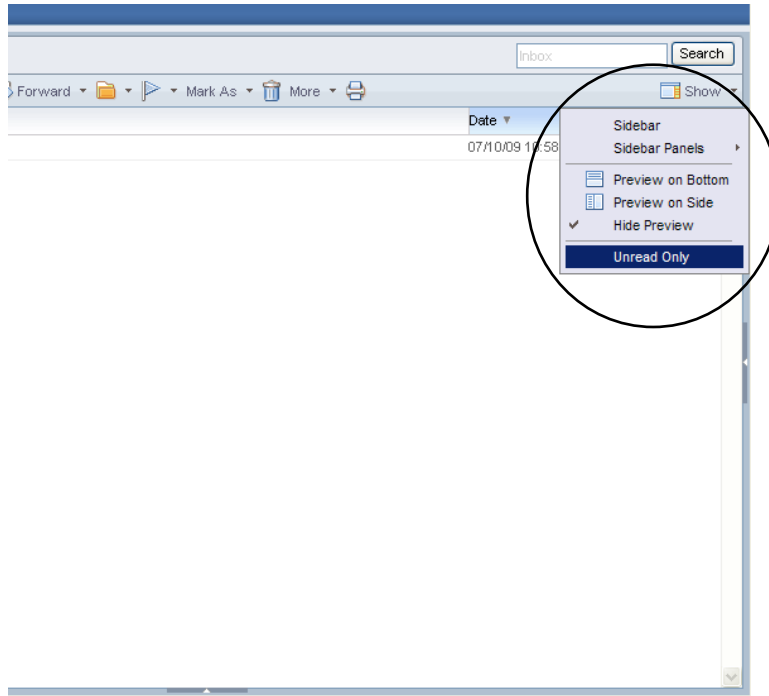


To open the email, double-click on the message.



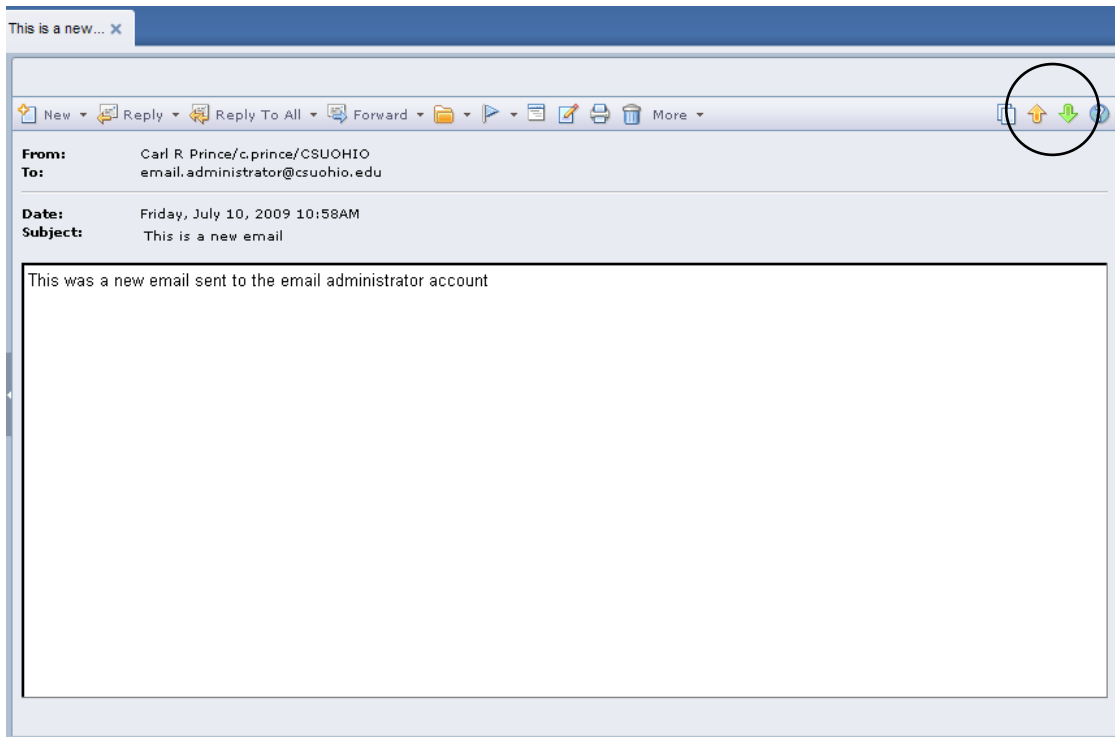
You can quickly identify new email by the color. By default mail highlighted in red is unread mail.

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



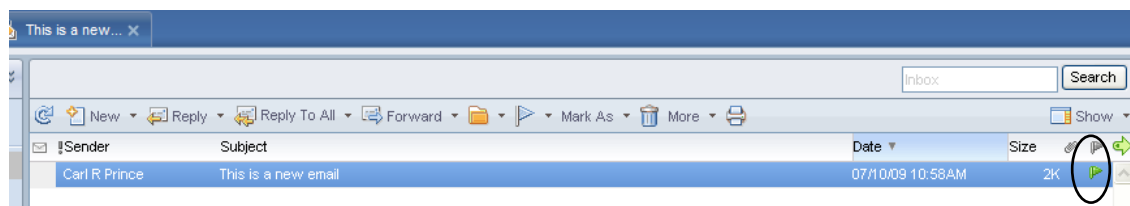
Your view will only display unread messages. Please note, as you read a message, it will disappear from the view. To undo listing only the unread messages, select 'Show' and then de-select 'Unread only'. All messages will again be listed in the view.

To scroll through the messages, use the 'Next' arrow

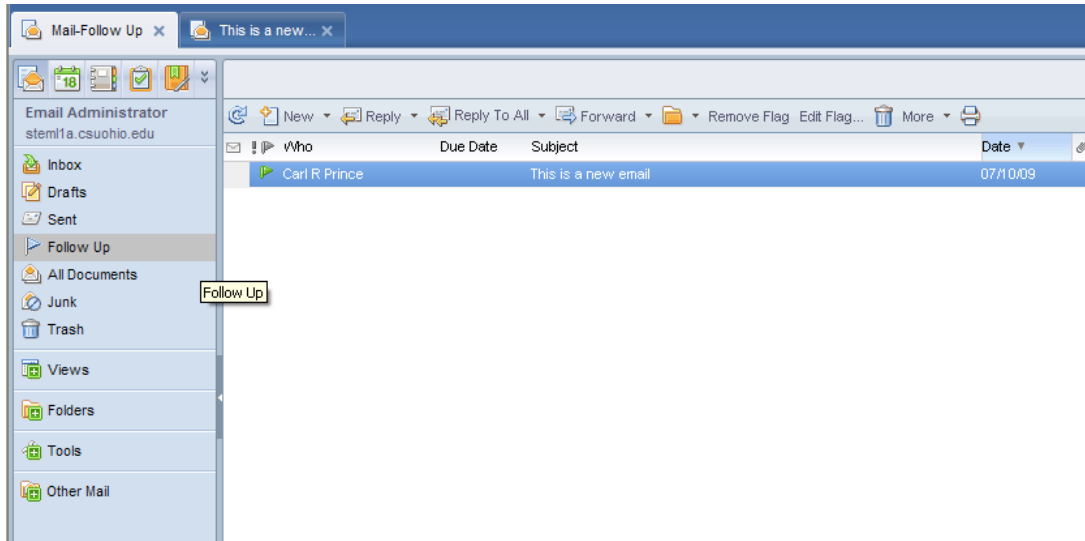


## ***Flagging Messages for Follow-up***

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:

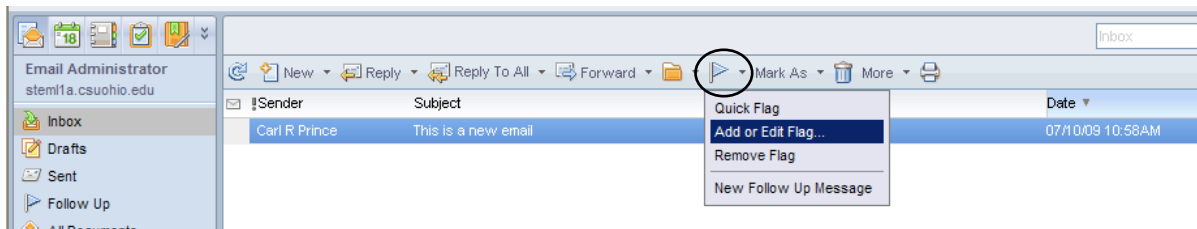


Or I can change my view to see all and only, the follow-up items by clicking on the 'Follow Up' folder

