




Software Application Training

WEBMAIL



West Chester University
OF PENNSYLVANIA
expect excellence

Welcome to the WCU Webmail & Network Account Management


[Webmail Login](#)

[Change your Password / Passphrase](#)

WCU Webmail and myWCU use the same username and password combination.


Remember: Passwords Expire Every 90 Days!
[How old is my password/passphrase?](#)

Unable to Login?

- Did you add "@wcupa.edu" after your username? (e.g., JD123456@wcupa.edu or BSMITH@wcupa.edu)
- Did you mistype your username or password/passphrase?
- Has your password/passphrase expired?
[Change your expired password/passphrase](#)
- Did you lose or forget your password/passphrase?
[Online Password Reset Tool](#)
- Did you recently change your last name?
[Online Update Tool](#)

Other University Systems
For access to Blackboard, MyWCU and other services, [Click here](#).

Support
[Student Helpdesk](#)
610.436.3349
[Faculty & Staff Helpdesk](#)
610.436.3350

Junk Mail Management
 [Postini](#)
How to manage your junkmail settings - [PDF](#)

Site Map • Privacy/Security
Webmaster@wcupa.edu

West Chester University of Pennsylvania
West Chester, PA 19383
610.436.1000

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For Assistance Call x3350
A Member of the Pennsylvania State System of Higher Education

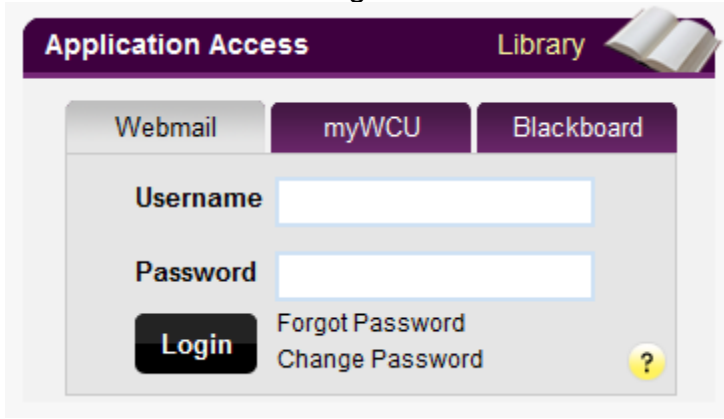
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Webmail

LOGGING IN

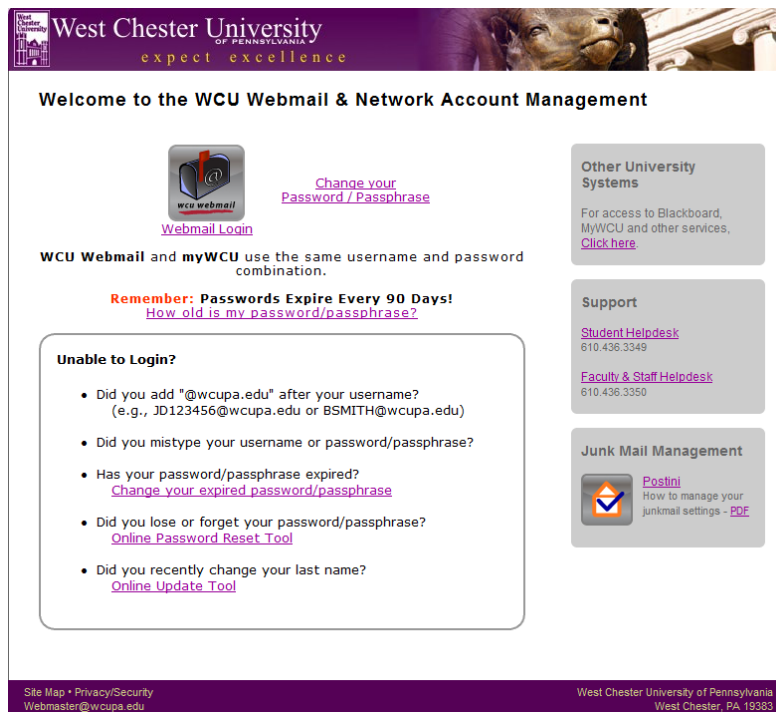
1. Go the West Chester homepage and under the **Application Access** heading click on **Webmail** and log in .



