

# Using Webmail

## Introduction

Webmail is CSUN's web-based electronic mail system. It is available to CSUN faculty, staff or students possessing a valid campus account and password from virtually any workstation with an internet connection and a web browser such as Internet Explorer or Netscape Navigator. This document will explain the basics of Webmail functions such as email functions and its capabilities.

## Table Of Contents

1. Introduction
2. Logging On
3. Logging Out
4. Overview of Inbox
5. Application Tabs
6. Navigation Pane
7. Using the Mail Navigation Pane
8. Using the Mail Toolbar
9. Message Pane
10. Using the Message Pane Toolbar
11. Reading Messages
12. Message Window Toolbar
13. Receiving Mail
14. Add to Contacts
15. Sort Messages
16. Sending Mail
17. Addressing Messages
18. Compose Messages
19. Replying to Messages
20. Deleting Messages
21. Message Deleting Options
22. Start/Stop Automatic Reply
23. Start/Stop Forwarding email
24. Using Folders to Organize Mgs

25. Adding and Using Folders
26. Deleting a Folder
27. Filtering Messages
28. Create a Message Filter
29. Contacts Toolbar
30. Adding Individual addresses
31. Adding Groups
32. Sending Mail to Groups
33. Help Menu

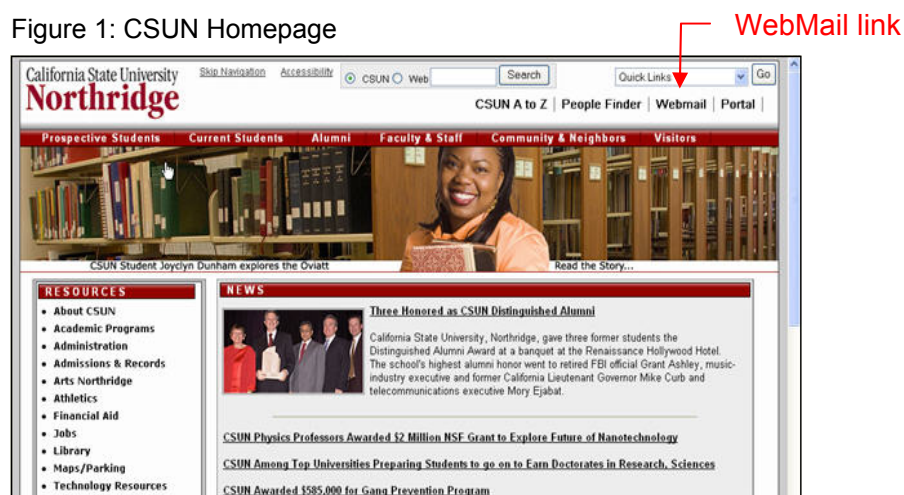
## The Basics

### Logging On

WebMail can be accessed through the CSUN homepage.

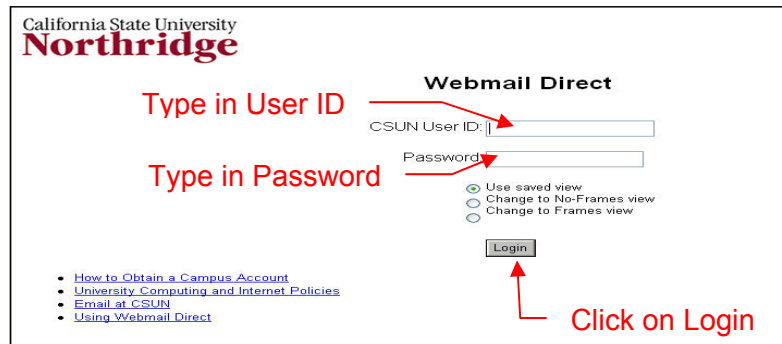
1. From the CSUN homepage, <http://www.csun.edu/>, select the Webmail link.

Figure 1: CSUN Homepage



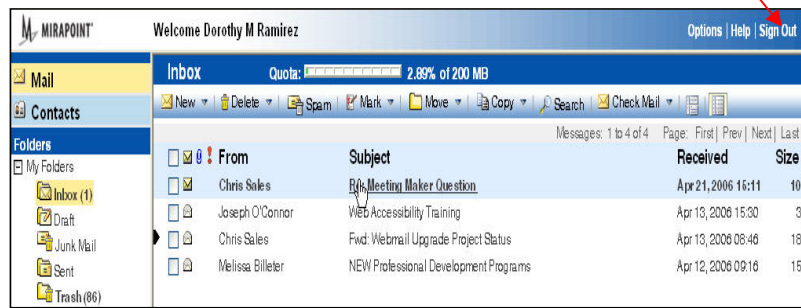
2. The **Login** page will display. See Figure 2 below.

Figure 2: Login Page



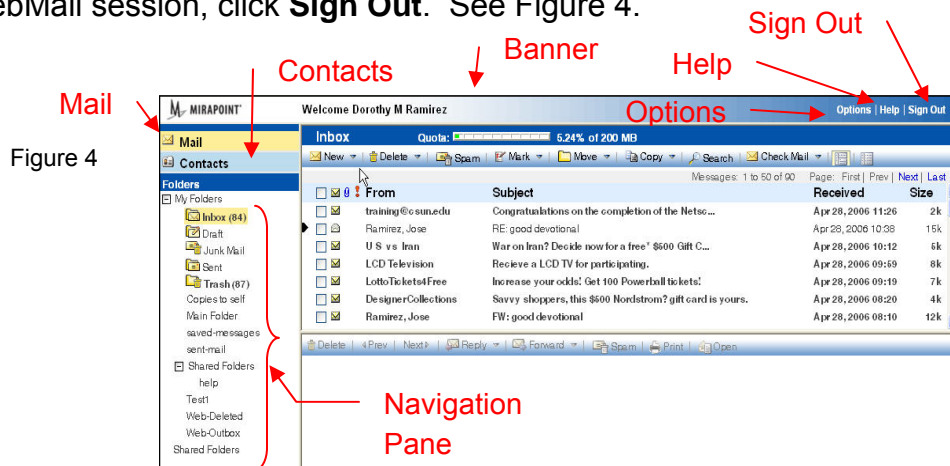
3. Type in your CSUN User ID.
4. Enter in your password.
5. Click **Login**.
6. Your email Inbox will display.

Figure 3: Inbox



## Logging Out

To end a WebMail session, click **Sign Out**. See Figure 4.



## Overview of Inbox

- At the top of each page runs a **banner** with your user ID;
- To the far right, are the commands **Options**, **Help**, and **Sign Out** that apply to the WebMail application.
- The **Options** link opens a window where you can specify your default **Mail** settings. For more information on this, see "[Setting Options](#)"

The left-hand navigation pane, contains folders, i.e. under **My Folders** you have Inbox, Draft, Junk Mail, Sent and Trash.

### Application Tabs

Clicking a tab opens an application pane to the right.

See Figure 5.

Figure 5: Application Tabs



- **Mail** - Accesses your messages. View mail folders available. Send and Receive email from this account. Default folder is the **Inbox**.
- **Contacts** - Use to maintain a database of email contacts.

