



Information and Communications Technology Center (ICTC)

Web Mail User's Guide

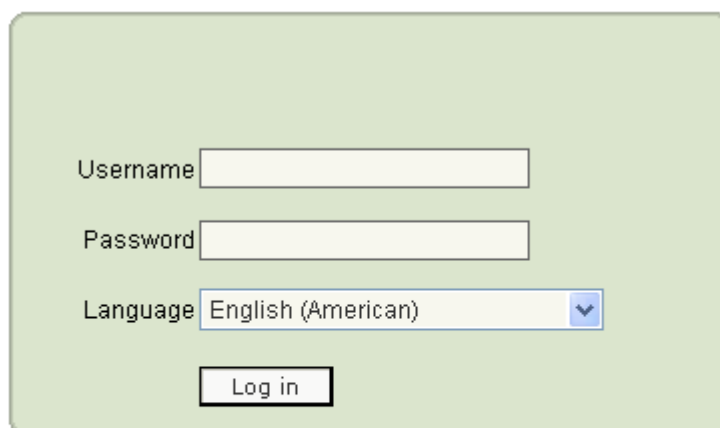
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1 Logging in

At the login screen, enter your username (login) and password assigned to you into the appropriate boxes. You may select your preferred language from the list of available languages here if you wish. Once you've filled in the required fields, click the **Log in** button to log in.



Username

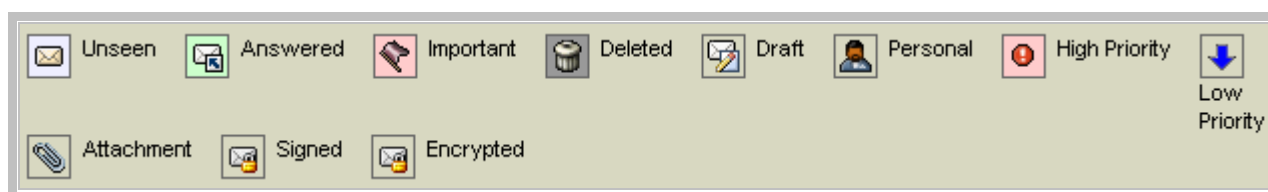
Password

Language

For Questions and Comments Please Contact info@gou.edu
Tel: 00 972 2 2964571/2/3/4 , Fax: 00 972 2 2964995
Copyright @ 2005-2007 Al-Quds Open University

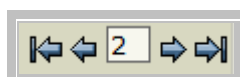
2 Inbox display:

Initially, messages will be arranged by date, from most recent to most historical.
The messages are categorized by the following icons:



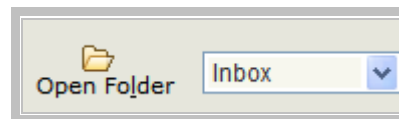
2.1 Page navigation:

Depending how many e-mails are stored in your Inbox, there may be several pages of messages through which you might want to navigate. The Page Navigation buttons, located at the top of the messages on the right hand side, allow the user to quickly and efficiently scan through his/her messages.



2.2 Folder navigation:

Any folder stored in your account on the e-mail server is available in the web mail. To access messages stored in your folders, use the Open Folder drop down box located in the Message Navigation Screen.

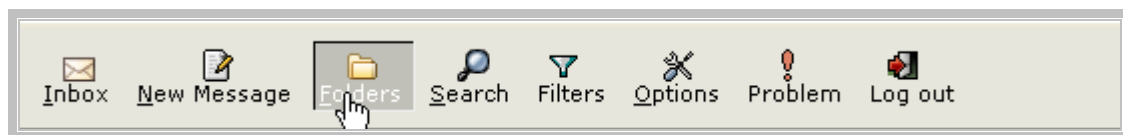


Click the down arrow in the Open Folder drop down box. A list of available folders is displayed. Select the folder to which you wish to navigate. The contents of the folder are displayed on the screen.

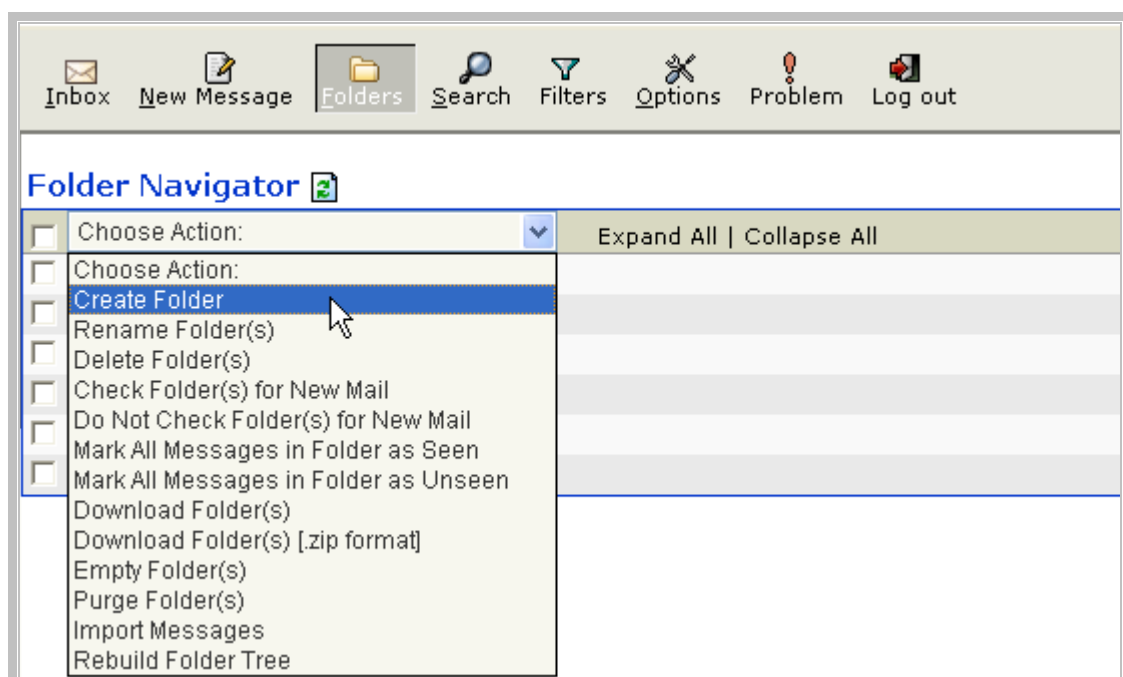
2.3 Using Mail Folders

2.3.1 Create a New Folder

1. Click the **Folders** icon in the icon bar at the top of the window.




2. From the **Choose Action** selection box, select **Create Folder**.



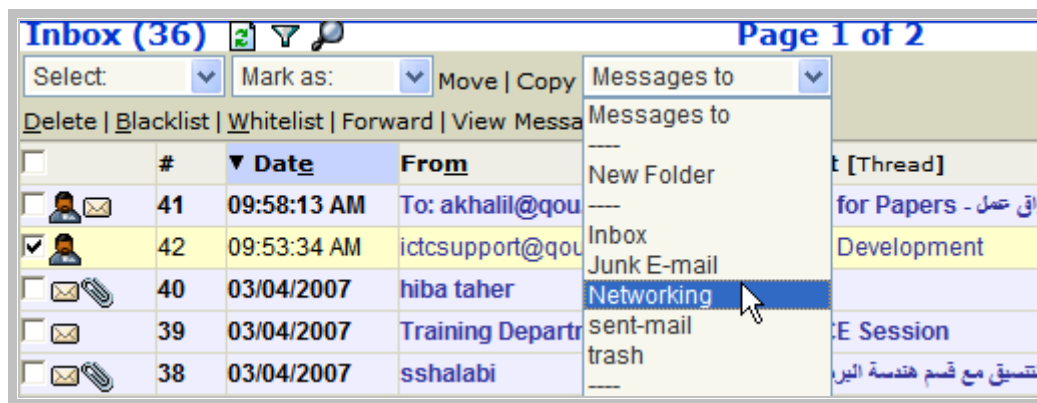
2.3.2 Moving and Copying Messages between Folders:

In order to keep your Inbox and other folders organized, you might wish to move messages from one folder to another. This task can easily be accomplished by using the Move/Copy drop down box located in the Message Navigation screen.

- Click the Selection box next to the message(s) you wish to move.

<input checked="" type="checkbox"/>		34	11:26:37 AM	ictcsupport@qou.edu	Network Development
<input type="checkbox"/>		33	03/04/2007	Training Department	FW: RHCE Session

- Click the down arrow in the Move/Copy drop down box located in the Inbox and select the folder into which you would like to move the message.

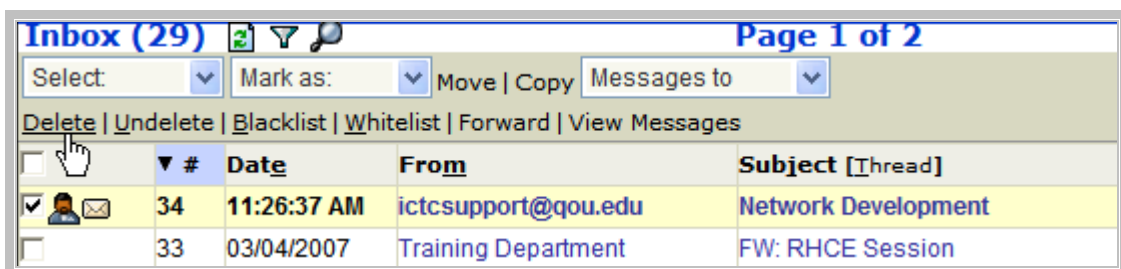


- Click Move: The message is marked for deletion from the originating folder and is placed in the specified folder.
- To copy a message into another folder, follow the above directions, but choose in step number 3. The message will be available in the originating folder and the destination folder.






2.4 The Delete Menu

2.4.1 Deleting a Message

- Click the selection box next to the message(s) you wish to delete.



- Click delete, the message will be marked for deletion from your e-mail account.

			34	11:26:37 AM	ictsupport@qou.edu	Network Development
			33	03/04/2007	Training Department	FW: RHCE Session

To permanently remove the message:









- From the Inbox, click "Purge Deleted". The message is permanently deleted.





2.4.2 Undelete a Message

Once a message has been purged the user can no longer "undelete" the message. However, if the e-mail is simply marked for deletion as in the above, then it can still be undeleted. To Undelete a Message:

- Click the selection box next to the message(s) you wish to undelete.


			34	11:26:37 AM	ictsupport@qou.edu	Network Development
			33	03/04/2007	Training Department	FW: RHCE Session

- From the Inbox, click Undelete. The message will be restored.

Inbox (29)   Page 1 of 2						
Select:	▼	Mark as:	▼	Move Copy	Messages to	▼
Delete Undelete Blacklist Whitelist Forward View Messages						
<input type="checkbox"/>	▼	Date	From	Subject [Thread]		
<input checked="" type="checkbox"/>		34	11:26:37 AM	ictsupport@qou.edu	Network Development	
<input type="checkbox"/>		33	03/04/2007	Training Department	FW: RHCE Session	

2.5 Sorting Messages

QOU web mail has robust sorting tools, which allow the user to quickly and easily sort through messages. The sorting options are displayed as headers above the messages in a folder.

<input type="checkbox"/>	▼ #	Date	From	Subject [Thread]	Size
	34	11:26:37 AM	ictsupport@qou.edu	Network Development	2 KB
<input type="checkbox"/>	33	03/04/2007	Training Department	FW: RHCE Session	6 KB

Messages may be sorted by selection, number, date, sender (From), subject, and size.

2.5.1 Sorting by Date

Messages will be arranged by date, from most recent to most historical. If you wish to reverse the order in which messages are displayed, simply click the up arrow in the Date header.

2.5.2 Sorting by Sender

If you wish to scan through all of the messages from a particular sender, click the up arrow in the from header. Messages will be sorted alphabetically by sender.

2.5.3 Sorting by Subject or Thread

To sort by subject, click the up arrow in the Subject header, the messages will be sorted alphabetical by subject headers In the Subject header.

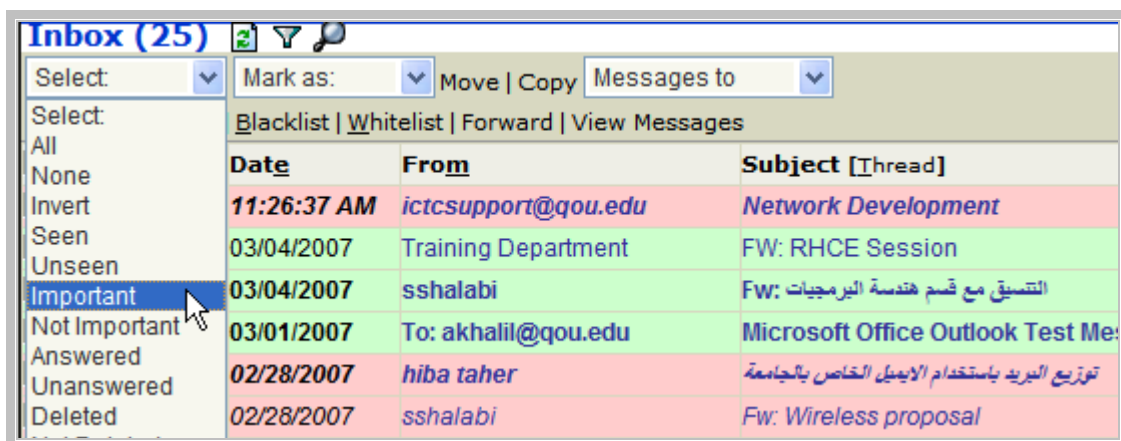
2.5.4 Sorting by Size

Sorting e-mail by size is an efficient way to delete obsolete e-mail messages in order to reduce the amount of space your e-mail account is taking on the server. To sort by size, click the up arrow in the Size header. E-mail is displayed from smallest file to largest. Click the up arrow in the size to reverse the order.