The screenshot shows the 'Application Access' section of the West Chester University website. It features three tabs: 'Webmail', 'myWCU', and 'Blackboard'. The 'Webmail' tab is selected. Below the tabs is a login form with fields for 'Username' and 'Password'. A 'Login' button is positioned to the left of the 'Forgot Password' and 'Change Password' links. A yellow question mark icon is located in the bottom right corner of the form area.

OR

1. Open up your web browser and type the following address in the address bar: **webmail.wcupa.edu**
2. The *Welcome to the WCU Webmail & Network Account Management* page will open



The screenshot displays the 'Welcome to the WCU Webmail & Network Account Management' page. At the top, the West Chester University logo and tagline 'expect excellence' are visible. The main heading reads 'Welcome to the WCU Webmail & Network Account Management'. Below this, there is a 'Webmail Login' button and a link to 'Change your Password / Passphrase'. A note states: 'WCU Webmail and myWCU use the same username and password combination.' A red warning box says 'Remember: Passwords Expire Every 90 Days! How old is my password/passphrase?'. A section titled 'Unable to Login?' contains a list of troubleshooting questions with links to 'Change your expired password/passphrase', 'Online Password Reset Tool', and 'Online Update Tool'. On the right side, there are three boxes: 'Other University Systems' with a 'Click here' link, 'Support' with links for 'Student Helpdesk' and 'Faculty & Staff Helpdesk', and 'Junk Mail Management' with a 'Postini' link and a PDF for 'How to manage your junkmail settings'.

Webmail



3. Click on the *Webmail Login* [Webmail Login](#) icon.
2. You will come to the Phishing Email Alert page, click **Click Here** to continue to the login page

Phishing (FAKE) E-Mail Alert

There have been a number of email messages appearing on campus that give the impression to be from "**CAMPUS WEB EMAIL TECHNICAL SERVICE**" or other similar addresses.

These messages are requesting you to submit your username, password, etc. **These are fake messages.** The staff from the Help Desks would **never** ask you to submit your password or any other personal information online.

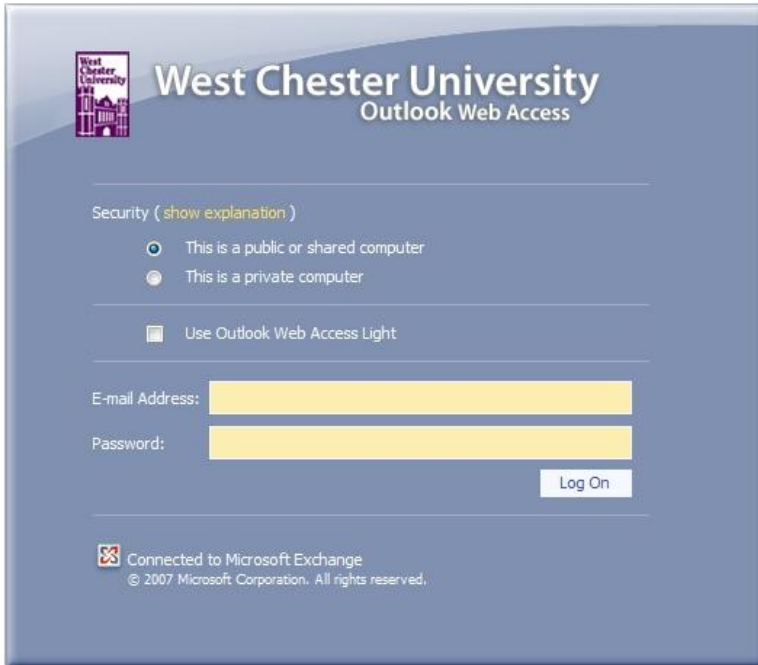
DO NOT RESPOND TO THESE EMAILS.

[Click here](#) to continue to Webmail login screen.

Notice Active: 5/27/2009 to 6/30/2009

- 4.
5. Type in your username, which is your first initial last name @wcupa.edu (ex. jsmith@wcupa.edu) and then type in your password. **Please Note:** This is also the user name and password you type when you login on campus.
 - a. Note: Under **Security** select either **This is a public or shared computer** or **This is a private computer**
 - i. Select **This is public or shared computer**, if you use Outlook Web Access on a public computer. Be sure to log off when you have finished using Outlook Web Access and close all windows to end your session
 - ii. Select **This is a private computer**, if you are the only person who uses this computer. Your server will allow a longer period of inactivity before logging you off.

