




Forward a message

When a message is opened, click the **Forward** button . Enter recipients in the **To:...** or **Cc:...** fields. Type a cover note above the original message.


Click the **Send** button .

Note Unlike replies, documents attached to a message are sent when the message is forwarded.

Move one or more messages

Select the messages to be moved by checking the box to the left of each message. Click the **Move Item** button  and select a destination folder, then click **Apply**.

Delete one or more messages

If the message is opened, click the **Delete** button . The message is moved to the **Deleted Items** folder. Alternatively, check the box to the left of the message or messages and click the **Delete** button.

To retrieve a deleted message, move it from the **Deleted Items** folder to any other folder.


Print a message

When a message is opened, choose **View as a web page** and then use the **Print** option in the *File menu*. Check the printer settings and then click OK.


Open attachments to print them. The program used to create the attachment must be installed on your PC.

Save a message for sending later

When composing a new message you can save it for further work.

While you still have the **New Message** window opened, click the **Save** button . To complete your composition, you can retrieve the message from the **Drafts** folder.

Save an attachment or email

A paper clip symbol  on a message indicates that a file is attached to the email message. Received files can be saved to your PC.

Click on the message containing the attachment. Click on the attachment. Depending on the file type of the attachment, you will be able to select **Save** from the file menu or you will be prompted to download the file. Select the drive and directory where you want the file stored. Click OK.

To save the text of an email message locally, click on the message. Click **View as Web Page** and then select **Save as** from the file menu.


Choose to save the file as a **plain text** document or in **html** format. Select the drive and directory where you want the file stored and then select OK. The text can then be retrieved as a web page from your browser or as a text file from your word processor. Attachments are not saved using this process.

Housekeeping

Webmail users have a size limit to their mailbox. The Webmail system will not work once the limit is reached. Users should delete unwanted email messages or save messages locally to keep the mailbox to minimal size. Check all your folders including the **Inbox** and **Sent Mail** folders for unwanted email. Ensure the **Deleted Items** folder is emptied every time you exit from Webmail. The following message indicates you have reached your limit.




Empty deleted items folder

Click the **Empty Deleted Items Folder**  to empty the folder. Once this folder is emptied, messages are irretrievable.

Exit from Webmail

Close the Web Browser.

Help

- Click the context sensitive **Help** button  at the top right corner of the screen for detailed description of all Webmail functions
- Consult the Educational Technologies *Frequently Asked Questions* Website: www.schools.nsw.edu.au/edtech/faqs
- Contact School Technology Support Unit on 132348



Webmail

Introductory Guide For Email Users

Webmail is an email system accessed through the Internet

This guide provides information for users of:

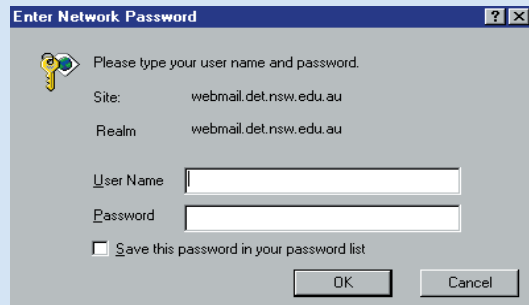
Internet Explorer 4.x (Windows and Macintosh)
Netscape 4.x (Windows and Macintosh)
Internet Explorer 5.x (Macintosh only)

A separate guide is available for users of
Internet Explorer 5.x (Windows)

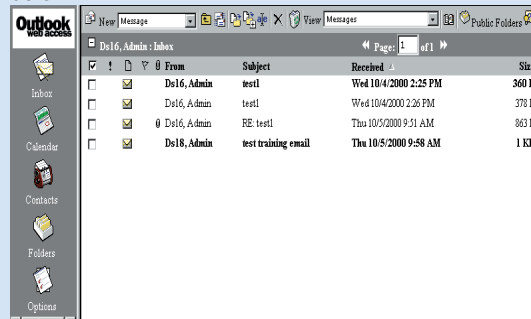
The location of the Webmail site is
<http://webmail.det.nsw.edu.au>

Log onto Webmail

Open Internet Explorer or Netscape and enter the following URL: <http://webmail.det.nsw.edu.au>. The following screen will appear.



Type in your **User Name** and **Password** in lower case. You will now see your mailbox. A sample screen appears below.