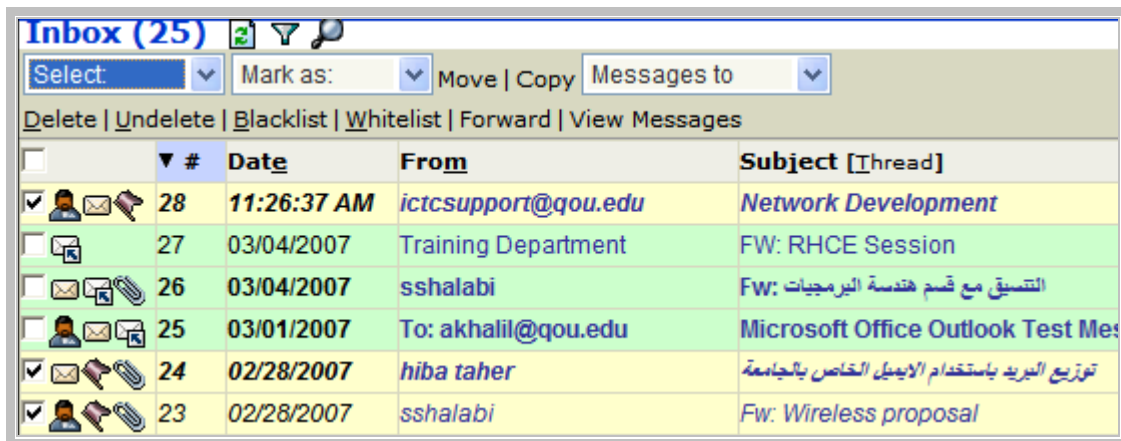
2.6 Selecting Messages by Criteria

The select feature is the ability to select multiple like messages at the same time:

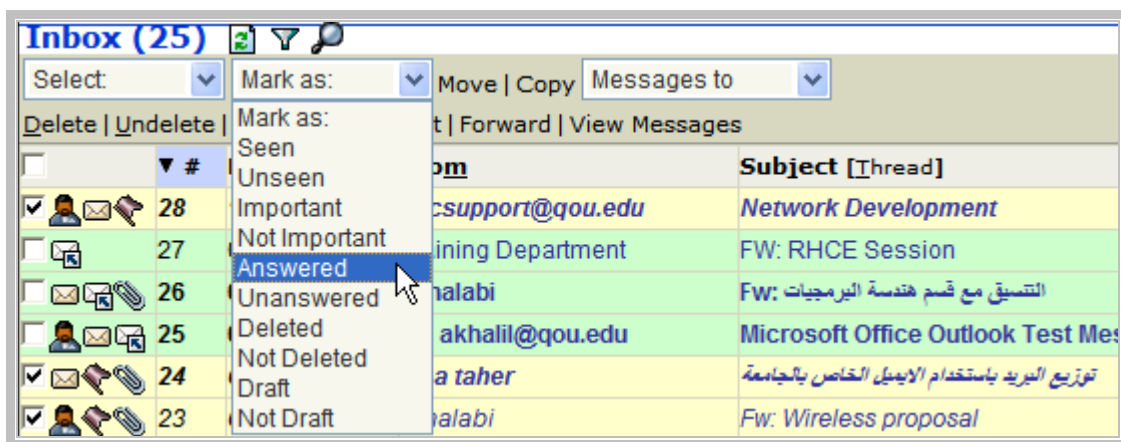
- Click down the arrow in the Select drop down box to view the categories of The E-mail that may be selected.



- Choose a category to view. The selection boxes in each of the messages matching the selection criteria will be checked.

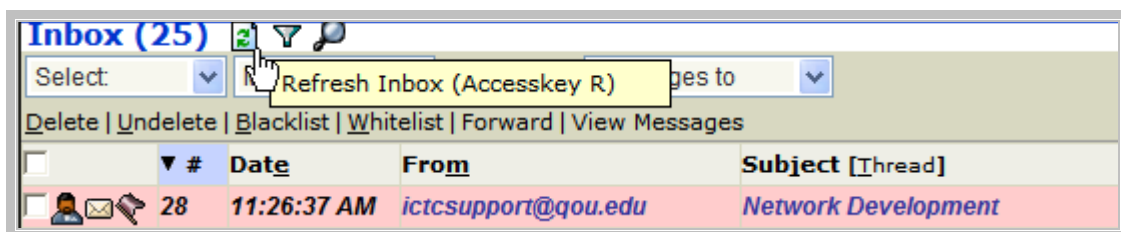


- Click the down arrow in the "Mark as" drop-down box to view the action options.



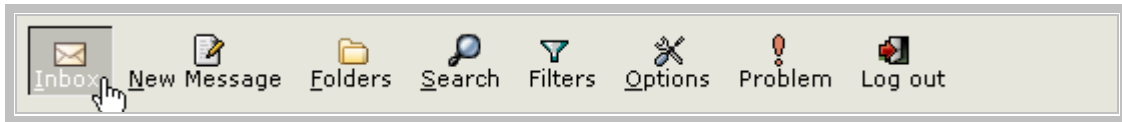
2.7 The Refresh Button

The Refresh button provides a quick, manual means of checking for new mail. From the Message Navigation Screen, click the refresh icon. All new messages will be automatically displayed.



3 The Shortcut Buttons

QOU web mail service also offers a new shortcut menu designed to make navigating and managing your message boxes. The shortcut buttons offer a range of end-user options from composing messages to logging out from the web mail service.



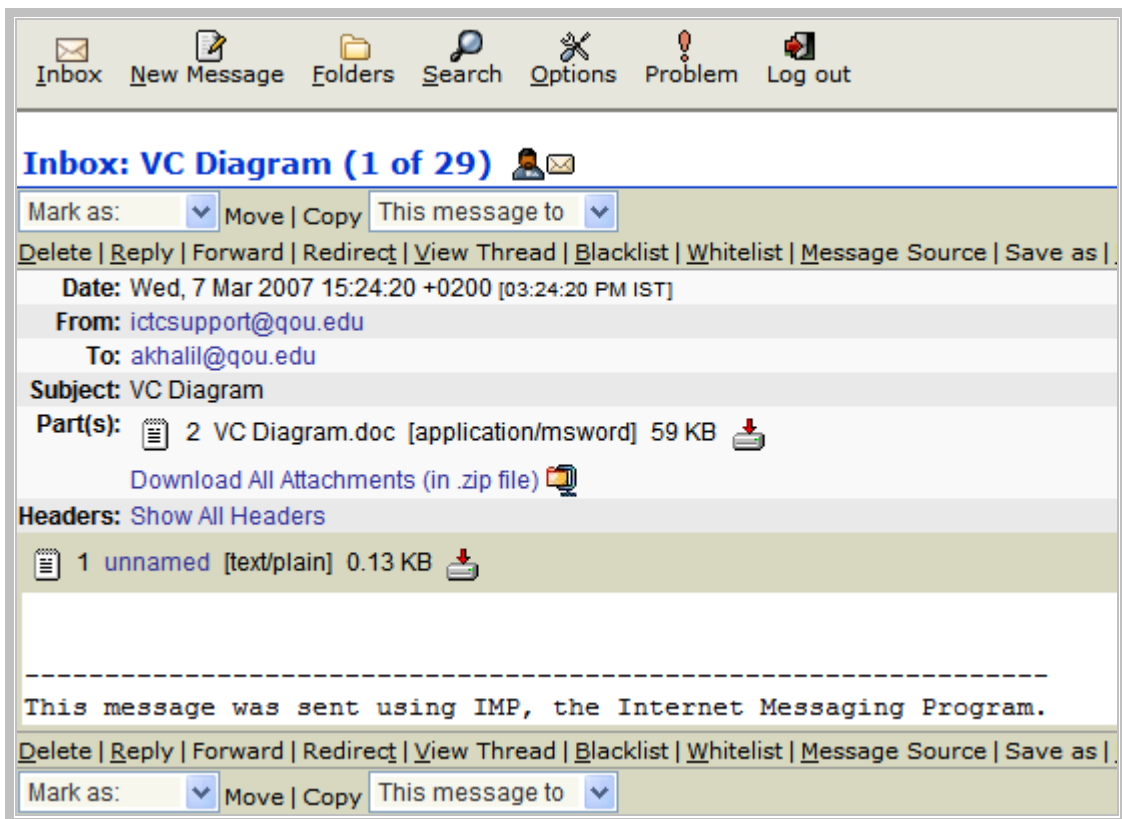
3.1 The Inbox



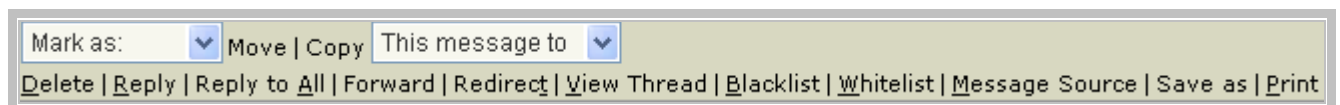
3.1.1 Navigating the Inbox

- Click the subject or the sender. A screen is displayed with the contents of the e-mail message.

Note: Only new messages and messages stored on the server will be visible. Anything stored on your local computers will not be accessible through web mail.



A Menu Bar runs across the top and bottom of the message window. This menu allows you to execute several message functions.



3.1.1.1 Deleting a Message From Within the Message

To delete to the current message, click Delete. The message will be marked for deletion from your account.

To permanently remove the message:

- Return to the Inbox by clicking Inbox button.
- From the Inbox, click Purge Deleted. The message is permanently deleted.

3.1.1.2 Replying To a Message

To reply to the sender of the current message:

The screenshot displays an email composition interface. At the top, there are three buttons: "Send Message", "Save Draft", and "Cancel Message". Below these, the "Identity" is set to "akhalil@qou.edu (Default Identity)". The "To" field contains "ictcsupport@qou.edu", while "Cc" and "Bcc" are empty. The "Subject" field is "Re: VC Diagram". The "Charset" is set to "Western (ISO-8859-1)".

Below the fields, there are icons for "Address Book" and "Expand Names". There are three checkboxes: "Save a copy in" (checked, set to "sent-mail"), "Request a Read Receipt" (unchecked), and "Switch to plain text composition" (checked). The "Text" section shows "Times New Roman" font, "3 (12 pt)" size, and "Normal" style, with bold, italic, underline, and strikethrough buttons. The "Path" is "body » p".

At the bottom, there are three buttons: "Send Message", "Save Draft", and "Cancel Message". Below these is the "Attachments" section, which includes a "File 1:" input field, a "Browse..." button, and a dropdown menu set to "Attachment". A note indicates "(Maximum Attachment Size: 10,485,760 bytes)". There are also two questions: "Save Attachments with message in sent-mail folder?" and "Link Attachments?".

- Click Reply. The message will automatically be addressed to the sender.
- Type the reply in the text box.
- Click Send Message.

3.1.1.3 Replying To All

To reply to everyone in the "to," and "cc," lines of a message:

- Click Reply to All. The message will be addressed.
- Type the reply in the text box
- Click Send Message. The message is sent to every address listed in the "to," and "cc," lines of the original message. Addresses on the "bcc" line will not be available using the Reply to All features.

3.1.1.4 Forwarding a Message

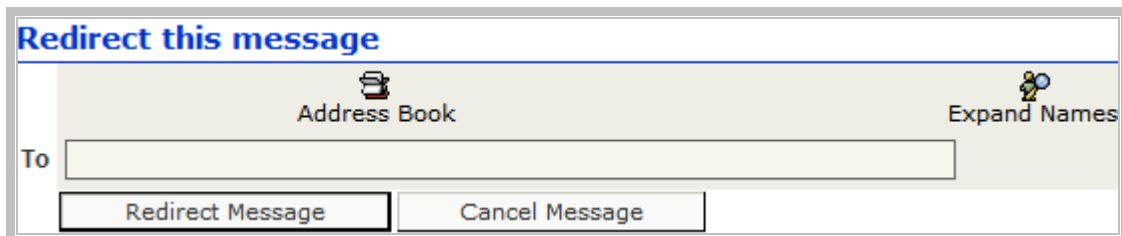
To forward a message to an address:

- Click Forward. The Forward dialog box will appear.
- Type the e-mail address(s) to which you wish the e-mail to be forwarded in the "to," "cc," and "bcc" lines of the composition window.
- Click Send Message.

3.1.1.5 What Is Message Redirection And How Do I Use It?

Redirecting a message is similar to forwarding a message except that the sender does not have the ability to type an introduction to a redirected message as he/she would if the forwarding option was chosen.

Redirection is beneficial when the user wants a quick and efficient means of getting a piece of mail to another e-mail user with minimal time and effort.

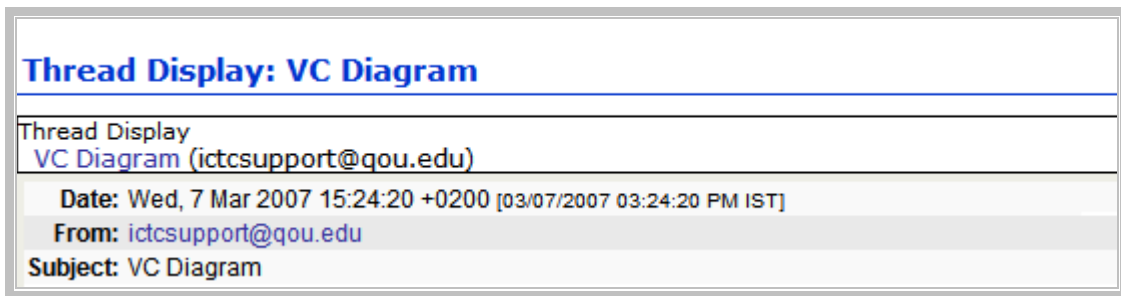


To redirect a message to another address:

- Click Redirect.
- Type the recipient's address in the "To" line of the screen that is appeared when you click Redirect.
- Click Redirect Message.