### Navigation Pane

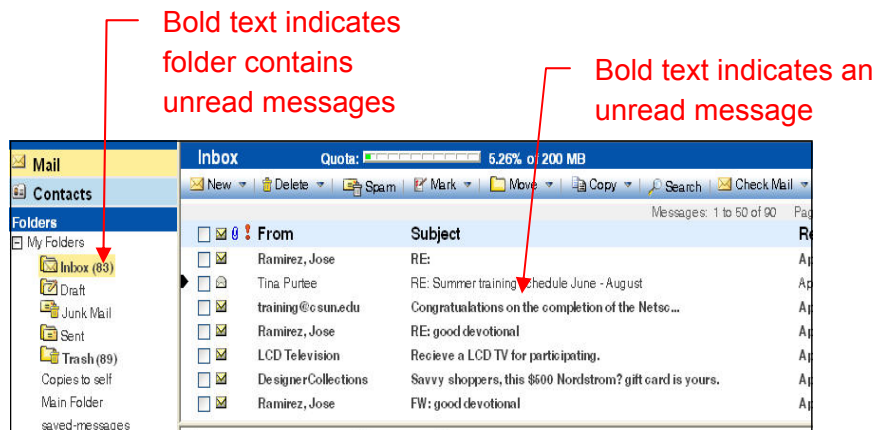


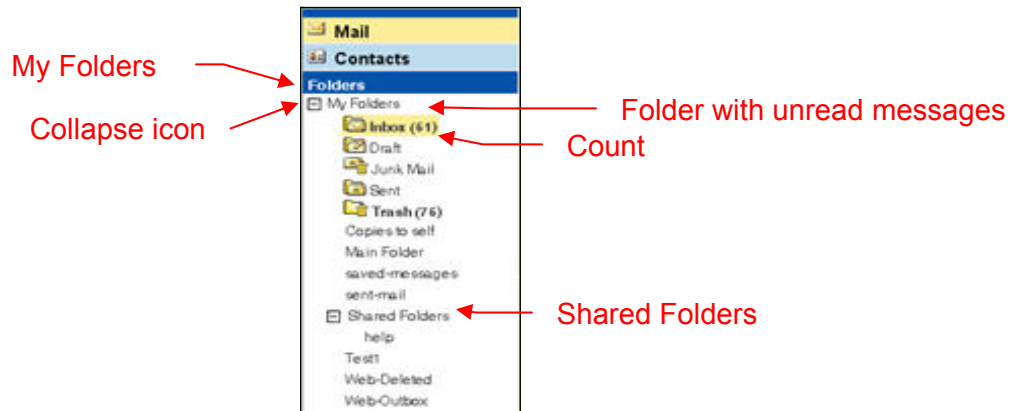
Figure 6: Navigation Pane and Message List

- Bold text in the folders pane indicates unread messages; the number in parentheses indicates the number of unread messages.
- Bold text in the Message List indicates unread messages.

## Using the Mail Navigation Pane

The **Mail** navigation pane contains a **My Folders** link; and a **Shared Folders** link. See Figure 7.

Figure 7: Mail Navigation Pane

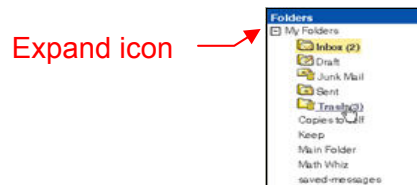


➤ **My Folders** opens your folders list in the main display. All folders display as links under the **My Folders** link, in tree view.

- Click a **Collapse** icon (+) to close the branches of a tree view.



- Click an **Expand** icon (-) to open the branch.



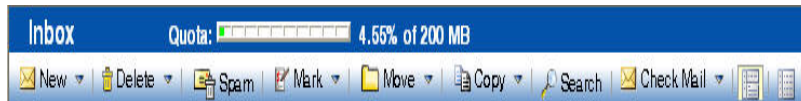
- Each folder with **unread** messages is displayed in **bold**. A count of those **unread** messages is in parenthesis next to it. See Figure 7 on opposite page.

**Shared Folders** allow access to other users. Open the **Shared Folders** page with a list of folders that have been set up so you may subscribe (access) to them.


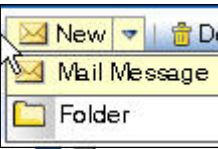

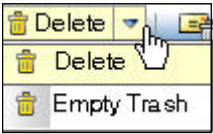


## Using the Mail Toolbar

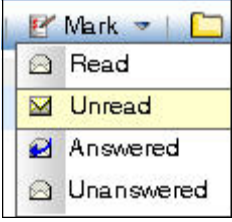
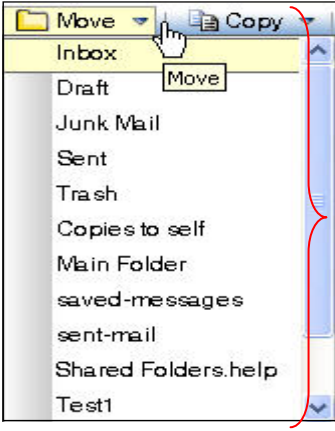
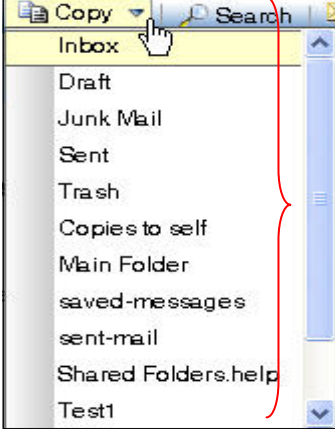
In the **Mail** tab toolbar, there are a row of command icons and menus running horizontally along the top which offer many ease-of-use features. Clicking a command icon in a toolbar (shown below) gives you the default behavior; clicking the menu icon opens a shortcut menu. See Figure 8 below.

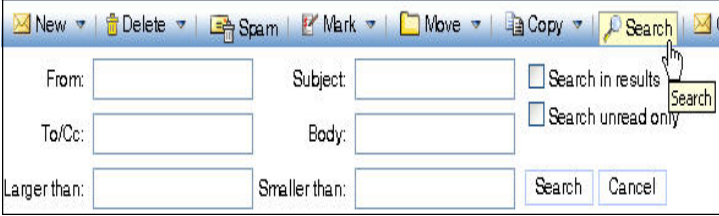
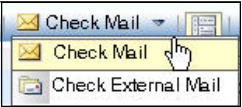
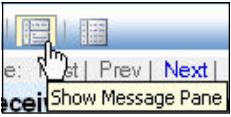

Figure 8: Mail Toolbar



See table below for command icon explanations.

| Command Icon  | Description  |
|---|--|
|    | Opens a Compose window. Click the menu arrow to the right for other available options.   |
|   | <b>Mail Message</b> opens the Compose window. <b>Folder</b> opens the <b>New Folder</b> page.  |
|  | Removes messages. Click the menu arrow to the right for other available options.   |
|  | <b>Delete</b> removes selected messages. <b>Empty Trash</b> by default settings will Empty/Delete trash folder.  |
|  | Move messages to your <b>Junk Mail</b> folder.   |
|  | In the <b>Junk Mail</b> folder, moves selected messages to your <b>Inbox</b> . In any folder except <b>Junk Mail</b> , the <b>Spam</b> button moves selected messages to your <b>Junk Mail</b> folder. |

|   |   |
|---|---|
|    | <p>Click <b>Mark</b> to view options available.</p>   |
| <p><b>Read</b></p>  | <p>The message has been opened</p>  |
| <p><b>Unread</b></p>  | <p>The message has <b>not</b> been opened or, the message requested a Read receipt and you did not grant one.</p> |
| <p><b>Answered</b></p>  | <p>A reply to the message was sent</p>  |
| <p><b>Unanswered</b></p>  | <p>The message was opened, no reply was sent.</p>   |
|   | <p>Click <b>Move</b> to open drop-down folder menu.<br/>Select a folder to move the messages.</p>                 |
|  | <p>Click <b>Copy</b> to open a drop-down folder menu<br/>Select a folder to copy the messages to.</p>             |

