

Outlook Web Mail

Summary

Welcome! The Town of Mansfield's e-mail system is available from any computer connected to the Internet, whether that computer is at work, school, home, the public library, etc. The idea behind this system is to provide the greatest amount of flexibility for use in multiple locations.

- Your username is your last name followed by your first & middle initial. For example, if we had a user named Jane A. Doe, her username would be **doeja**. As a result, your e-mail address is username@mansfieldct.org, or in Jane's case it would be **doeja@mansfieldct.org**. *This is the address that you give to people who want to write you an e-mail.*
- The Online Help System represented by the "?" on most screens is very informative. It is worth accessing when you have a question, and is always available.
- You can check your email with any computer (Macintosh or PC) and almost any browser (Netscape, Internet Explorer, AOL, etc.), as long as the computer has access to the Internet. However, we are using Microsoft designed software to run our e-mail system, so we find that it works BEST with Microsoft Internet Explorer, version 6 or later. If you aren't using Internet Explorer, version 6 or later, please see the last section of this document for tips.

Logging In

1. From any computer that can connect to the internet, go to the web page <http://www.mansfieldct.org/> using your Internet browser (such as Internet Explorer, Netscape, AOL, etc.).

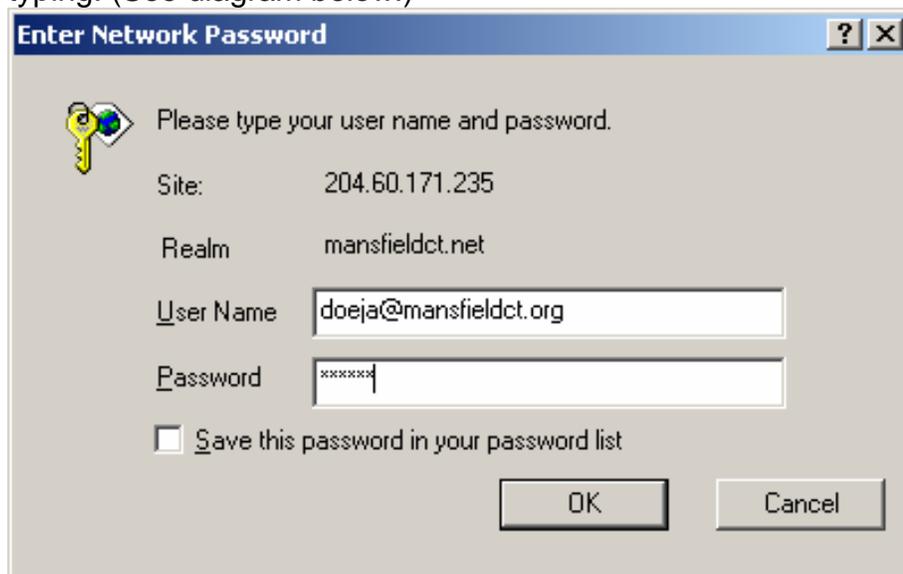


From home, you would type
http://www.mansfieldct.org

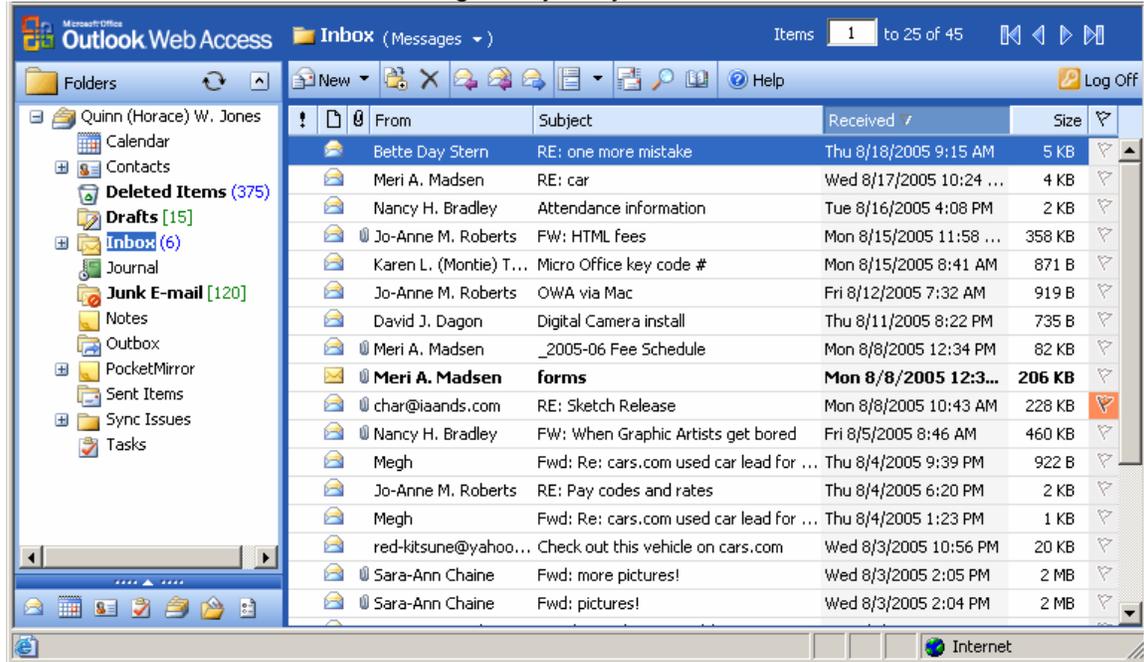
2. Click on the Town of Mansfield seal to open the web page.



3. A gray window will appear, and you will need to type your full email address and password. The password will appear as asterisks to keep it confidential. Press *enter* on the keyboard, or click *OK*, when you are done typing. (See diagram below.)



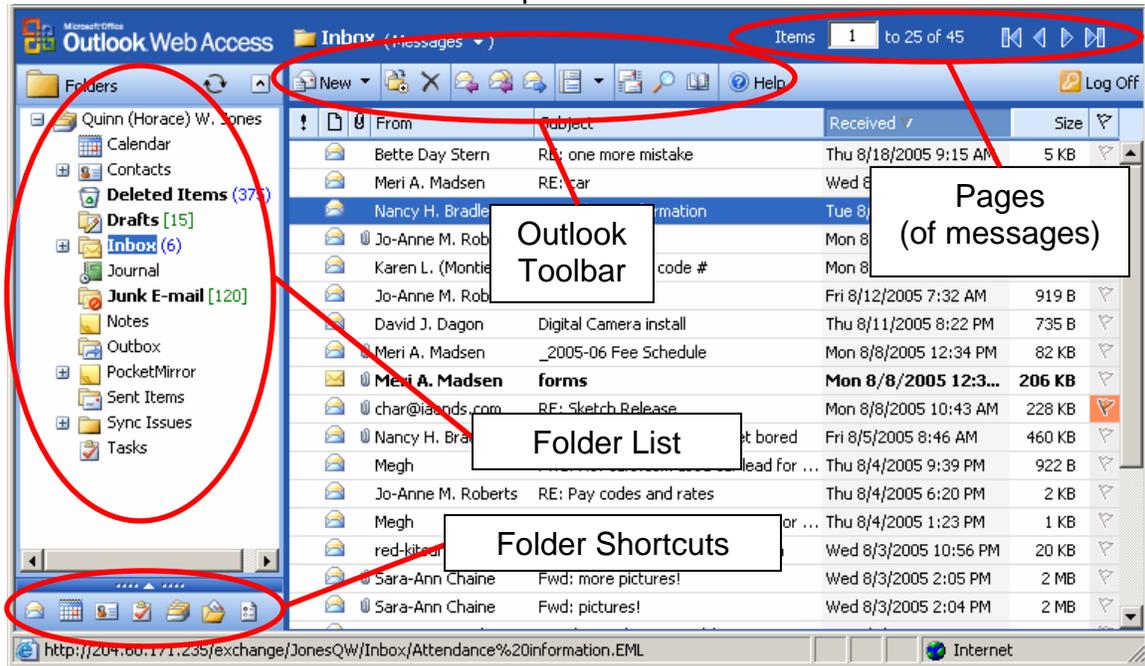
If all went well, you will be logged in and should be presented with a screen that looks similar to this. Your mileage may vary.



Reading Your Mail (a.k.a. Using the Inbox)

If you logged in successfully, you should now be looking at the Inbox of your email account. It is where new mail is received. If you do not delete or move your mail to a storage folder, it just stays in the Inbox. Remember that even though it looks similar, email works with commands on the web page, NOT on the browser toolbar.