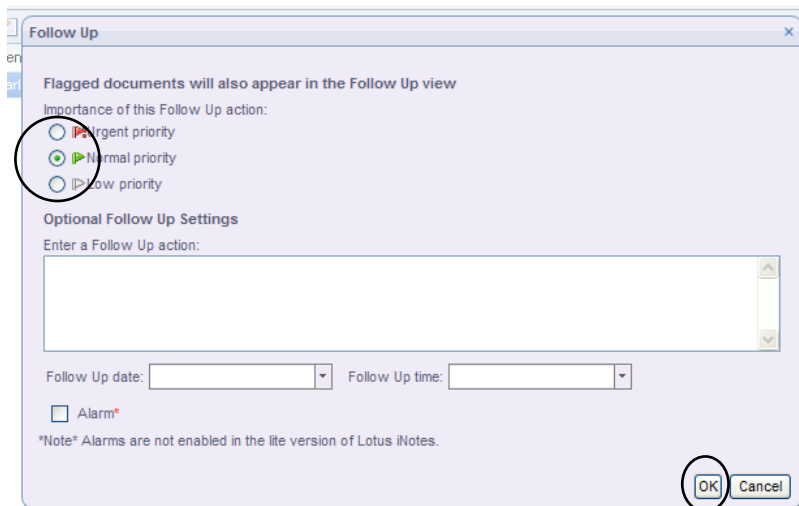


### To flag items

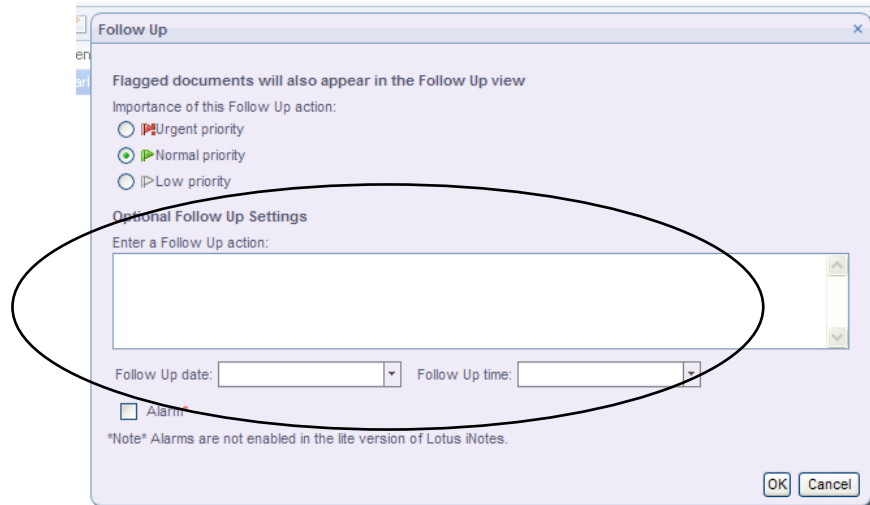
1. Select the eMail to be flagged
2. Click on the 'Quick Flag' button and select 'Add or Edit flag'



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

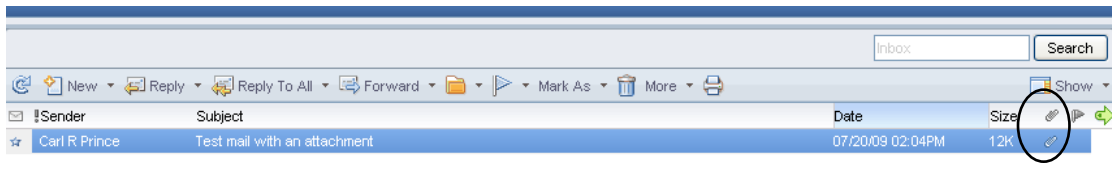


4. To track what you have done or need to do, you can add note to yourself in the 'Follow Up action' field, set a follow up date and set an alarm to remind you to follow up

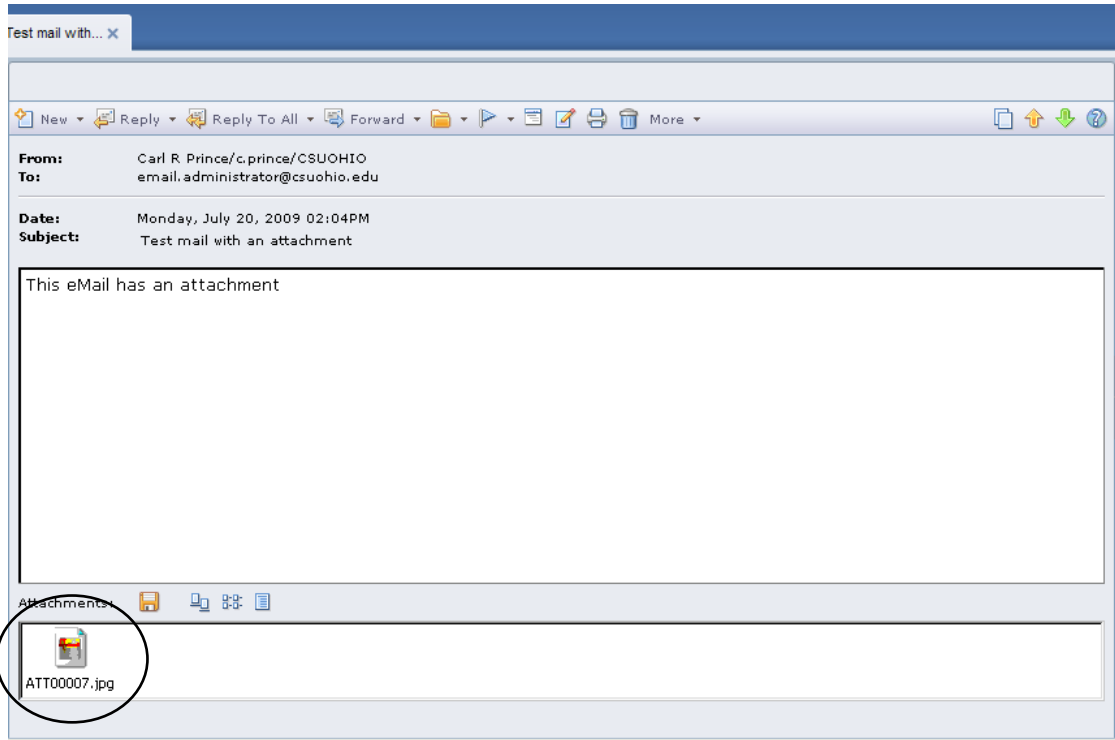


### ***Reading Attachments***

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



Attachments are displayed at the bottom of the message pop-up window:



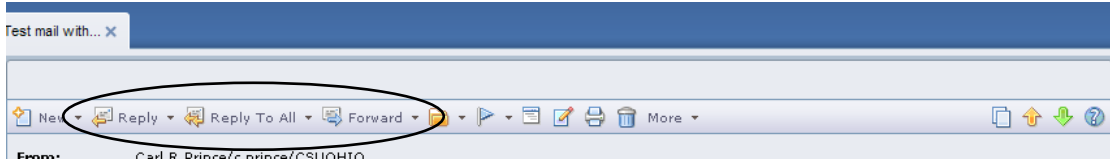
Click on the 1) attachment at the bottom of the pop-up window to open it or the 2) diskette icon to download and save it to your desktop. When downloaded to your desktop, the attachment will remain a part of the eMail, a copy of the attachment is saved on the desktop.



**Note:** the above example used IE, if using Mozilla the link for the attachment appears at the bottom of the eMail, but in order to save it to your desktop, you will have to right click on the link and select "Save Link As ..." as the diskette icon does not appear when using Mozilla.

# 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.

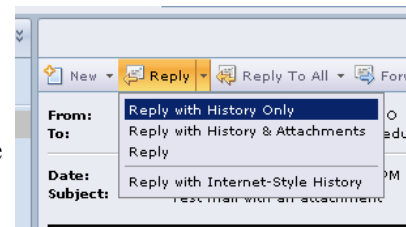


## Reply / Reply To All

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”

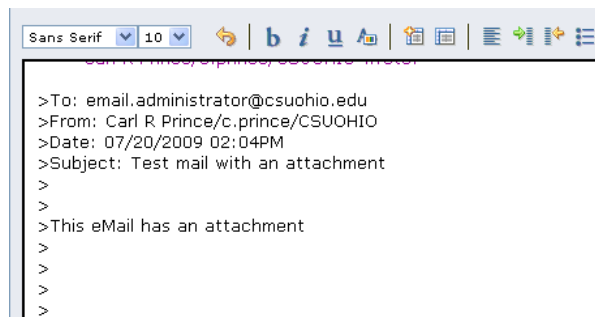
“with History & Attachments” means “include the original message that I received in my reply along with any attachments that were sent as part of the original message”



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

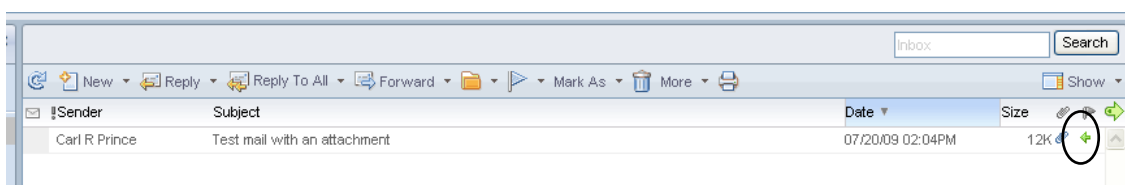
“with Internet-Style History” means “include the original message, placing a > in front of each line”.