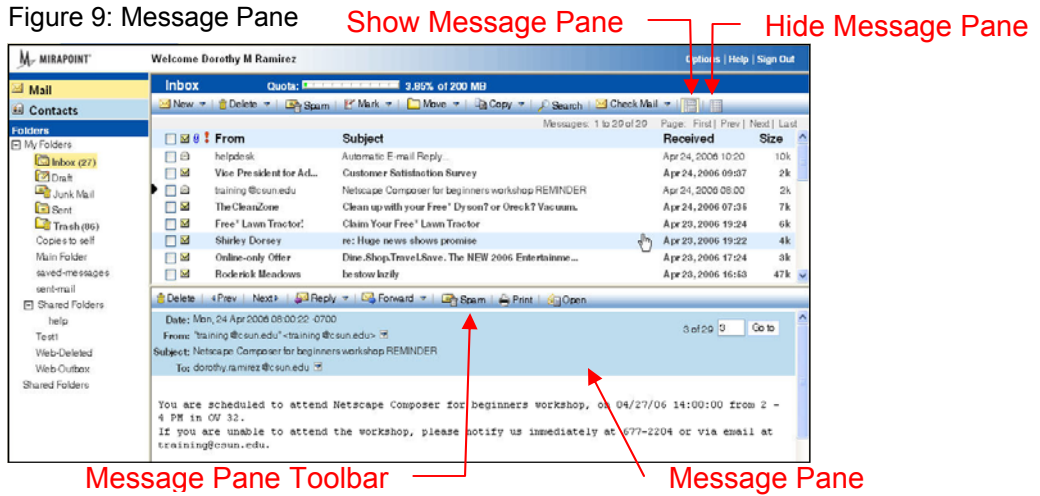
| Command Icon  | Description   |
|---|---|
|   | <p>Click <b>Search</b> to open a search section on the page. Specify the criteria for your search in any of the following ways:</p>   |
| <p><b>From</b></p>  | <p>Who sent the message.</p>  |
| <p><b>To/Cc</b></p>   | <p>Who message was sent to.</p>   |
| <p><b>Larger than/<br/>Smaller than</b></p>   | <p>The message size in kilobytes (KB).</p>  |
| <p><b>Subject</b></p>   | <p>Words likely contained in the message Subject line.</p>  |
| <p><b>Body</b></p>  | <p>Words likely contained in the message; is typically the most time consuming.</p>   |
|  | <p><b>Check Mail</b> Retrieves new messages. <b>Check External Mail</b> Retrieves new messages for any external mail POP accounts that you added. It is any external account.</p> |
|  | <p>Click <b>Show Message Pane</b> to show another pane, below the message list, in which you can preview messages.</p>  |
|  | <p>Click <b>Hide Message Pane</b> to make the message pane go away.</p>   |

### Message Pane

The Message Pane lets you preview items in your message list without actually opening them (default). To hide it, click **Hide Message Pane**. Select



(single-click) an item in your message list to display the header and contents of a message in the message pane below.



### Using the Message Pane Toolbar






Figure 10: Message Pane Toolbar

The Message Pane toolbar appears in the message pane above the message headers. See Figures 9 and 10.

Refer to the table below for command explanations.

| Command Icon | Description   |
|--------------|---|
|              | Click <b>Delete</b> to remove items from your message list.   |
|              | Click <b>Prev</b> to display previous items in your message list within the message pane.                                       |
|              | Click <b>Next</b> to display the next item.   |
|              | Click <b>Reply</b> to open a Compose window with the email address of the sender automatically displayed on the <b>To</b> line. |

|   |  |
|---|--|
| <p><b>Reply All</b></p>   | <p>Opens the Compose window with the sender and all recipients of the message appearing on the <b>To</b> and <b>Cc</b> fields. <b>Note:</b> Anyone who initially received a Bcc does not receive your reply.</p> |
|  | <p>Click <b>Forward</b> opens the Compose window with the original message at the bottom. You cannot edit the original message.</p>  |
| <p><b>Forward Inline</b></p>  | <p>Opens Compose window with the original message editable; however, you will lose any attachments that were included.</p>   |
|  | <p>Click <b>Print</b> to print the message. The browser's Print dialog box displays. Select your printer and click Print.</p>  |
|  | <p>Click <b>Open</b> to display the message in a separate message window.</p>  |

## Reading Messages

Open a message by:

- Double-click on the message in the **From**, **Subject**, **Received**, or **Size** link. See Figure 11 below.

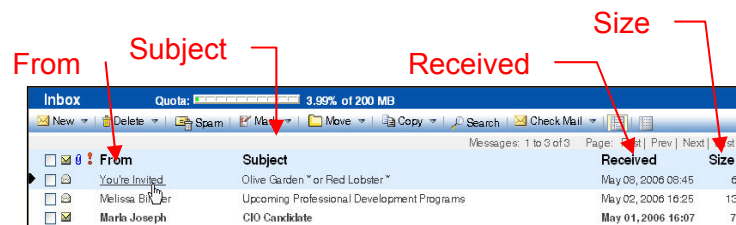
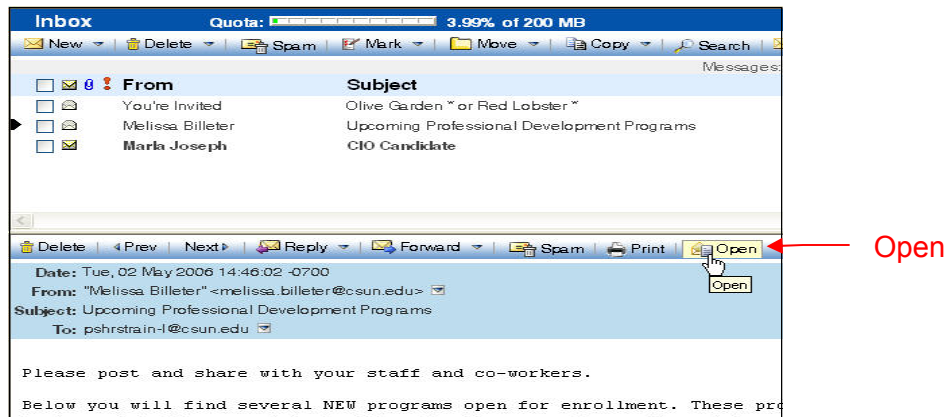


Figure 11: Open Message Option

- To view a message in its own window, click **Open** in the message pane toolbar. See below.



### Message Window Toolbar

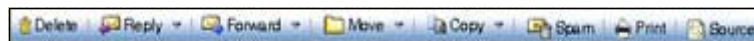


Figure 12: Message Window Toolbar

Go to a specific message by entering the message number in the **Go to** box and click **Go to**. See steps below.



### Receiving Mail

- Click **Check Mail** in the Mail toolbar to post any new mail immediately.
- Click **Mail** in the navigation pane to update all mail folders. See Figure 13.
- The **quota** status bar in the toolbar shows how close you are to reaching your limit. See Figure 13.

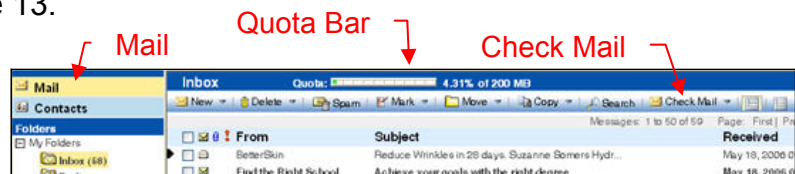


Figure 13: Check Mail, Mail, Mail Quota bar

### Add to Contacts

In an open message header box, next to every email address, is a menu icon. If you click on the icon, a menu appears (Message Command Menu Detail) allowing you to add the contact to your Contacts list. See Figure 14.

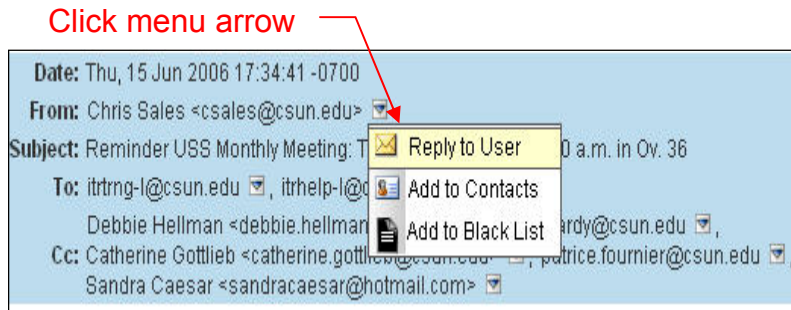
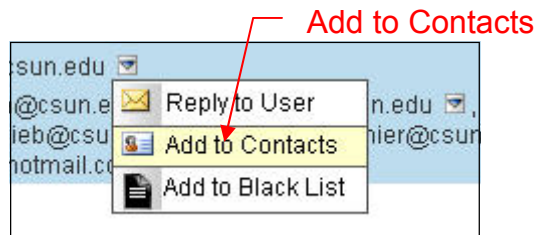


Figure 14: Message Command Menu Detail



Select **Add to Contacts** to open the **Add/Edit Contact** page. See Figure 15.

