



WEBMAIL

USEFUL TIPS ON THE USE OF THE DET WEB-BASED EMAIL SERVICE

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INTRODUCTION

Webmail is a **web-based email service** provided by the Department. It works through a web browser, which means that you can access your email from any computer connected to the Internet, **anywhere** in the world and at **any time** of the day or night.

- Webmail is accessed via the **Webmail** portlet on the **My Portal** (home) page of the DET Portal.



Sender	Subject	Date
Eric Tan	No subject	19/02/10 12:45
Jovanne Wilmore	No subject	19/02/10 11:41
Fiona Smith	DIP Literacy Services Book-Shop Open Day - Today Only!	19/02/10 10:50
Sonja Richardson	Staff Information Bulletin Term 1 Week 4	19/02/10 10:45
Benjamin Bassett	To All DGS	19/02/10 10:16
Lee Wiggworth	Year 11 River Cruise	19/02/10 09:59

- The **Webmail** portlet will display your recently received emails.
- To set some preferences for Webmail click the **Personalize** link.
- Click the **Mail** link to access your Webmail.

IMPORTANT INFORMATION

Your webmail account has a **100MB size limit**. You will be notified when you get close to capacity. Once the limit is reached, you may be unable to send or receive email.

VIEWING AND REPLYING TO EMAILS

Links to incoming emails are listed in the **Mail** portlet on the **My Portal** tab of the **DET Portal**. They appear in date order with the most recent emails displayed at the top. Unopened emails are displayed in bold

Webmail is accessed by clicking on **Mail** link in the header bar of the portlet.

- Once webmail has been opened, click **Inbox**.
- The list of unread messages will be displayed in bold.
- Click an email to view it in a reading pane.
- Select **Reply** to open the email in a new window.
- Type a reply and then click **Send**.

SENDING EMAILS

The **Mail** section is also where new outgoing emails can be created.

DET **staff email addresses** are usually formatted as **firstname.surname@det.wa.edu.au**. If you have more than one staff member with the same name one of the email addresses will have a 2 at the end of the surname.

Student email addresses are usually **firstname.surname@student.det.wa.edu.au**

- Click on **New** (top left) to open the **compose message** window.
- Type in the email address of the recipient (or add them from your address book)
- Click on **Actions** and select **Show Bcc Field** in the dropdown menu to display the **Bcc** field Write a brief email
- Spell check the email by clicking on **ABC tick** icon and either **replace** the misspelled words using alternatives in the drop down menu of the **Not in Dictionary** field or ignore the options
- Click **Send**.
- Open **Sent Items** to view the sent email.



EMAIL ATTACHMENTS

One or more **attachments** can be included in emails e.g. Word documents

The size of emails sent is limited. If the email is larger than the current allowance (5MB) it will not be sent.

- Click on **Paperclip** icon to open **Attach Files** dialogue box.
- Either type the name of the file to be attached or click **browse** to search for the file.
- Click **OK** to attach the file.
- The document name and file size should now appear in the **Attachments** field of the email.
- Double click on **incoming email attachments** to open and save.

STANDARD WEBMAIL FOLDERS

There are a number of standard folders already set up in Webmail, including Inbox, Drafts, Templates, Sent Items, Deleted Items, etc.

All incoming emails will appear in the **Inbox** folder as they are received. All outgoing emails will appear in the **Sent Items** folder as they are sent. Partially completed emails can be saved as **Drafts** or standard emails can be saved as **Templates** as they are created. Emails deleted from each of the above folders will be moved to the **Deleted Items** folder.

IMPORTANT – The only way to **permanently delete emails** is to delete them from the Deleted Items folder. Until this is done, they will be included in the total size of your email account, which is limited to 100MB.

CREATING WEBMAIL SUBFOLDERS

To assist in keeping emails organised and easily accessed, **new folders** can be created under each of the standard folders mentioned above.

Click on **Inbox**

Right click and select **Create Folder** to open the dialogue box Type in the folder **name** and click **OK** New folder should appear under Inbox.

Repeat the above steps to create new folders.

SORTING EMAILS INTO FOLDERS

Emails can be sorted into folders using the **drag and drop method**. One or more emails can be moved at the same time.

- Go to the Inbox and select an email to be moved to the newly created folder.
- Click on an email.
- **Hold** down the left mouse button and **drag** across until new folder is highlighted.
- Release the mouse button to **drop** the file into the new folder.
- Click on the folder to view its contents.



DELETING MESSAGES

The only way to **permanently delete emails** and reduce the size of email accounts is to delete them from the **Deleted Items** folder.

To empty the entire Deleted Items folder:

- Click the **Deleted Items** folder.
- The deleted emails will be displayed in the middle pane.
- Click the **Actions** button on the toolbar.
- Select '**Empty Deleted Items**' from the drop down menu.

MANAGING WEBMAIL FOLDERS

Remember there is a **100MB size limit** on all DET email accounts. Therefore, as email use increases this will have to be managed.

- Some recommended methods of managing email accounts are:
- Delete unimportant emails as they are received or replied to
- Empty Deleted Items folder regularly
- Open and save attachments or emails as documents to hard drive
- Sort emails into subfolders as they are received and archive regularly

ARCHIVING EMAIL

Very Important: This is done through the Quick Links portlet found in the left panel of the Portal and not the Mail portlet.

- Click **Email Archive** link in the **Quick Links portlet**
- **Tick** the checkboxes adjacent to the emails you wish to archive
- Click the **Archive** button (top right) to **compress (zip)** the file size.
- Save the file to 'My Documents' folder or another convenient place for later reference.
- **Permanently delete** the archived emails from webmail.

