

Computer Training

Thunderbird Mail & Newsgroups

THUNDERBIRD MAIL

Thunderbird Mail is the current email client used for sending and receiving email as well as Newsgroup participation in the campus Bulletin Board.

On campus, it utilizes **IMAP** (Internet Message Access Protocol), which allows messages to be stored on the campus server named **RoyalMail**. This allows the client (Mozilla Thunderbird) to access remote messages from the server at home, office, or anywhere you have access to the Internet.

FREQUENTLY ASKED QUESTIONS ABOUT THUNDERBIRD MAIL AND NEWSGROUPS

1. How do I access my e-mail on Campus?

Click on the *Mozilla Thunderbird Mail* icon located on your computer's desktop. When the mail program opens, enter your My Scranton password.

2. What is my Password?

The default setting for your e-mail password (Single Sign on Password) is the last six digits of your Social Security Number.

3. How do I change my Password?

Navigate to the web page *My.Scranton* (<http://my.scranton.edu/>) and type in your *User Name* and current *Password*.

- a. Click on the tab *Employee* and then the link *Self Service (UIS)*.
- b. Click on the link *Change your Single Sign on Password*. Change your password to a value that is exactly six characters and/or digits. Do not use your birth date or any portion of your Social Security Number; this includes sequential or repeating numbers.
- c. Click on the *OK button* to accept the new password.

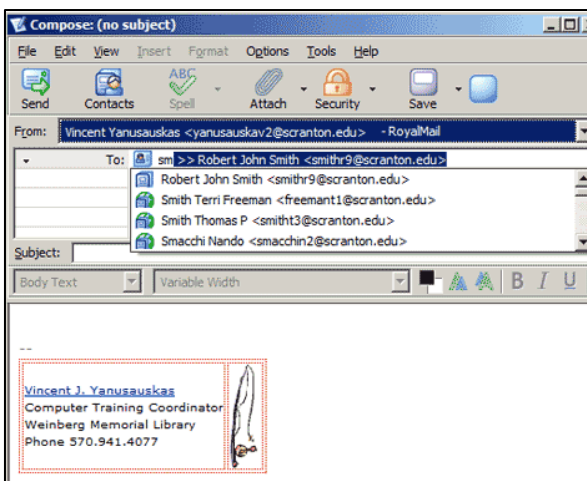
4. How do I compose an e-mail message in Thunderbird?

Open the Thunderbird client and then enter your password when prompted. Click on the icon "Write" to open the *Compose dialog box*. Place the mouse cursor in the box To:

Start typing the recipient's name. Press the "Enter key" to include another recipient.

Click on the drop down arrow to change the address menus.

- To: Enter the address of the recipient.
- Cc: Send a carbon copy of the message to another recipient.
- Bcc: Send a blind carbon copy of the message to another recipient while concealing his or her identity from the other recipients.



Quick tip for the Bcc option:

Use this option to send a generic message and conceal the identities of all recipients by clicking on the drop down arrow and changing the address menu to Bcc: (blind copy). In the box provided, enter the name of the recipient or group, a subject line, and then your message. Blind copying is use to protect email identities.

5. What is Auto Completion?

When composing an e-mail the *Auto Completion* feature automatically searches the Campus Directory or Address Book for the name associated with the first two letters typed and each additional letter added. Pressing the *Enter key* completes the e-mail address from the display.

6. How do I attach a file?

To attach a file to your e-mail message, click on the Attach button in the Composition window. When the Attach file dialog box opens, navigate to the file that you want included in your e-mail and then click on the Open button. The file is now attached.