## Sample Internet Style



## Did I reply?

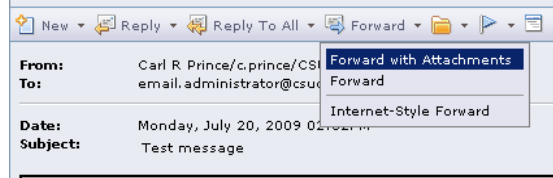
Check your Inbox for the Replied icon



## Forward

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

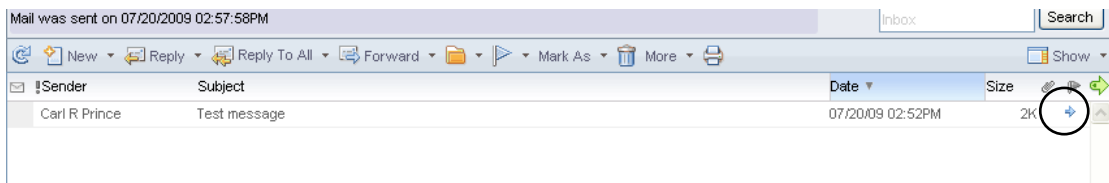
“Forward” means “forward this message without any attachments that were sent with it”



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

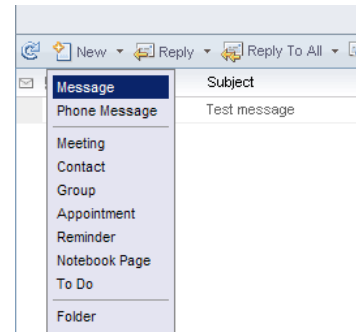
## Did I forward?

Check your Inbox for the Forwarded icon



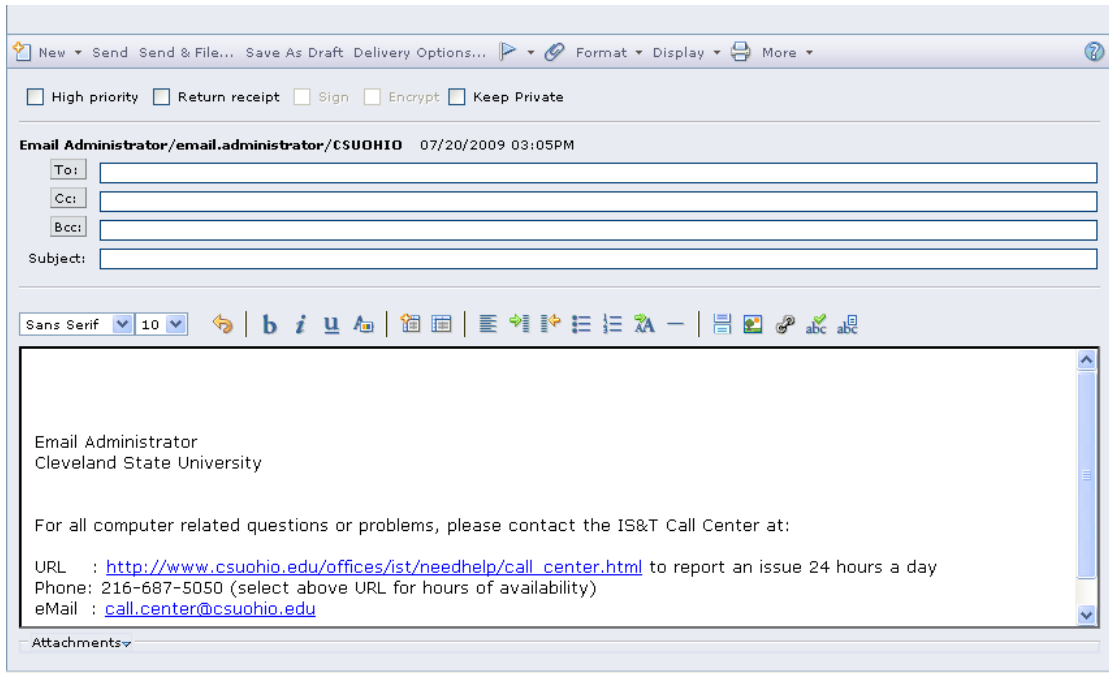
## Create New Message

You have two formats available for new messages – ‘Message’ and ‘Phone Message’



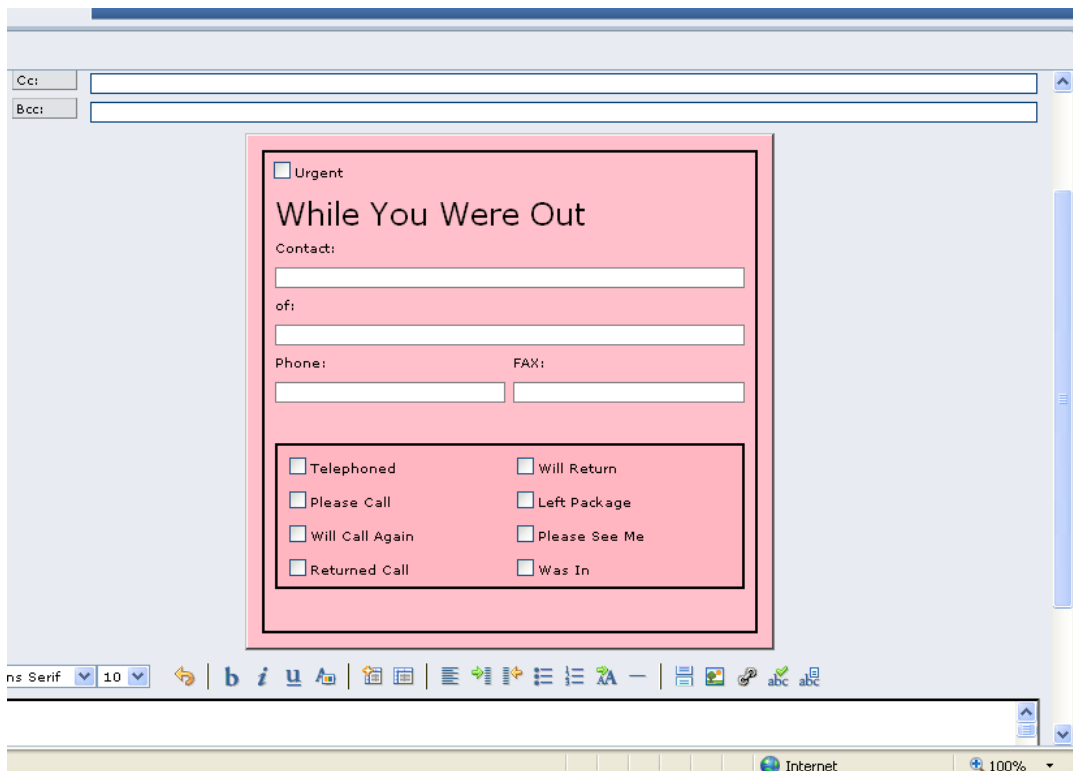
**Message:**

Regular eMail message



**Phone Message:**

Special email message, use it to send special quick notes. You can add a message at the bottom, but you do not need to.



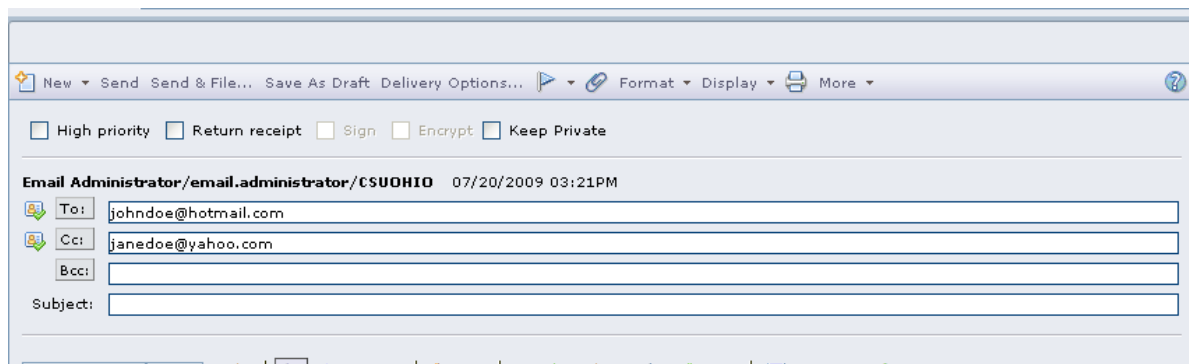
## Addressing an eMail

Campus Webmail provides several methods for addressing eMail:

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

### Type the eMail Address:

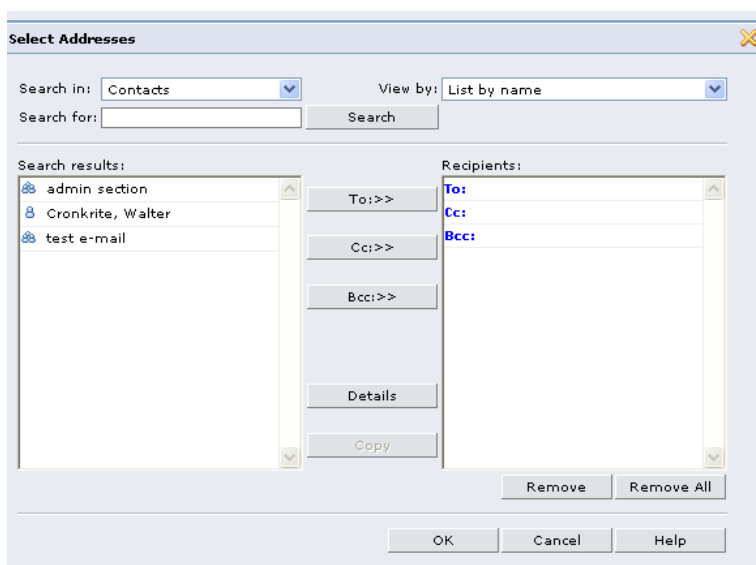
In the To, CC and BCC fields you can type a complete email address



