

The
University
Of
Sheffield.

Introduction To The New University Email Service.

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AP-Email2

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1. Introduction

From August 2009 students were provided with a new email service based on Google Mail including gigabytes of storage space. Following the success of this service University staff are being moved to the new email service in a phased transition beginning January 2011.

The new email service is very easy to use, however, it uses non-standard features which may seem unusual at first. Instead of using folders to organise mail messages into categories, the new email service uses Labels. Messages can be moved between labels in much the same way as folders, but users are encouraged to use multiple labels to organise messages.

Another departure is the concept of conversations. The new email service combines original messages with all its replies and lists it as a conversation in the inbox. When you reply, forward or print, it is the conversation you will be working with, not an individual message.

This document should quickly get you started with most features of the new email service. Additional copies can be downloaded from the web pages of the email service:

www.shef.ac.uk/cics/email

2. Accessing your Email

To access your email, start MUSE by clicking the link in the top-left corner of any University web page, or by going to the web address portal.shef.ac.uk. Log in then click the **e-mail** icon to access your email and view your inbox.

The screenshot shows the University of Sheffield email interface. At the top, there are navigation links: Start Page, Mail, Calendar, Documents, Sites. The user's email address is mda05fm@sheffield.ac.uk. There are search boxes for 'Search Mail' and 'Search the web'. The left sidebar shows the 'Compose Mail' button and the 'Inbox (52)' link, which is highlighted. Below it are links for 'Starred', 'Sent Mail', 'Drafts (2)', 'Migrated (52)', and 'Contacts'. A chat window is also visible. The main area displays a list of 58 messages, with the first 50 shown. The messages are grouped into threads, with the most recent message in each thread in bold text. The 'Refresh' link is visible in the top right of the message list.

Select	From	Subject	Date
<input type="checkbox"/>	R.Gilbert (3)	Migrated Migration of mail to Google - Dear Stu	16 Jun
<input type="checkbox"/>	Google Mail Team	Get started with Google Mail - Google Mail is bu	16 Jun
<input type="checkbox"/>	Google Mail Team	Access Google Mail on your mobile phone - The	16 Jun
<input type="checkbox"/>	no-reply	Migrated IMPORTANT - Your computer accour	6 Jun
<input type="checkbox"/>	Michelle Rickett	Migrated Nanotechnology and Postmodern	4 Jun
<input type="checkbox"/>	UoS Careers Service What.	Migrated [careersevents] UoS Careers Servi	2 Jun
<input type="checkbox"/>	MJ Fox	Migrated Got an Old T-Shirt/Reusable Items	1 Jun
<input type="checkbox"/>	Sheffield University Nig.	Migrated Exam stress? - SHEFFIELD UNIVEF	29 May
<input type="checkbox"/>	EJ Needham	Migrated Global Educational Outreach Netv	29 May
<input type="checkbox"/>	P. Spring	Migrated Professor Peter Spring - New Vid	29 May

Your messages are listed in your inbox in groups of 50 with the most recent messages at the top of the first screen. To view older messages click the **Older >** link in the top-right corner of the inbox.

Messages that you have not yet read appear in bold text. The number of unread messages is displayed next to the **Inbox** link in the left column.

Threads consisting of a series of message and replies are grouped into conversations. They are displayed as a single message by the original sender, with a number in brackets indicating the length of the conversation.