We'll take a moment to examine the parts of the Inbox:



1. The **Folder List** represents folders in your mailbox. Folders that everyone has include the Calendar, Contacts, Deleted Items, Drafts, Inbox, Journal, Notes, Outbox, Sent Items, and Task. New mail comes into your Inbox and mail that you send goes to Sent Items; the other folders and their uses may be discussed in a different tutorial.

2. **Folder Shortcuts** are exactly that: shortcuts to various folders.

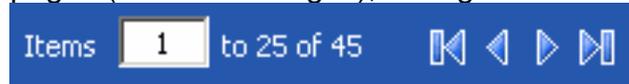


3. The **Outlook Toolbar** has buttons to start a new message (or other Outlook item); reply, forward, delete or move a message (without opening it); and search for messages and people in the address book.



4. Messages are divided into **Pages**, 25 messages per page. If you have many messages, Outlook will break them into pages because they cannot all be displayed onto one screen. The left arrow will bring you to earlier

pages (newer messages), the right arrow to later (older) pages.

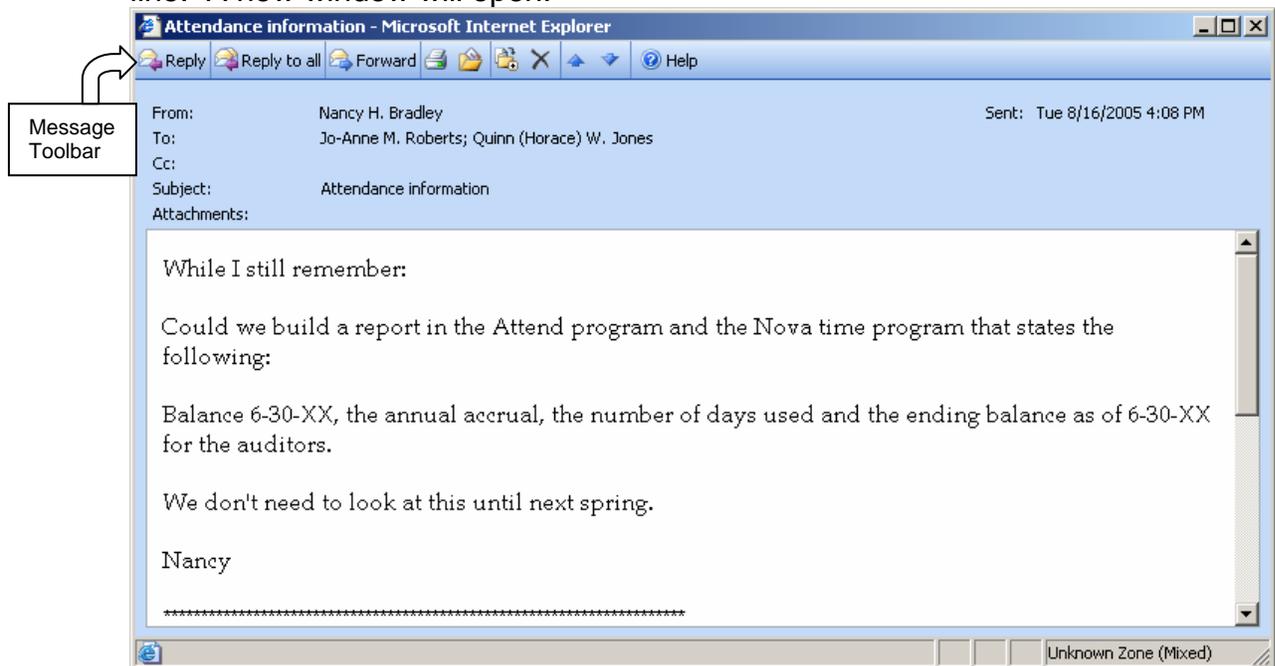


Opening Messages

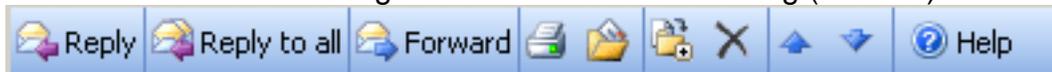
1. To select a message, click on it once. The whole line will be highlighted in blue.

