



Queen Margaret University
EDINBURGH

Technology @ QMU



Webmail service

Version 1.2, August 2009

INTRODUCTION

The QMU Webmail service allows you to access your QMU mailbox via a web browser such as Internet Explorer from any computer in the world with an internet connection.

LOG IN

- You need to make sure that you have a working internet connection.
- Launch your web browser, eg Internet Explorer, Netscape, Firefox etc.
- Go to this web address: <https://mail.qmu.ac.uk/exchange>

It is really important that you type in: `httpS`. This ensures that your connection to the web-mail pages is encrypted. This will protect the information that your computer exchanges with the QMU email servers.

Once you have typed in the web address, you will get the following security alert:



Click on Yes.

You do not have to view the certificate, as it has already been confirmed by QMU as being secure.

Your browser probably will not be able to recognise the issuing company, but this will not compromise your security or stop you from logging on.

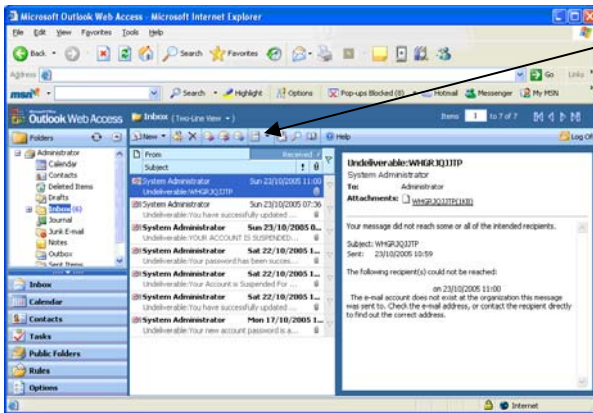


If you use a dial-up modem connection and you feel that it is slow, you may wish to select **Basic** Client. You will have reduced functionality but the speed will be faster.

Note: Do not change the **Security** section. Leave it as **Public**.

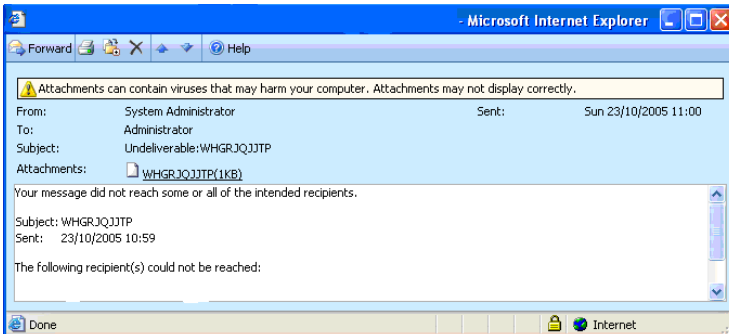
If your home computer runs the **Microsoft Windows Vista** operating system, then you may encounter a problem replaying to emails via *Webmail*. Emails can be read, but when you click on the Reply button, a red 'X' appears on screen. If this happens, please contact the IS Helpdesk for information on how to workaroud this issue.

VIEW AN EMAIL



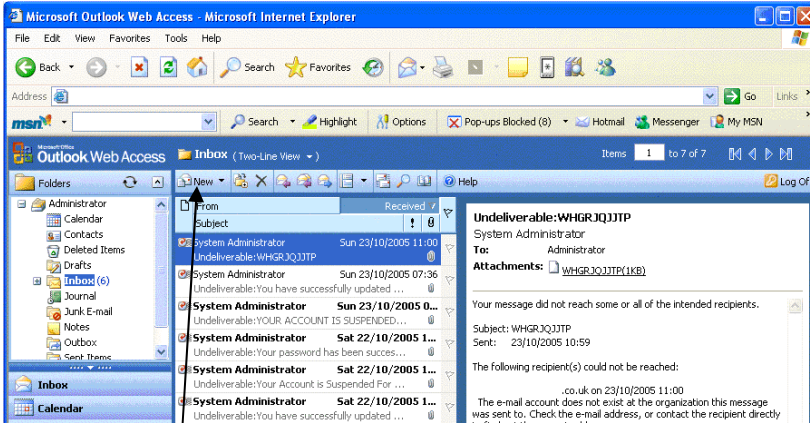
Do you like the Reading pane? If not switch it off or move it to the bottom of the screen by pressing this button.