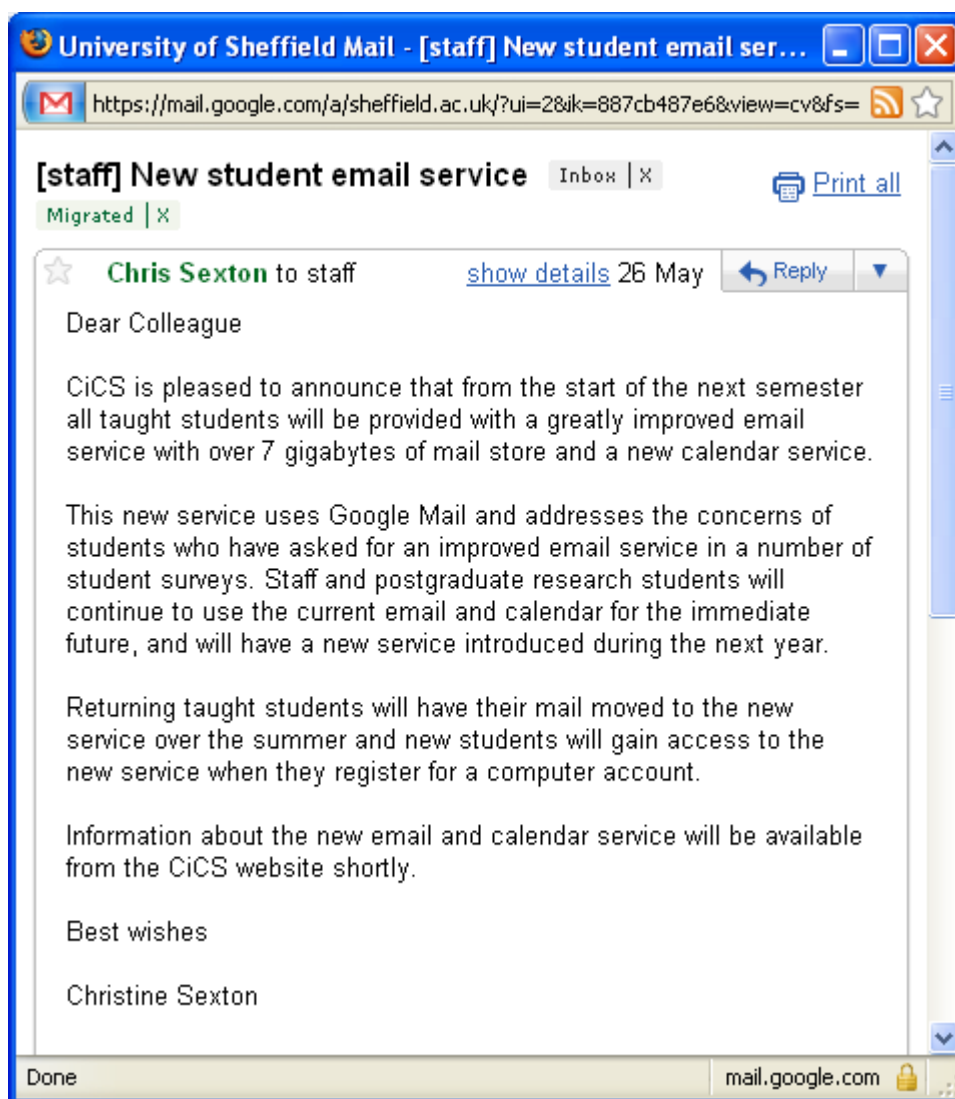
If new messages arrive while you are viewing your inbox they will not be displayed in the list of messages until you click the **Refresh** link.

3. Received Messages

3.1 Reading New Mail

To read a message click its list entry and the message contents will replace the inbox on the screen. You can return to the inbox by clicking the << **Back to Inbox** link.

To display the message in a new window, press and hold the Shift key down whilst you click a message in the inbox. Provided your pop-up blocker settings have been set correctly your message will be displayed in a new window.



The browser window has a scroll bar to let you read long messages, but it is not an editor so you can't change what is written. When you have read the message you can close this new window using the usual close button.

3.2 Deleting Messages

If you do not need to keep the message, click the checkbox to the left of the offending message then click the **Delete** button. When you have deleted a message it will be labelled as **Bin** (which effectively means it goes into the **Bin** folder).

To access your deleted messages, locate and open the **Bin** label. You may need to click the **More** link to view seldom used labels. When you are viewing your Bin messages you can click the checkbox next to any message then click the **Delete forever** button to permanently delete any message.

If you need to rescue a message, click its checkbox then click the **Move to** button and select **Inbox**.

3.3 Junk Mail

If Google thinks a message is unsolicited junk mail it will label the message as **Spam** (effectively moving it to a **Spam** folder).

It is important that you check your spam, as initially Google will be over cautious and move legitimate messages to **Spam**. To access your spam messages locate and open the **Spam** label. You may need to click the **More** link to view seldom used labels.

If you find legitimate messages in your spam, click the checkbox by each message then click the **Not spam** button.