More **detailed archive instructions** are available in the help guide '**Email Archive Quick Guide**' found in the **Online Help** link of the portal.

ADDING CONTACTS TO MY ADDRESS BOOK

To save the effort of manually typing an email address each time you create a new email, the simplest way of adding a contact's address is to have them ready and waiting in your webmail **My Address Book**.

There are three easy ways to add a contact's email address to **My Address Book**:

- Add a contact to **My Address Book** from an email the contact has sent to you
- Create a New Contact in **My Address Book**
- Add a contact from the **Corporate Directory** into **My Address Book**

Once a contact has been added to **My Address Book**, they can be added as the primary recipient of an email, or into the cc or Bcc fields. They can also be grouped into distribution groups.



ADDING A CONTACT'S EMAIL ADDRESS FROM AN EMAIL

From your mail:

- Double click to open the email from the contact you wish to save
- Right click on the email address of the contact (found at the top of the email below the subject heading)
- Select **Add to Address Book** from the right click menu
- A window will pop up '**Copy the items to:**'
- Click **OK**
- The Contact can now be found in **My Address Book** and can be edited/ updated at any stage.

ADDING CONTACTS: MY ADDRESS BOOK

From webmail:

- Click the contacts icon (beneath the mail icon)
- Click to highlight **My Address Book**
- Select **New > Contact** from the drop down menu
- Add any details for your contact, including their email address/es
- Click **OK** to save.
- The contact has now been included in **My Address Book** and is available to be included in distribution groups.

USING THE CORPORATE DIRECTORY

If you are unsure of the email address for a student or staff member you can use the corporate directory to find their email address.

Search for a colleague's email address in the directory.

- Open a **New** message and Click the **To** button
- Click on the dropdown arrow next to **My Address Book** and choose **Corporate Directory**.
- Select the dropdown menu next to **all** and select **First Name**.
- Type the colleague's first name into the field provided.
- Click on the green **+** sign to open another search box
- Repeat above steps for **Last Name**.
- Click **Search** to display the search results
- Click on the correct address and use the **Arrow** to copy it into the **To** field.
- Click **OK** to return to the new message box.

The email address should now appear in the **To** field of the new message.



ADDING CONTACTS: ADDING CORPORATE DIRECTORY CONTACTS TO MY ADDRESS BOOK

- Click the **Contacts** icon
- Click to highlight **Corporate Directory**
- Using the search tools at the bottom left, (as above) search and find a contact in the **Corporate Directory**
- The returned searches will be displayed under the **Corporate Directory** heading in the centre pane
- Click to highlight the required contact and 'drag and drop' this contact into **My Address Book**.

PERSONAL DISTRIBUTION LISTS

Distribution Lists are used to send an email to a group of contacts. Most schools manage a public distribution list that is used to send emails to 'all staff'. ([Refer to the Webmail User Guide for more information on Public Distribution Lists](#))

You may find that you frequently email a particular group of staff of students and so it is useful to set up a **Personal Distribution List** for that group, to save the effort of manually adding each contact to the email.

- Click the **Contacts** icon
- Select **New > Distribution List** from the drop down menu
- Type a name for the **Distribution List** e.g. Book Club
- Search for member contact addresses using either **My Address Book** or the **Corporate Directory**
- Drag and drop' the contacts into the **Members** pane.
- Click **OK** to save.

Hint: If a teacher plans to email a group of students on a regular basis then the creation of a Distribution List is recommended. The simplest way of doing this is to have students email the teacher and the teacher can add each student's address to My Address Book from the sent email. From there it is easy to set up the Distribution List using the steps above.

Allow time for participants to create a Distribution List.

PREFERENCES

Webmail offers a number of features that allow you to customise or change your email account. These are accessed through the **Preferences** link at the top right of your webmail window.

ACTIVATING AUTO REPLY

Auto Reply can be set up to notify authors of any incoming emails of absences. A detailed message with specific information, such as why you are away, return date and alternate contact details, can be included.

- Click **Preferences** in the top right hand corner of the Webmail Access page.
- Click **Mail icon** (envelope on top left) to go to mail preferences.
- Click **Auto Reply** to display options.
- Tick the **Automatically reply to incoming messages** box.
- Using arrows and drop down menus, enter **Expiration Date** (i.e. next date you are available) and **Frequency** for replies
- Click in the box under **Auto Reply Text** and type



- Click **OK**.

The Frequency options include:

Only once to each sender – Auto Reply sent only to the first incoming email received from each sender.

For every message – Auto Reply sent in response to every incoming email received.

Return sender's message – Auto Reply sent in response to every incoming email received, along with a copy of the sender's message as an attachment.

To **turn off** the Auto Reply message, simply remove the tick from Automatically reply to incoming messages.

AUTOMATING EMAIL SIGNATURE

Set up an automatic email signature to save time when creating, replying to or forwarding emails.

There are two formatting options for creating a signature. They are: • Plain text – no formatting. • HTML–Toolbar with style, size, colour, etc. options provided, allowing signature text to be altered.

- Click **Preferences**.
- Click the **Mail** icon to open Mail Preferences dialogue box.
- Click on **Signature**.
- Tick **Apply signature to all outgoing messages**.
- Select the message **format** option, either Plain Text or HTML.
- **Type** your name and contact details in the text box.
- **Format** signature text and click **OK** to save.
- Formatted signature should appear automatically when a new message is created.

RESOURCES

There are many other functions of webmail. Information can be accessed from the [Webmail User Guide](#) located in the [Online Help](#) link of the portal.