### 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, CC or BCC field button.

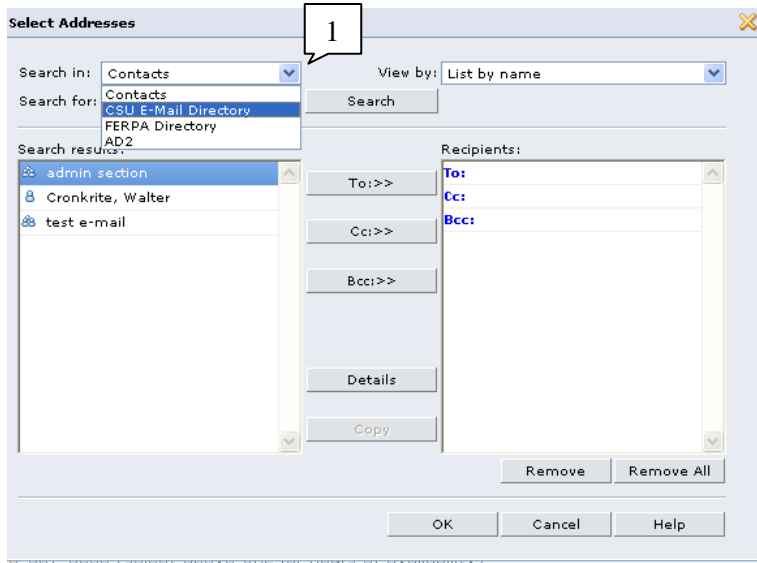
Select from the Contacts list by clicking on the desired name or typing part of the name in the Search For box then clicking Search.



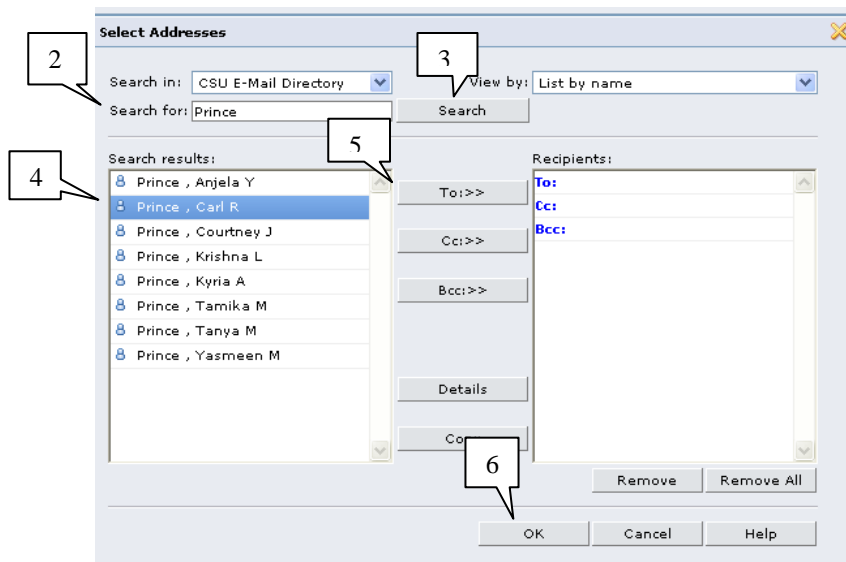
Note that your distribution groups are also displayed here and can be selected.

Select from the CSU eMail Address Directory:

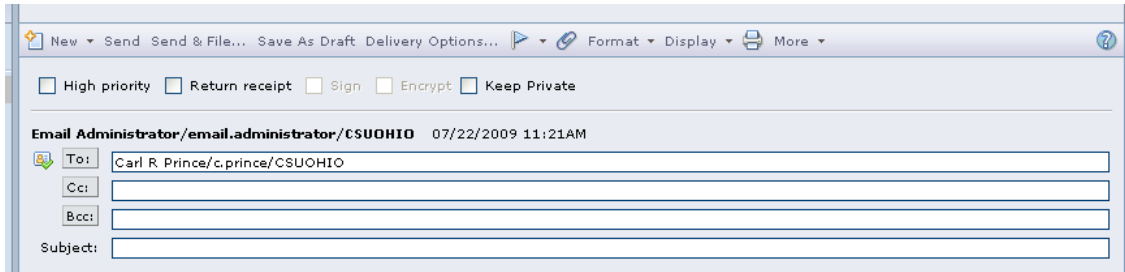
1. Change from the Contacts list in the 'Search in' box



2. Type the name in the 'Search For' box
3. Select 'Search'
4. Select the desired name
5. Select the 'To', 'Cc' or the 'Bcc' button
6. Select 'OK'

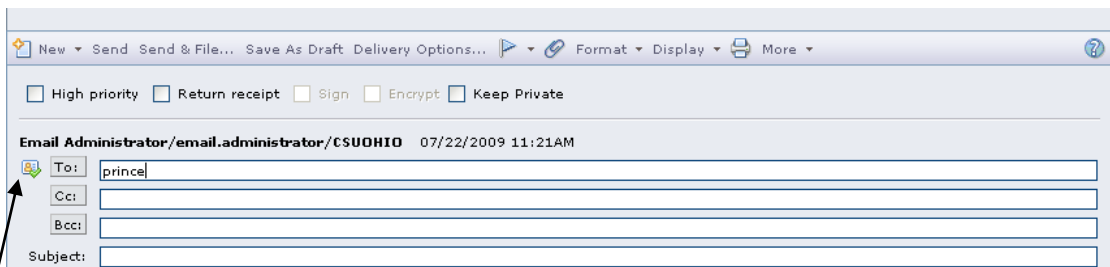


The name will be entered in the appropriate field of the eMail:



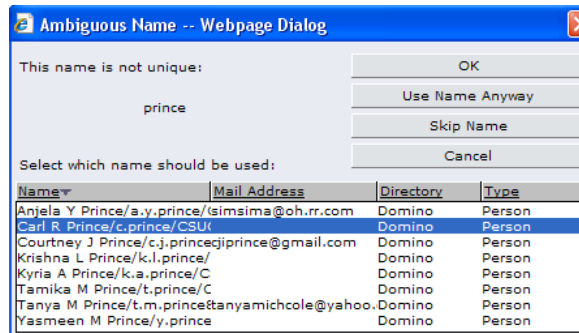
*Start typing then ask Campus Webmail to find matches*

Type the first part of the name in the To, Cc or Bcc field



Click on the Check Name(s) button to the left of the 'To' button (Note: this button does not appear until you type in the address field)

The Ambiguous Name screen displays the possible matches, click on the desired name then click 'OK'

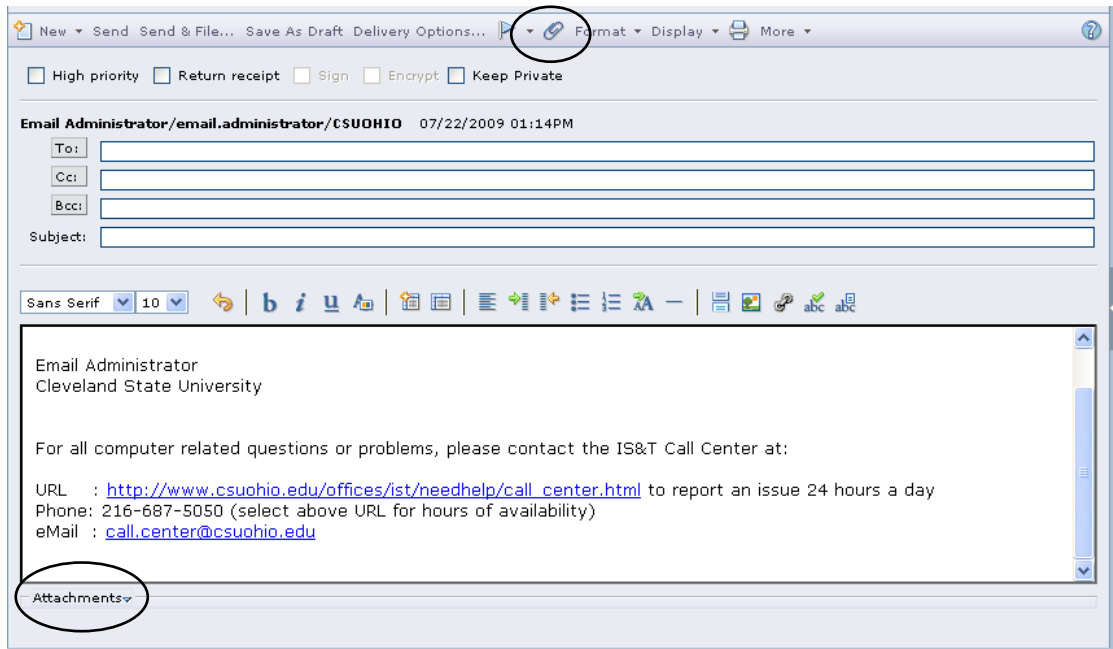


You can search by first or last names using this feature

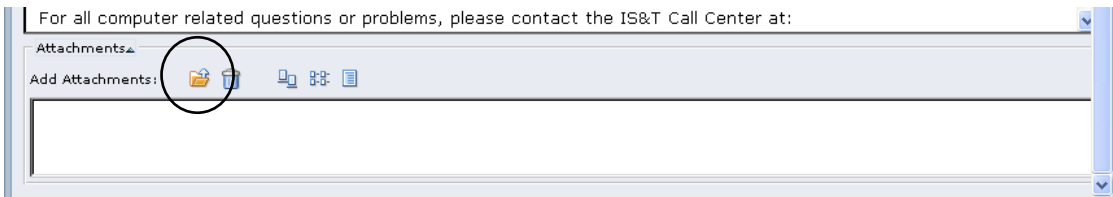
## Add an attachment

To add an attachment to a message:

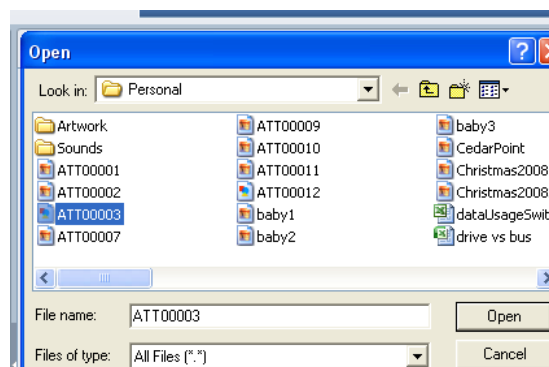
1. Click on 'Attachments' (select either location, the one at top or at bottom)



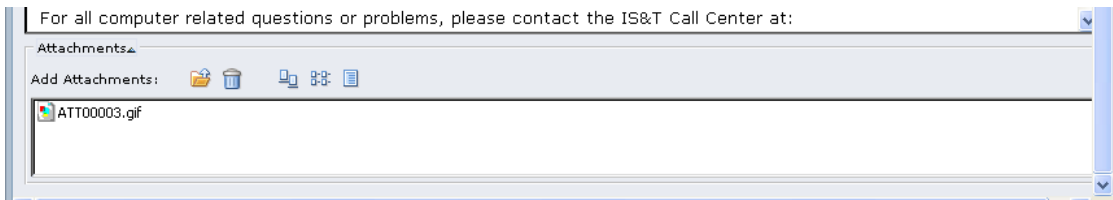
2. Other options will be displayed, select the 'Select file(s)' icon to select the desired attachment



3. Locate and select the file to attach, once the file is selected select the 'Open' button

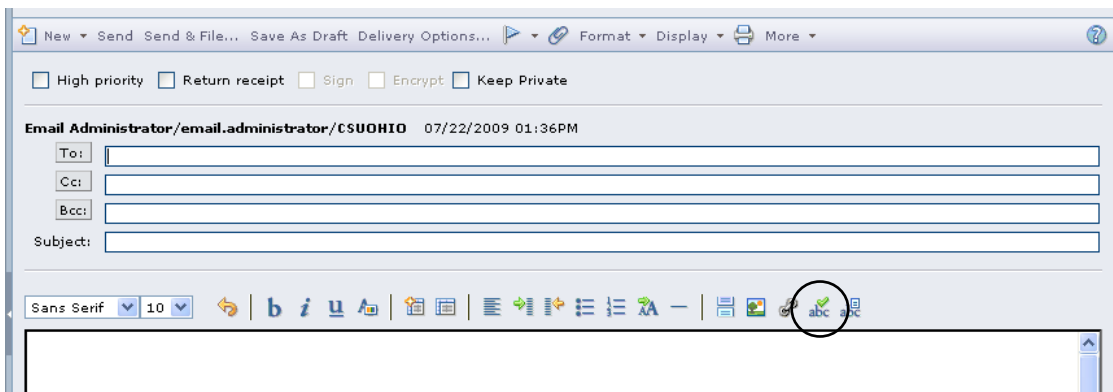


- The attachment will be added to the list. To add additional attachments, repeat the above steps.  
Note: when adding numerous attachments, pay attention to the combined size, mail larger than 10Mb will not be sent through our eMail system



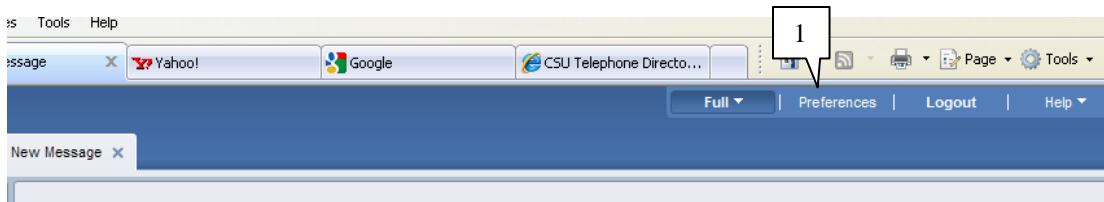
## ***Spell-Check***

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

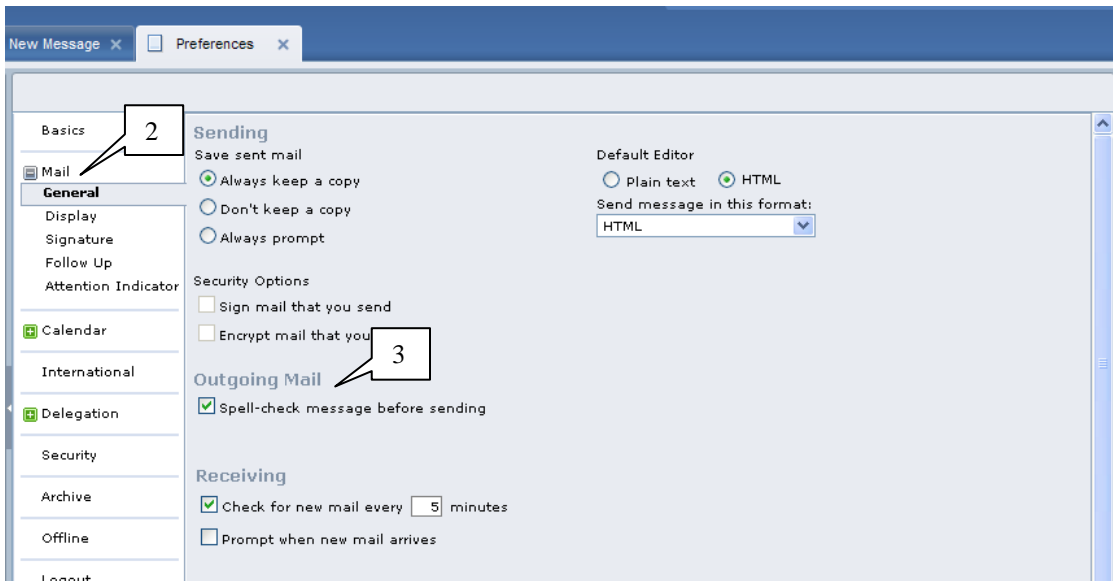


To have spell-check run automatically when sending mail:

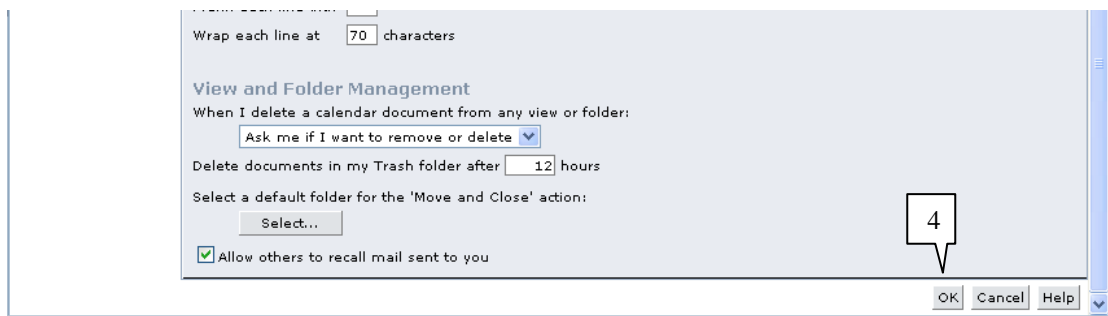
1. Select 'Preferences'



2. Expand 'Mail' and select 'General'
3. Under the heading 'Outgoing Mail' check "spell-check message before sending"



4. Select 'OK' to save



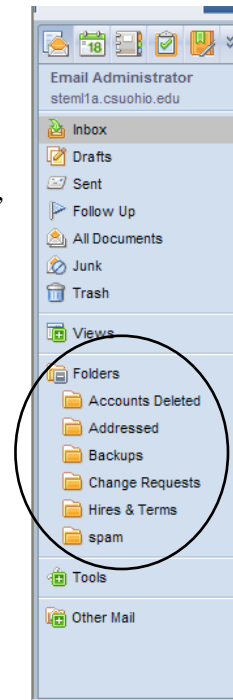
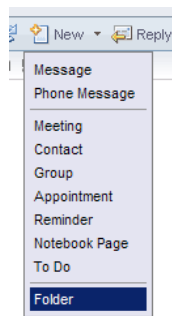
# Organize Your Mail

## Create Folders

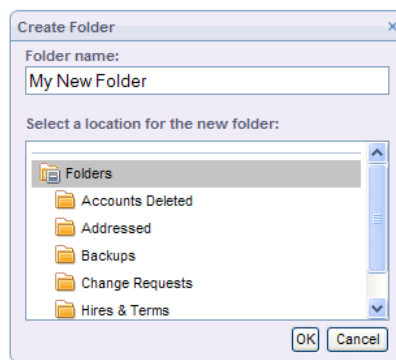
You can use folders to hold sent and received mail. This helps you find related eMails quickly. For example, you can create a folder for a project, a specific topic, or a person. In the example to the right, 6 additional folders have been created.