3.4 Searching Messages

You can search for words, phrases, and names in a single message, or in all messages in a particular folder, or even in all messages in all folders.

Quick Search

You are very likely to find the message you are looking for from the simple mail search at the top of the screen.



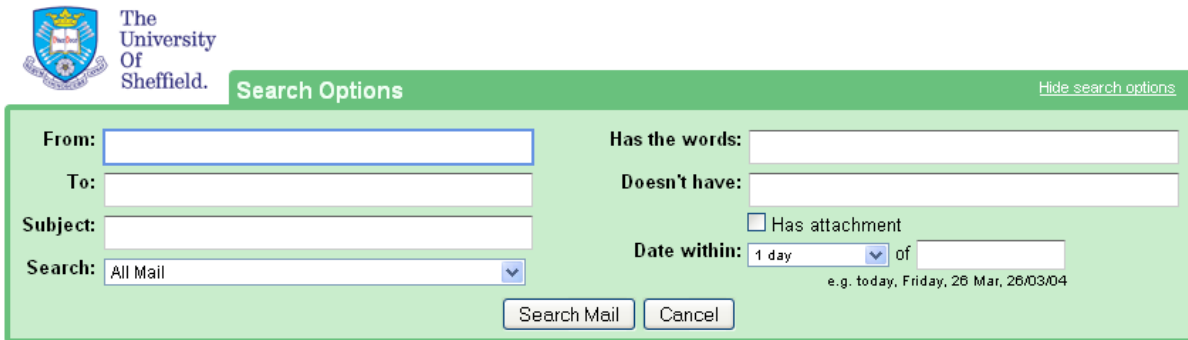
Simply type in a keyword, or the name of the sender, then click the Search Mail button. You will generate a list of all messages, in all folders, which contain the specified text.

Click any message to read it, you will see that each instance of the words you searched for will be highlighted.

If your search returns too many results you may wish to narrow it by using the search options.

Detailed Search

To perform a more advanced search to pinpoint a desired message click the **Show search options** link to the right of the search box.



The screenshot shows the 'Search Options' panel for The University of Sheffield. It features a green header with the university logo and name on the left, and a 'Hide search options' link on the right. The main area contains several search criteria fields: 'From:', 'To:', 'Subject:', and 'Search:' (with a dropdown menu currently set to 'All Mail'). To the right of these are 'Has the words:', 'Doesn't have:', and 'Date within:' (with a dropdown set to '1 day' and a date field). There is also a checkbox for 'Has attachment'. At the bottom, there are 'Search Mail' and 'Cancel' buttons. A small example text 'e.g. today, Friday, 26 Mar, 26/03/04' is visible below the date field.

Using the search options you can search for messages that have specific words in the subject, were from a specific person, or using the **Search** field, have been given a specific label.

Searching for Text Within a Message

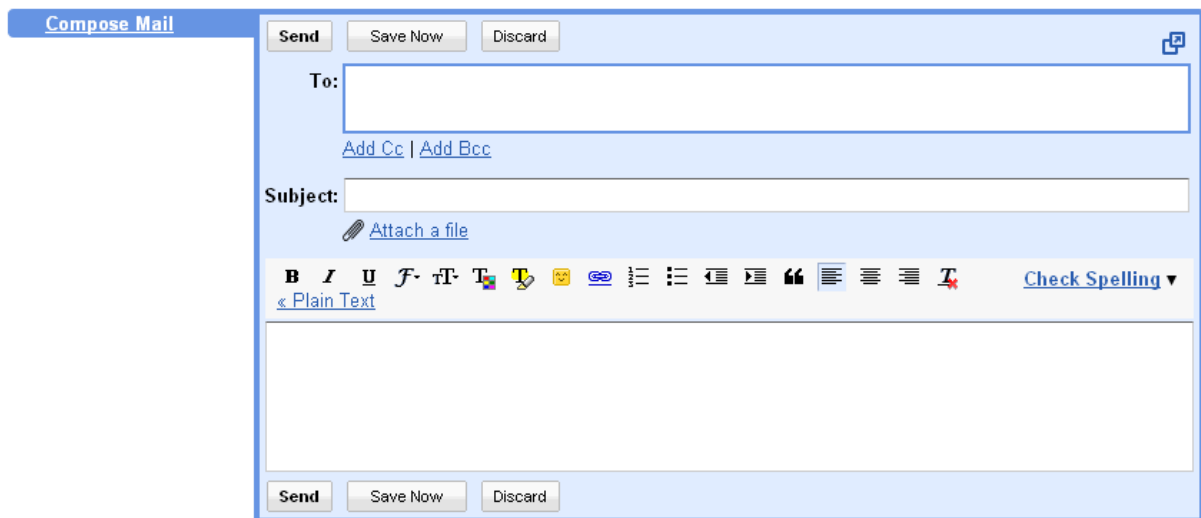
To search for a string of text in a specific message, or conversation, simply view the message, then use your browser controls to search the contents of the web page.

