Quick Start
Student User Guide

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# Table of Contents

## 1. OVERVIEW
- Overview
- Signing In and Out of Your Account
  - Passwords and User IDs
  - Changing the Password
- Using the Application Pages

## 2. MANAGING YOUR MAIL ACCOUNT
- Key information
- Using Mail
  - Using the Mail Toolbar
  - Using the Mail Navigation Pane

## 3. RECEIVING MAIL
- Using the Message Pane Toolbar
- Opening and Reading Messages
  - Using the Message Window
  - Mail Clients vs. Mail Services
  - Receiving Attachments

## 4. SENDING MAIL
- Addressing Messages
- Composing Messages
  - Composing a Message
  - Canceling a Composition
  - Saving/ Not Saving a Copy of Your Composition
- Replying to Messages
- Forwarding Messages
- Sending Attachments
  - Adding Attachments
  - Forwarding Attachments
- Checking for Spelling Errors

## 5. MANAGING THE MAIL YOU KEEP
- Message Storage Quotas
- Flagging Messages
- Working with Folders
  - Viewing Folders and Subfolders
Adding Folders or Subfolders 14
Editing or Deleting Folders or Subfolders 14
Deleting Messages 14
1. OVERVIEW

Overview
Mirapoint is Fordham University’s new web-based e-mail program. Because it is web-based, you can connect to it from anywhere in the world, through any ISP (internet service provider). Webmail is similar to many other web-based e-mail programs like HotMail, Yahoo, etc.

Signing In and Out of Your Account
Using a Web Browser (Internet Explorer, Netscape) type the URL http://studentmail.fordham.edu. Click in the appropriate boxes and add your user-ID and password. Click Sign In.

To end a WebMail session, click Sign Out; the session is terminated, and you are returned to the login page.

Passwords and User IDs
Typically your account is given to you with a default password that you are required to change immediately. Your user ID is usually the first part of your email address.

Changing the Password
To change your password click on the Option link and then click Change Password. As a result you will have the Change Password page displayed and be able to replace the old password with a new one.

Using the Application Pages
At the top of each page runs a banner with your user ID and, to the far right the universal commands Options, Help, and Sign Out that apply to all the applications: Mail, Calendar, Contacts, and Tasks. The Options link opens a window where you can specify your default Mail and Calendar settings.
Use the graphic below to familiarize yourself with the **Mail** screen.

The applications are available in the left-hand navigation "pane" of the window as stacked tabs; see below for an example.

- **Mail**
- **Calendar**
- **Contacts**
- **Tasks**

Clicking a tab opens an application pane to the right. At the top of each application pane there is a toolbar that changes for each application. Use the application tabs in the left-hand navigation pane as described below.

- **Mail**
  Use to send and receive email from this account as well as any added POP accounts.
- **Calendar**
  Use to maintain a personal calendar and participate in group calendar including creating events, inviting others to meetings, and tracking schedules.
- **Contacts**
  Use to maintain a database of email contacts. Also, create contact groups, categorize contacts, access other databases, and send email.
- **Tasks**
  Use to maintain a list of to-do items.
2. MANAGING YOUR MAIL ACCOUNT

Click ✉️ Mail in the left-hand navigation pane to access your messages.

**Key information**

- When you click ✉️ Mail in the left hand navigation pane, the message list for your last previously viewed mail folder displays. For example, if you view messages in your Sent folder and then display your calendar, the message list for Sent folder will display the next time you click ✉️ Mail.

- Bold text in a folder name indicates that the folder contains unread messages, and the number in parentheses indicates the number of unread messages.

- Bold text in the message list indicates an unread message.

**Using Mail**
The Mail tab toolbar, the row of command icons and menus running horizontally along the top, and navigation pane to the left, below the application tabs, offer many ease-of-use features.

**Using the Mail Toolbar**
Clicking a command icon (shown below) in a toolbar gives you the default behavior, clicking the menu icon ✉️ opens a shortcut menu. Mousing over a command button displays a “tooltip” with information on using the button.