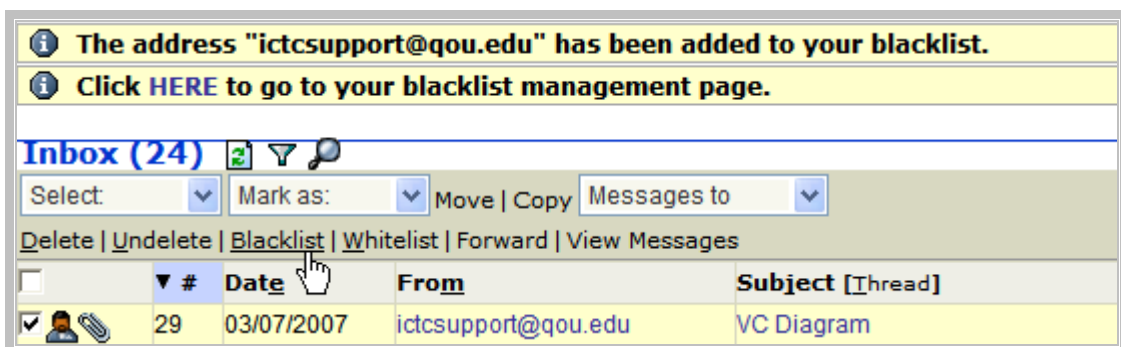
3.1.1.6 What Is The View Thread and How Is It Used?

Thread is a series of messages that have been sent as replies to each other. By choosing View Thread, you can read all of the messages in the same thread.



3.1.1.7 What Is The Black List and How Is It Used?

Black list is used to get rid of spam in your inbox. A blacklisted mail will be deleted and never enter your inbox or you will choose to send black list messages to any other your message box. **It is not recommended to use black list with delete all without copying options**, because you can lost your real messages. Use Filters instead of this.



To blacklist an email address, select it in the mailbox and then click the Black List link on top. The system will put the blacklisted email address in your filter rules.

Note: If you accidentally put someone's email address in the blacklist, you will never receive mail from this person in your inbox until you remove this email address from the filter rules. Please control given message boxes.

3.1.1.8 What Is The White List and How Is It Used?

White list is used to get all messages from the given e-mail addresses. To white list an email address, Click on Edit your white list to proceed to the page where you can add, delete, and edit the list of e-mail addresses you ALWAYS accept mail from.

Note: The central SPAM filter of email service is different form black list and white list. So they can not affect each other. These black and white lists are special only for your central account.

3.1.1.9 What Is The Message Source And How Is It Used?

The message source feature gives users the ability to display the entire message header. This header shows the electronic path that the message took to get to the user's e-mail account. This information can be useful in many ways, but one of the

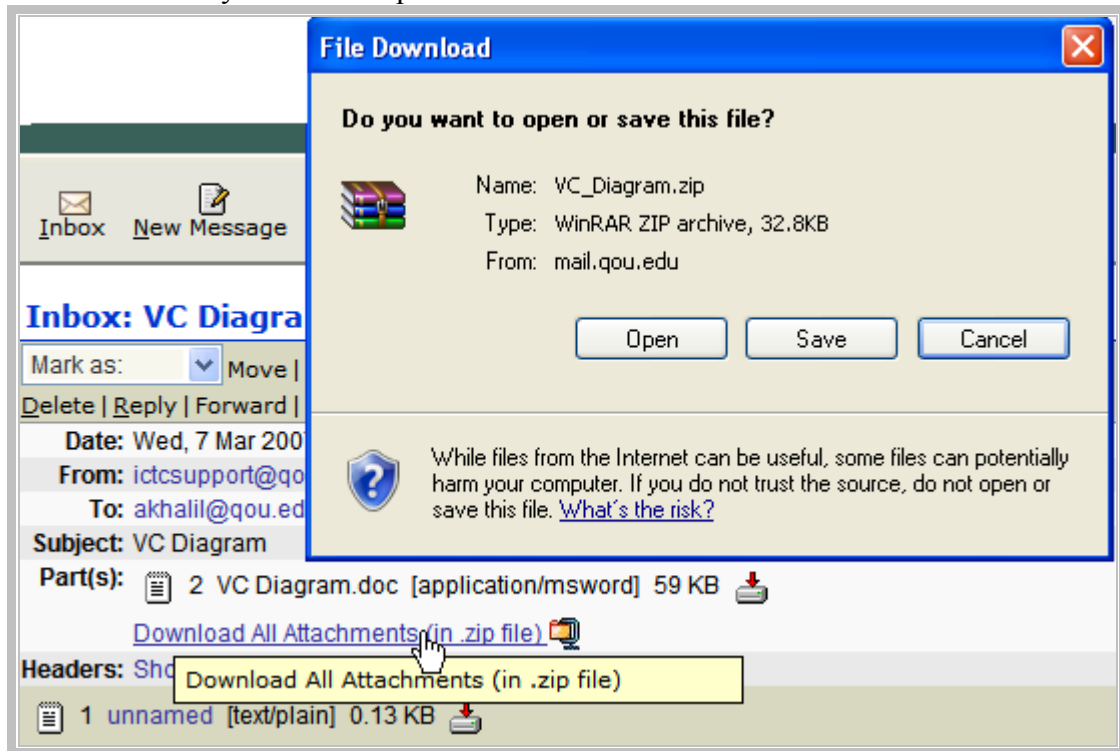
most important things the message source can tell you is where a suspicious e-mail may have originated.

To view the message source, click Message Source. The electronic path the message took will be displayed.

3.1.1.10 Opening/Saving Attachments

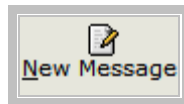
To open and/or save an attachment:

- Click the attachment icon located in the message. A dialog box appears asking whether you want to open the attachment or save it to disk.

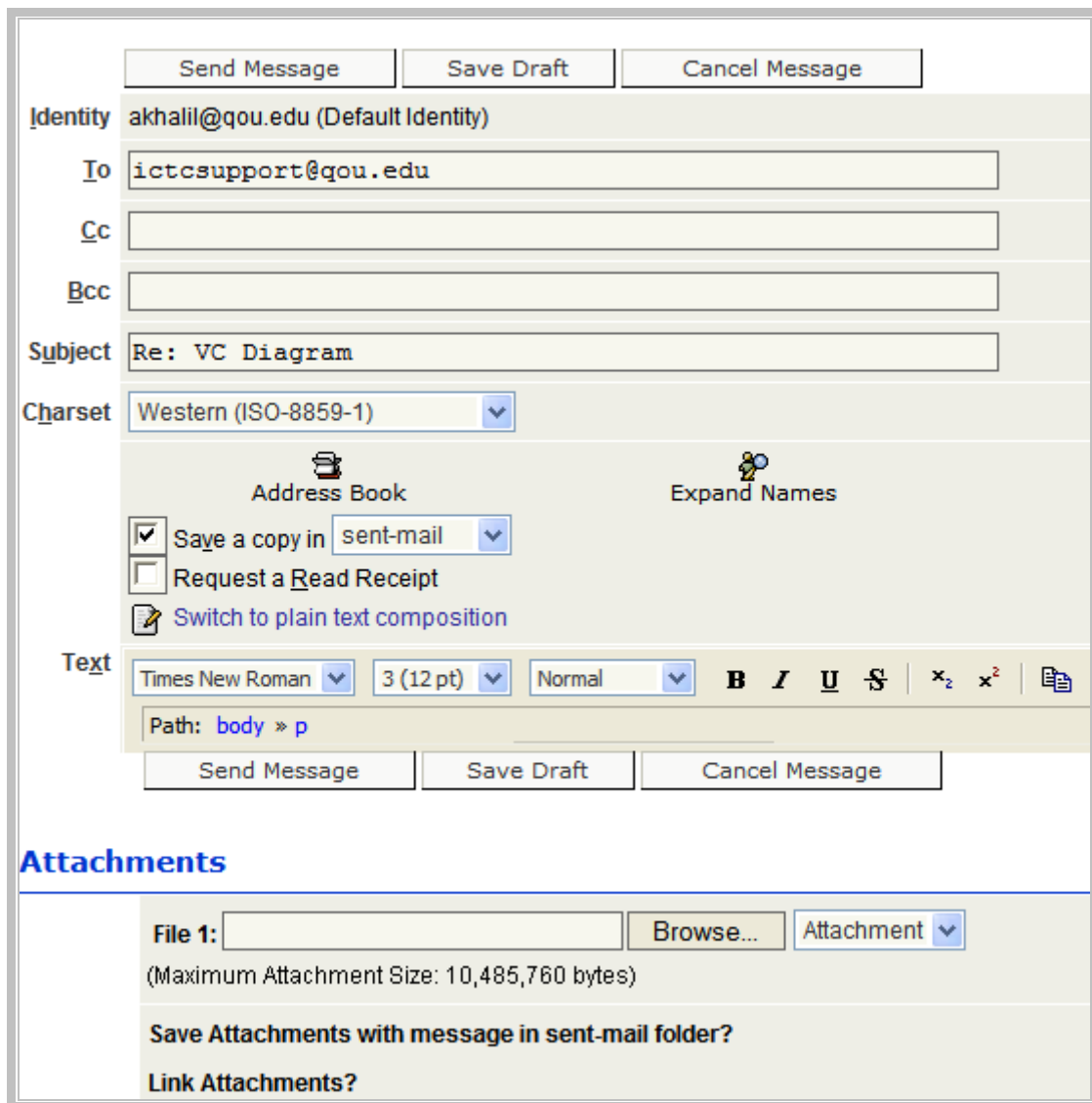


- To open the attachment, click the Open it radio button.
- To save the attachment to your hard drive, network drive, floppy or other portable storage media, click the Save it to disk radio button.

3.2 The New message



- To view the composition features embedded in web mail, click New Message toolbar. The following screen will appear:

A screenshot of a web mail composition window. At the top, there are three buttons: "Send Message", "Save Draft", and "Cancel Message". Below these, the "Identity" field shows "akhalil@qou.edu (Default Identity)". The "To" field contains "ictcsupport@qou.edu". The "Cc" and "Bcc" fields are empty. The "Subject" field contains "Re: VC Diagram". The "Charset" dropdown is set to "Western (ISO-8859-1)". Below these fields, there are icons for "Address Book" and "Expand Names". A checkbox "Save a copy in" is checked, with a dropdown set to "sent-mail". There is also a checkbox for "Request a Read Receipt" and a link "Switch to plain text composition". The "Text" section shows font settings: "Times New Roman", "3 (12 pt)", and "Normal", along with bold, italic, underline, strikethrough, subscript, and superscript buttons. A "Path" field shows "body » p". At the bottom of the text section are "Send Message", "Save Draft", and "Cancel Message" buttons. Below the text section is the "Attachments" section, which includes a "File 1:" field, a "Browse..." button, and an "Attachment" dropdown. It also displays "(Maximum Attachment Size: 10,485,760 bytes)", a question "Save Attachments with message in sent-mail folder?", and a link "Link Attachments?".

3.2.1 Addressing a Message

3.2.1.1 Manually Typing an Address

If you know the address of the recipient, you may simply type the address in the "To," "Cc," or "Bcc" lines of the Composition dialog box.

A comma and a space should separate multiple addresses in one category.

3.2.1.2 Obtaining an Address from a Personal Address book

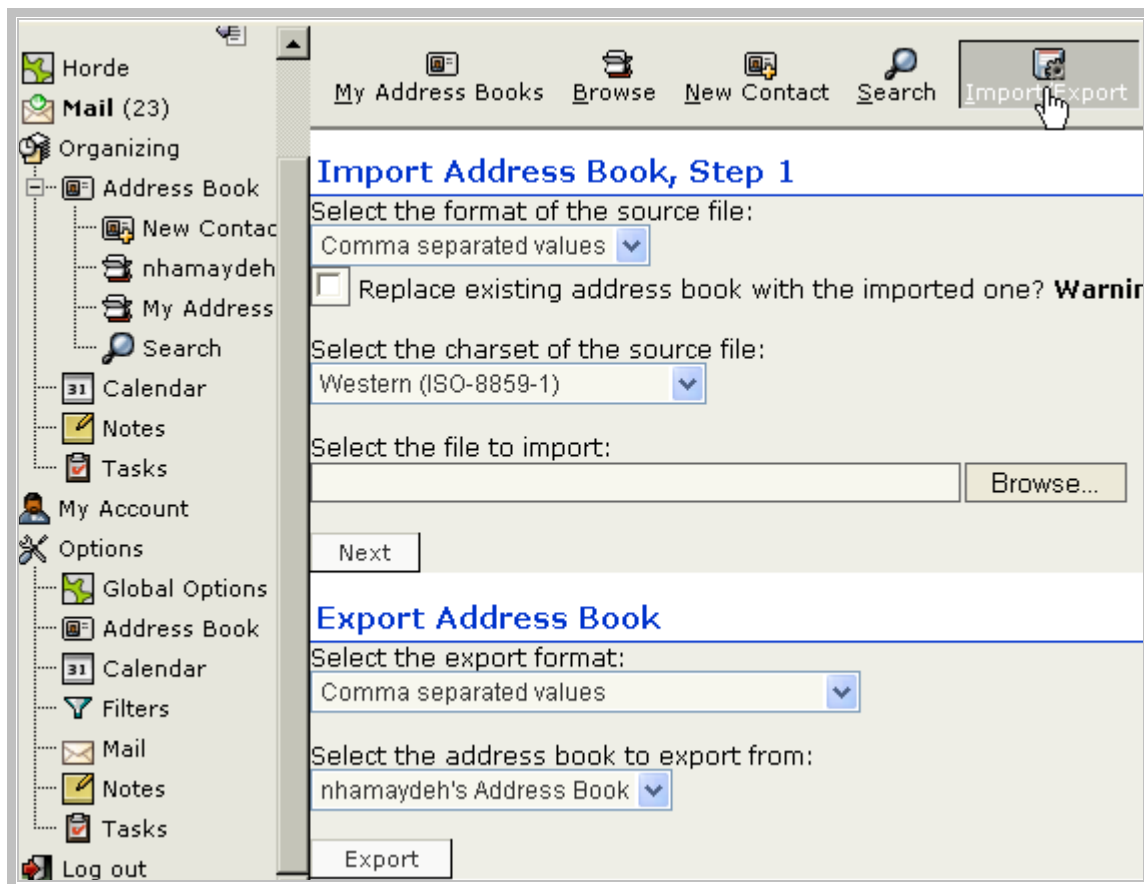
In order to obtain an address from a Personal Address book, the user must either import an existing Address book from another e-mail client or enter single contacts one at a time into their Web mail Personal Address book.

To import addresses from another mail client you must start by exporting the addresses to folder in your PC.