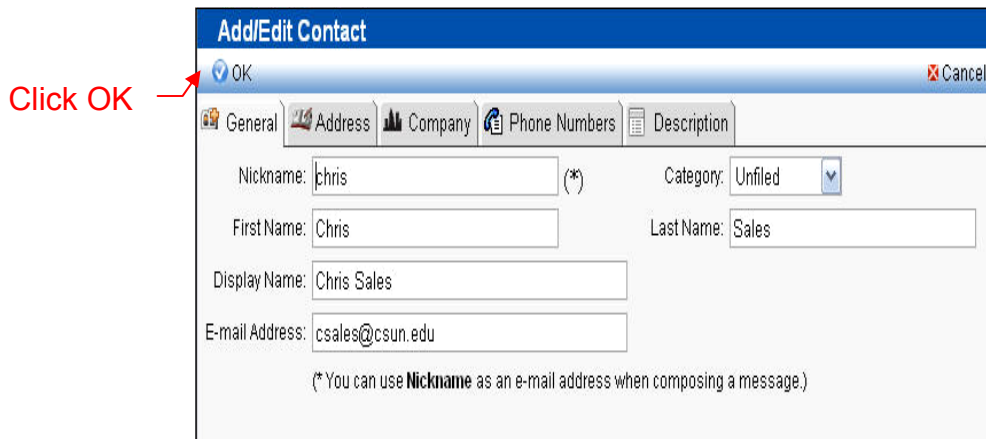
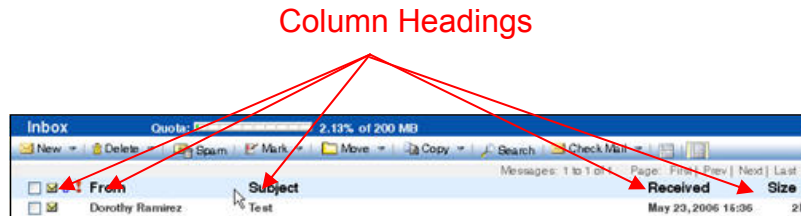


Figure 15: Add/Edit Contact Page

Click **OK** at the top of the page to add the contact and re-display the message.

## Sort Messages

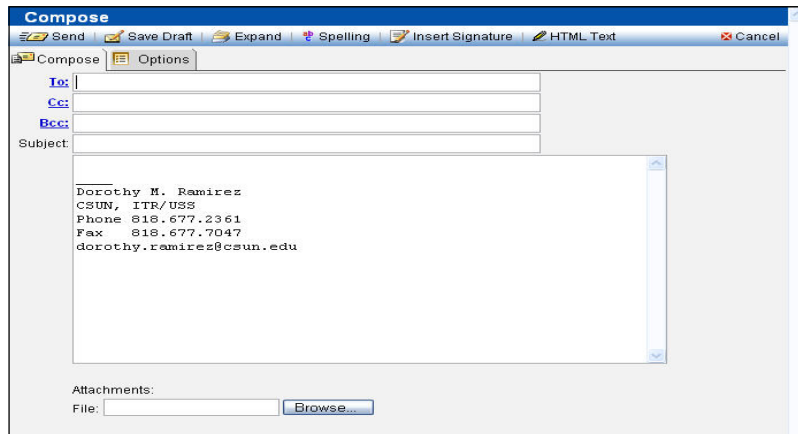
You can sort email by clicking the **bold** column heading. The sort will display in ascending order. Click again; email will be in descending order.



## Compose Messages

To compose a message:

1. Click **New** in the Mail toolbar. The Compose pop-up window appears. See below.



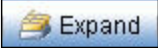

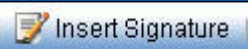
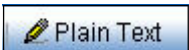



The Compose window has the options at the top of the window listed below.



Figure 16: Compose Options

Refer to the table below for command explanations.

| Command<br>Icon   | Description  |
|---|--|
|    | Closes the window and sends the message.   |
|    | Closes the window and saves the message to your Drafts folder.   |
|    | Displays the full address of any nickname or contact group entries.  |
|    | Replaces the Compose window with the Spelling window with the message text.  |
|    | Inserts your personal signature (if you have one) one line below where your cursor is currently positioned in the text box.  |
| <br> | Changes the Compose window from Plain Text to HTML. Set the text default from the <b>Options</b> page. <b>Note:</b> We will be using PlainText. Don't use HTML (web like appearance) because some people's setup won't be able to read it. |

2. Enter the address data.
3. Compose message in the large text box.
4. To add an attachment
  - Enter the file name in the **Attachments** text box or click **Browse** to find the file where it resides. See Figure 17. Select the file and click **Open**.

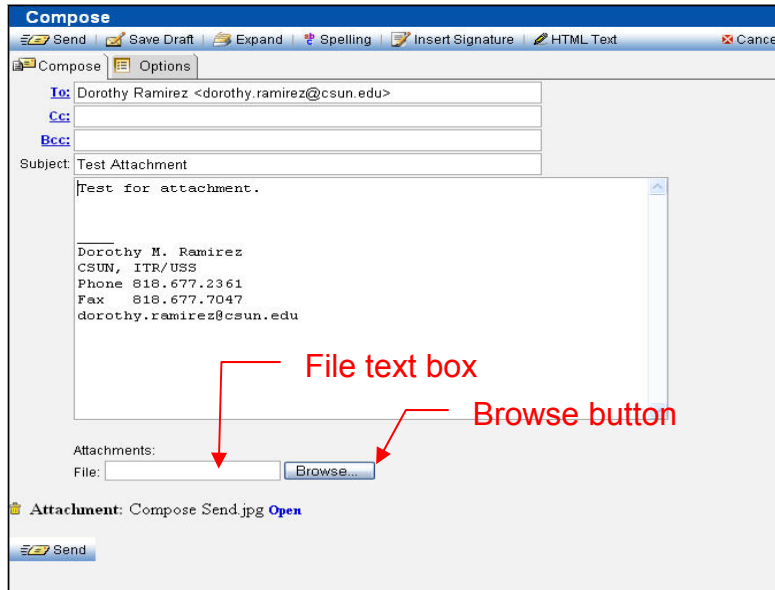


Figure 17: Browse

5. When message is complete, click **Send**.

## Sending Mail

- Click **Send** in the mail composition toolbar to send an email. See Figure18.

### Addressing Messages

There are several ways to enter an email address in the “To”, “Cc” or “Bcc” fields.

1. Type in one or more email addresses, i.e., [firstname.lastname@csun.edu](mailto:firstname.lastname@csun.edu). **Remember to separate each address with a comma**. If it is a frequently used address, the Address AutoComplete displays as soon as you start typing in a letter. See figure below. Find the name you want and click on it.

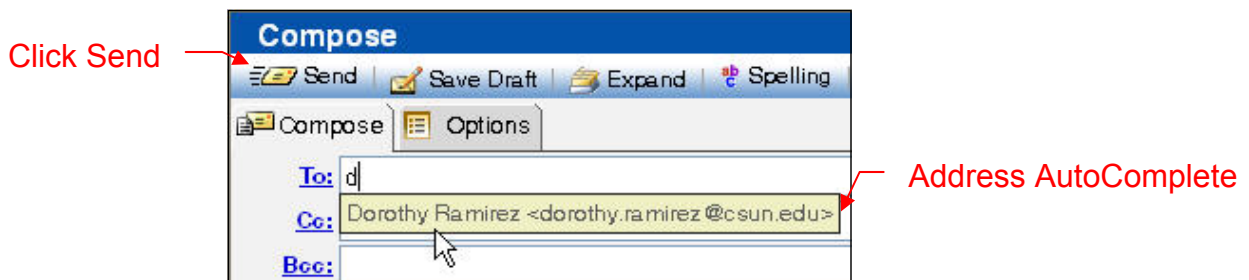


Figure 18: Address Msg.