<table>
<thead>
<tr>
<th>Mail</th>
<th>Quote:</th>
<th>23.33% of 512 MB</th>
</tr>
</thead>
<tbody>
<tr>
<td>✉️ New</td>
<td>Delete</td>
<td>✉️ Mark</td>
</tr>
</tbody>
</table>

- Click ✉️ New to open a Compose window; click ✉️ for this menu:
  **Mail Message**: Opens the Compose window.
  **Folder**: Opens the New Folder page.

- Click ✉️ Delete to remove messages; click ✉️ for this menu:
  **Delete**: Removes selected messages from your message list.
  **Empty Trash**: Permanently removes messages.

- Click ✉️ Mark ✉️ to open a drop-down flag menu; choose one to mark the selected messages:
  ✉️ Read: The message has been opened.
The message has not been opened or, the message requested a Read receipt and you didn’t grant one.

Answered: A reply to the message was sent.

Unanswered: The message was opened, no reply was sent.

- Click Move to open a drop-down folder menu; choose one to move the selected messages to the selected folder.
- Click Copy to open a drop-down folder menu; choose one to copy the selected messages to the selected folder.
- Click Search to open a search section that allows you to do a simple or detailed search for a message.
- Click Check Mail to request an immediate posting of new mail; click for this menu:
  - Checkmail: Retrieves new messages.
  - Check External Mail: Retrieves new messages for any external mail POP accounts that you have added.
- Click Show Message Pane, to show another pane (below message list) in which you can preview messages.
- Click Hide Message Pane, to make the message pane go away.

**Using the Mail Navigation Pane**
The Mail navigation pane begins with the My Folder link; further down is the Shared Folders link, which works in a similar way.

Click My Folders to open your folders list in the main display. All of your subscribed folders display as links under the My Folders link, in tree view. Click a Collapse icon to close the branches of a tree view; click an Expand icon to open the branch. Each folder that
contains **Unread** messages displays the folder name in **bold** and a count of the **Unread** messages next to it, in parentheses.

Click **Shared Folders** to open the **Shared Folders** page with a list of folders that have been set up so you may subscribe to them. Those to which you have subscribed display under the **Shared Folders** link.

Click any folder name to display the message list for that folder in the main display. Folders that are organizational only (do not contain messages) cannot be clicked, but they may be expanded to show subfolders that do contain messages.

### 3. RECEIVING MAIL

Click 💌 **Check Mail** in the Mail toolbar to request the system to post any new mail for you immediately. Click **Mail** in the navigation pane to get an update on all your mail folders.

You can see how close you are to reaching your limit with the **quota** status bar **Quota: 23.33% of 512 MB** in the toolbar at top.

**Using the Message Pane Toolbar**

The Message Pane lets you preview items in your message list without actually opening them. To show the message pane, click on **>Show Message Pane** on the mail toolbar. Select (single click) an item in your message list to display the header and contents of a message in the message pane.

In the message pane, a toolbar displays at the top. This Toolbar appears in the message pane above the message headers.

The message pane toolbar command menus are as follows:

- Click 🗑️ **Delete** to remove the item from your message list. If the message is currently open in a separate message window, that message window will close once you click **Delete**.
- Click ⬅️ **Prev** to display the previous item in your message pane.
- Click ➡️ **Next** to display the next item in your message list.
• Click Reply to open a Compose window automatically addressed to the message sender, or click for this menu:
  
  **Reply**: Opens the Compose window with the email address of the sender automatically displayed on the To line.
  
  **Reply All**: Opens the Compose window with the sender and all recipients of the message appearing on the To and Cc fields; the email is automatically addressed to the sender and all recipients.
  
• Click Forward to open a Compose window with the original message at the bottom, or click for this menu:
  
  **Forward**: Opens the Compose window with the original message at the bottom. However, you cannot edit the original message.
  
  **Forward Inline**: Opens the Compose window with the original message editable within it; however, you will lose any attachments that were included.
  