	Meri A. Madsen	RE: car	Wed 8/17/2005 10:24 ...	4 KB	
	Nancy H. Bradley	Attendance information	Tue 8/16/2005 4:08 PM	2 KB	
	Jo-Anne M. Roberts	FW: HTML fees	Mon 8/15/2005 11:58 ...	358 KB	

2. To open an email message, double-click anywhere on the blue-highlighted line. A new window will open.



- The buttons on the message toolbar will do the following (in order):



- Reply (just to the sender)
- Reply to all (reply to the sender and every other recipient on the email)
- Forward (send to a new group of recipients)
- Print
- Create a rule based on this message
- Move or copy the message to a folder
- Delete the message

- Go up (next message)
- Go down (previous message)
- Help

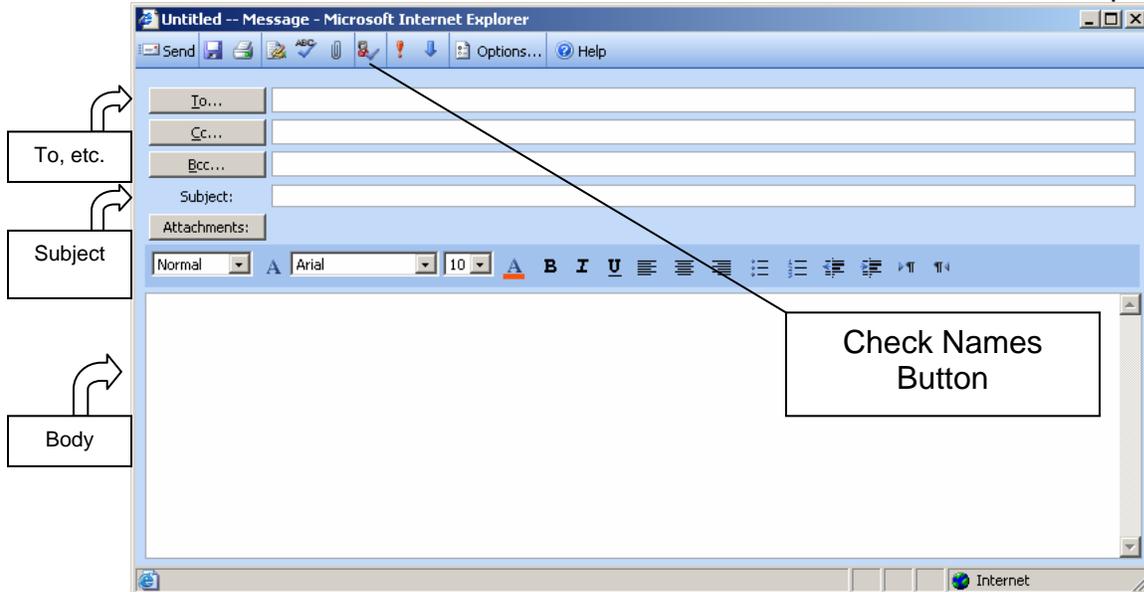
After you read your mail (you may have to move the slider bar on the right down to see a long message) you can use the message tools to decide what to do next. Delete the message? Click on the slash-like X. Move to the next message? Click on the up arrow.

Perhaps the easiest way to manage mail is to deal with it right away. A typical order for checking mail is to start with the first message, read it, delete it if it is not worth saving, down arrow to the next message, and so forth. You should also note that this screen gives you the whole scoop on the message. Who the message is from, whom else it was sent to, when it was sent and the subject of the message all appear in the message header.

The easiest way to send someone else email is to reply to mail they have sent. Just click on the reply icon and a message composition box appears already addressed to the sender. It even quotes the original message so you can refer to what was said. These basic steps are very similar to composing new mail, which is the subject of the next section.