## Definitions:

- Cc** = “carbon copy.” Send a courtesy copy to someone who should see the message but need not respond.
- Bcc** = “blind courtesy copy.” Addresses in this field will be hidden from the other recipients.

2. Use your **Contacts** list.

- From the **Compose** window, click one of the blue underlined address links: [To](#), [Cc](#), or [Bcc](#). A **Find Users** window opens.
  - Use either the Name field to find the name in your contacts **OR** point and click on the link in the list. See Figure 19.

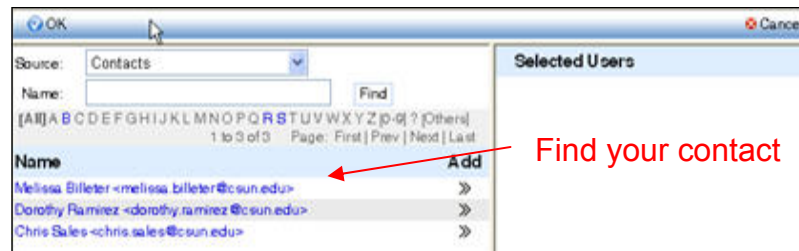
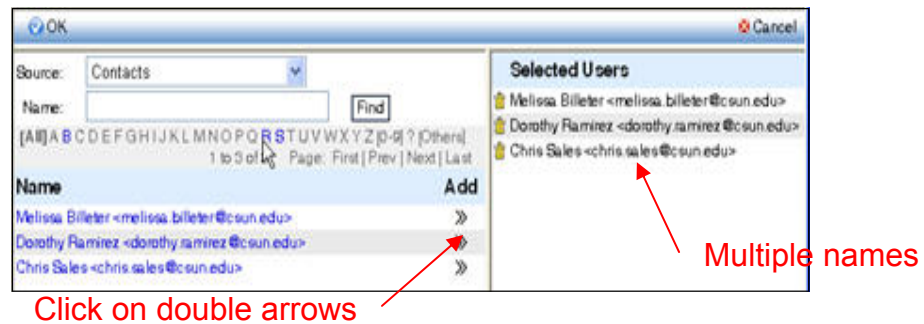


Figure 19: Find Users Window

- If you have more than one person to send a message to, just click the double arrows under the **Add** column of the name you want and the address will appear under **Selected Users** in the right pane. See below.



- Click **OK** when you're done. The Compose window opens with the contacts you've selected.

**Options Tab:** A copy of each message you send is saved in the **Sent** folder by default. If you don't want it saved, select the **Options** tab and uncheck the “Save copy of sent message.” See Figure 20.



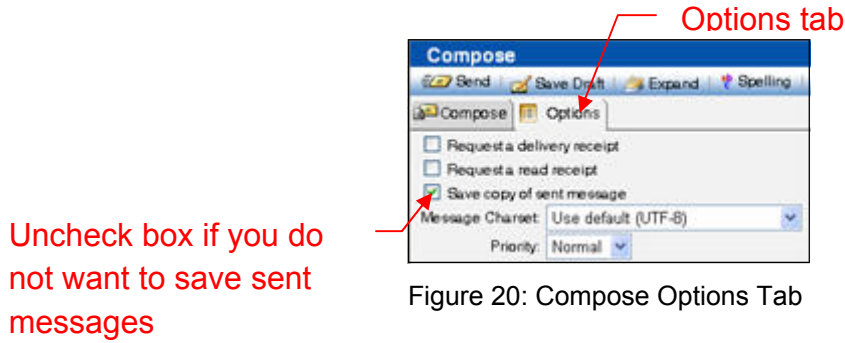


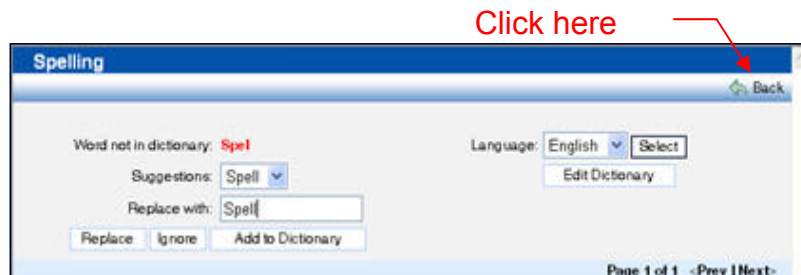
Figure 20: Compose Options Tab

## Replying to Messages

To reply to a message:

1. Open the message.
2. Click **Reply**.
3. The **Compose** window displays with specified addresses in the correct address text boxes.
4. Enter your reply.
5. Click **Send**.

**Note:** If you use the Spell Check function (**Spelling** icon) after composing your email, click on **Back** to return to the email. See below.



## Deleting Messages

To see if you are reaching your quota limit, check your quota status bar in the **Inbox** title bar. This is set by the system administrator. Use this as a guide to determine when you must start deleting messages. See Figure 21. Your limit reflects University Policies and Procedures Policy Number 500-20 on Email and Data Quotas.

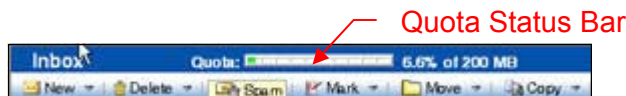


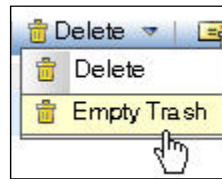
Figure 21: Status Quota Bar

## Message Deleting Options

1. Go to the **Options>Mail>Settings** page to set deleting options. The default is **Yes** on the **Delete to Trash** option. See below.



2. The **Delete to Trash** feature provides an **Empty Trash** menu item in the **Delete** menu. See below.



All deleted messages go to the **Trash** folder and remains there until you click **Empty Trash** which will permanently delete the messages.

To delete a message:

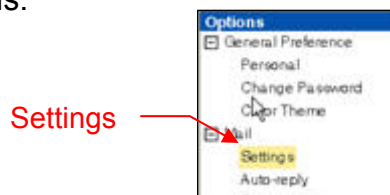
1. In your message list, select the messages you want to delete.
2. Click **Delete**.

**Note:** The messages are moved to the **Trash** folder where you can retrieve them, if needed. To retrieve a message, click **Trash** in the navigation pane, find the message and move it to a different folder.

## Setting Options

### Settings

The **Options>Mail>Settings** path determines how your mail is displayed and set default actions.



See example below.

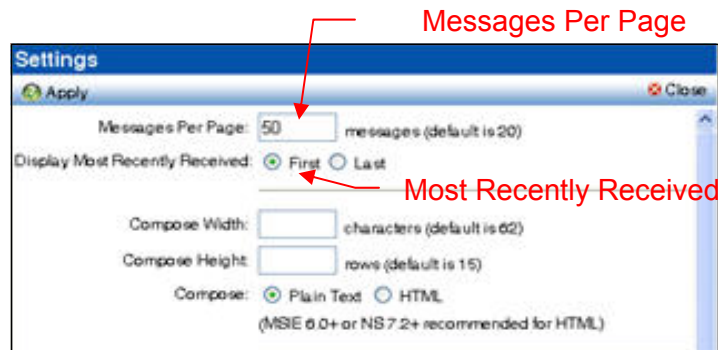


Figure 22: Settings

**Messages Per Page** sets the number of messages shown per page. The default is 20.

- **Most Recently Received** displays the message list order. See Figure 22.
  - **First** is the default. Messages displays in descending order. Most recent is first.
  - **Last** displays messages in ascending order. Bottom of last page displays most recent.

## Start/Stop an Automatic Reply

**Auto-reply** automatically responds to incoming messages with a customized reply, for example, when you're on vacation.