3.2.1.2.1 *Directions for exporting an Address book from the Web mail to Microsoft Outlook*

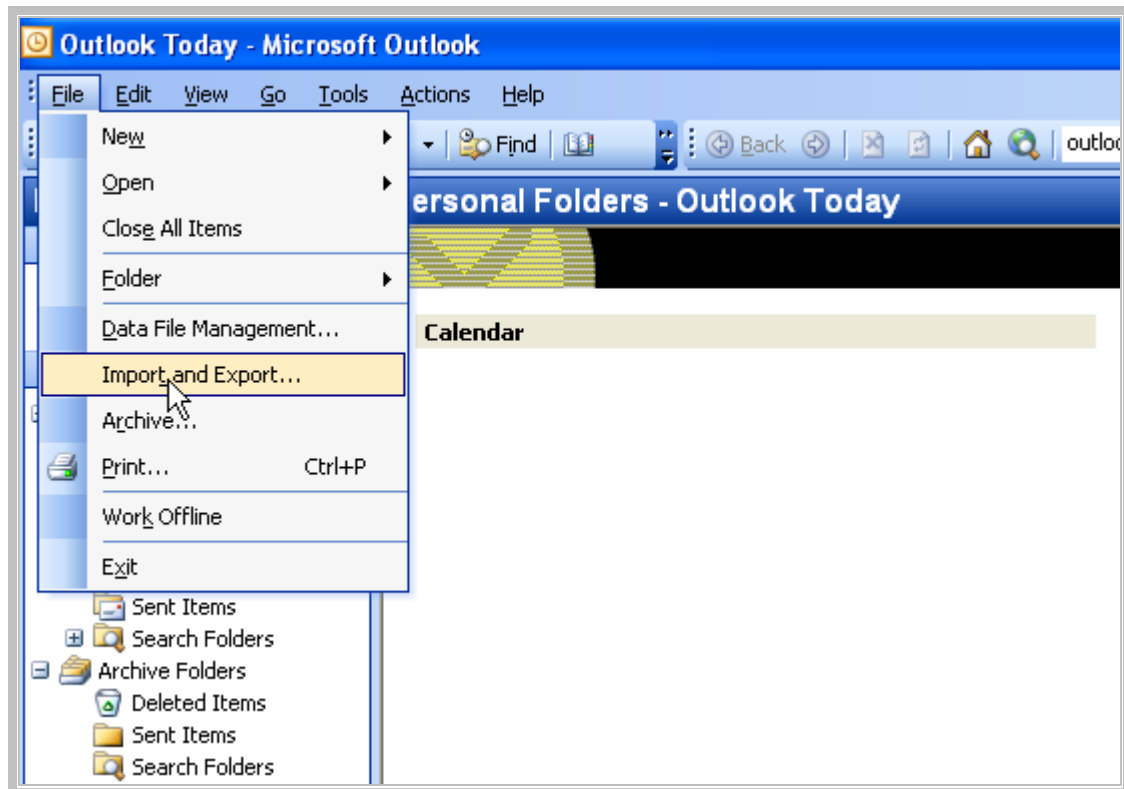
3.2.1.2.1.1 Exporting contacts file to Microsoft Outlook

- From the sidebar expand organizing and click address book.
- From the shortcuts buttons click Import/Export.
- Select comma separated value as an export format.
- Select nhamaydeh's address book then click export.
- Save the contacts file in a specific location.

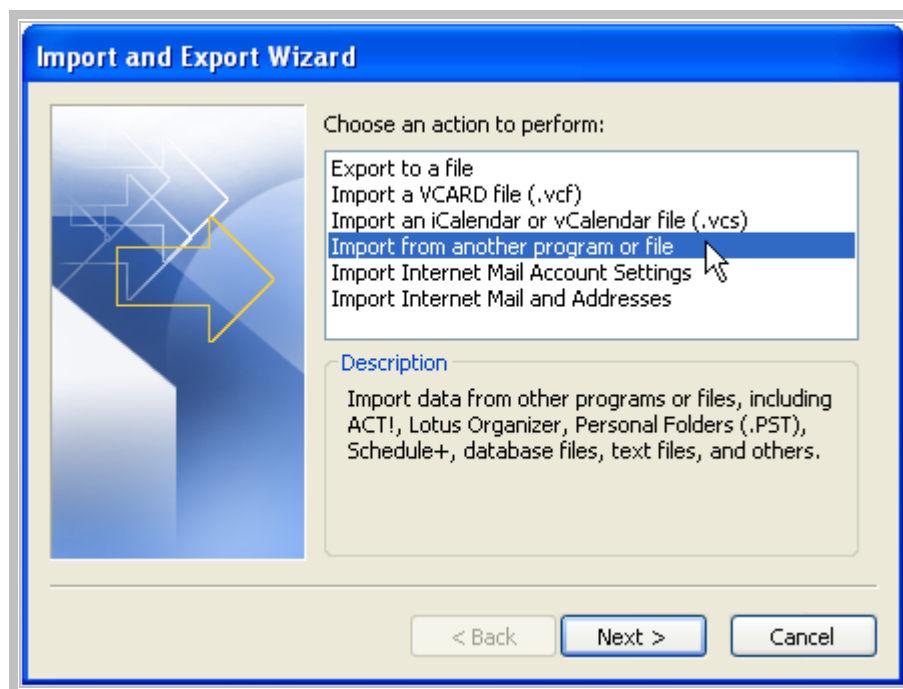


3.2.1.2.2 Importing contacts file from web mail.

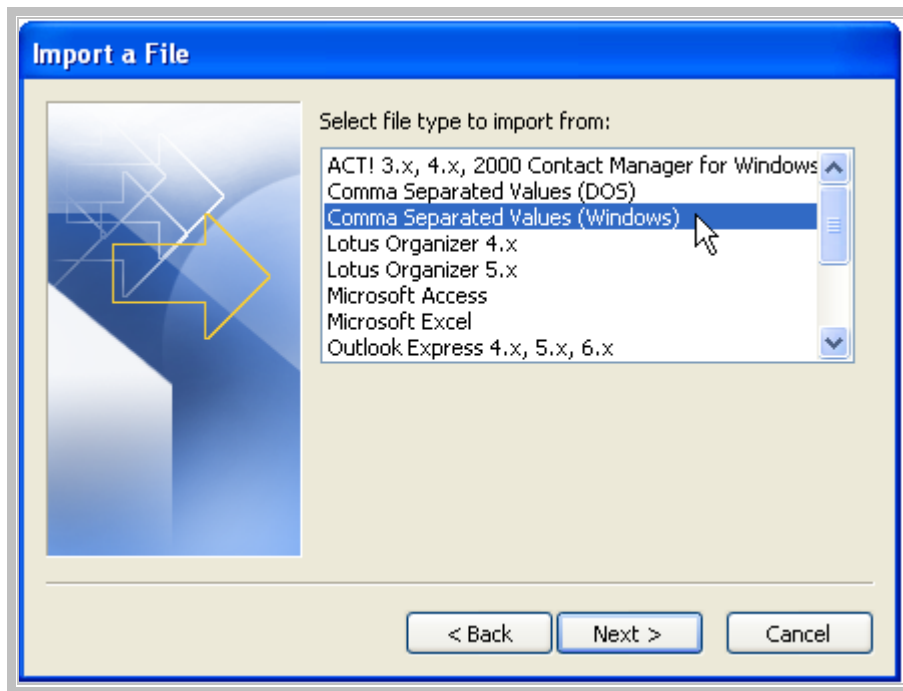
- Open the Microsoft Outlook, from the menu bar choose File: Import and Export



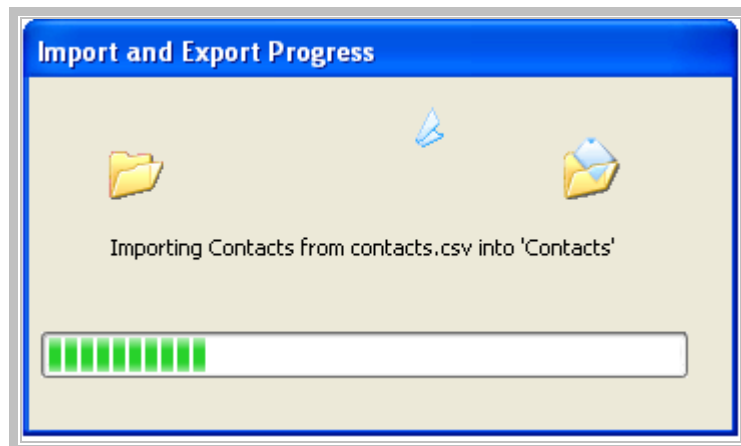
- From the Import and Export Wizard choose **Import from another program or file** and click next



- Choose Comma Separated Values (Windows) from the wizard below, then select the contact file saved from the web mail to be imported and select a destination folder such as contact folder for the contacts to be saved in Microsoft Outlook



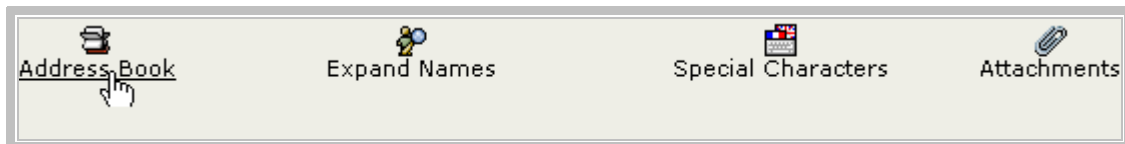
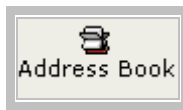
- Now all email accounts in QOU web mail will be added to your Microsoft Outlook.



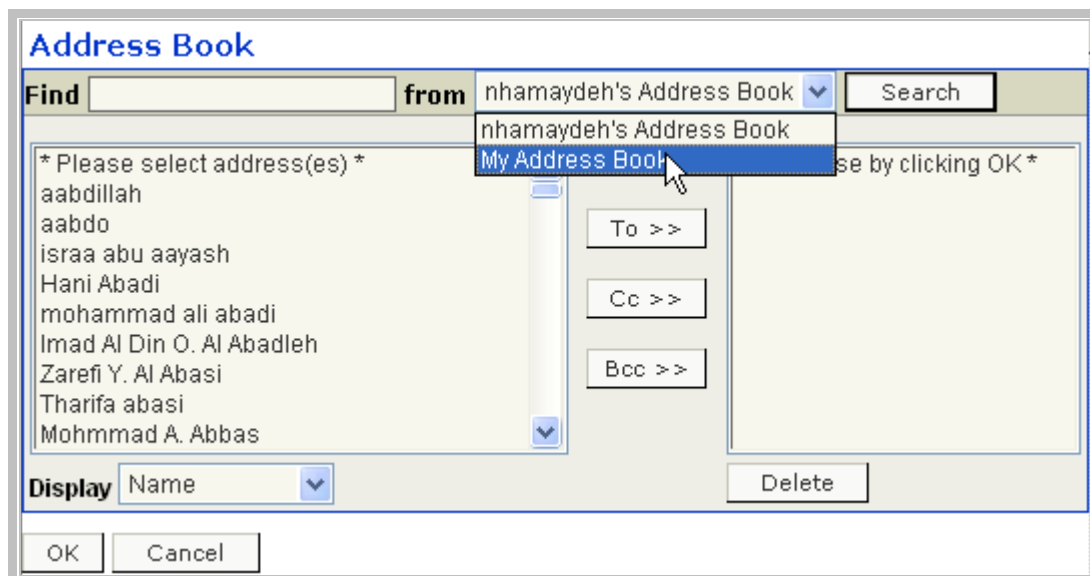
3.2.1.2.2 Accessing Imported Address books for the Compose Window

You may now access all imported contacts from your Address book. To do this:

- From the New Message dialog box click Address Book.



- Click the down arrow in the "from" dialog box and choose My Address book.



- Type the name of the contact located in your Address book that you wish to find
- Click Search. All names matching the search criteria will be displayed.
- Click the name of the person to whom you would like to address the mail, and then click "To," "Cc," or "Bcc."
- Click OK at the bottom of the Contact list dialog box to return to the Composition Click window. The e-mail addresses added in the Contact list dialog box will be visible in their respective lines.

3.2.1.3 Using the Expand Names Feature

The Expand Names Feature in the Composition dialog box allows users to enter partial e-mail addresses and obtain a list of candidates matching the known criteria. To use this time saving feature:

- Enter the first name, last name, or partial name of a person in the "To," "Cc," or "Bcc" line who you know to be present in your Web mail Personal Address book.



- Click the Expand Names button on the Options toolbar.
- A down arrow will appear in the line with the information you typed to the right. For example you want to send an email to mohammad and you don't know his email. when you type mohammad in the bar the web mail will retrieve all the emails accounts with the name mohammad

Message Composition

Send Message Save Draft Cancel Message

Identity akhalil@qou.edu (Default Identity)

To Choose a match or edit the address to the right: mohammad

Cc Choose a match or edit the address to the right:

Bcc mohammad ali abadi <mabadi@qou.edu>
Mohammad Ibrahim AbuDahook <mabudahook@qou.edu>

Subject "Mohammad A. Al Agha" <magha@qou.edu>
Mohammad Ajarmah <majarmeh@qou.edu>

Charset "Mohammad H. Ali" <mali@qou.edu>
"Mohammad Y. Almasri" <mamasri@qou.edu>
"Mohammad MH. Amro" <mamro@qou.edu>
najwa mohammad ashal <nashal@qou.edu>
Hussni mohammad abedlkareem awad <hawad@qou.edu>
mohammad awawdah <mawawdah@qou.edu>
"Mohammad Sh. Badwan" <mbadwan@qou.edu>
farihan mohammad barakat <fbarakat@qou.edu>
mohammad braigeeth <mbraigeeth@qou.edu>
mohammad bzour <mbzour@qou.edu>

- Click the down arrow. A list of names will appear.
- From the drop down list, select the name to which you would like the e-mail sent. The e-mail is addressed.
If the name does not appear, it may be that there is not enough information to process the search or no one meets the specified criteria.

3.2.2 Attaching a File to a Message

You will only be able to attach files located on the local drive of the computer on which you are working or on a media storage device (e.g. CD-ROM, floppy disk, etc.).

To attach a file to an e-mail:



- From the New Message dialog box click attachment
- The attachment area of the New Message dialog box is brought into view at the end of the New Message window.