Once logged in the screen will show the email in a screen similar to that of the desktop version of Outlook 2003.



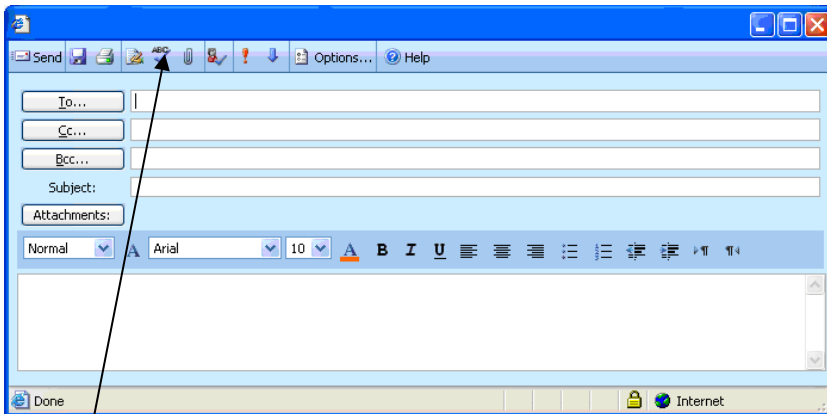
You can choose to either view the email in the preview pane on the right hand side. Alternatively you can double click the email, and it will open in a new window. It will display as above.

CREATE A NEW EMAIL

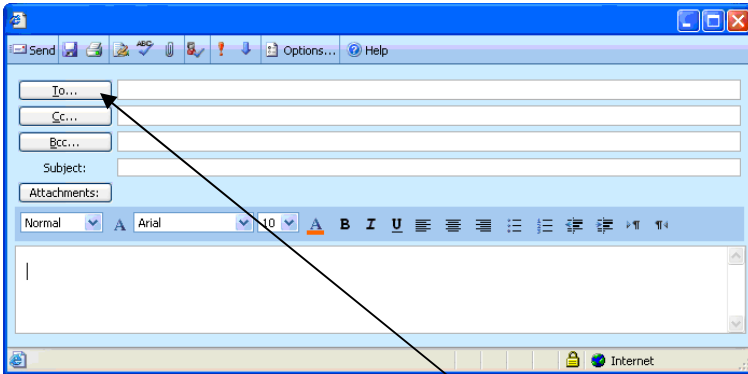


Click on the **New** icon (you must have clicked on the inbox first).

The following screen will appear:

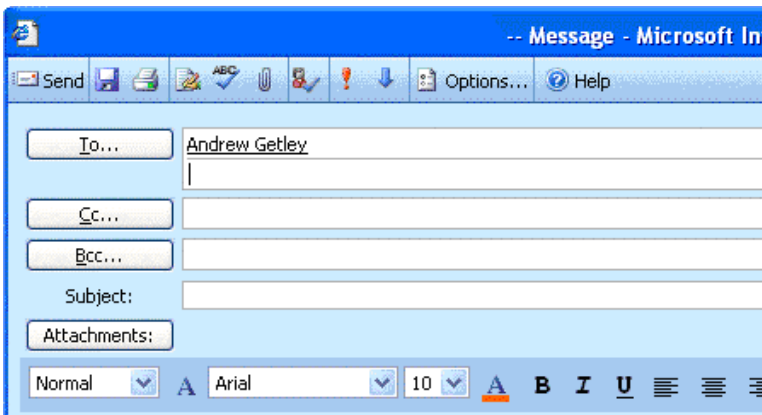


Want to use a spellchecker?
Just click on this icon

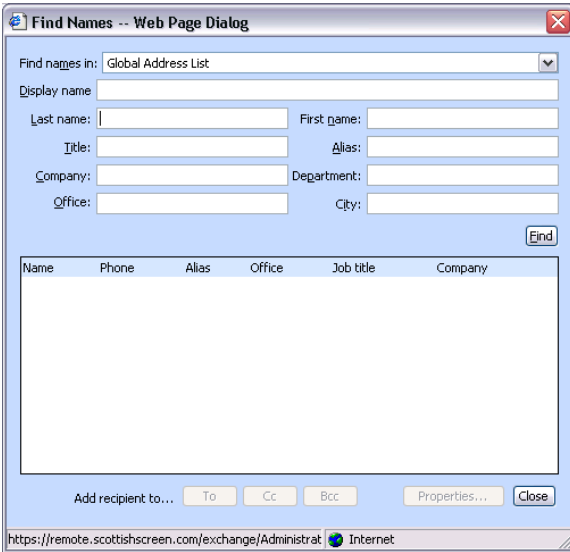


Type in the name of the recipient in the **To** box.

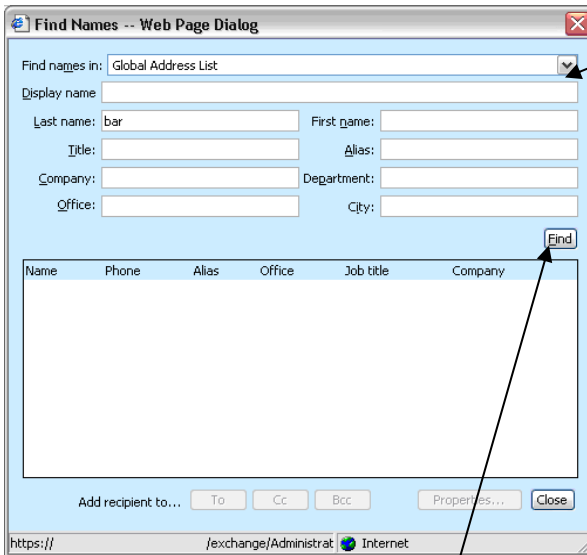
You can type in the first few characters of the persons name as below then use the check name facility to verify the name:



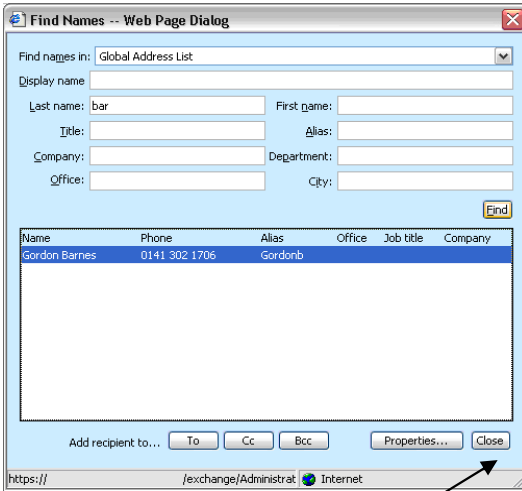
If the name is correctly identified by the system it will be underlined as shown here.



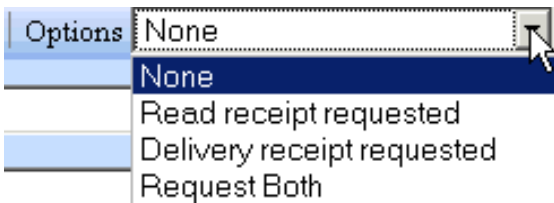
You can also click on the **To** button to add the addresses.



Type in part of the name then click **Find**.

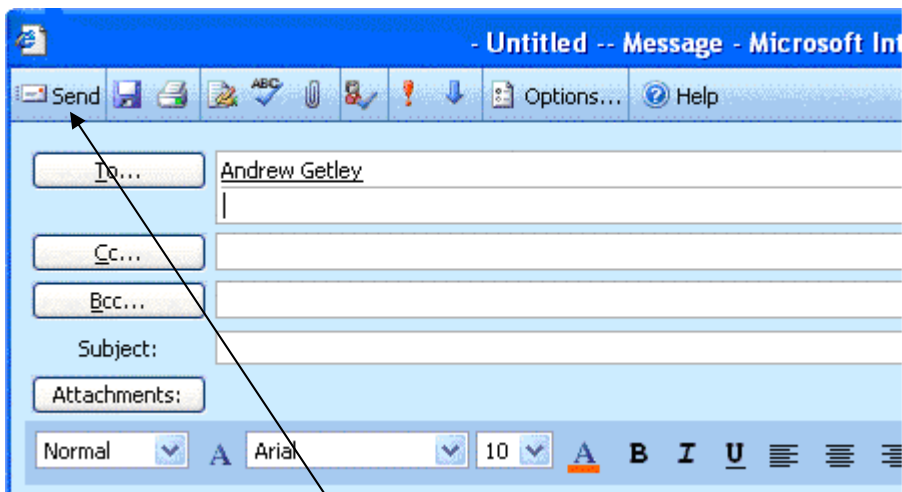


Highlight the name you wish to add then click the **To** button, add any other people then click **Close**.