To start an **Auto-reply** message, do the following:

1. Click **Options**.
2. Click **Auto-reply**. See Figure 23 below.

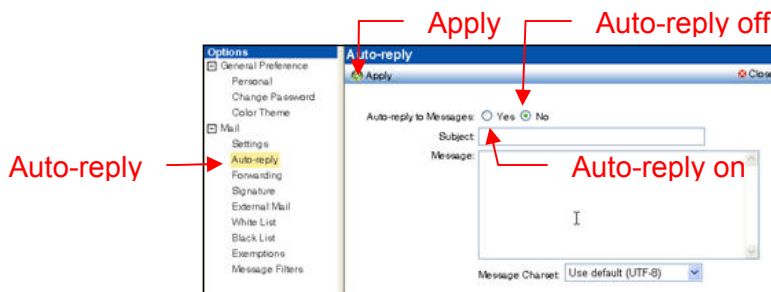


Figure 23: Options > Auto-Reply Page

3. Select **Yes** for the **Auto-reply to Messages** option.
4. Enter in the **Subject**.
5. Enter text in the **Message** body.
6. Click **Apply**.

To stop the **Auto-reply** (refer to Figure 23):

1. Select **No** for the **Auto-reply to Messages** option.
2. Click **Apply**.

## Start/Stop Forwarding Email

To forward your incoming email to a different address, do the following:

1. Click **Options**.
2. Click **Forwarding**. See Figure 24 below.

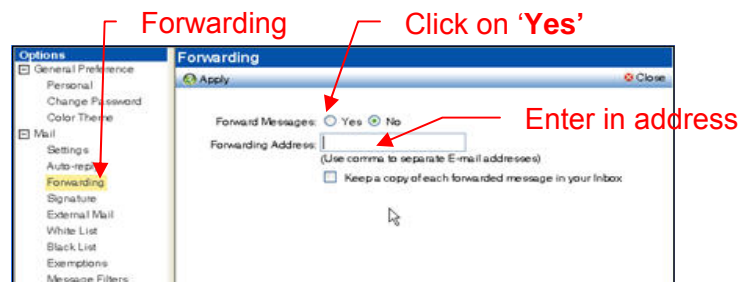


Figure 24: Options>Forwarding Page

3. Click **Yes** to turn on the **Forward Messages** option.
4. Enter in the address you want your mail forwarded to in the **Forwarding Address** box. For multiple addresses, separate them with a comma.
5. Select the checkbox **Keep a copy of each forwarded message in your Inbox** if you want a copy delivered to your Inbox.
6. Click **Apply**.

To stop auto-forwarding:

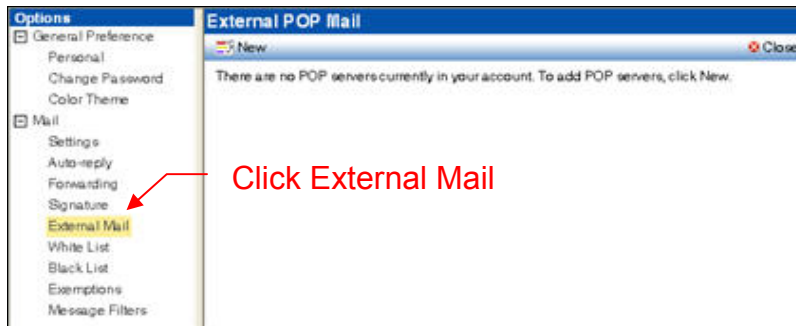
1. Select **No** in the **Forward Messages** option.
2. Click **Apply**.

## Configure External Mail

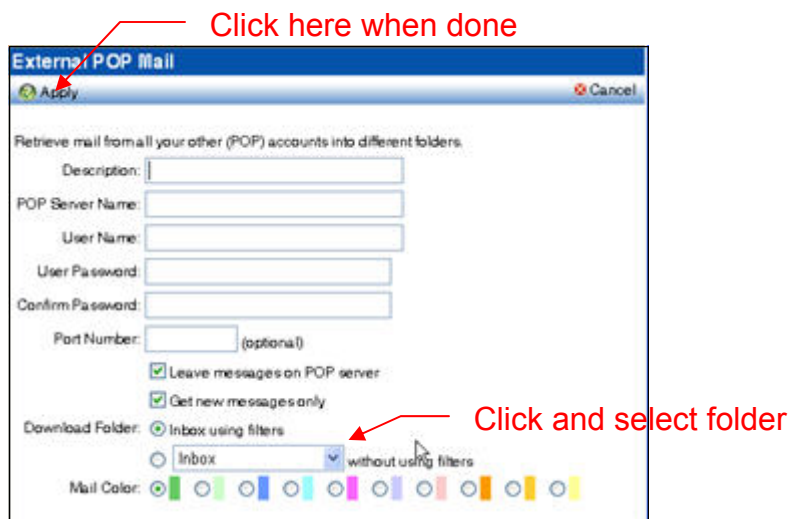
In order to add an external POP mail server, you need to know the POP server name; contact the system administrator.

To add an external POP server, perform the following steps.

1. Click **Options**.
2. Click **External Mail**. See below.



External POP mail page displays. See Figure 24.1 below.



3. Click **New**.
4. Enter the following data. Refer to Figure 24.1.
  - **Description:** account name, for example “Personal”.
  - **POP Server Name:** server name. Get from mail service.

- **User Name:** your user name.
  - **User Password:** your user password.
  - **Confirm Password:** reenter password.
  - **Port Number (Optional):** default port for POP connections.
5. Select or deselect message handling options.
- **Leave messages on POP server:** Messages remain on the POP server; still accessible to you on other accounts. If deselect all messages are deleted from the POP server when they are downloaded.
  - **Get new messages only:** causes POP server to download only messages not previous downloaded to your WebMail account.
6. Downloading options.
- **Inbox using filters (default):** all downloaded external mail in your Inbox are subject to the filters you have set up.
  - **Folder without using filters:** click the menu arrow to select a folder. External mail in the selected folder is not subjected to any filters.
  - **Mail color (green is default).**
7. Click **Apply** at the top left.

## Managing the Mail You Keep

### Using Folders to Organize Messages

WebMail uses folders to organize and store mail. There are five basic folders. See Figure 25.

1. **Inbox** - contains your incoming mail.
2. **Draft** - contains mail that you have not sent out yet and is saved here.
3. **Junk Mail** - contains mail that the anti-spam scanning utility has determined is junkmail.
4. **Sent** - contains outgoing mail.
5. **Trash** - contains deleted mail.

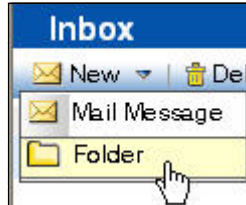


Figure 25: Basic Folders

## Adding and Using Folders

### Adding a Folder:

1. To **add** a folder, use the **New Folder** window. See below. Do the following steps:



2. From the Mail toolbar, click the **New** menu icon.
3. Click **Folder**. The **New Folder** window displays. See Figure 26.

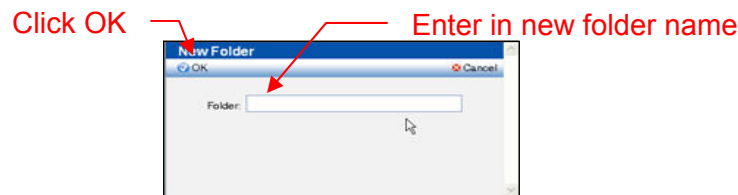


Figure 26: New Folder

4. Enter a name for the new folder in the **Folder** text box.
5. Click **OK**.

### Moving a Folder

1. To **move** a message from one folder to another, do the following:
2. Click the check box next to the message(s) you want to move.
3. Click on the **Move** menu icon.
4. From the menu options, select a folder. See Figure 27 on next page.
5. The message is moved. It is removed from the current folder.

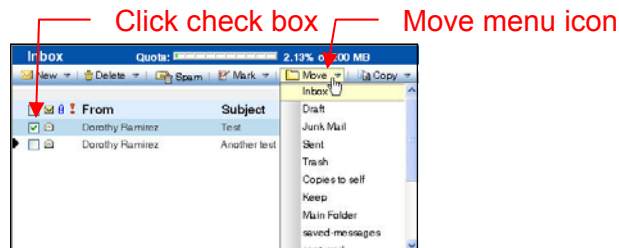
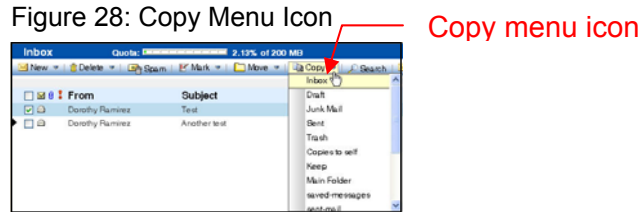


Figure 27: Move Menu Icon

- Clicking the **Copy** menu icon (see Figure 28) will place a copy of the message in the selected folder while retaining a copy in the current folder.

