

# MANHATTAN SCHOOL OF MUSIC NETMAIL FAQs

## Department of Information Technology

Updated August 26, 2005

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### I. How can I login to NetMail from a Web browser?

1. Go to <http://www.msmnyc.edu/facilities/computing> and click on the link to staff, faculty, or student e-mail, as appropriate.




The image shows a screenshot of the Manhattan School of Music website's 'Facilities' page. On the left, there is a red curtain graphic and a list of facilities: Computing Resources, Copy Services and Mail Room, Dining Hall, Distance Learning Center, Electronic Music Labs, Facilities Management, Faculty Lounge, Performance Spaces, Piano Technical Services, and Practice Rooms. The 'Computing Resources' section is highlighted. The main content area describes the department's role in providing administrative computing technology and services to students, staff, and faculty. Below this, there are 'Quick Links to E-mail Services' for College Student, Faculty, and Staff. An arrow points from the 'Faculty E-mail Services' link to a 'Enter Network Password' dialog box. The dialog box is titled 'Enter Network Password' and contains the following information: Site: staffmail.msmnyc.edu, Realm: 1123711763, User Name: [input field], Password: [input field], and a checkbox for 'Save this password in your password list'. There are 'OK' and 'Cancel' buttons at the bottom.

2. Login using your School network username and password. If you do not know your username or password, contact the Information Technology department. Your username and password will be disclosed or changed ONLY in person or in writing. For your security passwords will not be disclosed to anyone by telephone.
3. The default WebMail client screen will appear, displaying your e-mail.

## II. How can I set up an automatic vacation auto-reply message?

1. Login to NetMail. Select Options, Mailbox Management.
2. Under the heading “Auto-reply/Vacation Message,” select Yes to enable a message, and type your message in the message box.
3. Remember to disable your message when you return to the office!

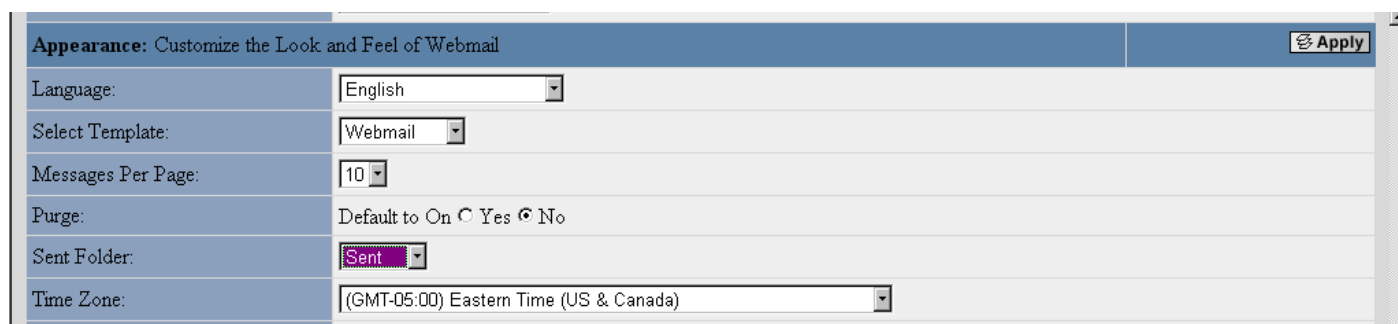
**Figure 1. Enabling Auto-reply/Vacation messages**

 <a href="#">Folders</a> <a href="#">Compose</a> <a href="#">Calendar</a> <a href="#">Address Book</a> <a href="#">Options</a> <a href="#">Logout</a>	
Options	
<a href="#">General Settings</a> <a href="#">Mailbox Management</a> <a href="#">Rules</a> <a href="#">Mail Proxy</a>	
<b>Forwarding:</b> Forward all New Messages to Another Address <span style="float: right;"> <b>Apply</b></span>	
Enabled:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Keep Copy:	<input type="radio"/> Yes <input checked="" type="radio"/> No
Forward To:	<input type="text"/>
<b>Auto-reply/Vacation Message:</b> Automatically Reply to all New Messages <span style="float: right;"> <b>Apply</b></span>	
Enabled:	<input checked="" type="radio"/> Yes <input type="radio"/> No
Message:	<input type="text" value="I will be away from the office from August 1 through November 15."/>

### III. How can I enable a “Sent” folder to keep copies of messages I send from the NetMail Web client?

1. Create a new folder called “Sent.”
2. Under Options, Appearance, select the new folder from the drop down list next to “Sent Folder.”
3. Click on the Apply button to the far right.
4. Log out of NetMail and log back in to activate the new folder.
5. “Sent” will now collect copies of your sent messages for your future reference.