Should you wish to change the priority or track the email click **Options** and choose from the options shown.

Click **Close** to close the box and return to the new email screen.



Write the email then click **Send**.

REPLY TO OR FORWARD AN EMAIL

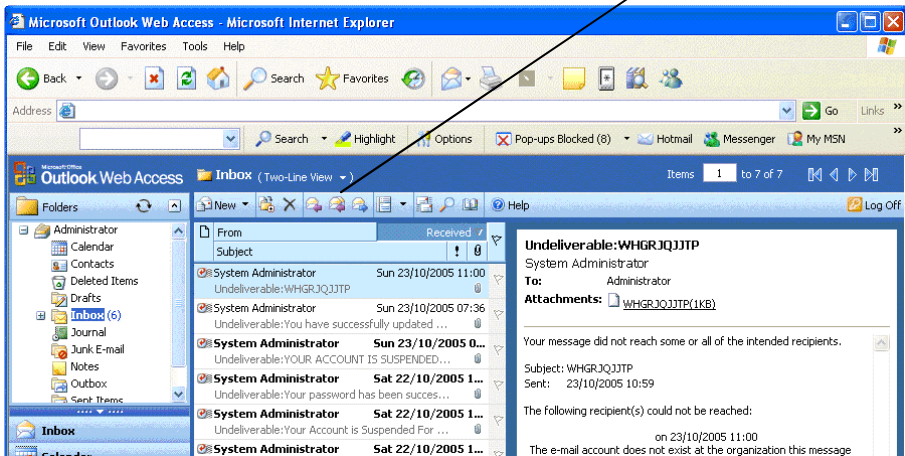
Just as there are 2 ways to view an email (in the preview pane or in its own window). There are also 2 ways to respond to an email.

Preview Pane

To respond to an email whilst viewing in the preview pane

- Ensure the email you wish to respond to is highlighted
- Click the appropriate button as below

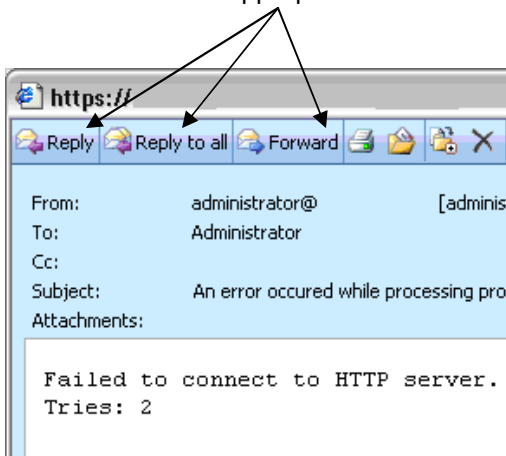
Reply – Reply to All – Forward



Email in its Own Window

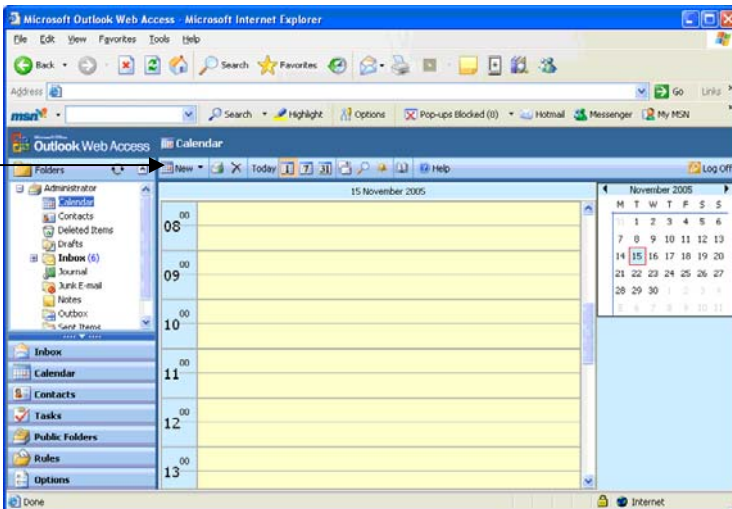
To respond to an email whilst viewing in the preview pane