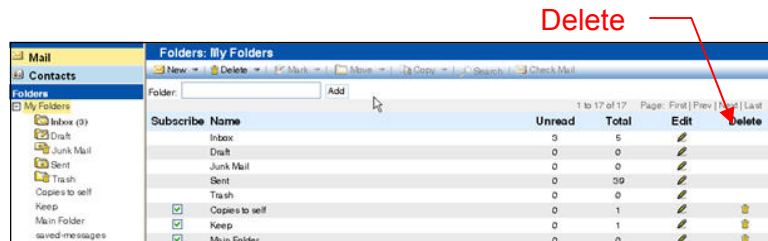


### Deleting a Folder

- To delete a folder, click the **Delete** icon for that folder on the **My Folders** page.



- The **My Folders** page displays. See below.



The **Confirm Folder Delete** page opens. Click **Delete** to remove the folder or **Cancel** to keep it.





## Using the Junk Mail Folder

The **Junk Mail** folder is a system-created folder that receives mail that the anti spam scanning utility has determined is junkmail. You should periodically check the messages in your **Junk Mail** folder for mail that is really not spam or “false positives”.

### Filtering Messages

Incoming messages can be automatically stored in particular folders by creating a message mail filter. A filter is a “rule” for routing a message. The **Junk Mail** filter is one such system filter.

- If the **Junk Mail** filter is on, it sends junkmail to your **Junk Mail** folder by default or acts on junkmail as you specify on the **Options > MessageFilters > Edit Junk Mail Filter** page. See Figure 29.

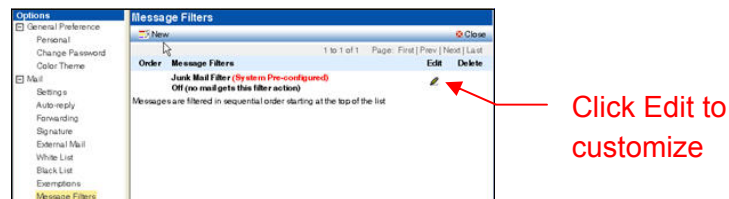


Figure 29: Options>Message Filters

- If you find a false positive in your **Junk Mail** folder, click the **Not Spam** icon to move the message to your Inbox.
- The **Junk Mail** filter may be **Off** by default. Go to **Options > Message Filters** page and select the **Junk Mail Filter Edit** icon to customize the system **Junk Mail** filter. Refer to Figure 29.

When you click on **Edit**, the following page is displayed.

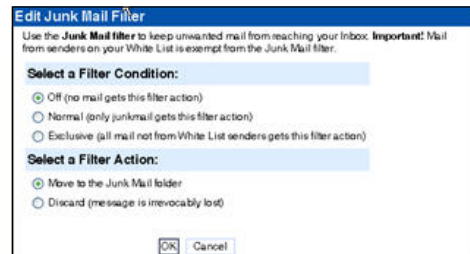


Figure 29: Junk Mail Filter Edit Page

- Select the appropriate option under the **Condition** and **Action** areas.

**\* NOTE \***

Message filters only apply to the **Inbox** folder.

## Create a Message Filter

To create a message filter, follow the steps listed below.

1. To store all messages from a mailing list or “listserv” in which you’ve subscribed to, begin by creating a new folder. For example: “Math Whiz”.
2. Click **Options**.
3. Click **Message Filters**.
4. Click **New**. The **Add/Edit Message Filter** page displays. See Figure 30.

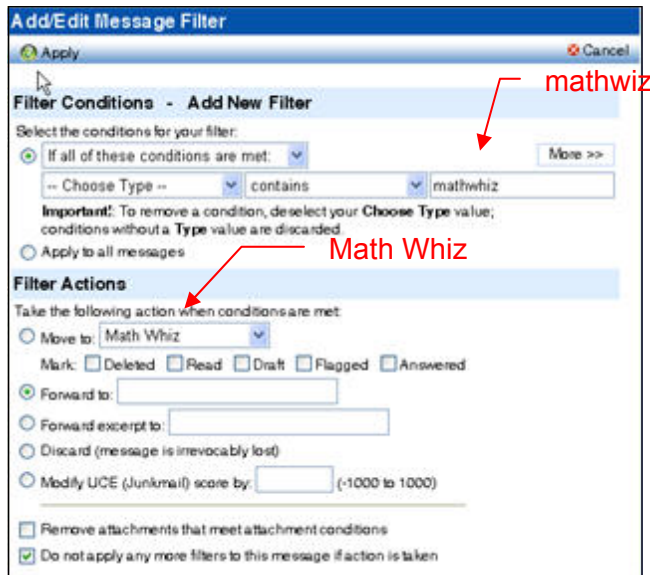


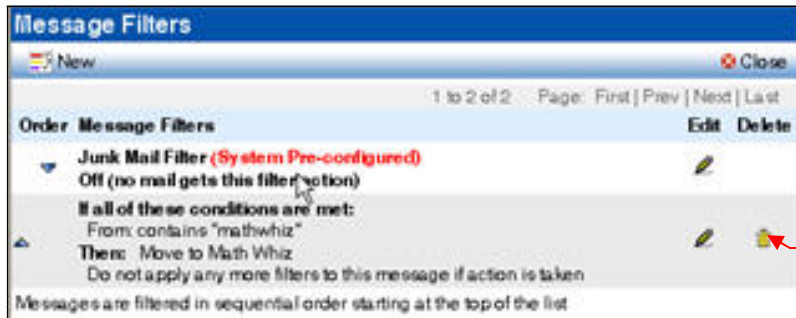
Figure 30: Add/Edit Message Filter

5. Under **Filter Conditions - Add New Filter**, specify “If all of these conditions are met: From: contains mathwhiz” as shown in Figure 30.
6. Under **Filter Actions**, specify “Move to: Math Whiz” as shown in Figure 30.

There are many other filtering options available. Explore menu arrow options on Add/Edit Message Filter page or view **Help** topics.

To delete a filter:

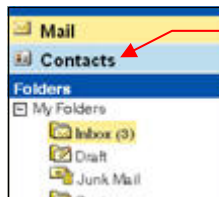
1. Go to **Options > Message Filters**.
2. Under the **Delete** column, click on the trash can icon next to the filter you want to delete. See below.



Click trash can icon

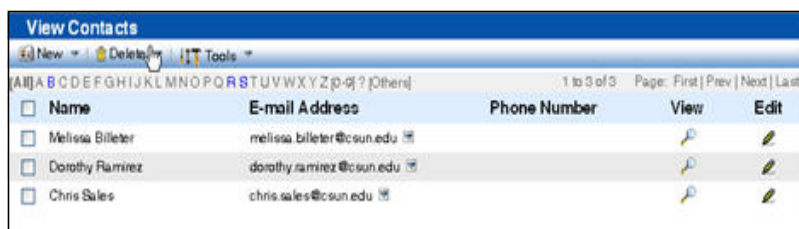
## Managing the Contacts List

1. Click on **Contacts** in the left hand navigation pane to access the address book. See below.



Click here

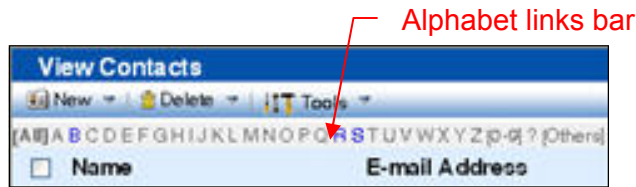
2. The **View Contacts** page displays.



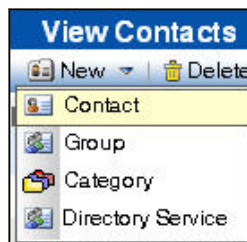
Use **Contacts** to store all your list of email addresses for individuals, groups or companies.