Webmail



6. Click Log On.

WEBMAIL SCREEN

Options

Toolbar

Navigation Pane Folder List


Main Screen

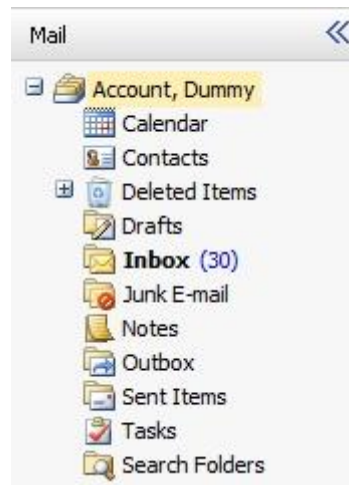
Webmail

NAVIGATION PANE


- *Mail*- Select this option to display mail in your Inbox.
- *Calendar*- Select this option to display your calendar.
- *Contacts*- Select this option to display the contact folder.
- *Tasks*- Select this option to create and track a project or an assignment
- *Public Folders*- Use this option to create, delete, move & copy public folders.

FOLDER LIST

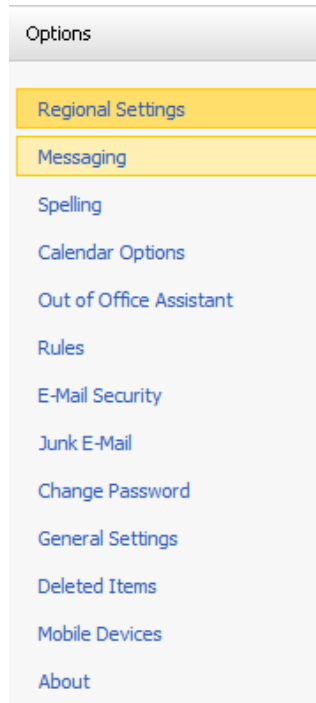
- The Folder List displays all of the folders under your mailbox. To display all folders click on the *down arrow* to the right of the Folders icon. 
- Click the specific folder you want to view.
- To add a new folder, right click on the folder that you would like to add the subfolder to and select **Create New Folder...**



OPTIONS

Customize your webmail by using the following options. When you change any settings for the following options, you must click on **Save**  in order for your settings to take effect.

Webmail



Regional Settings

1. Above the toolbox click **Options**, then select **Regional Settings**
2. In this section you can select/ edit your **Language** and **Date and Time**

Messaging Options

You can set how many **messages** you would like **displayed per page** in your Inbox or other folders. This option also allows you to display a **notification message** when new mail arrives. Finally you have the ability to add a **custom signature** to your messages and set the **font** for **new, replied to and forwarded messages**, along with **Message Tracking Options** and **Reading Pane Options**.

1. Next to Number of items to display per page click on the down arrow to set a number. **The higher the number the longer it will take for the page to refresh.**
2. Check the Display a notification message when new mail arrives for a message to appear.
3. Select Play a sound when new mail arrives if you want to be notified by sound.

Webmail

4. **Email Signature-**

In the Signature text box type the signature you want to use and click on Save and Close. Check Automatically include my signature on outgoing messages if you want your signature to appear on every message.

5. **Message Format-**

Click on Choose Font button to select the font for new, replied to and forwarded messages. In the font dialog box select a font, style and size, and then click ok.

6. **Message Tracking Options-**

Select how to respond to requests for read receipts.

7. **Reading Pane Options-**

This option allows you to determine whether items displayed in the Reading Pane will be marked as read or left as unread.

- a. Mark item displayed in Reading Pane as read: this allows you to mark an item as read. You can set a delay for when an item is marked as read by selecting a number in the Wait seconds before marking item as read box (5 seconds is the default).
- b. Mark item as read when selection changes: this allows you to mark items viewed in the Reading Pane as read after you select another item from the list. This is the default setting.
- c. Do not automatically mark items as read: this allows you to leave items viewed in the Reading Pane as unread.

Spelling

Use this option to customize your spelling checker. The Automatic Spell check will automatically underline potentially misspelled words before you send an email.

1. To automatically check spelling before a message is sent click the box next to Always check spelling before sending which is located under Options-Spelling.

Webmail



To spell check a message in another language under Select the language of the dictionary to use while checking spelling click on the down arrow and select the language.

Calendar Options

This option allows you to customize how your calendar is displayed.