- Double click the email so it is opened in its own window.
- Click the appropriate button as below



CALENDAR FUNCTIONS

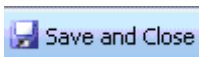
To access your calendar click on the **Calendar** icon in the Folder List



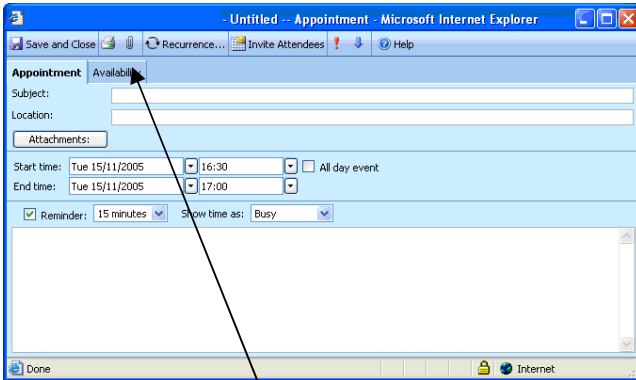
To create a Calendar item you can either double click on a blank space within the middle window or click **New**.

A blank new calendar item window appears from where you can type in the Subject and Location as well as adjust the start and end times.

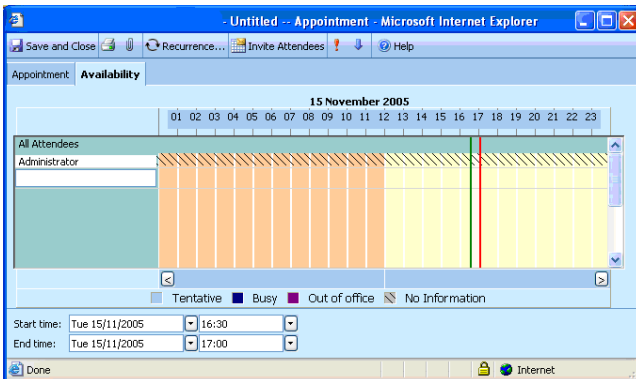
If this is only a reminder for yourself click **Save and Close**:



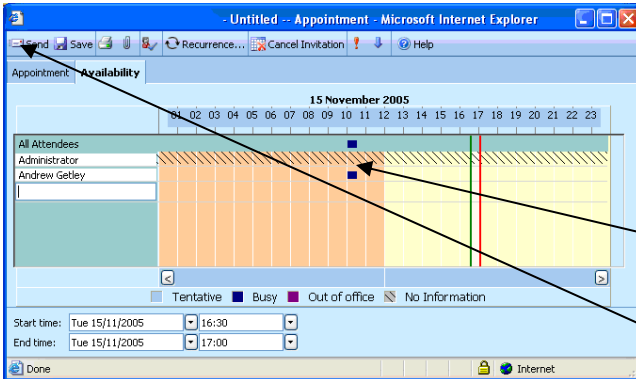
You can also invite colleagues to attend a meeting and check their calendar to determine if each person is busy.



To do this click **Availability**.



The Availability window opens where you can add a users name in and the persons availability will be displayed.



After a few seconds the users name will appear displaying the person's availability.