To create a folder:

1. From within the Inbox view select 'New' and then 'Folder'



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



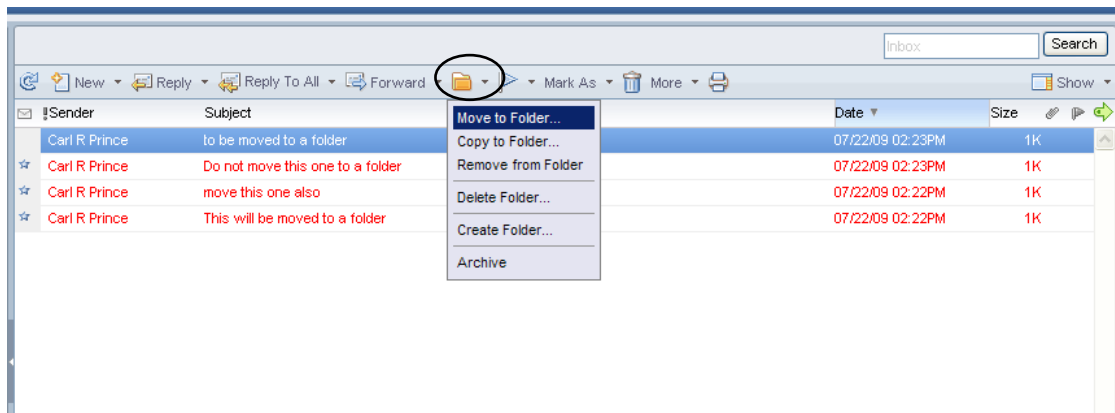
The new folder will appear in the folders list in alpha-order

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

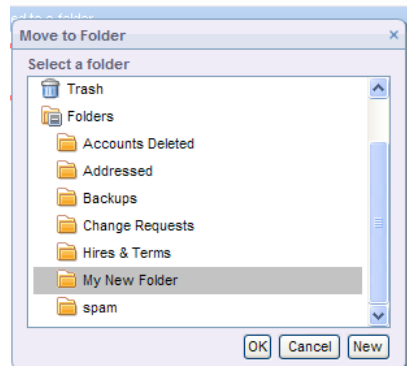
You can move individual eMails, or numerous eMails into selected folder.

### ***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 'OK'



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

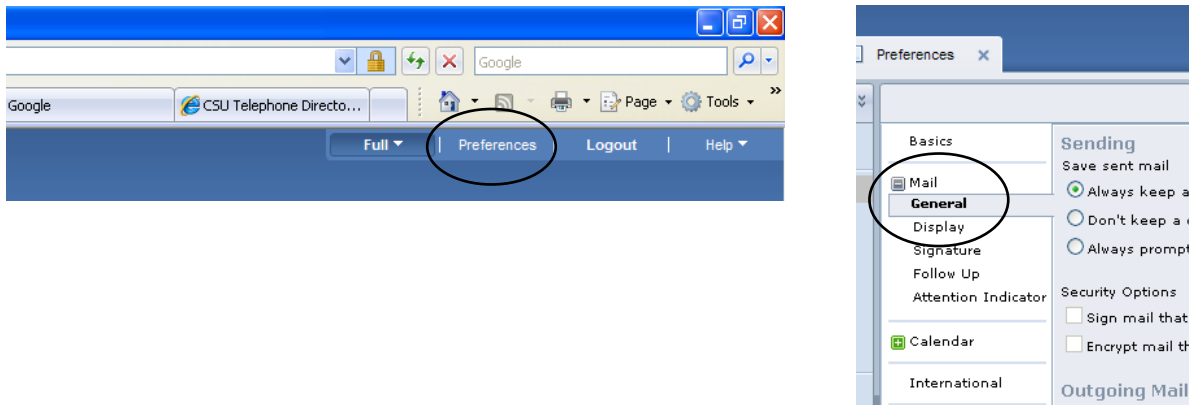
1. Click on the first eMail to be moved
2. Hold down the CTRL key
3. Click on subsequent eMails
4. To unselect one of the selected, click on it again
5. Once all eMails are selected, let go of the CTRL key
6. Follow the steps from 'Move Individual eMails' above, starting from step 2.

## Delete / Restore Deleted Messages

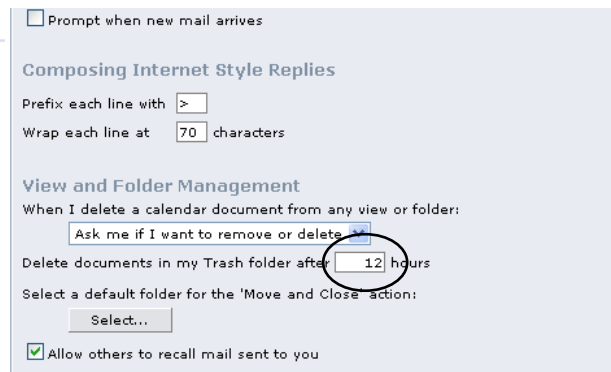
By default, when mail is deleted, it will remain in the trash folder for 48 hours before being purged from the mailbox. During this time, the mail can be restored to its original location in the mailbox.

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

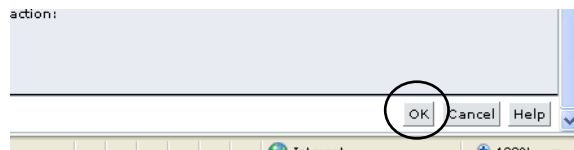
1. Select 'Preferences', expand 'Mail' and select 'General'




2. Near the bottom of the section, locate the section titled "View and Folder Management" and change the number of hours as defined under "delete documents in my trash folder after \_\_ hours".



3. Select 'OK' to save



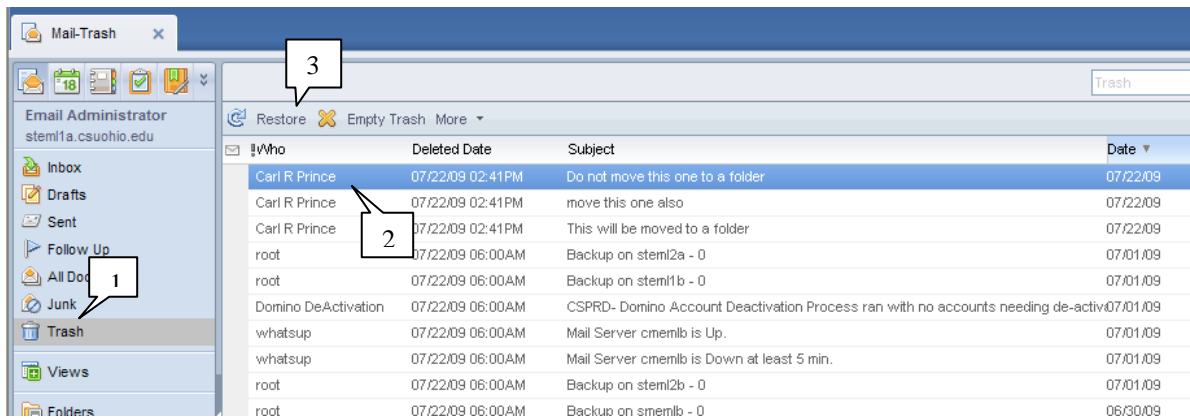
### To Delete eMail:

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

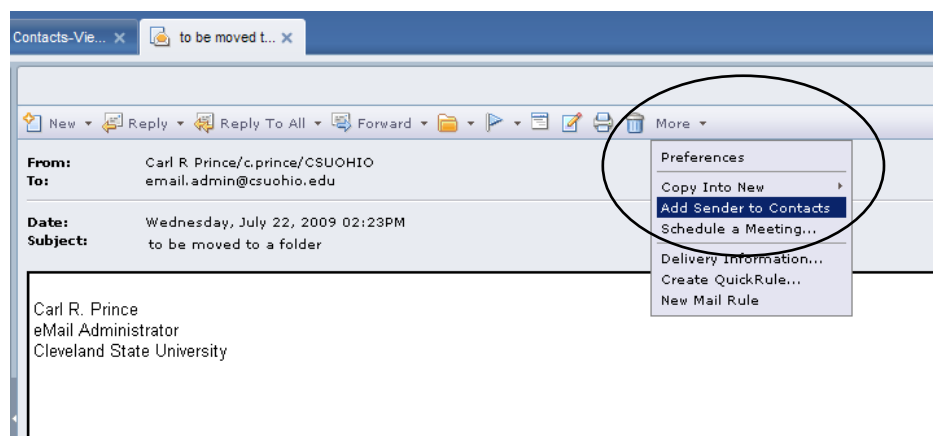


## Create Contacts & Distribution Lists

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. Open the eMail
2. Select 'More'
3. Select 'Add Sender to Contacts'



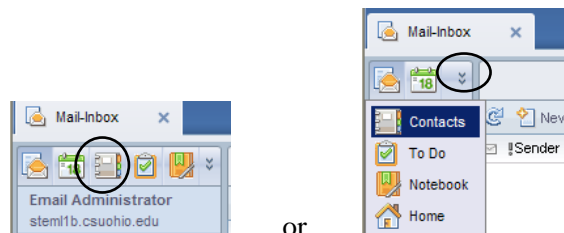
4. A new entry for your Contacts list will be displayed. Review the information and select ‘Save & Close’