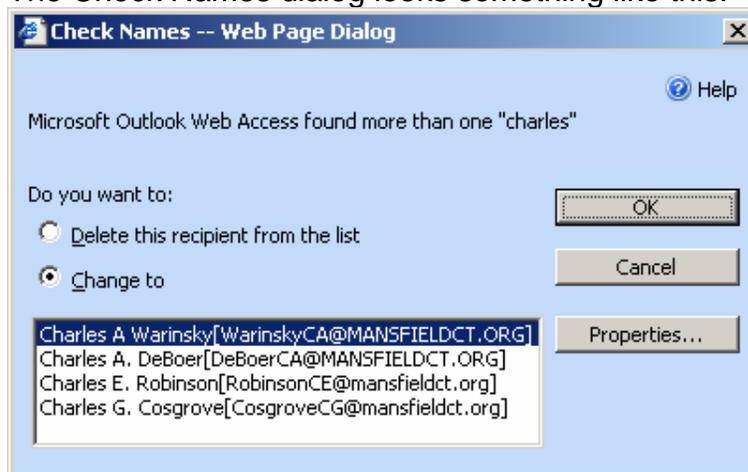
Sending an Email

1. Open the Inbox (if you just logged in, you're in the Inbox already).
2. Click on the New button on the Outlook Toolbar. A new window will open.



3. Addressing:

- a. If you know the names of the people you want to send to, you may directly type them into the To: box. You only need to type enough of the name to make it unique; for instance, at the time of this writing there is only one Quinn in the town so you would only need to type in 'quinn'. If the name you type in is ambiguous, such as 'charles', then you will be asked to pick which person you mean. The same applies to the Cc: and Bcc: boxes. To check the names you entered before sending, click the Check Names button . The Check Names dialog looks something like this:



- b. If you don't know the name you need, you may click on the To: button (or Cc:, or Bcc:) and use the Find to look up names. When you find the person you're looking for, highlight the name and click the To, Cc, or Bcc buttons.

Name	Phone	Alias	Office	Job title	Company
Support	429-3346	Support			
Support Services Council		SupSvcCouncil			
Support Services Council		SupSvcCouncil			

4. Enter a Subject in the Subject line, and type out your message in the message body.
5. If you have an attachment, click on the Attachments: button. You will be asked for files to attach. Click Browse... to find each file, then Attach to insert it into the message. Click Close when you have attached all of your files.

Choose a file to attach:

Add the file to the list

Current file attachments

6. Click the Send button to send.



Important Email Tips

- Our e-mail system is web-based, which means you can access it from any Internet connection (whether it is at work, home, etc.). As a result, it also pulls down all of your old mail every time you login. To avoid slowdowns, delete e- mails when you are done with them. When you delete an e- mail, it goes into a “Deleted Items” folder, so it is not really deleted. Click on the “empty trash” button to permanently delete the item.
- Frequent/advanced e- mail users should empty out your “Sent Items” folder periodically as well to ensure the fastest access (if you are unsure how to do this, give us a call and we can show you how). Limiting the number of e- mails stored in your email account will go a long way toward keeping your e- mail account running smoothly. Unfortunately, this also limits the usefulness of the e- mail account as a location for storing information. You may also feel comfortable highlighting the text in e-mails you want to save, copy it to a Word file, and then save the World file (or print out a copy of the e- mail).
- When you delete an item, it might still appear in your inbox until the page is refreshed.
- If you close a window, it will simply close and you will not be prompted to save anything you were working on!
- Make the e- mail system fit your schedule:
 - Check it from the location and at the time that is most convenient for you.
 - Send messages to staff from the location and at the time that is most convenient for you.
 - Avoid the need for photocopying, distributing, or multiple phone messages.
- Don't forget to check your e- mail every day!

Tips for Alternate Browsers

Some people, especially those that don't use Windows, don't have access to Internet Explorer. We cannot guarantee compatibility with these other browsers (which may include Firefox, Netscape, Opera, Safari, etc) but we have some general tips to help you log in. If you have trouble, you may have to upgrade your browser or try a different product altogether. Since there are many browsers and each may react differently, we cannot provide help if you use a browser other than Internet Explorer, version 6 or above.

- Logging in may a little different than described above. If you cannot log in, try this:
 - A login box will come up; hit cancel.
 - A second, similar box will come up. Enter your login info (email address, password) in this second box.
- The screens may look a little different and, instead of opening up different windows as describe above, all operations may happen in one window.
- The Folder List may not show. In its place you may see the shortcut bar and, in the toolbar, a button to move up one folder-level .

Though we cannot provide help for alternate browsers, we do encourage you to try!