Attachments

File 1: C:\VC diagram.txt Browse... Attachment ▼

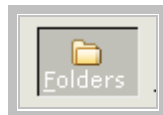
File 2: Browse... Attachment ▼ Update

(Maximum Attachment Size: 10,485,760 bytes)

Save Attachments with message in sent-mail folder? No ▼

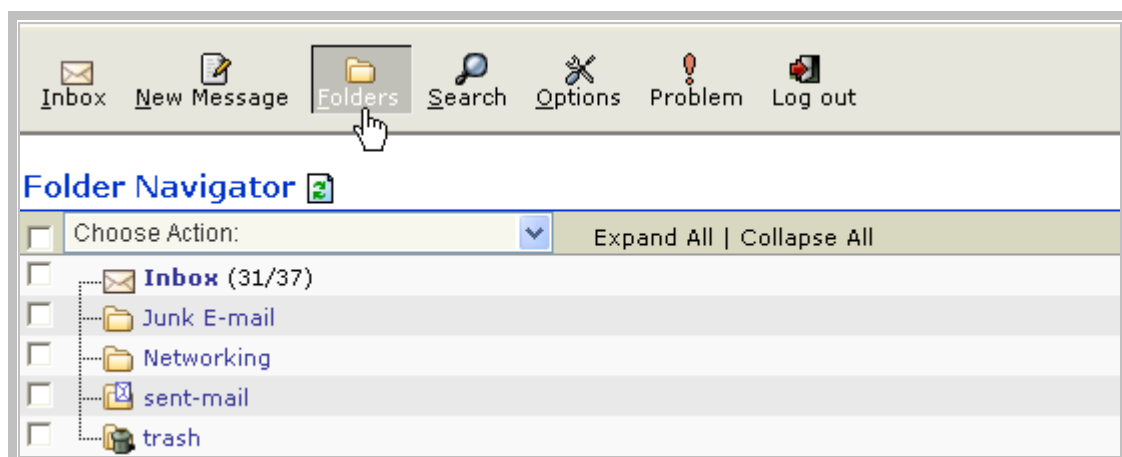
Link Attachments? No ▼

- Click the Browse button. The file upload dialog box is displayed
- Navigate to the file you wish to attach, and then click Open. The file is displayed in the attachment text box; however, it is still not attached to the e-mail.
- Click Update. The file is attached to the e-mail and will be sent with the message.



3.3 **FOLDERS:**

To navigate to the Folders Window, click Folders from Web mail toolbar. Your screen should look similar to this:

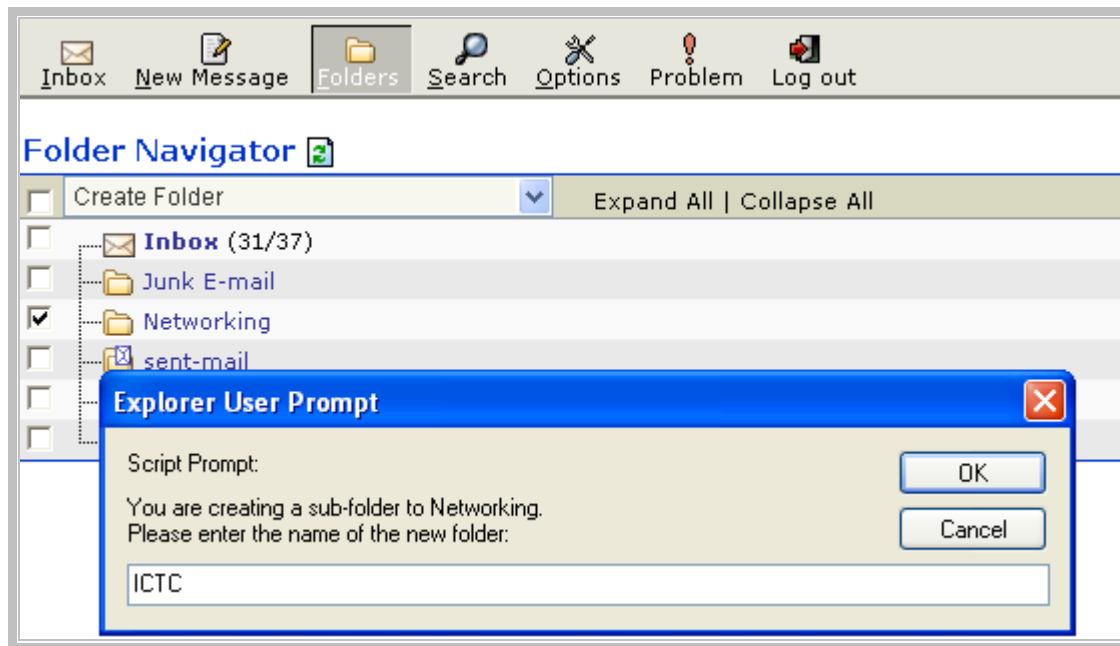


3.3.1 **Creating Folders in Web mail**

Any folders created in Web mail will be available both on the web mail clients and on the server.

- If you wish to make the new folder a subfolder, place a check mark next to the parent folder. If you do not, skip this step
- Click the down arrow in the "Choose Action" drop down box.
- Choose Create Folder.
- Enter a name for the folder, and then click OK.

If the folder is not immediately visible, click **Expand All**. The folder should be displayed.



3.3.2 Renaming a Folder

From the Folders Window:

- Select the folder you wish to rename by placing a check mark next to it.
- Click the down arrow in the "Choose Action" drop down box.
- Select "Rename folder."
- Type the new name for the folder and click OK. The folder is renamed both in Web mail and server side

3.3.3 Deleting a Folder

From the Folders Window:

- Select the folder you wish to delete by placing a check mark next to it.
- Click the down arrow in the "Choose Action" drop down box.
- Select Delete Folder. You will be given two chances to change your mind, if you are sure-- answer OK both times. An answer of Cancel will keep the folder.
- If you chose OK twice, the folder is deleted from both Web mail and server-side.

3.3.4 Emptying Folders

To remove all contents from a folder, enter the Folders Window, then:

- Place a check mark next to the folder for which you wish to remove all contents.
- Click the down arrow in the "Choose Action" drop down box.
- Choose Empty Folder(s). A warning message will be displayed.
- If you are sure you wish to delete the messages, click OK. The messages are deleted, there is no second warning.

3.4 The Search Function

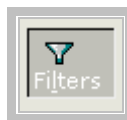
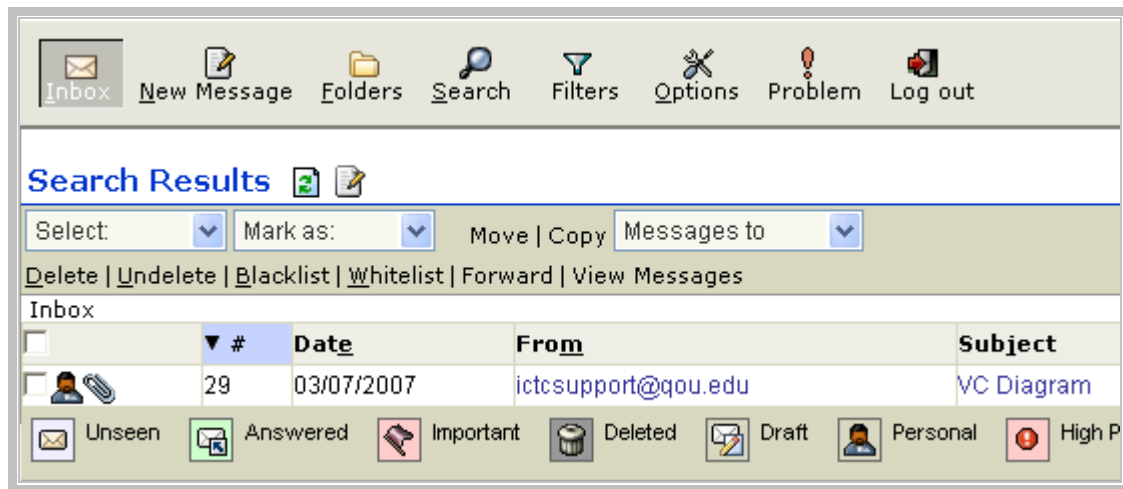
If you are looking for a lost e-mail or looking for all the e-mail sent on a particular day or by a certain person, you will find the Search Function very useful. This feature allows users to search through email in available folders to find messages that match any one of dozens of criteria options. To set criteria to search for e-mail:

- From the Inbox, click Search. The Search dialog box appears. The figure down shows you an example how to search in your inbox messages, subject that matches the word (VC).

The screenshot shows the 'Search' dialog box with the following details:

- Toolbar:** Includes icons for 'Inbox', 'New Message', 'Folders', 'Search' (highlighted), 'Options', 'Problem', and 'Log out'.
- Search Section:**
 - Buttons: 'Submit', 'Reset'
 - Section: 'Message matches'
 - Radio buttons: ☐ Match Any Query, ☒ Match All Queries
 - Field: 'Subject' (dropdown) with value 'VC'
 - Checkbox: ☐ Do NOT match
 - Section: 'AND' with a 'Select a field' dropdown
- Message flags Section:**
 - Row 1: ☐ Old messages, ☐ New messages, ☒ Both
 - Row 2: ☐ Answered messages, ☐ Unanswered messages, ☒ Both
 - Row 3: ☐ Important messages, ☐ Not important messages, ☒ Both
 - Row 4: ☐ Deleted messages, ☐ Not deleted messages, ☒ Both
- Message folders Section:**
 - Buttons: 'Select all', 'Select none'
 - Checkboxes: ☒ Inbox, ☐ Junk E-mail, ☐ Networking, ☐ sent-mail
- Virtual Folders Section:**
 - Text: 'Save search as a virtual folder?' with checkbox ☐
 - Text: 'Virtual folder label:' followed by an empty text box

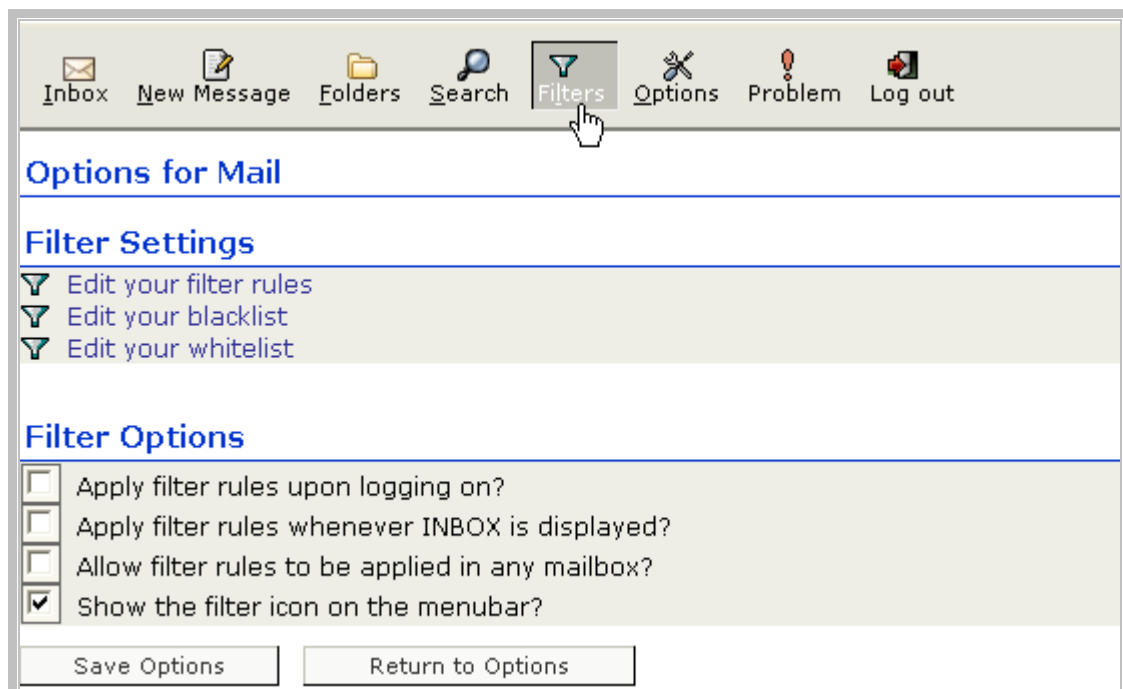
- Enter the search criteria in the Search form from Message matches, Message fields, Message flags and Message folders, which is the word (VC) in this example.
- Click Search. The results are displayed here with the message the matches the word (VC) in its subject.



3.5 The Filters Features

The filter features is used for writing your own filters for your incoming messages. There are four different filter choices in Web mail.

- White List is used to write a filter that is used to get all messages from the given E-mail address.
- Vacation is used to write a vacation message. When you are on holiday, you can want to remind the e-mail senders that you are out of your place, so you will reply the messages later.
- Black List is used to filter unwanted messages from the given e-mail address.
- Forward is used to forward incoming messages to any other e-mail address.



Also filters are used for separate incoming messages for different folders. When you want to copy all messages according to it's "from" address you will use filter settings to write a new rule to your filter file.

To write a new rule:

- Click Edit your filter rules link under the filter settings, at the first page of Filters menu.

The screenshot shows a web interface for managing email filters. At the top is a navigation bar with links: Filter Rules (active), Whitelist, Blacklist, Mail, Options, Problem, and Log out. Below this is a section titled 'Existing Rules' containing a table with two rules: '1. Whitelist' and '2. Blacklist', both marked as 'Enabled'. Below the table are buttons for 'New Rule' and 'Apply Filters'. The 'Additional Settings' section includes a checkbox for 'Display detailed notification when each filter is applied?' (checked), a dropdown menu for 'Filter Options' set to 'Filter All Messages', and a 'Save Settings' button.

Edit	Rule	Enabled
1. Whitelist		
2. Blacklist		

Buttons: New Rule, Apply Filters

Additional Settings:

☒ Display detailed notification when each filter is applied?

Filter Options: Filter All Messages (dropdown)

Save Settings

- Click New Rule button.
- Edit the rule name on the Rule Name part
- Choose your filter properties from drop down menu. You will check one or more choices for filter.
- Choose a message box for the new filter. When the filter is activated, an incoming message will be controlled against your filters. If the incoming message properties are the same as your new filter rule, then message will be copied to the selected message box.
- Click button to stop checking if this rule matches, not to copy these filter messages both of your selected message box and your inbox. If you did not click this option, your incoming message that matches your filter will be copied to your selected message box and your inbox too.