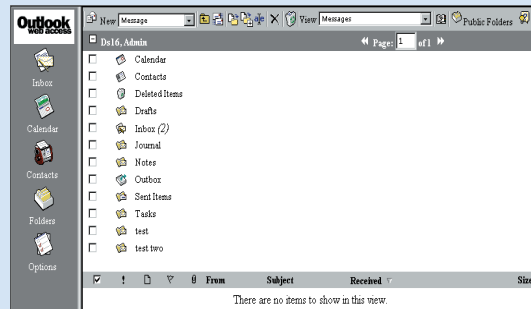
The items listed in the right hand panel are your email messages. After a message is read, the item will no longer appear in bold on the screen.

On the top right side of the screen, clicking on the **View** pull down menu allows you to select various views including unread messages.

The left hand panel provides **short cuts** to your inbox, calendar, contacts database and set up options.

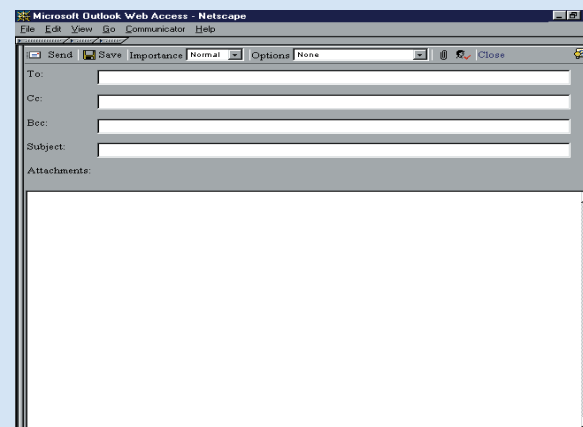
Clicking on the **Folders** icon will display the list of available folders in the right hand panel as follows:

Click on the name of the folder to view the contents.




Create and send a message

Click the **New Message** button  on the main toolbar to open the **New Message** window as shown below.




Type in the recipients' email addresses in the required box. Recipients' addresses can be separated with semicolons.

You can enter the family name or full name of Department employees instead of their email addresses. In this case, you should check if email addresses exist for the names you entered. You can do this by clicking the **check names** icon . This will either indicate that an email address does exist (returns the name in black); list all DET users with a similar name from which you can select the correct one; or indicate that an email address does not exist (returns the name in red).

Click on the names in red to delete or correct the entries.


Click in the Subject area and enter a brief description for your message.

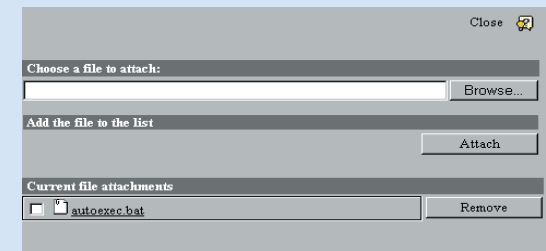
Click in the message area and type your message.

Click the **Send** button  when your message is complete. A copy of your message will also appear in your **Sent Items** folder.

Hint When composing a new message, the **Options** drop down menu allows you to set tracking options for your email message. You can be alerted when your message is delivered or read.

Attach a file

When composing the message, click on the **Attachments** tab or the **Add Attachment** button . The following screen will appear.

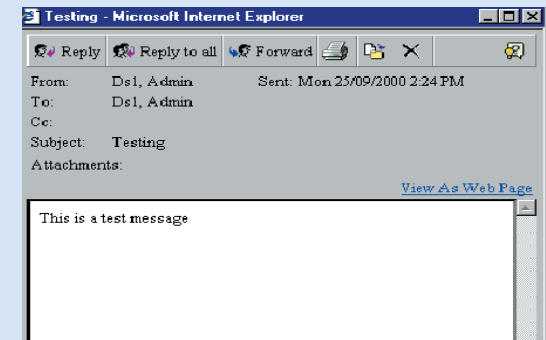



Enter the file name (including path details) or use the **Browse** button to locate the file.

Click on the **Attach** button. The attachment will be added to your message and listed in the attachments list.



Read a message

Click on a message to open the message window as shown.



Hint Click **Check for New messages** button, , to refresh the Inbox folder regularly.

Reply to a message

When a message is open, click the **Reply** button  to reply to the sender. Click the **Reply to All** button  if you want your

reply to be sent to **all** recipients in the **To:...** and **Cc:...** fields of the original message. Type your reply in the message area above the original message. You may also change the subject and add or remove recipient's names.

Click the **Send** button .

Notes Documents attached to the message will not be sent.

To remove a recipient's name, click on the name, then click **Delete this recipient from the list**, then click the **Apply** button.