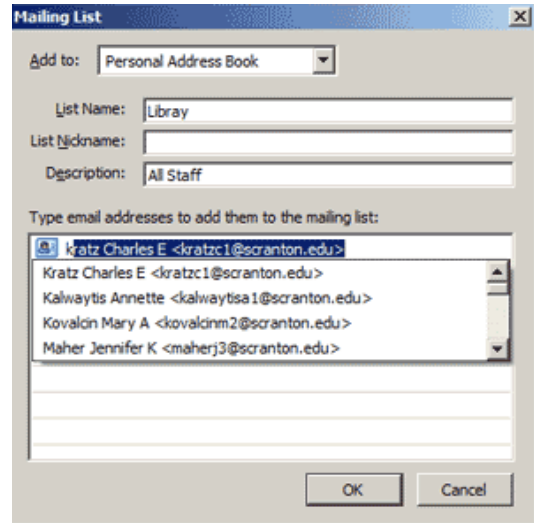
Note: More than one file may be attached to any e-mail.

7. How do I add contacts to my Address Book?

All replied e-mail addresses are automatically added to your default Personal Address Book. To add an address that did not receive a reply reopen the e-mail and then right click on the sender's name. Choose *Add to Address Book* from the short-cut menu.

8. How do I create a Mailing List?

Click on the *Address Book button* to open your Address Book. Click on the *New List button* to open the *Mailing List dialog box*. Enter a name for your list and add a description if desired. *Click in the first address box* and then add the e-mail address. Press the *Enter key* to add another e-mail address.



9. How do I save an e-mail that I did not finish composing?

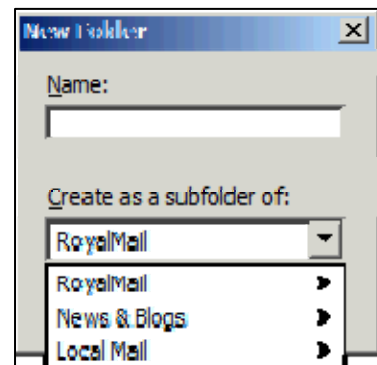
If you close an e-mail without pressing the *Send button*, you are notified “Message has not been sent. Do you want to save this e-mail in the Draft's folder?” Choose from one of three menu buttons provided.

10. How do I create an e-mail folder?

Click on the menus File and then Folder to open the *New Folder dialog box*. Name the folder, then click on the drop-down menu “*Create as a subfolder of:*”

Choose either RoyalMail or Local Mail as the parent folder. To create subfolders in an existing folder select the folder from the list.

For example – a staff with a subfolder for each staff member's name.



11. How do I customize Thunderbird's Toolbar?

Adding or removing a button from the toolbar is easy. Just open Thunderbird and follow the steps below:

- a. Click on the menus *View | Toolbars | Customize*.
- b. When the Customize Toolbar dialog box opens, use the drag and drop method to add or remove a button to or from the toolbar.
- c. Click on either the OK button to save the changes or the "Restore Default Settings" button to revert to the original settings.

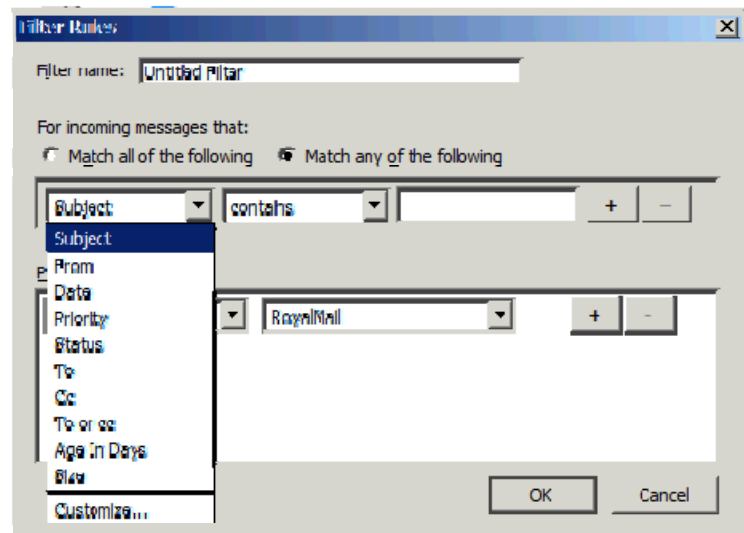
Note: To customize the Compose Mail window, repeat the above steps. The buttons Previous and Next advance only when the mail is unread. To see this demonstrated visit the Quick Tip video online at <http://academic.scranton.edu/department/training/qtaug06.html>.