The screenshot shows a contact entry form with the following fields and sections:

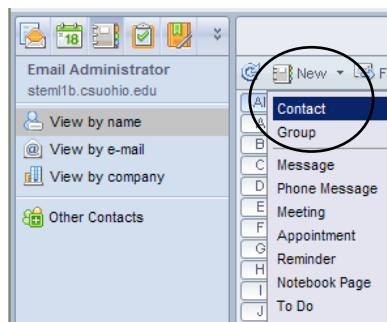
- Buttons:** New, Save & Close (circled), Save
- Confidential:**
- Name:** Title, First name (Carl), Middle (R), Last name (Prince), Suffix
- Default E-mail:** Work, Carl R. Prince/c.prince/CSUOHIO
- Work | Home | General | Certificates** (Tabs)
- Phones:** Work, Work fax, Pager, Assistant
- E-mail and Web address:** Work 2, Work 3, URL
- Business:** Job title, Company (CSUOHIO), Department, Assistant
- Business address:** Street, City, State, Zip, Country/ Region

### Create Entry from Scratch

1. Open the Contacts list by selecting the ‘Contacts’ icon



2. Expand ‘New’ and select ‘Contact’ from the list



- Enter data in at least one of these fields: First Name; Last Name; or Company, along with a default eMail address and then select 'Save & Close'

The screenshot shows a contact form with the following fields and sections:

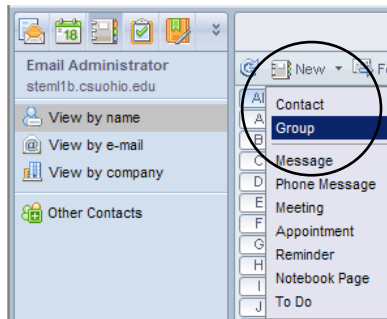
- Buttons:** New, Save & Close (circled), Save.
- Confidential:**
- Name Fields:** Title (dropdown), First name (Jane), Middle, Last name (Doe), Suffix (dropdown).
- Default E-mail:** Work (dropdown), janedoe@yahoo.com
- Tabs:** Work, Home, General, Certificates.
- Phones:** Work, Work fax, Pager, Assistant (dropdowns and text boxes).
- E-mail and Web address:** Work 2, Work 3, URL (dropdowns and text boxes).
- Business:** Job title, Company (Peanut Factory), Department, Assistant (text boxes).
- Business address:** Street, City, State, Zip, Country/ Region (text boxes).

### Create a Distribution Group

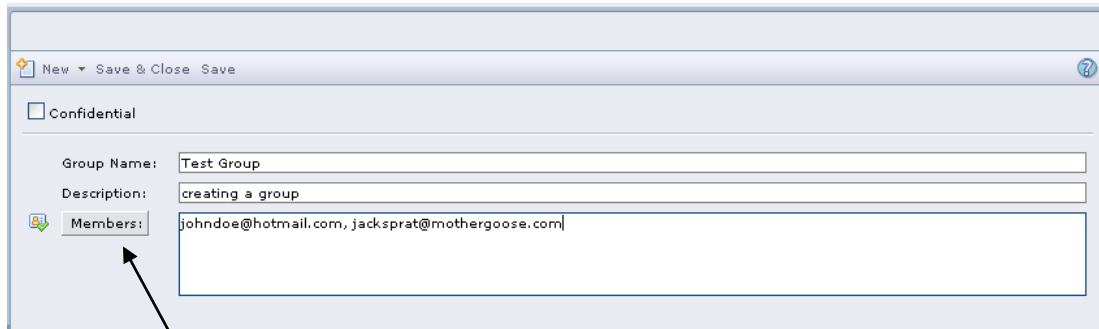
- Open the Contacts list by selecting the 'Contacts' icon



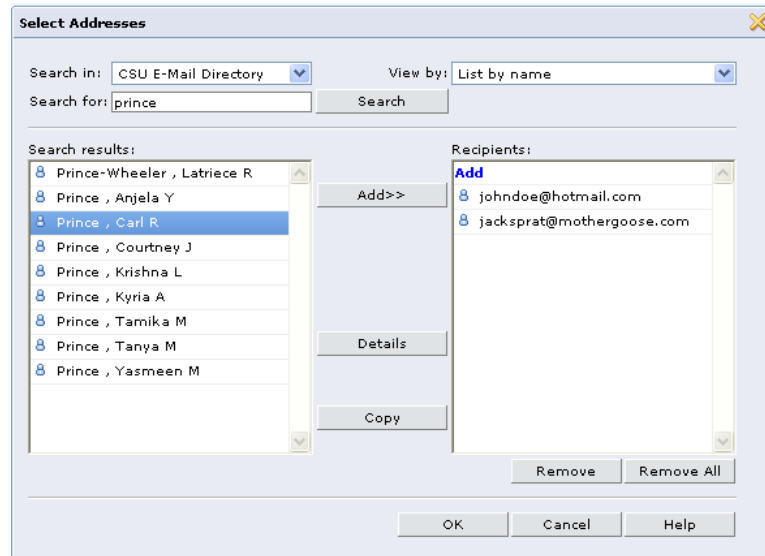
- Expand 'New' and select 'Group' from the list



3. 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>>' ...



### ***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

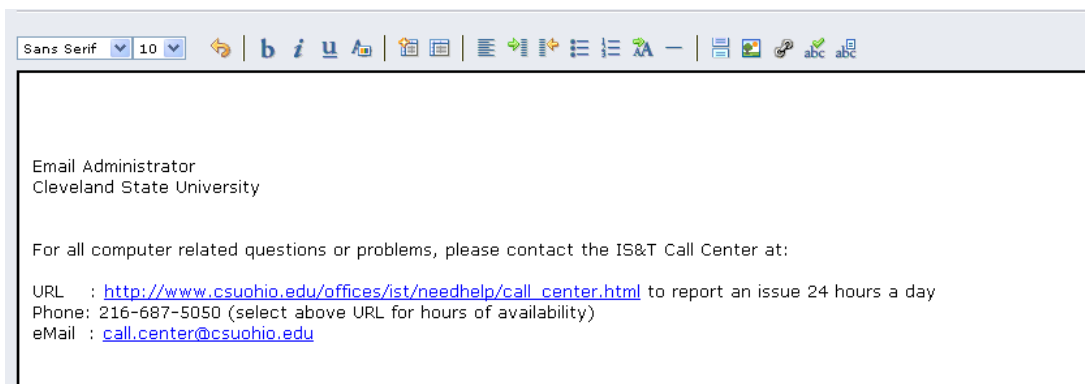
In excel, you will see the students' eMail addresses and phone numbers. You can quickly create a distribution list to eMail your students:

1. Copy the addresses in Excel (highlight addresses, the right-click and Copy)
2. In Campus Webmail, 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 Webmail 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. Select 'Preferences'

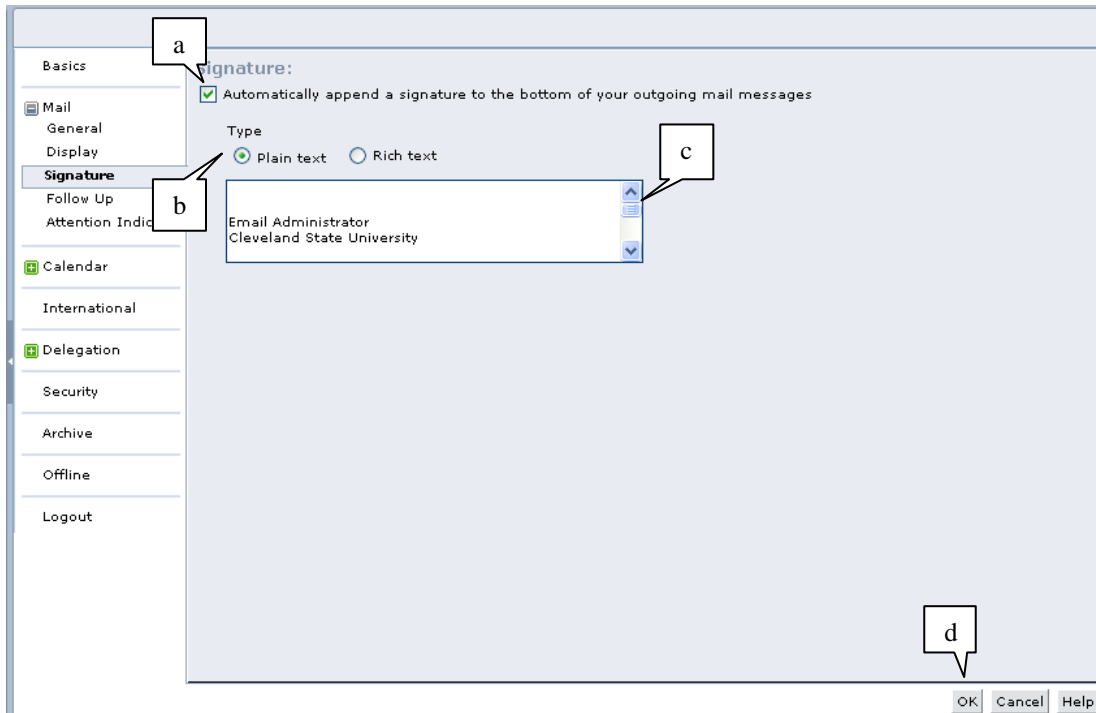


2. Expand 'Mail' and select 'Signature'



3. Select

- a) “Automatically append a signature ....”
- b) Select either ‘Plain Text’ or ‘Rich text’
- c) Enter the text of your signature
- d) Select ‘OK’ to save