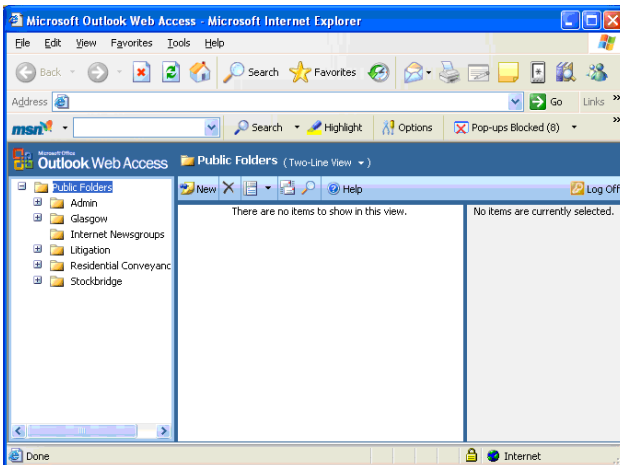
The availability is displayed on this line. Blue=busy.

When you have finished click **Send**.

Back at the main screen, you can see your appointment.

PUBLIC FOLDERS

Outlook Web Access also gives you full access to your Public folders.



To access public folders click **Public Folders**

in the left hand pane.

The window above appears from where you can access all the Public Folders you have access to.

HOW TO CHANGE YOUR PASSWORD REMOTELY

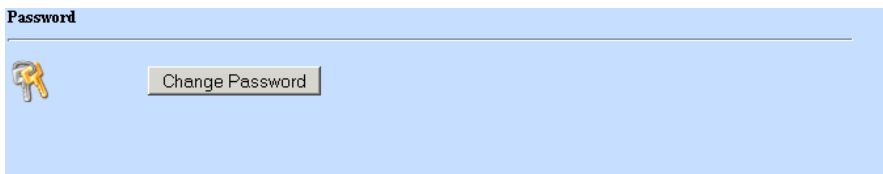
You can also use the Outlook Web Access service to change your QMU password remotely.

Once you have logged in, you will see the following on the left hand side of the screen:



Click on Options.

Scroll down until you reach the Password area.



Click on Change Password.

Internet Service Manager
for Internet Information Server 6.0

Domain

Username

Old password

New password

Confirm new password

Done mail.qmu.ac.uk

Type your username in the **Username** box.

Type your current password in the Old password box.

Then type a new password in the **New password** box. Type your new password again in the **Confirm new password** box. Then click **OK** to change your password.

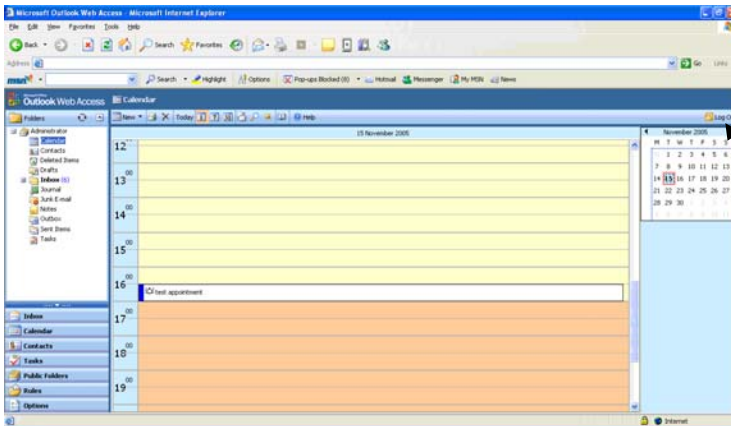
PASSWORD REQUIREMENTS

- Your password must be at least 7 characters long.
 - This is to make it much more difficult for the password to be 'cracked' or guessed.
- Your password must contain **3** of these 4 types of character:
 - Uppercase letters (ie A to Z)
 - Lowercase letters (ie a to z)
 - Numbers (ie 0 to 9)
 - Non-alphabetic characters (ie \$, !, £, % etc)
 - An example of a suitable password would be: Fr@nce98
- Your password cannot be the same as your username.
 - This would be a very insecure password, as it is very easy to guess.
- Your password cannot contain your full name or part of your name.
- QMU systems will prompt you to change your password every 60 days.

LOG OFF

It is very important that you log off correctly, especially if you're using a public computer on holiday or in an internet café.

The reason we ask you to ensure that you log off correctly is that when you open an attachment it is saved to a temporary folder on the local computer. When you log off using the correct procedure the temporary folder is emptied. If you don't log off correctly there is the possibility that someone could find this temporary folder and gain access to any attachments viewed.



When you have finished please ensure you click **Log Off**