1. To select the day the calendar displays at the beginning of the week click on the Week begins on list and select a day.
 - a. If you would like the week number to appear select the option from the First week of year list.
2. **Calendar Work Week-**
For times that will display for each business day make your selection from the Day start time and Day end time lists.

Out of Office Assistant

1. Above the toolbox click on **Options**.
2. Select **Out of Office Assistant** select **Send Out of Office auto-replies** or select **Send Out of Office auto-replies only during this time period** and select the time period.
3. Compose your message in the text box.
4. Click on **Save**.

Note: You have the ability to set separate Out of Office messages for internal and external senders. Internal are senders from inside your organization, and

Webmail

external senders send from outside your organization. You can tailor specific messages for internal and external senders or send Out of Office messages only to internal senders.

Rules

1. In the Options Navigation Pane, Select Rules
 2. Select this option to setup rules for Webmail to perform certain actions as Emails Arrive
 - a. For example, you can create a rule to automatically move all mail sent to a distribution list that you are a member of to a specific folder.
- To create a rule, click **New Rule**, and then click an option to select it
 - To change a rule, click **Change Rule** and change the rule to your new specifications
 - To delete a rule, click **Delete** and it will delete the rule from your list.

Junk E-mail


Junk E-mail can now be controlled in Outlook Web Access by letting you create and manage lists of trusted and untrusted e-mail addresses and domains. This option also allows you to block external content in HTML e-mail messages known as Web beacons.

1. To turn on the Junk E-mail filter Select Automatically Filter Junk E-mail or you can select Do Not Filter Junk Email.
2. If you choose to Automatically Filter Junk E-Mail. You also have the ability to make Safe Sender, Block Sender and Safe Recipient lists.
 - Safe senders are domains and people from whom you want to receive e-mail messages.
 - Blocked senders are domains and people from whom you do not want to receive e-mail messages.
 - Safe recipients include distribution lists that you are a member of and from which you want to receive e-mail messages.
3. To add people to one of the above lists click **Add** and type in their email address.
 - You can also click the check box next to **Also trust e-mail from my Contacts** to add everyone from your Contacts to that list.
4. You also have the option to check the box next to **Treat all e-mail as junk unless it comes from someone in my Safe Senders or Safe Recipients lists, or from senders in my organization.**

Change Password Tool

Use this page to reset the password that you use to access your Microsoft Windows-based network and Outlook Web Access. By default, the password that you use to access Outlook Web Access is the same password that you use to log on to your Windows-based network.

To change your password:

- Type your old password.
- Type a new password.
- Type the new password again to confirm it.
- Click **Save**  to save your new password.

After you save, you may have to re-enter your credentials and log on again. Outlook Web Access will display a message after your password is changed successfully.

General Settings


1. **E-mail Name Resolution-**

Use the E-mail Name Resolution options to control the order in which Outlook Web Access resolves names. If you choose Global address list, Outlook Web Access uses your organization's global address list first. If you choose Contacts, Outlook Web Access uses your **Contacts** folder first. Outlook Web Access uses only the default Contacts folder. It will not use additional contact folders that you create.

2. **Appearance-**

Use this option to select a color scheme for Outlook Web Access.

3. **Accessibility-**

You can choose to optimize Outlook Web Access for accessibility the first time that you use it, or you can choose it later under Accessibility on the General Settings page. Use the blind and low vision experience Select this check box to use Outlook Web Access Light, which is optimized for blind or low vision users. Click **Save**  on the toolbar to save changes to any of the options on the General Settings page.

Deleted Items

Outlook Web Access now gives you the opportunity to recover permanently deleted items and have your deleted items folder automatically emptied.










1. Click Deleted Items in the Options Navigation Pane

Webmail

2. To have your deleted folder emptied every time you log off your webmail account, check the box next to **Empty the Deleted Items folder on logoff**
3. To recover items that have been deleted within the last 15 days, select the item or items you wish to recover with a single left mouse click, the items will become highlighted. To select more than one item, hold down the **Ctrl** key and click all items you wish to delete.
 - a. * If the item you wanted to recover is not listed than the recovery time has more than likely expired.*
4. Click Recover to Deleted Items Folder. Or you can choose to permanently destroy the item by selecting Permanently Delete.

From the Deleted Items folder in the mail list, you can click and drag the item into any folder that you wish.