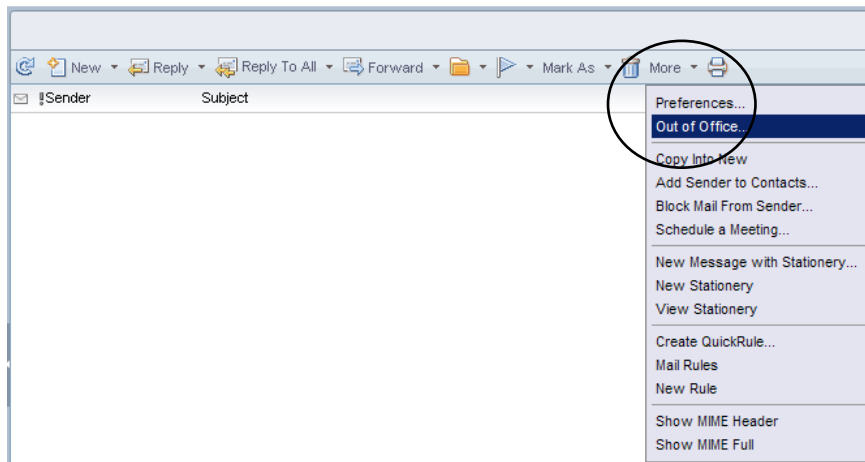
Note: you can't see my entire signature in step "c" because the window is not large enough, but I can scroll down to see and/or change the remainder of the signature.

# Out of Office

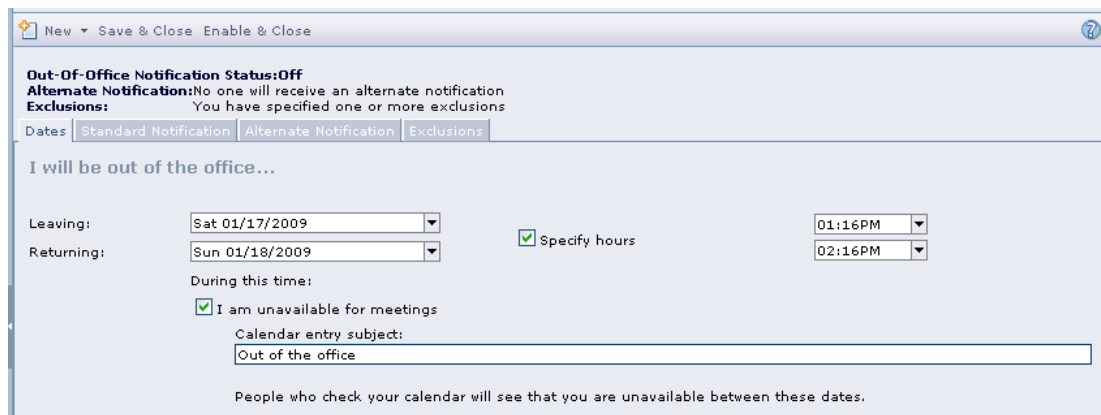
When leaving the office, you can set-up an Out of Office notification that could include two messages.

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. In addition to date, you can set specific times which you will leave and return. To set time, select 'Specify Hours' and the leaving and returning times will appear for you to set.



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.

The screenshot shows the 'Standard Notification' tab selected. The window title is 'New Save & Close Enable & Close'. The status is 'Out-Of-Office Notification Status: Off'. The 'Alternate Notification' section is disabled, showing 'No one will receive an alternate notification'. The 'Exclusions' section shows 'You have specified one or more exclusions'. The 'Dates' section has three tabs: 'Standard Notification' (selected), 'Alternate Notification', and 'Exclusions'. The main area contains the following fields:

- To:** *Whoever*
- Subject:**   
(returning Sun 01/18/2009 02:16PM)  
 Append return date to Subject
- Body:** I am out of the office from Sat 01/17/2009 01:16PM until Sun 01/18/2009 02:16PM.
- Additional body text:**

A 'Reset Defaults' button is located at the bottom right.

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'.

The screenshot shows the 'Alternate Notification' tab selected. The window title is 'New Save & Close Enable & Close'. The status is 'Out-Of-Office Notification Status: Off'. The 'Alternate Notification' section is enabled, showing 'No one will receive an alternate notification'. The 'Exclusions' section shows 'You have specified one or more exclusions'. The 'Dates' section has three tabs: 'Standard Notification', 'Alternate Notification' (selected), and 'Exclusions'. The main area contains the following fields:

- To:**
- Subject:**   
(returning Sun 01/18/2009 02:16PM)  
 Append return date to Subject
- Body:** I am out of the office from Sat 01/17/2009 01:16PM until Sun 01/18/2009 02:16PM.
- Additional body text:**

A 'Reset Defaults' button is located at the bottom right.

- 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 the 'Out-Of-Office Notification' configuration window. The status is 'Off'. The 'Alternate Notification' is set to 'No one will receive an alternate notification'. The 'Exclusions' section indicates that one or more exclusions have been specified. The configuration includes a checkbox for 'Do not automatically reply to mail from Internet addresses.' and three criteria for filtering messages: 'A message is sent by any of these people or by members of any of these groups:', 'A message is addressed to any of these groups:', and 'A message subject contains any of these exact phrases:'. A 'Reset Defaults' button is located at the bottom right.

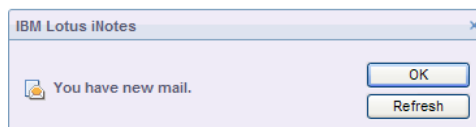
- When complete, select 'Enable & Close'. This will set to Out of Office to start processing on the date defined in the 'Leaving' field and stop processing on the date defined in the 'Returning' field.

This is a close-up screenshot of the top right corner of the configuration window. The 'Enable & Close' button is circled in red, indicating the final step in the configuration process.

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:



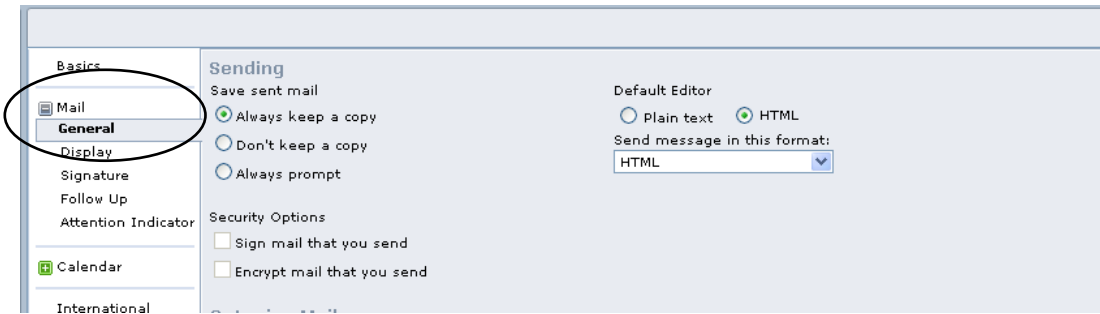
By selecting 'Refresh' the view for the Inbox will automatically refresh to display the new eMail.

To set this notification:

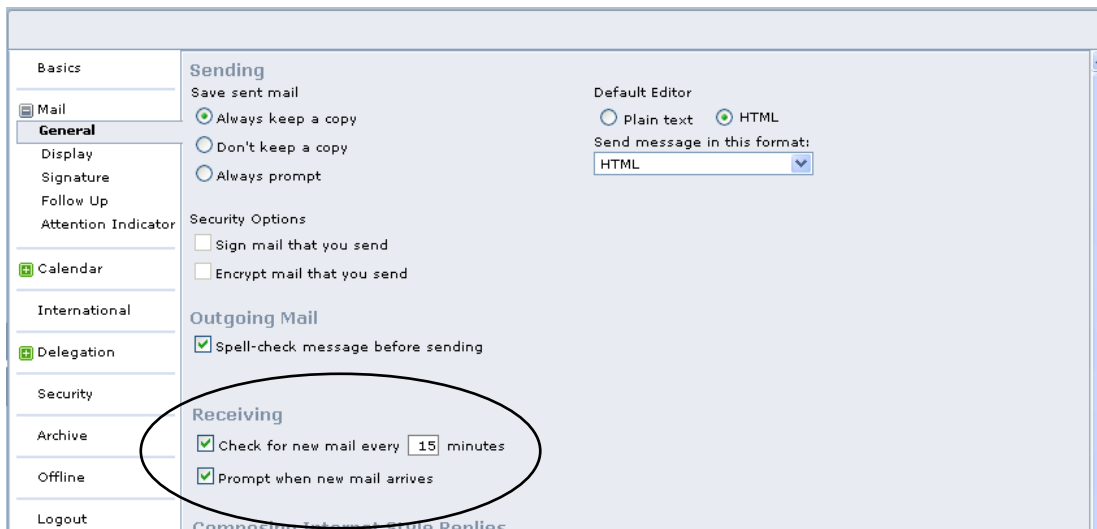
1. Select Preferences



2. Expand 'Mail' and select 'General'



3. In the section titled 'Receiving' select how often to check for new eMail and select to prompt when new eMail is received.



4. Select 'OK' to save