- In Internet Explorer, click the Edit menu and select Find (on This Page)
- In Firefox, click the Edit menu and select Find

Type your search text into the search field to pinpoint text in the displayed messages.

4. Sending a Mail Message

To compose a message to send to someone, click the **Compose Mail** link. The screen will display a message composition area.



First you should type the email address of your correspondent in the **To** field. As you type, a list of similar addresses held in your address book will appear, you can click on the correct address.

Then you should move to the **Subject** field, by clicking or tabbing, and enter a subject for the message. It is this subject which will appear in the recipient's folder list, so you should choose meaningful subjects for your messages.

Next you click on the large white area of the message window to compose your message. You will see a vertical bar, called the insertion point, where your text will appear.

Start typing your message. As you reach the end of a paragraph or section you can start a new line by pressing the **Enter** key. To correct small mistakes you should position the insertion point by the offending text, using either the arrow keys or by clicking with the mouse. You can then type in any missing characters, or use the **Backspace** and **Delete** keys to delete surplus ones.

Finally, when you have completed your message, click on the **Send** button. Provided the address is correct your message will be sent, and it will quickly arrive at its destination.

4.1 Sending to More than One Person

You will notice that the **To:** field has space for several email addresses. If you need to send a message to more than one person you can type additional email addresses, separated by commas, in the **To:** field.

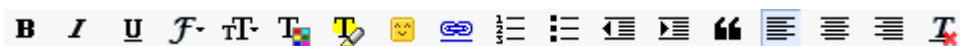
You can also send ‘carbon copies’ of any message to people whom you would like to be aware of the message you are sending. Whilst the **To:** field is for people to whom the message is directed, the **Cc:** field should be used for people who are merely interested parties. To send carbon copies, click the Add Cc link to produce an additional field for carbon copy email addresses.

You can also send ‘blind carbon copies’ to people who will receive carbon copies of the message, without anybody else knowing. Click the Add Bcc link to produce an additional field for blind carbon copy email addresses.

You will have a copy of every message you send. Click the **Sent Mail** link to view messages you have sent.

4.2 Formatting the Message

You can format your message using the toolbar in the Message Composition screen. If the toolbar is not displayed, click the **Rich formatting >>** link.



Although these html text features are very attractive, they should be used with caution. If you send a message to non-University users, their mailers may not support html text and, as a result, there will be a lot of unpleasant tags within your message.

It is safe to send formatted messages to Sheffield colleagues, but if you are sending messages outside of the University it is wise to resist formatting your message.

4.3 Saving Drafts

If you are typing a long carefully worded message it can be frustrating if you get interrupted by something that has to be dealt with immediately. Fortunately, you can save a partially constructed message to be completed at a later date.

When you are writing a message and have to stop, click the **Save Now** button. The message will be saved in the **Drafts** label, and you can open and complete the message at a later date.

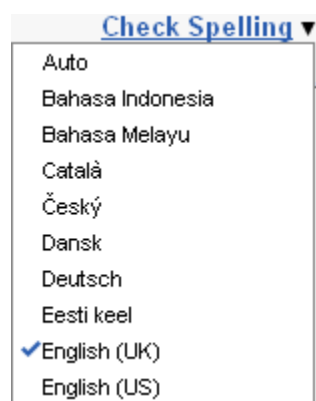
4.4 Spell Checking the Message

As you type the message, your web browser will check the spelling against an American dictionary. If it detects a word that it does not recognise, it will underline that word in red. You can right click the offending word to generate a list of alternative spellings.