## Contacts Toolbar

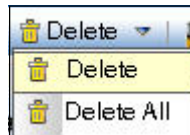
The command icon in the toolbar gives you the default behavior. The menu icon opens a shortcut menu. Refer to Figure 31.



- **New** opens **Add/Edit Contact** window.



- **Delete** removes contacts.



- **Tools** finds contacts.



The Contacts list provides a quick and easy way to navigate through it.

- Use the alphabet links (see Figure 31) to jump to the **Contacts** page that you want.
- Use the **First|Prev|Next|Last** links at the top right to move through the pages. See Figure 32.

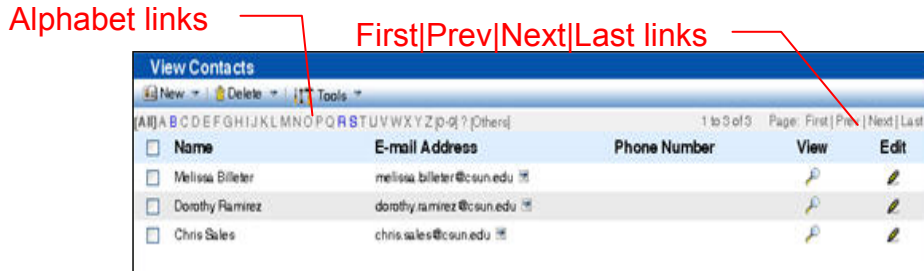


Figure 32: View Contacts List

## Adding Individual Addresses

To enter contact information for an individual:

1. Click **Contacts**.
2. Click **New**, the **Add/Edit Contact** window opens.



3. In the **General** tab, fill in at least one name and the email address.
4. Click **OK**.
5. There are four tabs available to add further detail to the contact.  
See Figure 33.

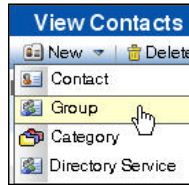
- Address tab
- Company tab
- Phone Numbers tab
- Description tab
- Click **OK** or **Cancel**

### Adding Groups

A group mailing list lets you send one email to multiple addresses at once.

To create a group:

1. Click **New**.
2. Click **Group**.



3. The **Add/Edit Group** window opens. See Figure 34.
4. Enter a unique name in the **Group** text box at the top of the window. See below.

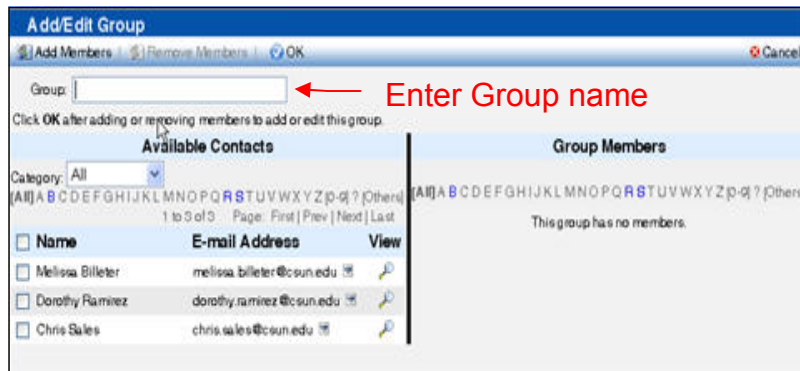


Figure 34: Add/Edit Group

5. Add contacts to the group by selecting check-boxes in the **Available Contacts** area; click **Add Members** at the top to move the name to the **Group Members** area. See Figure 35.

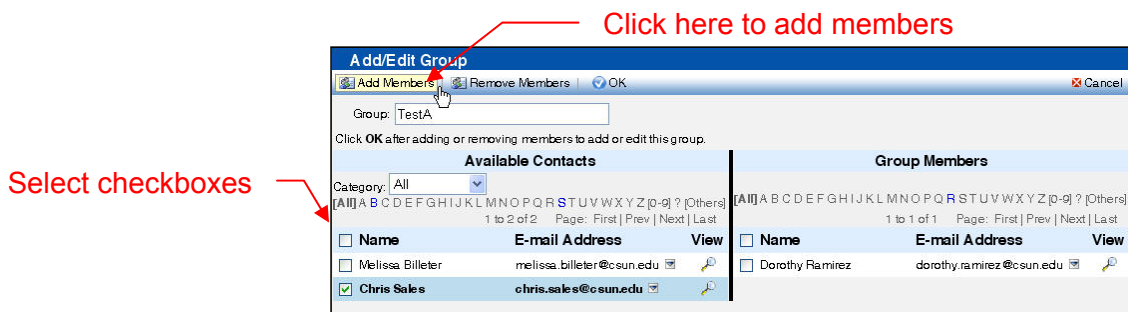


Figure 35: Add/Edit Group Page

- To remove contacts, select checkboxes in the **Group Members** area and click **Remove Members** at the top to move names back to the **Available Contacts** area.
- Click **OK** or **Cancel**.

## Sending Mail to Groups

To send a message to an entire group:

- Click **Contacts** in the navigation pane.
- Click **Groups**. See Figure 36.
- Click the menu icon next to a group.
- Choose an option from the shortcut menu. See Figure 36.

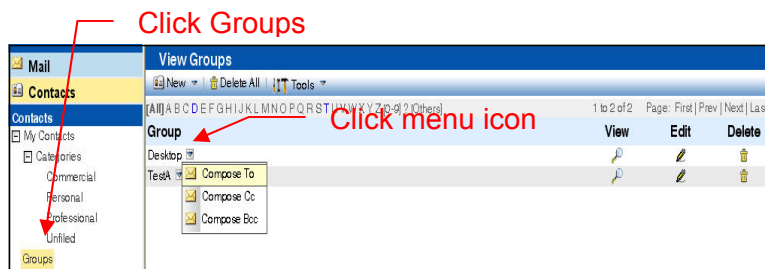
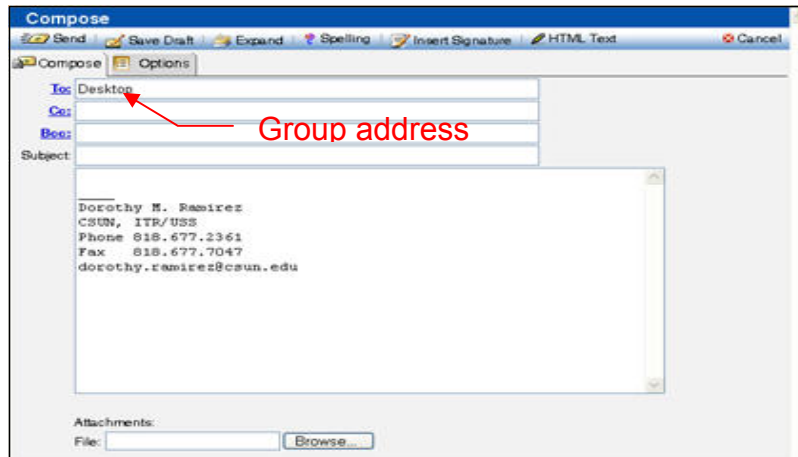


Figure 36: View Groups

The composition window opens with the group address in the specified line. See below.



## How To Learn More

### Help Menu

Online Help for WebMail is available. It is an excellent source to use. Click on **Help**. It's on the top user name bar on the right. See Figure 37.

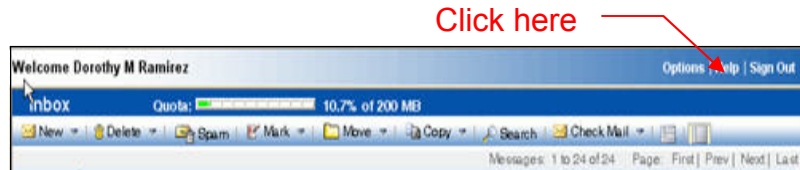


Figure 37: Online Help

To exit Help, click on the red **X** in the upper right corner and you will return to your page. See below.