• Click to print the message (including the basic headers).

• Click to display the message in a separate message window.

Additionally, you can display a specific message in the pane by entering a message number in the Go to box within the current message and then click Go to.

**Opening and Reading Messages**
You can open a message in the following ways:

• Double click the From, Subject, Received, or Size link in your message list.

• Click in the message pane toolbar.

With both methods, the message’s basic header and contents display in a separate message window.

**Using the Message Window**
When you open a message, its basic headers and contents display in a separate window. At the top of the message window is a toolbar which is similar – but not identical – to the message pane toolbar.
• Click Delete to delete the message. If the message is currently open in a separate message window, that message window will close once you click Delete.
• Click Reply to open a Compose window automatically addressed to the message sender, or click for this menu:
  Reply: Opens the Compose window with the email address of the sender automatically displayed on the To line.
  Reply All: Opens the Compose window with the sender and all recipients of the message appearing on the To and Cc fields; the email is automatically addressed to the sender and all recipients.
• Click Forward to open a Compose window with the original message at the bottom, or click for this menu:
  Forward: Opens the Compose window with the original message at the bottom. However, you cannot edit the original message.
  Forward Inline: Opens the Compose window with the original message editable within it; however you will lose any attachments that were included.
• Click Move to open a drop-down folder menu; choose one to move the messages to the selected folder. The message window will close.
• Click Copy to open a drop-down folder menu; choose one to copy the selected messages to the selected folder.
• Click Print to print the message (including the basic headers). Once you click print your browser’s Print dialog box displays.
• Click Source to open a new window that displays a text version of the message along with its complete set of headers.

**Mail Clients vs Mail Services**

A mail client is a computer program that you install on the computer. A web-based mail service, like WebMail, requires no installation; remote servers that you access over the Internet provide all the functions that you need. The advantage to a mail service is that you can easily access your mail from any computer with Internet access without having to install anything.

**Using Netscape, Eudora, or Outlook to Send and read your WebMail Messages:** you can set up every email client or server to retrieve your WebMail email. The way to do this varies; check the online help for your client or server.
The POP3 setting is studentpop.fordham.edu. The SMTP setting is studentsmtp.fordham.edu.

Login authentication is required for the SMTP setting.

**Receiving Attachments**
Attachments are files that may be attached to email messages. Some attachments, such as GIF image files or HTML files, usually display right in your message. Other attachments may need to be opened using the Open link at the bottom of your message. For such an attachment, you may have to pick a program to open the message; you can do this by right-clicking while holding the Shift key down, or, your browser may prompt you to pick a program from a list.

Whether or not your attachment displays in your message, there is always an Open link at the bottom for each attachment. This is so you can open the attachment separately from your message and save it.

### 4. SENDING MAIL

Click in the message composition toolbar to send a message. In the address fields of your message, use a fully qualified email address, or a nickname as set in your Contacts list. Remember to separate multiple addresses with commas, your message is not sent if you use semi-colons (;) to separate addresses.

**Addressing Messages**
From an open Compose window, click one of the blue underlined address links: To, Cc, or Bcc. As a result a Find Users window opens that will help you find the user you want to address the mail.

Corporate Edition Webmail offers Address AutoComplete for email addresses that you use or are in your Contacts list. Address AutoComplete opens a list of known email addresses that match the first few letters that you type on the To, Cc, or Bcc line of a composition.

**Composing Messages**

**Composing a Message**
You can compose in HTML or in Plain Text.
To compose a message follow these steps from the Mail tab:

1. Click New in the Mail toolbar; or, from an open message click any From or To address.

Result: A Compose pop-up window appears, with a tab where you address and create your message and attach files, and an tab for other features. The window has these options at top:

- Send: Closes the window and sends the message.
- Save Draft: Closes the window and saves the message to your Drafts folder.
- Expand: Displays the full address of any nickname or contact group entries.
- Spelling: Replaces the Compose window with the Spelling window with the message text.
- Insert Signature: Inserts your personal signature (as long as you have one created) one line below where your cursor is currently positioned in the text box.
- Plain Text or HTML Text: Changes the Compose window from an HTML compose to a Plain Text compose, or vice versa.