**Figure 2. Designating a "Sent" folder**



The screenshot shows the 'Appearance' settings page for NetMail. The title is 'Appearance: Customize the Look and Feel of Webmail'. There is an 'Apply' button in the top right corner. The settings are as follows:

Language:	English
Select Template:	Webmail
Messages Per Page:	10
Purge:	Default to On <input type="radio"/> Yes <input checked="" type="radio"/> No
Sent Folder:	Sent
Time Zone:	(GMT-05:00) Eastern Time (US & Canada)

### IV. How do I delete messages from my NetMail folders?

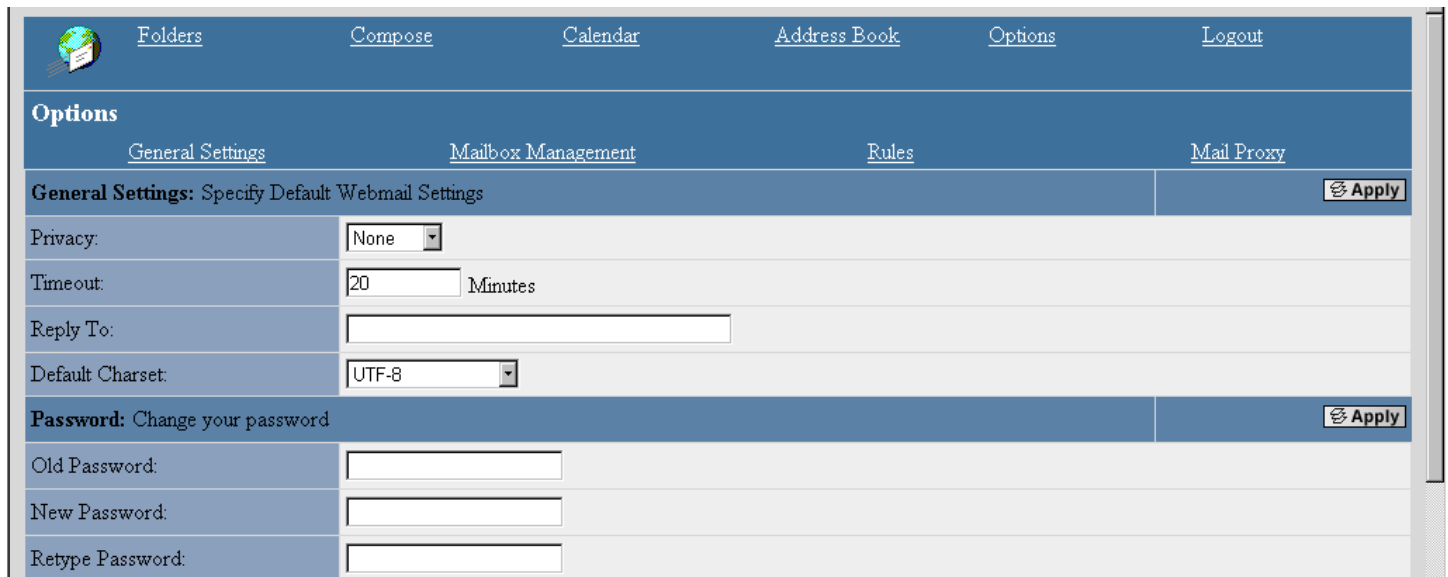
1. Deleting messages in NetMail can be a two-step process.
2. First, select the checkbox next to the message you wish to delete. Click on “Delete” on the folder menu. The message will then appear crossed out. Second, click on “Purge all” to permanently remove the deleted message.
3. You can combine these steps as one by selecting the check box next to the message, and immediately clicking on “Purge.”