Filter Rules
 Whitelist
 Blacklist
 Mail
 Options
 Problem
 Log out

Filter Rule

Rule Name :

For an incoming message that matches:

☒ All of the following
 ☐ Any of the following

and

Do this:

☒ Stop checking if this rule matches?

3.5.1 White List

White list is used to get all messages from the given e-mail addresses.

To white list an email address,

- Click on Edit your white list to proceed to the page where you can add, delete, and edit the list of e-mail addresses you ALWAYS accept mail from.

Filter Rules
 Whitelist
 Blacklist
 Mail
 Options
 Problem
 Log out

Existing Rules

Edit	Rule	Enabled
1. Whitelist		
2. Edit Whitelist		

Additional Settings

☒ Display detailed notification when each filter is applied?

Filter Options

The screenshot shows a web interface for managing email filters. The top bar has several icons and labels: a funnel for 'Filter Rules', a green checkmark for 'Whitelist', a red X for 'Blacklist', an envelope for 'Mail', a wrench for 'Options', an exclamation mark for 'Problem', and a door for 'Log out'. Below this, the 'Whitelist' section is active. It features a text input field with the label 'Whitelist addresses:' containing the email address 'ictcsupport@qou.edu'. At the bottom of the interface are two buttons: 'Save' and 'Return to Rules List'.

- Click Save button to save your changes.

Note: The central SPAM filter of email service is different from black list and white list. So they can not affect each other. These black and white lists are special only for your own user account.

3.5.2 Black List

Black list is used to get rid of spam in your inbox. A blacklisted mail will be deleted and never enter your inbox or you will choose to send black list messages to another message box. It is not recommended to use black list with delete all without copying options, because you can lose your real messages. Use Filters instead of this.

To blacklist an email address, select it in the mailbox and then click the Black List link on top. The system will put the blacklisted email address in your filter rules.

Note: If you accidentally put someone's email address in the blacklist, you will never receive mail from this person in your inbox until you remove this email address from the filter rules. Please control given message boxes.

To add a new filter to your black list:

- Choose action for blacklisted addresses. Delete message completely is not recommended because of the loss of the messages.
- Enter the e-mail address to the e-mail addresses part. If you want to add more than one address please write the new address to a new line.
- Click Save button to save your filter.

Note: The central SPAM filter of email service is different from black list and white list. So they can not affect each other. These black and white lists are special only for your own user account.

3.5.3 Vacation

When you are out of the city or busy for replying messages. You will send a response to incoming message senders.

To activate your vacation:

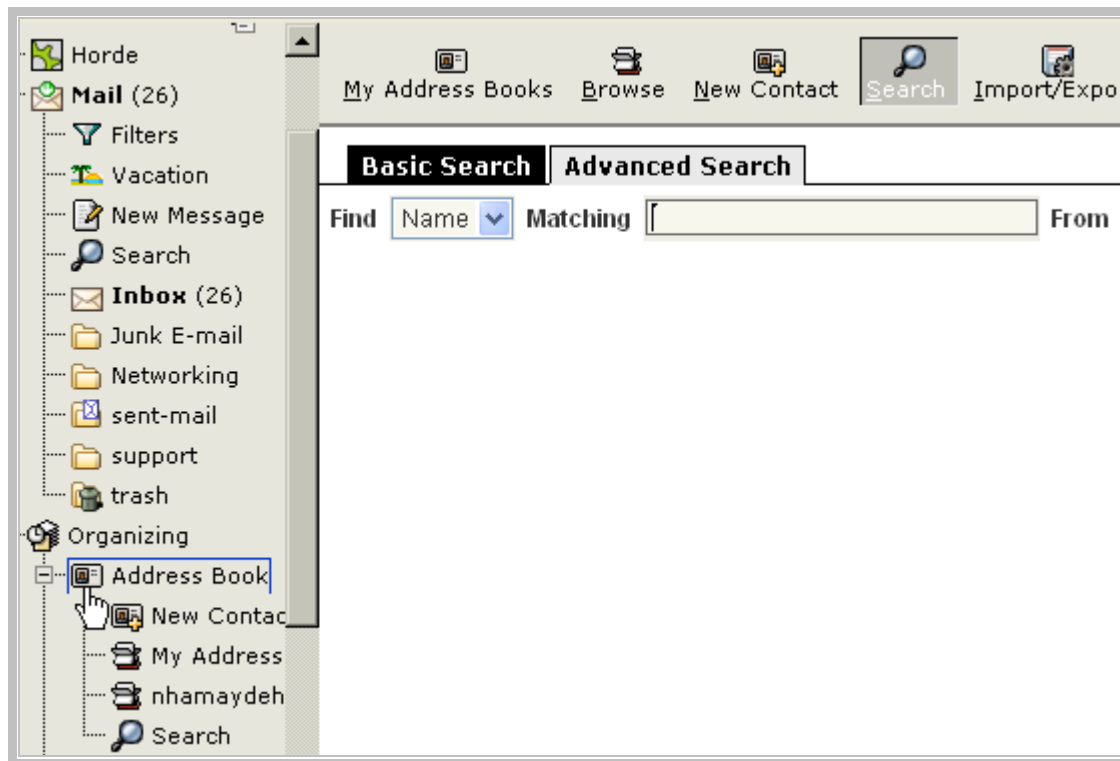
- Enter e-mail addresses which you want to send a response to the senders into the "My email addresses" part.
- Enter e-mail addresses which you do not want to send a response to the senders into the "Addresses to not to send responses to" part.
- Click the button when you do not want to send a response to the lists.
- Enter the number of days for replies.
- Enter your message which will be sending in the response e-mail.
- Save your changes.

3.6 Address Book Features

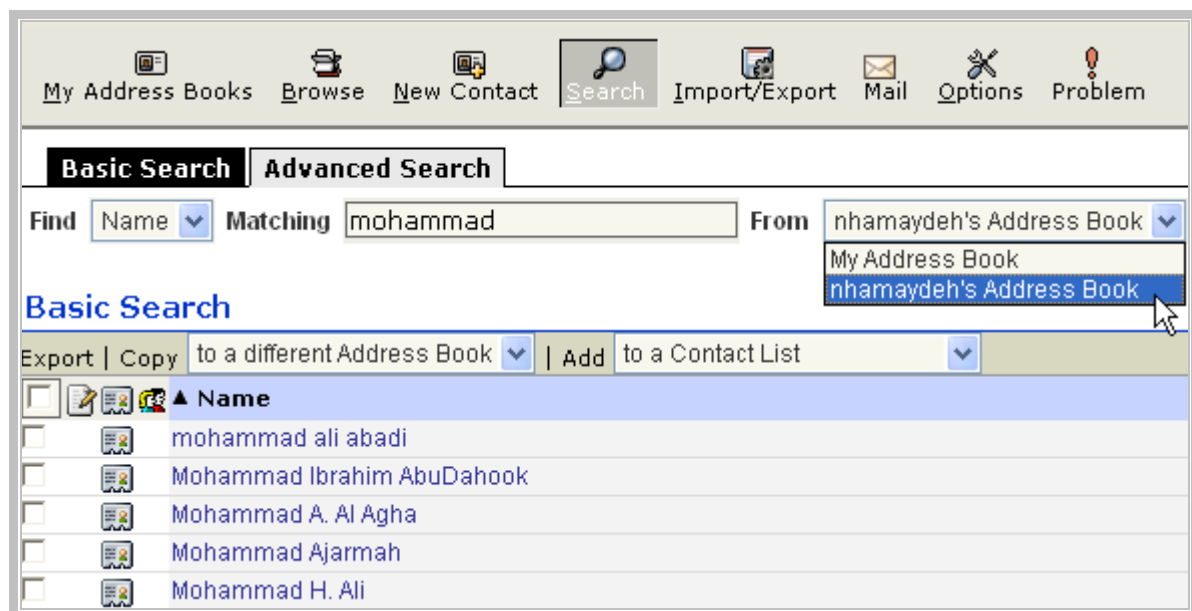
The Address book feature in Web mail gives the user the ability to search for addresses, add addresses, and even import whole Address books from other programs. If you want to add your old address book to the Web mail, please look at the Help's 3.2.1.2. And 3.2.1.2.1.

To access the Address book's features:

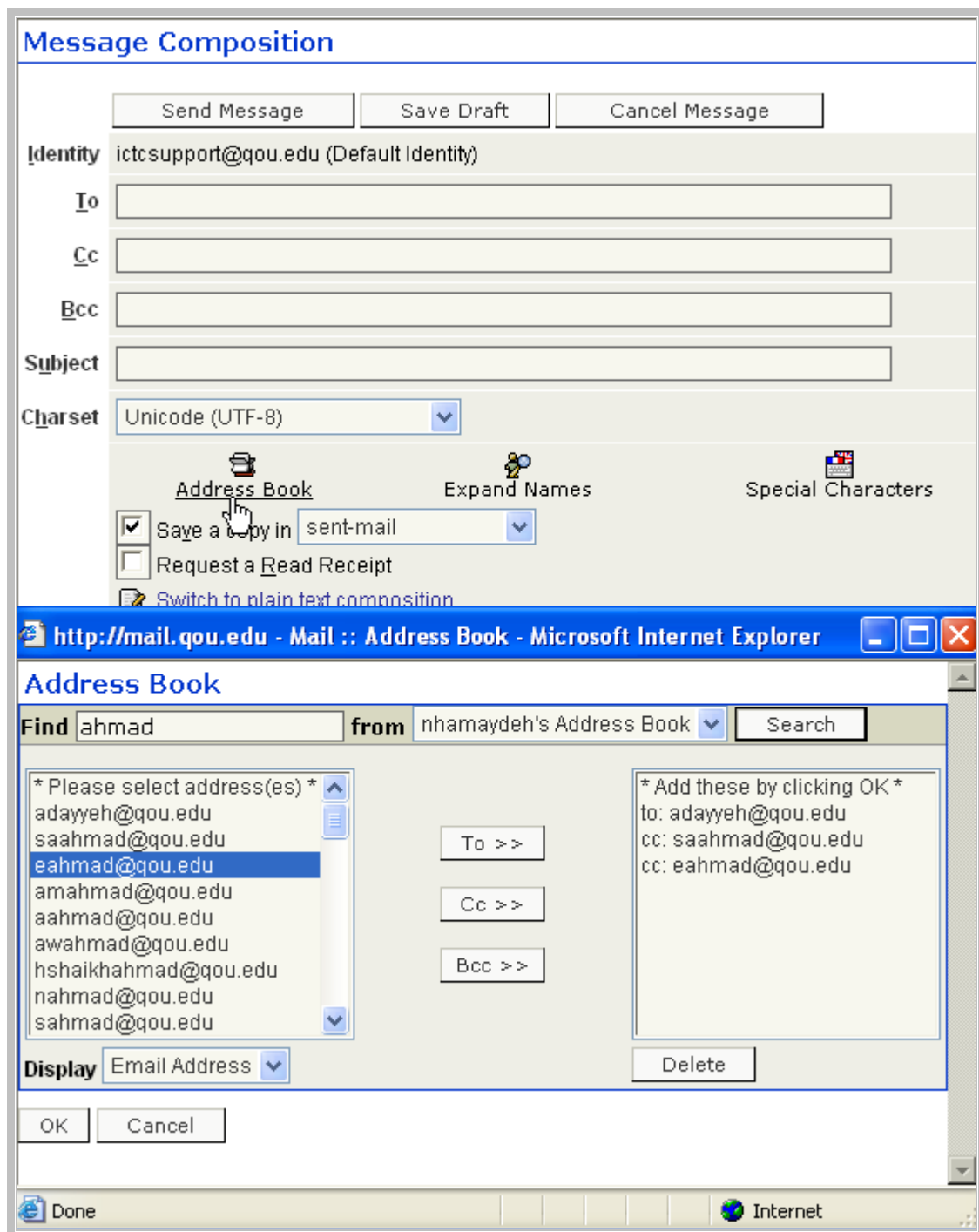
- From the Web mail sidebar, click Address Book.



- The Address book window is displayed. The default screen display is the Search dialog box. If you would like to search for a name or e-mail address, type the name or part of the name in the "Matching" text box and select the Address book you would like to search. A list of names matching your search criteria will be displayed.



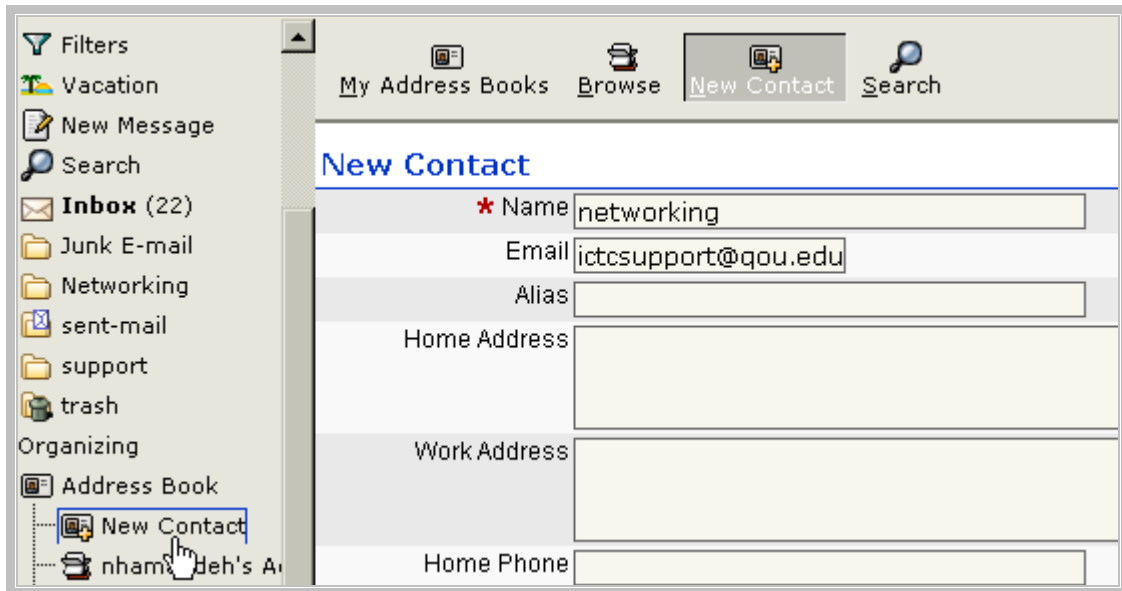
- To compose a message to the selected individual, on the new message window click on the address book icon.
- In the address book window choose nhamaydeh's address book. place a check mark in the To, The Composition window will be Cc, or Bcc box and click displayed and you can proceed as usual when typing and sending the message.