TOOLBAR

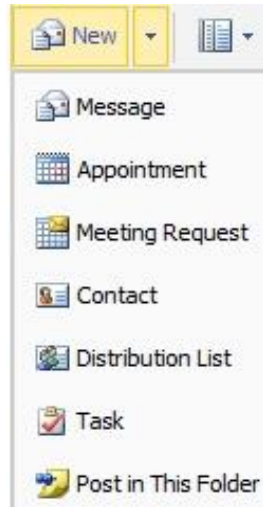
- Compose New Mail Message- 
- Move Copy Folder- 
- Delete Selected Message- 
- Reply- 
- Reply to All- 
- Forward- 
- Show/Hide Reading Pane- 
- Check for New Messages- 
- Search-
- Address Book-
- Help- 
- Log Off-

Webmail

- This section indicates how many pages of messages you have. Click on the arrows to the right and left to get the next or previous page of messages.

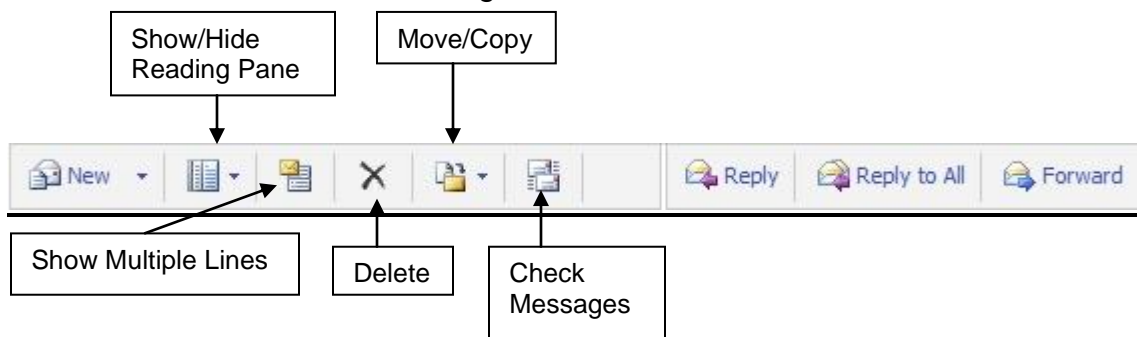


- Click on the down arrow in the New box to compose a new item. The default item is a new Mail Message. You can also create: a new posting for the Inbox folder, a meeting request or an appointment for the Calendar function, and create a Contact or a Distribution List in the address book.



READING MAIL

- To open a message double click on it.
- A box with your message will then appear. Below you will find the toolbar associated with the message box.