2. Enter the address data; for detailed information see “Addressing Messages” above.

3. Enter your text in the large text body. Check for spelling errors by clicking Spelling.

If you are using the HTML Compose you have the option to customize the message with the following options (not available for Plain Text Compose): Paragraph, Font, Size, Text Color, Background Color, Insert Link, HTML Edit.

4. To add an attachment, enter the file name in the Attachments text box. For more details see “Adding Attachments” on page 11.

5. Use the Options tab as follows:
   - Request a delivery receipt
   - Request a read receipt
   - Save copy of sent message
   - Set message character set
   - Set priority
6. Click **Send** or **Save Draft**.

   If you click **Send**, the message and attachments (if any) are sent to the specified recipients with the specified priority. If you click **Save Draft**, a draft of the message is saved to your Draft folder.

**Canceling a Composition**

To cancel a composition that you have begun, simply click **Cancel**. The compose window goes away, no copy of the draft is saved.

**Saving or Not Saving a Copy of Your Composition**

Saving copies of your outgoing messages makes it easy for you to review or re-send the message, should the need arise. To enable this option for all messages that you send, follow these steps.

1. Click the **Options** link in the upper right corner and then click **Settings**. The Mail Settings page displays.
2. Select **Yes** for the **Save Sent Messages** option under the **Message Actions** option. Click the **Apply** button near the top of the window.

On the other hand, whether you enable the **Save Sent Messages** default or not, you can use the **Save copy of sent message** option on the **Compose** window tab, on a per-message basis.

**Replying to Messages**

To reply to a message follow these steps.

1. Make sure the message that you want to reply to is displayed; click **Reply**, or click the menu icon and then select one of the following in the drop-down list:
   - **Reply**: Only the sender of the message appears on the To line.
   - **Reply All**: The sender and all recipients of the message appear on the To and Cc fields.
2. Make any other desired recipient specifications, enter the text for your reply, and select other message options.

**Forwarding Messages**

Forwarding allows you to easily send to other people a message that you have received. To forward a message follow these steps:

1. Make sure the message that you want to reply to is displayed; click **Forward**, or click the menu icon and select one of the following in the drop-down list:
Forward: Opens the Compose window with the original message at the bottom. However, you cannot edit the original message.

Forward Inline: Opens the Compose window with the original message editable within it; however you will lose any attachments that were included.

2. Enter the following data:
   ♦ Recipient addresses
   ♦ Any text you want to include in the composition
   ♦ Any other message options

3. Click 🔄 Send. The message will be forwarded as specified.

Sending Attachments

Adding Attachments
To add an attachment to a composition, follow these steps from the Compose window.
1. In the Attachment area, click Browse. A Choose File dialog box will appear.
2. Navigate to the location of the file that you want to attach. Select the file and the click Open. Repeat for each attachment. A link for the attachment will display, along with a Delete icon 🗑 next to it. If the system can interpret the attachment, it displays at the bottom of the Compose window; otherwise, a link to the attachment displays. Clicking the link opens the attachment in the appropriate application, or an application prompt dialog box displays so you can select an application for the attachment. Click the Delete icon 🗑 if you need to delete the attachment.
3. Click 🔄 Send to send the message.

Forwarding Attachments
You have two ways to forward an attachment
- Clicking 🔄 Forward in a message view opens the Compose window with the original message and attachment displayed below it (not “inline”); you cannot edit the original message.
- Clicking the 🔄 Forward menu icon 📦 and choosing Forward Inline opens the Compose window with the original message displayed. Although you can edit the original message, you cannot forward attachments. In order to forward an attachment and edit the original message, you must first save the
attachment to a directory, then click the menu icon and choose **Forward Inline** from the message window, make your edits, and re-add the attachment to the message.