Select the suggested spelling if you wish or, select **Add to Dictionary** to ensure that the browser's spell checker accepts it in the future.

Alternatively, you can check the spelling in the message after you have finished typing it.

Choose a language by clicking the arrow to the right of the **Check Spelling** link.



Next, position the cursor at the start of the message, then click the **Check Spelling** link. Any dubious words will be highlighted in yellow. Click any highlight word to generate a list of alternatives.

When you have finished, click the **Done** link to end the spell check and return to message composition.

4.5 Replying

To reply to the sender of a message, you should view the message then click the **Reply** link below the message text.

The message will appear in a compose window which will include the original message. The email address will be present in the **To** field and the cursor will be at the top, ready for you to write your reply. You can click anywhere within the message to add lines of your reply text at specific positions.

When you have completed the message click the **Send** button as usual. Your reply will be sent to the person who originally sent it to you.

If the original message you received was sent to several people you can use the **Reply All** link to send your reply to the sender and to everyone who received a copy of the original.

4.6 Forwarding a Message

Remember to seek the consent of the sender before forwarding their thoughts to the rest of the world.

To forward a message to any interested colleagues, you should view the message then click the **Forward** link below the message text.

The message will appear in a compose window which will include the original message. Type in the recipient's email address in the **To:** field, add any comments that you'd like to make in the message body, then click **Send**.

4.7 Printing Messages

If you need a paper copy of an email message you can print it out by viewing the message, then clicking on the **Print all** link.

A new window will open and the message or conversation will be displayed in a simple screen with no mail controls present. After a short delay the standard Print dialogue box will appear. Adjust any settings as required then click the **Print** button.

5. Address Books and Mailing Lists

5.1 Address Books

As you type an email address into the **To** field, Google will look through its directories and generate a list of matching addresses to select from. You can even type in the name of your contact and Google will generate a list of matching University members.

You can speed up the search and include non-University addresses by maintaining your own address book, which in the new email service are called contacts.



To manage your contacts click the **Contacts** link in the left-hand column. Click the **New Contact** button to add a new contact. Provide a name and email address for your contact then click the **Save** button.

When you next type this contact's name into the To field of a message composition window, Google will find the entry in your address book and put their email address at the top of a menu of suggested addresses.

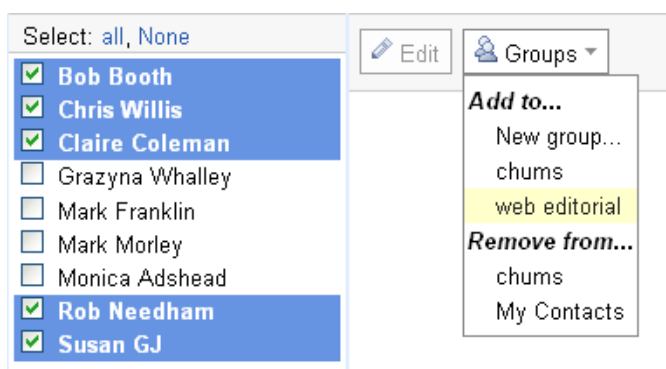
5.2 Mailing Lists

Mailing lists are invaluable if you regularly send messages to a fixed group of people. You can set up a group, which means that, rather than typing addresses into lots of **To:** fields in your message, you can just specify a group, and all email addresses in that group will be sent a copy of your message.



To set up a group click the **Contacts** link. Click the **New Group** button and in the dialogue box that appears, supply a name for the group. This group name will be added to your list of contacts.

To add contacts to this group, view your list of contacts, then click the checkbox by all contacts whom you wish to be added to the group. Click the Groups button then from the menu select the group name beneath the Add to option.