## V. How can students and non-administrative faculty change their passwords in NetMail?

*Note: Staff and administrative faculty who have individual computer workstations on campus should not use this method to change their passwords.*

1. In NetMail, select Options, then General Settings.
2. Under the General Settings look for the section titled “Password: Change your password.”
3. Type your old (current) password in the first box in this section, and the new password you wish to use in the two designated boxes. As you type, your passwords will be concealed as asterisks.
4. Click on the Apply button to the far right.
5. Log out of NetMail and log back in using your new password to confirm that it works. If it does not work, log in using your old password and repeat the steps to ensure that you did not overlook any of them. If after doing this you still cannot change your password, contact the Information Technology department for assistance.

**Figure 3. Changing your password**



The screenshot displays the NetMail interface. At the top, there is a navigation bar with links for Folders, Compose, Calendar, Address Book, Options, and Logout. Below this, the 'Options' section is active, with sub-links for General Settings, Mailbox Management, Rules, and Mail Proxy. The 'General Settings' section is expanded, showing various configuration options. The 'Password: Change your password' section is highlighted, featuring three input fields: 'Old Password:', 'New Password:', and 'Retype Password:'. An 'Apply' button is located to the right of the 'New Password' field.

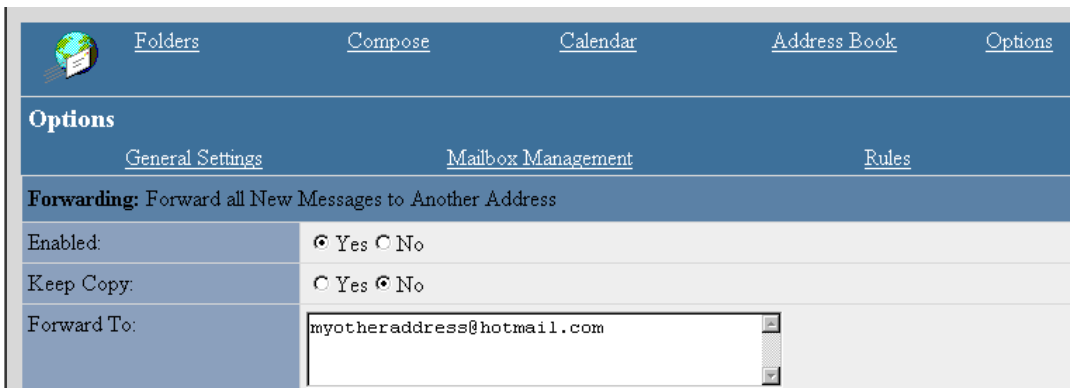
Options	
General Settings: Specify Default Webmail Settings	
Privacy:	None
Timeout:	20 Minutes
Reply To:	
Default Charset:	UTF-8
Password: Change your password	
Old Password:	
New Password:	
Retype Password:	

## VI. How can I forward my NetMail e-mail to a third-party e-mail account?

*If you have long-standing third-party e-mail account—at Yahoo, Hotmail, or AOL, for example—where you prefer to receive all your e-mail, you can easily configure MSM NetMail to forward e-mail to that address.*

1. In NetMail, select Options, then Mailbox Management.
2. Under the General Settings you will see a section titled “Forwarding: Forward all New Messages to Another Address.”
3. By default, Enabled is set to No. Select the Yes option button to enable forwarding.
4. Type in your preferred e-mail address in the “Forward To” box.
5. Click on Apply to the far right to save your settings.

**Figure 4. E-mail account configured to forward mail**



The screenshot shows the NetMail Options page. At the top, there are navigation tabs: Folders, Compose, Calendar, Address Book, and Options. The Options page is active, and under it, there are sub-tabs: General Settings, Mailbox Management, and Rules. The 'Forwarding: Forward all New Messages to Another Address' section is expanded. It contains three rows of settings: 'Enabled' with radio buttons for Yes (selected) and No; 'Keep Copy' with radio buttons for Yes and No (selected); and 'Forward To' with a text input field containing 'myotheraddress@hotmail.com' and a small 'Apply' button to the right.