Users may add individual entries to their address books using the Address book features in Web mail

3.6.1 To add an address to my address book:

- From the sidebar expand address book and click Add. The Add a new contact form will be displayed.



The screenshot shows a webmail interface with a sidebar on the left and a main content area. The sidebar includes a 'Filters' section with 'Vacation', 'New Message', and 'Search'. Below this is an 'Inbox (22)' and several folders: 'Junk E-mail', 'Networking', 'sent-mail', 'support', and 'trash'. Under the 'Organizing' section, there is an 'Address Book' icon, and below it, 'New Contact' is highlighted with a blue box and a mouse cursor. At the bottom of the sidebar, 'nhamaydeh's Address Book' is visible. The main content area has a toolbar with 'My Address Books', 'Browse', 'New Contact' (which is active), and 'Search'. Below the toolbar, the 'New Contact' form is displayed. It has a title 'New Contact' in blue. The form contains several fields: 'Name' (with a red asterisk) containing 'networking', 'Email' containing 'ictcsupport@qou.edu', 'Alias' (empty), 'Home Address' (empty), 'Work Address' (empty), and 'Home Phone' (empty).

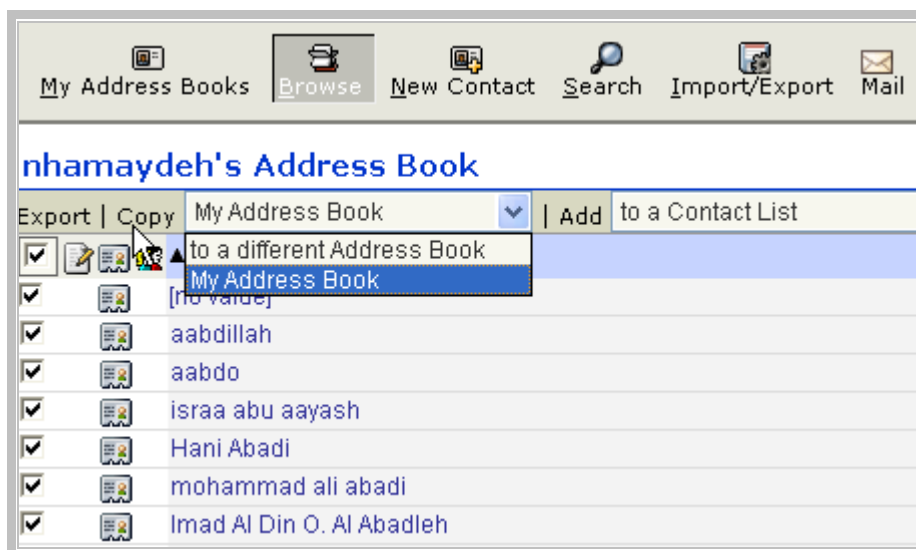
- Enter the known information in each field in the form.
- When you have finished entering information click Save.

3.6.2 To create your own address book:

- From the side bar shown in the figure above expand address book and click nhamaydeh's address book
- All contacts in QOU mail system will be displayed and sorted alphabetically.
- Scroll down the address book and click all to display all the contacts.



- Click the check box to select all contacts to copy them to my address Book.
- Click copy. all QOU contacts will be added to My address Book



3.7 OPTIONS

3.7.1 General Options

3.7.1.1 Personal Information

A default identity is already in place for all users who have an e-mail account. This identity is not customizable to ensure that all e-mail users have a working Web mail account at all times. However, it is possible to customize another identity within Web mail to use for your e-mail instead of your default identity. You may not find that

customizing another identity is necessary, but the option exists if you would like to take advantage of some of Web mail's new features, like signature attachments.

To create a new identity:

From the Options window, click Personal Information. The Personal Information dialog box will Open.

- Type a name that will help you determines for whom the identity is used in the Identity's Name box. For example: network

- Type in the full name box from which you would like to have your e-mail sent. For example: ictc
- The Reply to address will generally be the same as the From address. Unless you would like the recipients of the e-mail to reply to an address other than your email account, you do not need to add anything to this box
- Alias addresses, BCC and the others are optional options.

The screenshot shows a dialog box titled "Your signature:". It contains a large text area for entering the signature. Below the text area are three checkboxes: "Precede your signature with dashes ('-- ')?", "Place your signature before replies and forwards?", and "Save sent mail?". The "Save sent mail?" checkbox is checked. Below these checkboxes is a label "Sent mail folder:" followed by a dropdown menu currently showing "Use Default Value". At the bottom of the dialog are three buttons: "Save Options", "Undo Changes", and "Return to Options".

- Your signature is the closing of the e-mail. Anything you type in this box will appear at the bottom of all e-mail coming from the selected identity. Note that this information will not appear in e-mail generated from your other e-mail clients.
- The following three boxes, after the Your Signature field, refer to your signature.
- Check the preferences that best fit your work habits (if any) and then click Save Options. The identity should now be available when composing e-mail.

3.7.1.2 Server and Folder Information

Server and folder information window, can be seen as the following window, is used for creating new draft and trash folder or use any other folder that is defined in your mailboxes list. After you changed any of options, use save options button to save the options.

Inbox
 New Message
 Folders
 Search
 Filters
 Options
 Problem
 Log out

Options for Mail

Server and Folder Information

☐ Display Virtual Inbox?
☒ Use IMAP folder subscriptions?
 Drafts folder:

 Trash folder:

 Spam folder:

3.7.1.3 Login Tasks

Login tasks window can be seen as the following window. You can change your default mailbox to display after login by using this window. Also, this window can be used for changing properties of your sent-mail folders.

Inbox
 New Message
 Folders
 Search
 Filters
 Options
 Problem
 Log out

Options for Mail

Login Tasks

View or mailbox to display after login:

☐ Rename sent-mail folder at beginning of month?
☐ Delete old sent-mail folders at beginning of month?
 12 Number of old sent-mail folders to keep if deleting monthly.
☒ Delete old linked attachments at beginning of month?
 6 Number of months to keep old linked attachments if deleting monthly.
☐ Purge old messages in the Trash folder?
 Purge Trash how often:

 30 Purge messages in Trash folder older than this amount of days.

3.7.2 Message Options

3.7.2.1 Message Composition

Message composition window can be seen as the following window. Your message composition properties are set to default values. You can change your default settings for composer address, for your charsets, etc. by using this window. After you changed any of options, use save options button to save the options.

Important note: every user must change the default charset from Western to Unicode (UTF-8) so as to write an email in Arabic or any other language.

There are two choices to change the charset:

- From the new message window, each time the user send an email in Arabic he/she must change the charset from Western to Unicode (UTF-8) as shown in the figure below.
- From the options for mail in the above figure user can change the default charset to Unicode (UTF-8) instead of changing it every time he/she send an Arabic message.

The screenshot shows the 'Message Composition' window. At the top, there are three buttons: 'Send Message', 'Save Draft', and 'Cancel Message'. Below these, the 'Identity' is set to 'akhalil@qou.edu (Default Identity)'. The 'To' field contains 'ictcsupport@qou.edu'. The 'Cc' and 'Bcc' fields are empty. The 'Subject' field is also empty. The 'Charset' dropdown menu is open, showing a list of available charsets. 'Unicode (UTF-8)' is highlighted in blue, and a mouse cursor is pointing at it. Other charsets in the list include Arabic (Windows-1256), Armenian (ARMSII-8), Baltic (ISO-8859-13), Celtic (ISO-8859-14), Central European (ISO-8859-2), Chinese Simplified (GB2312), Chinese Traditional (Big5), Cyrillic (KOI8-R), Cyrillic (Windows-1251), Cyrillic/Ukrainian (KOI8-U), Greek (ISO-8859-7), Hebrew (ISO-8859-8-I), Japanese (ISO-2022-JP), Korean (EUC-KR), Nordic (ISO-8859-10), South European (ISO-8859-3), Thai (TIS-620), Turkish (ISO-8859-9), Vietnamese (VISCII), and Western (ISO-8859-1) and (ISO-8859-15). To the right of the charset list, there are links for 'Expand Names' and 'Special Characters'. Below the charset list, there is a 'Text' section with a 'Normal' dropdown menu, followed by bold (B), italic (I), underline (U), and strikethrough (ABC) buttons. There are also buttons for subscript (x₂) and superscript (x²), and a list icon. Below these, there is a 'Decimal numbers' dropdown menu and buttons for bulleted list, numbered list, and indent. At the bottom, there is a large text area for composing the message.

Inbox
New Message
Folders
Search
Filters
Options
Problem
Log out

Options for Mail

Message Composition

When sending mail or expanding addresses, what domain should we append to unequal "@"?

☒ Compose messages in a separate window?
☒ Compose messages with an HTML GUI by default (if browser supports the feature)?
Create stationery and form responses.
☒ Check spelling before sending a message?
 Spelling errors per screen when spell checking.
☒ Display confirmation after sending a message?
☒ Include original message in a reply?
☐ Include a brief summary of the header in a reply?
 How to attribute quoted lines in a reply
 Quoting %f:
 Drafts folder:

☒ Should the compose window be closed after saving a draft?
☐ Save drafts as unseen?
☐ Set the X-Priority header when composing messages?
 Korean (EUC-KR)
 Nordic (ISO-8859-10)
 South European (ISO-8859-3)
 Thai (TIS-620)
 Turkish (ISO-8859-9)
Unicode (UTF-8)
 Vietnamese (VISCII)
 Western (ISO-8859-1)
 Western (ISO-8859-15)

☒ Should the compose window be closed after saving a draft?
☐ Save drafts as unseen?
☐ Set the X-Priority header when composing messages?
 Your default encryption method for sending messages:

When saving sent-mail, should we save attachment data?

Request read receipts?

Save Options
Undo Changes
Return to Options

3.7.2.2 Message Viewing

Message viewing options is used for setting incoming message formats. You can change the default settings by using the following window. After you changed any of options, use save options button to save the options.

Options for Mail

Message Viewing

☐ Filter message content for profanity?
 ☐ Show an icon to allow stripping of attachments from messages?
 ☒ Block images in HTML messages unless they are specifically requested?
 ☒ Automatically show images in HTML messages when the sender is in my addressbook
 ☒ Mark different levels of quoting with different colors?
 ☒ Mark simple markup?

Should large blocks of quoted text be shown or hidden by default? It can be toggled

Hidden in Thread View

☒ Dim signatures?
 ☐ Convert textual emoticons into graphical ones?

How do you want to display attachments?

Listing in the Header

The default charset for messages with no charset information:

Unicode (UTF-8)

☐ Send read receipt when requested by the sender?

Save Options

Undo Changes

Return to Options

3.7.2.3 Deleting and Moving Messages

Deleting and moving messages properties can be changed by the following window. After you changed any of options, use save options button to save the options.

Options for Mail

Deleting and Moving Messages

☐ Return to the mailbox listing after deleting, moving, or copying a message?
 What should we do with spam messages after they have been reported as spam

Nothing

☐ When deleting messages, move them to your Trash folder instead of marking them
 ☐ Use Virtual Trash Folder?

Trash folder:

trash

☒ Display the "Empty Trash" link in the menubar?
 ☐ Display the "Empty Spam" link in the menubar?

Save Options

Undo Changes

Return to Options

3.7.2.4 New Mail

The new mail option provides you to checking times of incoming e-mails. After you changed any of options, use save options button to save the options.

The screenshot shows a web interface for mail options. At the top is a navigation bar with icons and labels for 'Inbox', 'New Message', 'Folders', 'Search', 'Filters', 'Options' (which is highlighted), 'Problem', and 'Log out'. Below this is a section titled 'Options for Mail'. Underneath, there is a 'New Mail' section. It includes a 'Refresh Folder Views:' label followed by a dropdown menu currently set to 'Never'. Below the dropdown are two checkboxes: 'Display pop-up notification of new mail?' and 'Play sound on new mail? This requires your browser to support embedded sound'. At the bottom of this section are three buttons: 'Save Options', 'Undo Changes', and 'Return to Options'.

3.7.3 Other Options

The screenshot shows a web interface for 'Other Options'. At the top, there is a header area. Below it, on the right side, is a form with the text 'Edit options for:' followed by a 'Choose Application:' dropdown menu and a 'Go' button. The main content area is titled 'Other Options' and contains a list of four categories, each with a description:

- Mailbox and Folder Display Options**: Change display options such as how many messages you see on each page and how messages are sorted.
- Search Options**: Control options relating to messages searching.
- Filters**: Create filtering rules to organize your incoming mail, sort it into folders, and delete spam.
- Address Books**: Select address book sources for adding and searching for addresses.

3.7.3.1 Mailbox and Folder Display Options

These options are used for displaying of your mailboxes. The default sort criteria are by arrival time, but you can modify this by clicking the down arrow in the "default sorting criteria" drop down box.

The screenshot shows a web-based interface for configuring mailbox options. At the top is a navigation bar with icons and labels for 'Inbox', 'New Message', 'Folders', 'Search', 'Filters', 'Options' (which is highlighted), 'Problem', and 'Log out'. Below this is a section titled 'Options for Mail' with a sub-section 'Mailbox and Folder Display Options'. The options include: 'When opening a new mailbox, which page do you want to start on?' with a dropdown set to 'Page with the First Unseen Message'; 'Default sorting criteria:' with a dropdown set to 'Message Date'; 'Default sorting direction:' with a dropdown set to 'Descending'; a text input for '30 Messages per page in the mailbox view.'; 'The From: column of the message should be linked:' with a dropdown set to 'Clicking on the address will open the message to be read'; 'Format of message dates in the mailbox view for messages dated today' with a dropdown set to '02:13:17 AM'; 'Expand the entire folder tree by default in the folders view?' with a dropdown set to 'No'; 'Expand the entire folder tree by default in the sidebar?' with a dropdown set to 'No'; and a checked checkbox for 'Show legend in the mailbox view?'. At the bottom are three buttons: 'Save Options', 'Undo Changes', and 'Return to Options'.