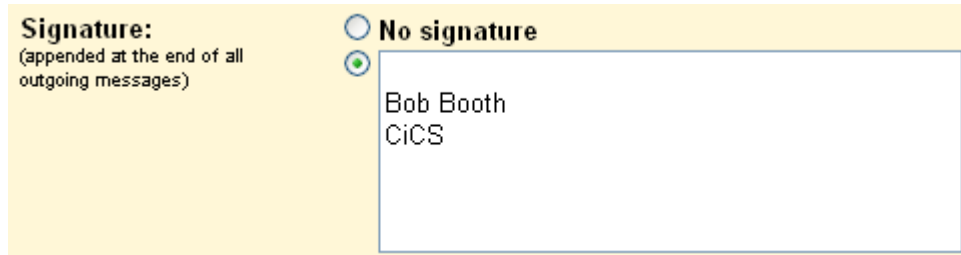
To send a message to all members of the group, start typing the group name into the **To** field of a message compose window, and Google will suggest the full group name. Write the message then click the **Send** button.

6. Signatures

A signature is a piece of text which appears at the bottom of each message that you send. It usually contains your name and your contact details.

To create a signature, click the **Settings** link in the top-right row of links. Select the **General** tab in the settings screen then scroll down to the **Signature** section.

Select the lower radio button then type in your signature.



The screenshot shows a settings panel with a yellow background. On the left, the text reads "Signature: (appended at the end of all outgoing messages)". To the right, there are two radio buttons. The top one is labeled "No signature" and is unselected. The bottom one is selected and is followed by a text input field containing the text "Bob Booth" and "CiCS" on two lines.

When complete, scroll to the bottom of the page then click the Save Changes button. Your signature will now appear at the bottom of any message you send.

7. Understanding and Using Labels

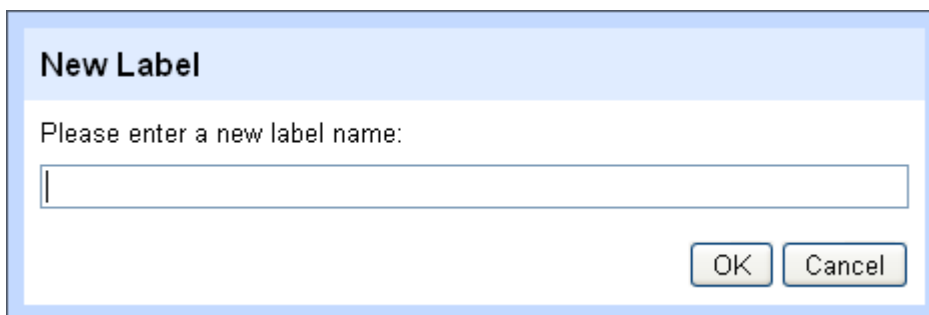
The new email service does not use folders to organise messages instead it uses labels. These are conceptually more difficult to grasp, but in many ways operate just the same as folders. Labels have the following advantages:

Labels	Folders
A conversation can have more than one label	You can only put a message in one folder
A conversation can be in several locations at once, making it easier to find later	You have to remember where you filed a message to retrieve it
You can search conversations by label	You can't always do folder-specific searches

Your labels are listed in the left-hand column and you can move messages from one label to another just as you would with folders. However, you can also apply several different labels to the same message.

7.1 New Labels

To create a new label, click the **Labels** button and select **Create new**, then in the dialogue box provide a name for the new label and click the **OK** button.



7.2 Assigning Labels

To move a message, which means remove the current label and apply a different label, click the **Move to** button then select the destination label.

To copy a message, which means add a second label to the existing one, click the **Labels** button, click checkboxes by appropriate labels then select **Apply** from the bottom of the list.