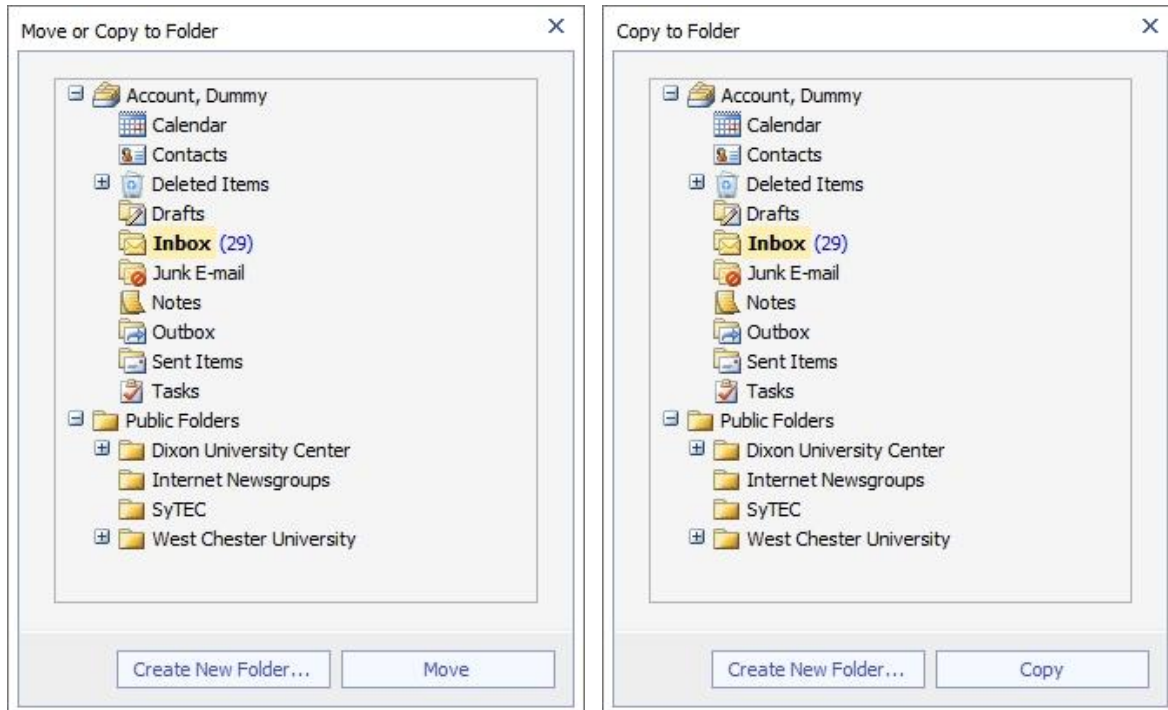
MOVE/COPY

To move or copy a message you can use the Move/ Copy function in addition to clicking and dragging the message.


Webmail

To Move or Copy a message:

1. Select the Move/Copy icon. 
2. In the drop down list, select **Move to Folder...** or **Copy to Folder...**
3. Select the folder you would like to transfer or copy to.
4. Then, on the bottom, click on copy or move to transfer or copy the message to the designated folder.



DELETING A MESSAGE

- To delete a message select the message then click the delete items icon  on the toolbar.
- Remember when you delete messages they end up in your deleted items folder. To empty your deleted items folder, right click on the Deleted Items icon in the folder list and select Empty Deleted items.

TASKS

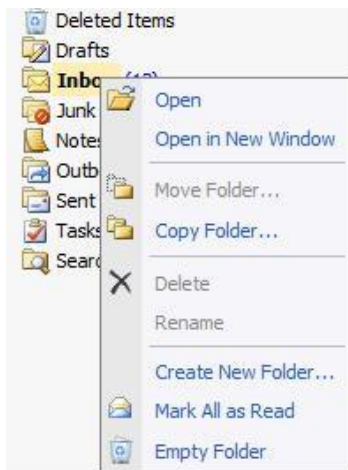
The Tasks folder contains to-do items for you to track until completion. These to-do items can be tasks, e-mail messages, or contacts that have been flagged for follow-up. By default, all tasks are flagged for follow-up when they are created, even if they have no start date or due date. Therefore, whenever you create a task, or flag an e-mail message or a contact, a to-do item is created automatically. Tasks can occur one time or on a recurring schedule. Tasks can be updated to show progress by using the % **complete** field.

To open your tasks, click  **Tasks** in the [Navigation Pane](#).

NEW FEATURES

Improved and Enhanced Right-Click Functions

You have the ability to right-click in the folder list for options such as; Create New Folder, Rename and Mark All as Read, without a dialog box popping up.



Mailbox Limit

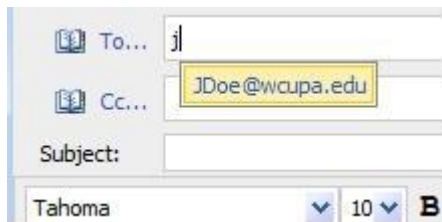
Find out how full your mailbox is by placing your mouse over your mailbox name and an image will appear indicating the space that have been used.



Webmail

Auto-Complete for Email Names

Webmail will remember the names of your contacts when you compose a new message.



Searching

You can now search your mailbox for specific folders or items using the Search all Folders and Items box.



Attachment Viewing

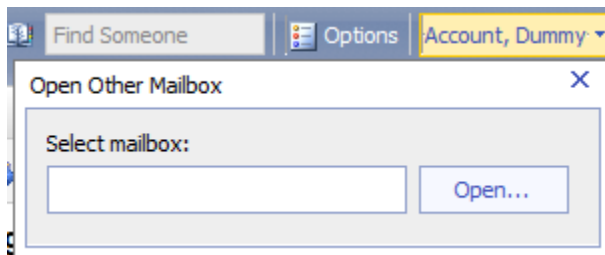
You can view attachments without having to download the full file.

New Flagged Items and Tasks View


Flagged Items will display in Tasks

Linking to another Mailbox

To link to another mailbox, click on the **Account Name** and in the **Open Other Mailbox** window type in the mailbox name and click **Open...**



LOG OFF

- It is very important to log off when you are finished working in Webmail. Click on the *Log Off* icon located in the upper right hand corner above your inbox.

- After you log off you will be returned to the log in window