The Default sorting direction (ascending or descending) refers to the alphabetical and numerical values associated with each message. For example, if you were sorting by Subject Field, those subjects that began with the letter "A" would come before those that began with the letter "E" if the messages were being sorted in ascending order.

The reverse would be true if they were being sorted in descending order. Numbers work the same way. If you were sorting by arrival time, messages that arrived at 8:00 AM would be displayed before those arriving at 10:00 AM if you were sorting in ascending order. Again, if you were sorting in descending order, the reverse would be true.

The number of messages that appear on the screen is also customizable. The default is 20, but you can make the number as large or small as you want. Having more messages appear on the screen will mean more scrolling in the window, but will probably save the user from using the Page Navigation buttons in the Inbox as often as he/or she would have with less messages on the page.

3.7.3.2 Search options:

You can set the default search to a specific field from the list shown below or leave it none; in this case you will identify the search field from the search window.

The screenshot shows the 'Options for Mail' window with the 'Search Options' section active. The 'Default Search Field' is set to 'NONE' in a dropdown menu. At the top, there is a navigation bar with icons for Inbox, New Message, Folders, Search, Filters, Options (highlighted), Problem, and Log out. Below the navigation bar, the title 'Options for Mail' is followed by the section title 'Search Options'. The 'Default Search Field:' label is above the 'NONE' dropdown. At the bottom, there are three buttons: 'Save Options', 'Undo Changes', and 'Return to Options'.

3.7.3.3 Filters

The filter window is used for adding or deleting filters to your web mail filter file. You will edit your Filter, blacklist and white list from this part and also from the main window of web mail

Please look at Filters for more information.

The screenshot shows the 'Options for Mail' window with the 'Filter Settings' section active. The 'Filters' icon in the top navigation bar is highlighted. Below the navigation bar, the title 'Options for Mail' is followed by the section title 'Filter Settings'. Under this section, there are three links with funnel icons: 'Edit your filter rules', 'Edit your blacklist', and 'Edit your whitelist'. Below these links is the 'Filter Options' section, which contains four checkboxes: 'Apply filter rules upon logging on?', 'Apply filter rules whenever INBOX is displayed?', 'Allow filter rules to be applied in any mailbox?', and 'Show the filter icon on the menubar?' (which is checked). At the bottom, there are two buttons: 'Save Options' and 'Return to Options'.

3.7.3.4 Address Books

Web mail users can specify which Address books they would like to use when searching for names or e-mail addresses from the new message window. To customize your search:

- From the Options window, select Address books. The Address books dialog box appears.

Inbox New Message Folders Search Filters Options Problem Log out

Options for Mail

Address Books

☒ Expand names in the compose window automatically in the background?
☐ Save recipients automatically to the default address book?
☒ List all contacts when loading the contacts screen?

Choose the order of address books to search when expanding addresses.

Available Address books:
nhamaydeh's Address Book

Selected Address books:
My Address Book

Click on one of your selected address books and then select all fields to search.
To select multiple fields, hold down the Control (PC) or Command (Mac) while clicking.

Name
Email

Choose the address book to use when adding addresses.

My Address Book

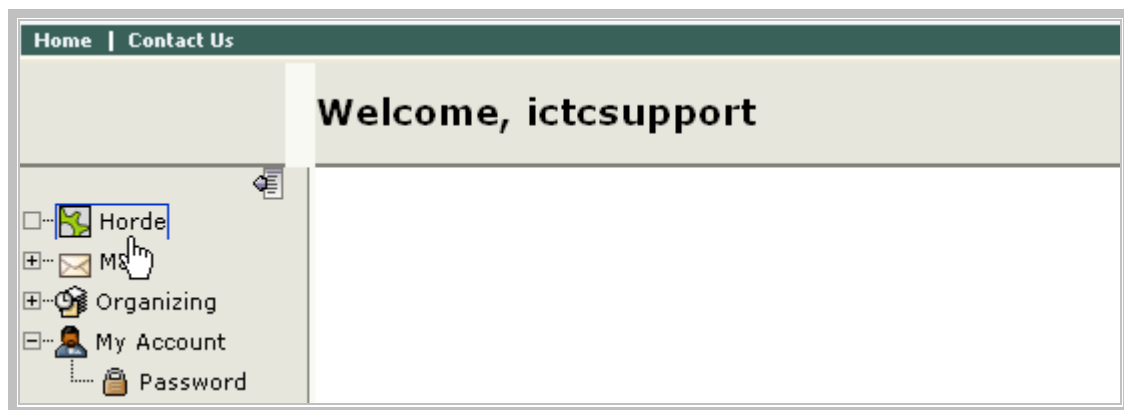
- Add the Address books you would like to search from the Composition window by reviewing the options in the "Available address books" box and using the right pointing finger to add them to the "Selected address books" box. These fields will be searched when you add a name or a partial name to the "To," "Cc," or "Bcc" line of a message and click.

3.8 Additional features:

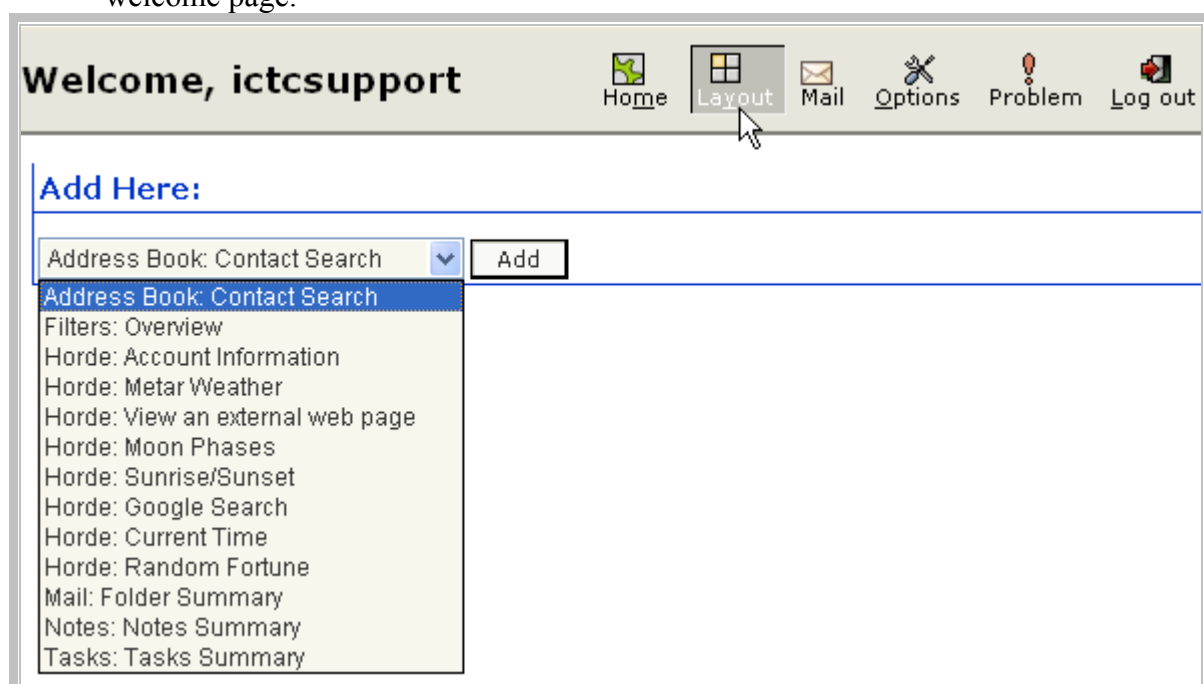
Here are some nice features in the horde web mail that allow the user to design his/her welcome page.

3.8.1 To design your welcome page:

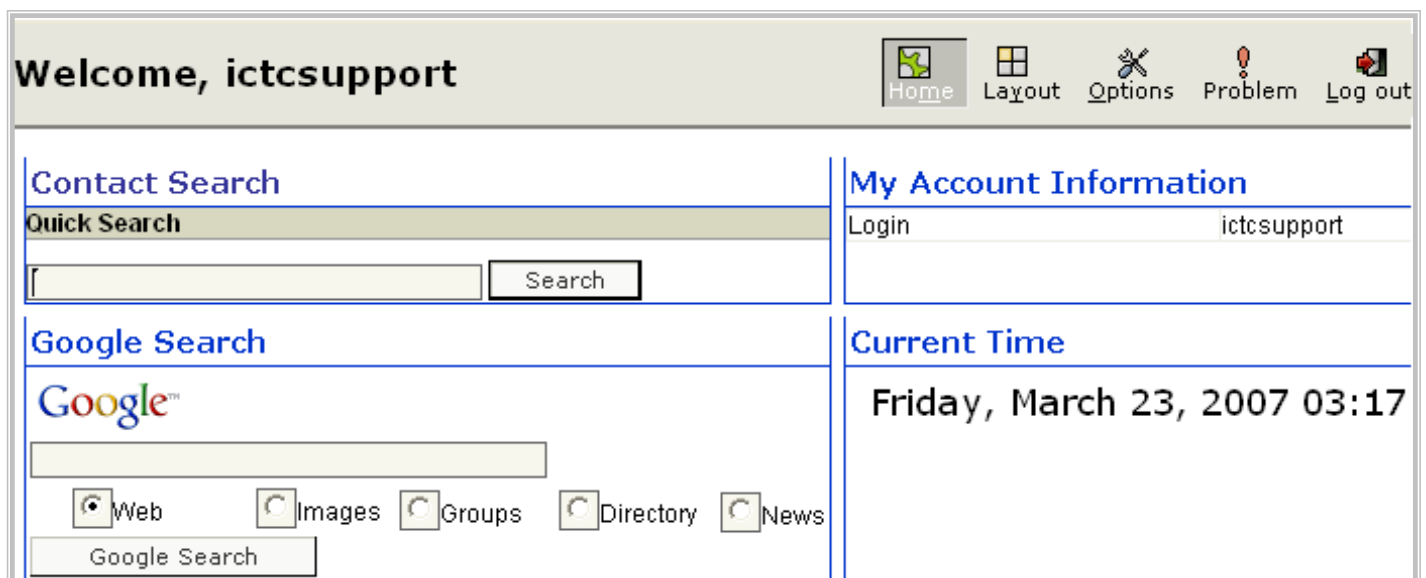
- From the side bar click Horde. An empty screen will appear.



- Click layout from the right menu. From the list below you can add links to your welcome page.

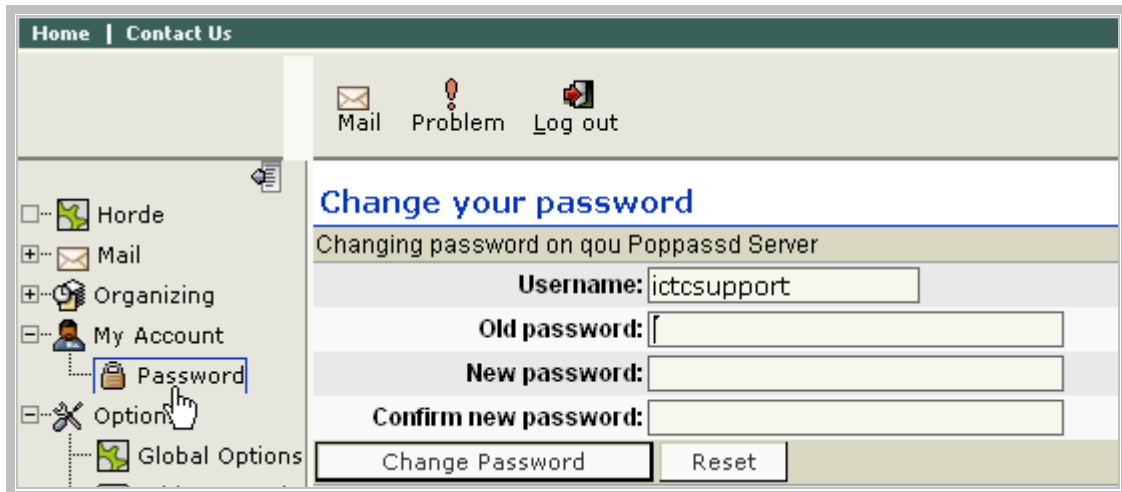


- If you chose contact search, account information, Google search and current time the welcome screen will be like the one below.



3.8.2 To change your password:

- From the side bar expand my account and click password.



The screenshot shows a web application interface. On the left is a sidebar with a tree view containing 'Horde', 'Mail', 'Organizing', 'My Account' (expanded), 'Password' (selected), 'Options', and 'Global Options'. The main content area has a header with 'Home | Contact Us' and navigation links for 'Mail', 'Problem', and 'Log out'. Below this is a section titled 'Change your password' with the subtitle 'Changing password on you Poppassd Server'. The form includes: 'Username: ictsupport', 'Old password:' field, 'New password:' field, and 'Confirm new password:' field. At the bottom are 'Change Password' and 'Reset' buttons.

3.8.2.1 Creating Strong Passwords

When creating a secure password, it is a good idea to follow these guidelines:

Do the Following:

- Make the Password At Least Eight Characters Long. The longer the password, the better.
- If using MD5 passwords, it should be 15 characters or longer. With DES passwords, use the maximum length (eight characters).
- Mix Upper and Lower Case Letters. Red Hat Enterprise Linux is case sensitive, so mix Cases to enhance the strength of the password.
- Mix Letters and Numbers. Adding numbers to passwords, especially when added to the middle (not just at the beginning or the end), can enhance password strength.
- Include Non-Alphanumeric Characters. Special characters such as &, \$, and > can greatly improve the strength of a password (this is not possible if using DES passwords).
- Pick a Password You Can Remember .The best password in the world does little good if you cannot remember it; use acronyms or other mnemonic devices to aid in memorizing passwords.
- With all these rules, it may seem difficult to create a password meeting all of the criteria for good Passwords while avoiding the traits of a bad one. Fortunately, there are some steps one can take to generate a memorable, secure password