**Checking for Spelling Errors**

After composing an email message you can check the text for spelling errors by clicking in the Compose toolbar. Additionally, you can teach your dictionary new words or specify different dictionaries for Spell Checker use.

To check your messages for spelling follow these steps:

1. Click in the Compose toolbar. The Compose window will change to the **Spelling** window. The top of the window contains commands buttons; the message text displays in the bottom part. The current word in question is highlighted in a different color and displays at the top as the **Word not in dictionary**.
2. Optionally, to have the message checked for errors in another language, choose from the **Language** menu and click **Select**.
3. Click **Edit Dictionary** to view the list of words you have previously added by clicking **Add to Dictionary**.
4. For the current highlighted word, do one of the following
   - From the **Suggestions** drop-down list, select a correct spelling for the word, and click **Replace**.
   - Enter the correct spelling of the word in the **Replace with** text box, and then click **Replace**.
   - Click **Ignore** to deselect the word along with other occurrences in the text, and move to the next underlined word.
   - Click **Add to Dictionary** to add the word to your personal dictionary
   - Click the **Prev** or **Next** links to page through your message.
5. Once you are done spell-checking the message Click **Back**. The **Compose** window returns with the corrections incorporated into the message.
5. MANAGING THE MAIL YOU KEEP

There are two basic strategies for managing mail that you want to keep available to you in your mail account:

- Create mail folders and store messages in those folders.
- Visually mark messages to indicate a state that they would otherwise not have.

Message Storage Quotas
With WebMail you can view your total allotted storage quota and the amount currently used in the status bar at the top of the Mail page.

Flagging Messages
To visually mark messages follow these steps:
1. With the message list of a mail folder displayed, select the messages you want to mark.
2. From the Mark menu  from the Mail Toolbar choose one of the following: Read, Unread, Answered, Unanswered.

Working with Folders

Viewing Folders and Subfolders
To display a folder in the navigation pane, click its Subscribe checkbox on the Folders page (click My Folders or Shared Folders to access that page). Folder names that are not links are either organizational folders (containing no messages) or have not been subscribed to.

<table>
<thead>
<tr>
<th>Folders: My Folders</th>
</tr>
</thead>
<tbody>
<tr>
<td>Subscribe</td>
</tr>
<tr>
<td>----</td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td></td>
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<tr>
<td></td>
</tr>
<tr>
<td></td>
</tr>
</tbody>
</table>

Each folder that contains Unread messages displays the folder name in bold and a count of the Unread messages next to it, in parentheses.
To view a folder or a subfolder, follow the steps:
1. Click the Mail tab in the navigation pane.
2. Click a folder’s plus sign (+) to open the subfolder view.
3. Click any folder name link.

Adding Folders or Subfolders
To add a folder or subfolder, follow these steps.
1. From the Mail toolbar, click the menu icon and then Folder, or click the My Folders link in the left hand navigation pane.
2. In the Folder text box, enter a name folder, and then click Ok (New Folder window) or Add (My Folders page).

Editing or Deleting Folders or Subfolders
To edit or delete a folder or subfolder, follow these steps:
1. In the navigation pane, click the Mail and then click My Folders link.
2. Click the Edit icon for the folder.
3. To add a subfolder, enter the name in the text option and click Add Subfolder.
4. To change the folder’s permissions, enter into the text box in the User column the name of a user and select the check boxes for the permissions you want to grant, by default Read and Mail are selected. To enable a folder to receive mail directly you must select the Mail permission. Then click Apply.
5. To delete a folder, click the Delete icon for that folder on the My Folders page. The Confirm Folder Delete page will open. Click Delete to remove the folder or Cancel to keep it.
6. When you are finished with the page, click OK.

Deleting Messages
To delete messages using the Delete to Trash option, follow these steps.
1. In your message list, select the messages you want to delete. Click Delete.
2. In the Mail toolbar, click the Delete menu icon and then the Empty Trash menu item. The messages in your Trash folder will be permanently deleted.