6. When you no longer want to forward e-mail from your MSM address, return to the Forwarding options and disable the feature by selecting the “Enabled” No option button. Save your change by clicking on the Apply button to the far right.

*Even if you forward your e-mail and choose not to log into NetMail frequently, remember that there are important tools in NetMail that can be very helpful to you, especially the Address Book from which you can retrieve e-mail addresses for members of the School community.*

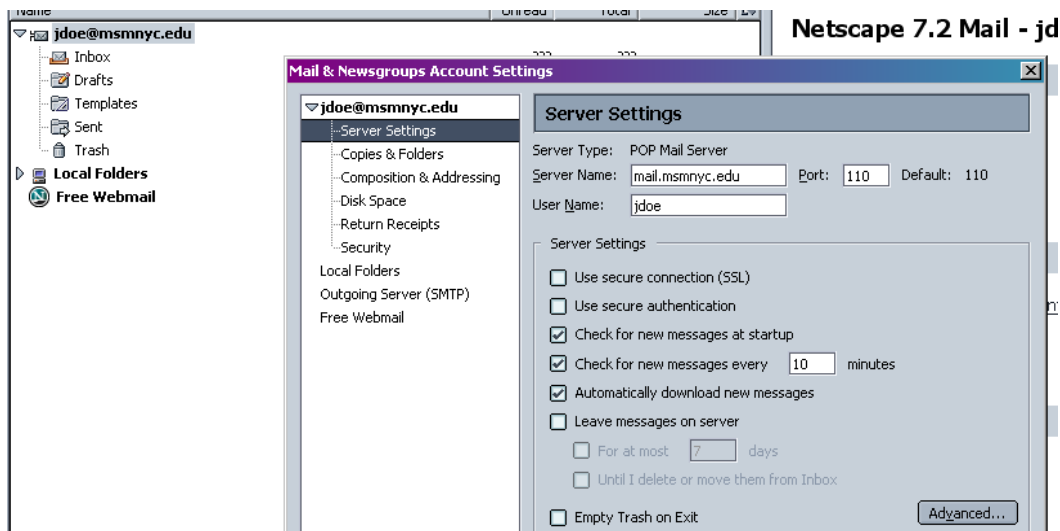
## VII. How can I choose whether to leave e-mail messages on the server for later access from off campus?

*The instructions below are for Manhattan School of Music staff who use the Netscape e-mail client at their campus offices.*

*You must change the settings described below in your office Netscape mail client, not in NetMail.*

1. In **Netscape**, right-click on your account to display the Account Settings window.
2. Leave “Leave messages on server” unchecked (this is the default setting) to download all your new e-mail to your office PC. This is the recommended setting.

**Figure 5. Changing Netscape settings**



*What does this configuration do?*

*While you are at work and your Netscape e-mail client is running, all new e-mail is captured by Netscape and removed from the NetMail server. You can read this e-mail at your desk, but if you later go home and login to NetMail, this e-mail will not be visible to you. It can be seen only at your office PC.*

*However, after you close your Netscape e-mail and leave your office, all e-mail received later that evening CAN be read when you login to NetMail because it has not yet been captured and moved to your office PC. This means that you can read and respond to e-mail that you receive after business hours by logging into NetMail from any location. This configuration is adequate for most users.*

3. If you need to have ALL your e-mail visible to you at ALL times, both at work and from other locations, check the “Leave messages on server” box in Netscape. Doing this will leave your e-mail on the NetMail server even after it has been captured and copied to your office PC.

*What does this mean?*

*You will be able to see all your e-mail both in Netscape on your office PC and from any other remote location at all times.*

*Who should use this setting?*

*Only persons with an urgent need to see ALL their e-mail, old and new, at all times.*

*Will I have any problems if I do this?*

*YES. By keeping ALL your e-mail on the NetMail server, you are consuming the limited storage space allotted to your e-mail account. You must therefore pay careful attention to how much space is used (this value can be seen in NetMail in the Folders view), and regularly delete old e-mail to free space for new messages. IF YOU ALLOW YOUR E-MAIL ACCOUNT TO FILL COMPLETELY, NEW E-MAIL WILL NOT BE DELIVERED*