7.3 Moving Between Labels

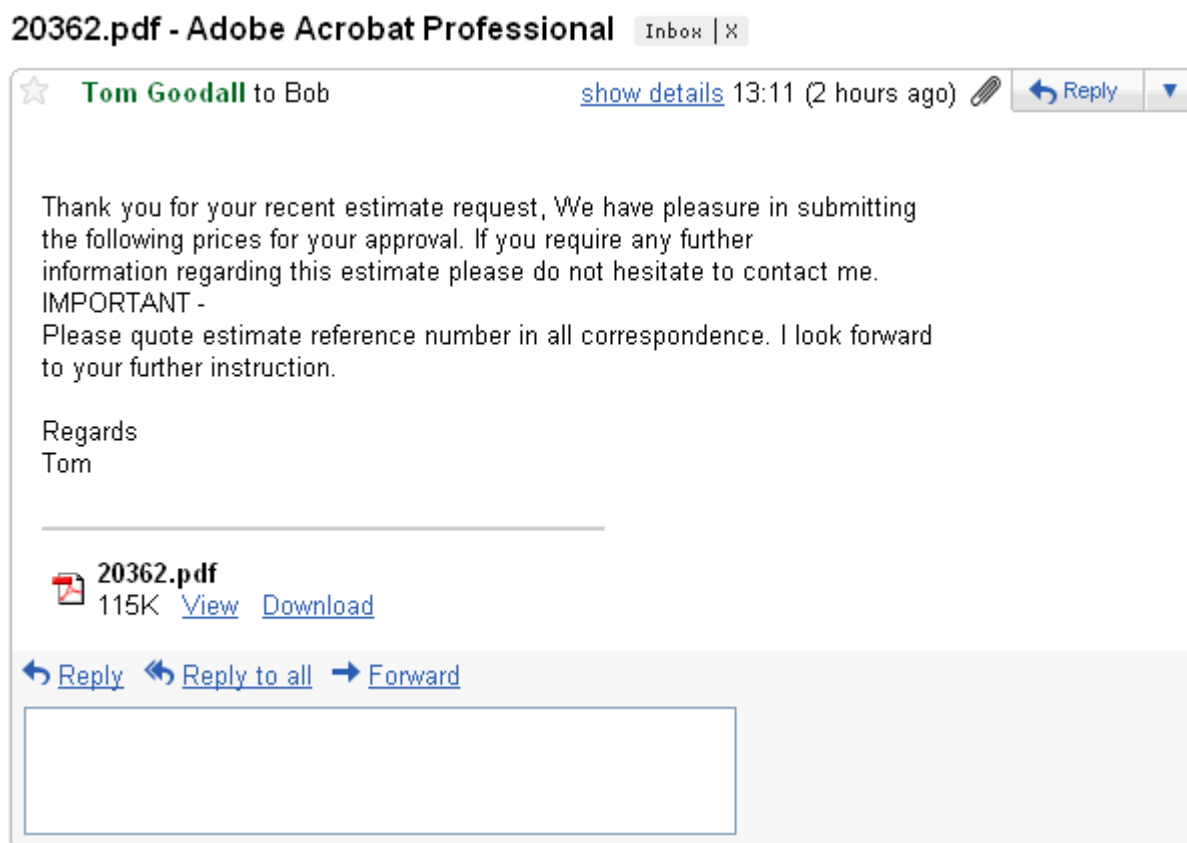
To view messages identified by a specific label, click the label in the left-hand column. If the label is not visible click the **more** link at the bottom of the label list to reveal additional labels.

8. Sending and Receiving Attachments

As well as sending messages to colleagues, you can exchange work files. You can send word documents, spreadsheets, data files, and photos etc, but not executable files, as these can be used in virus attacks. When the message with an attachment arrives at its destination the recipient has to separate the file from the message.

8.1 Receiving Files

If someone sends you a message with a file attached to it you will see a paperclip icon to the right of the subject in the message list. When you open the message you will see a window similar to the following:

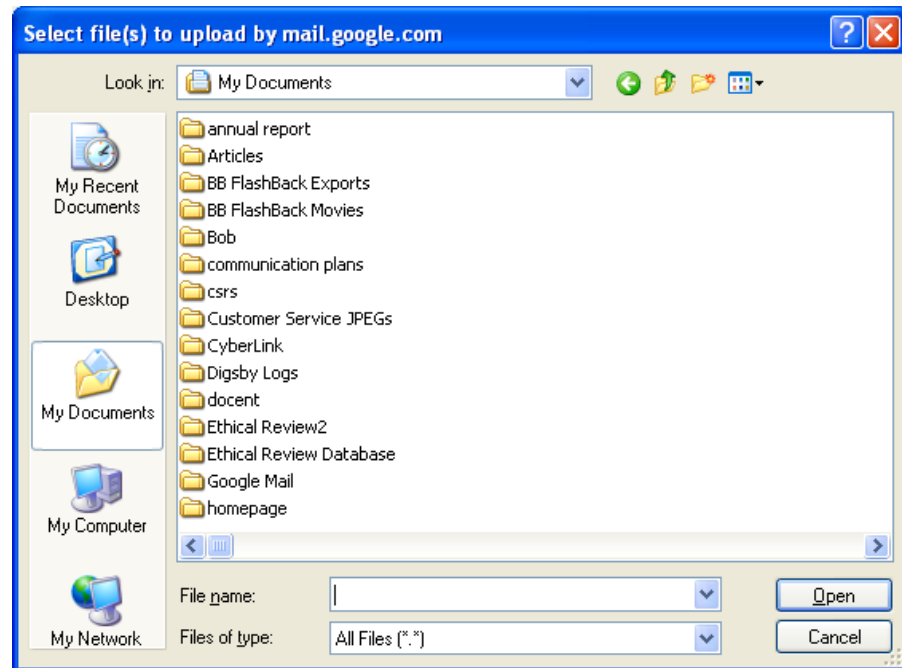


Click **View** to open the attachment in its native software or click **Download** to save a copy of the attachment.

8.2 Sending Files



To send a file you must first click on the **Compose** link to open the Compose window. Click the **Attach a file** link below the **Subject** field to generate a standard file open dialogue box.



Navigate through your folders to select a file you wish to send, then click the **Open** button to attach it to the message. If you wish to send a second file on the same message, click the **Attach a file** link again, select the second file and click **Open**. Repeat this for each file that you wish to send.

When you have built up your list of files, return to the message editor and type in a message. Click the **Send** button to send the message with the files.

9. New Mail Filtering

New mail filtering is a very powerful feature, which instructs the email system to process messages automatically as they arrive. You can, for example, move all messages from a specific person into a folder as they arrive, you can send automatic acknowledgements to certain people or you could delete messages from a specific source without even reading them.

To begin filtering messages, click the **Create a filter** link to the right of the search box.



Create a Filter

[Hide filter options](#)

Choose search criteria Specify the criteria that you'd like to use for determining what to do with a message as it arrives. Use "Test Search" to see which messages would have been filtered using these criteria. Messages in Spam and Bin will not be searched.

From: <input type="text"/>	Has the words: <input type="text"/>
To: <input type="text"/>	Doesn't have: <input type="text"/>
Subject: <input type="text"/>	<input type="checkbox"/> Has attachment

[Show current filters](#)

Type in the string of text that will identify certain messages. (For example if you are filtering messages from f.bloggs@sheffield you could specify **"From"** **"contains"** **"bloggs"**.) Click the **Next Step** button.



Create a Filter

[Hide filter options](#)

Choose action - Now, select the action you'd like to take on messages that match the criteria you specified. When a message arrives that matches the search: **from:booth**, do the following:

- Skip the Inbox (Archive it)
- Mark as read
- Star it
- Apply the label:
- Forward it to:
- Delete it
- Never send it to Spam

[Show current filters](#)

 Also apply filter to **400 conversations** below.

Specify the action to take place if the filter criteria are met, then click the **Create Filter** button.

When a message arrives which meets the criteria defined in the first step of the filter, it will be processed according to the instruction set in the second part of the filter.

10. Vacation Messages

There are four facilities that let you set up an automatic reply to messages that are sent to you, while you are away.

10.1 Email

To set up a vacation message simply send a plain text e-mail message to **vacation@sheffield.ac.uk**.

In the **Subject:** field of the message, specify the date that you want the automatic replies to stop in the form **dd-mm-yy**.

In the message body, you should write the text that you wish to be sent out as your automatic reply, so don't start your message with, "Please set up a vacation message...".

10.2 Web

To set up a vacation message using a simple web form you can go to www.shef.ac.uk/cics/vacation and complete the form.

10.3 MUSE

If you are in MUSE, you can also fill in a simple web form which for staff can be found appears on **Staff Applications** tab. You will need to add the **myEmail Vacation Message** channel to access this form.

10.4 Email Service

You can also set up a vacation message using a feature in the email service itself. This feature does not include an automatic end date, so you will have to manually cancel your vacation message.

To set up a vacation message within the new email service, first click the **Settings** link. On the **General** tab scroll down to the **Out of Office Autoreply** section.

Fill in the details and click the **Save Changes** button.

The vacation message will be active until you log back in to the email service and click **End Now** in the vacation message banner.