12. How do I filter E-mail messages?

Click on the menus *Tools* and then *Message Filters* to open the *Filter Rules dialog box*.

Click on the button "New" to create a new filtering rule. Type a name for the rule and then select how incoming messages are to be filtered.

Select from the options to match from all or any of the criteria listed. Then set a filtering action below.



Filtering actions are part of the rule that you create. Specific actions include automatically deleting an e-mail or assigning e-mails to specific folders that matches the criteria stated in the rule.

Note: Access the Quick Tip video online to see two example message filters created at: <http://academic.scranton.edu/department/training/qtjune07.html>

13. How do I create and attach a Signature File to my e-mail account?

First, open Microsoft Word. Type your name and then *press the Enter key*. Add any additional information that you require *pressing the Enter key after each heading*

(department, extension number, or other information).

To create a *return e-mail link* highlight your name using the mouse. Next, right-click the selected text and choose *Hyperlink* from the *Context Sensitive* menu. When the *Hyperlink dialog box* opens click on the *button E-mail Address* and then enter your University of Scranton address. Click on the *OK button*.

Under the menu *Edit | Select All, change the font to Arial, size 10*. Save the file as a web page named *Signature* in the *My Documents folder* (*File | Save As or Save as Web Page*) depending on the version of MS Word installed on your computer.

If you do not already have the Mozilla Thunderbird client open, please open it now. Click on the menu *Tools | Account Settings* and then click in the box provided “*Attach this signature.*”

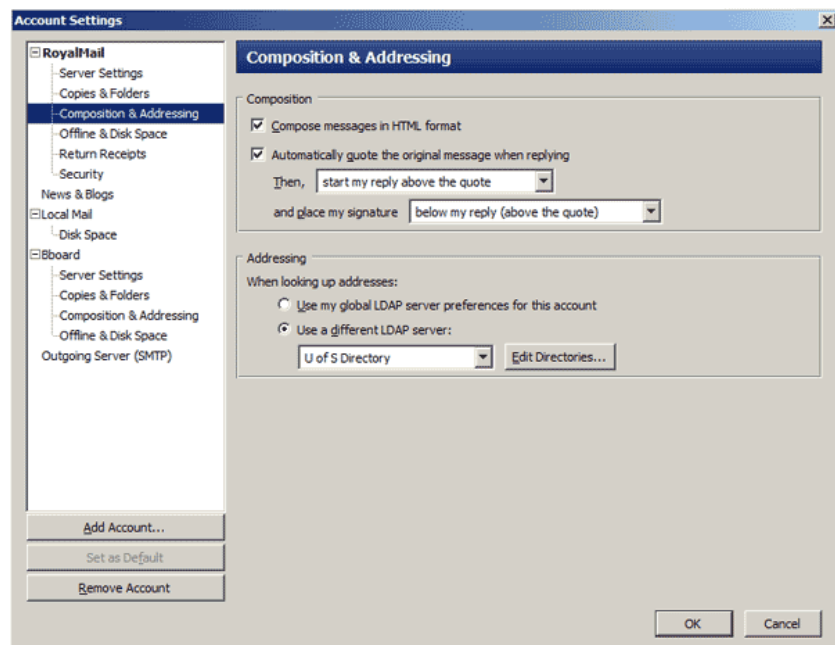
Click on the button *Choose and locate the .htm file Signature*. Click on the file to select it and then click on the button *Open*. The file is now attached to every e-mail sent from your personal computer.

Note: This file is not attached when using our web-based mail client My.Scranton.

14. How do I place my Signature file at the end of my e-mail in a new e-composition or reply?

Click on the menus *Tools | Account Settings | Composition & Addressing*, click in the box provided “*Automatically quote the original message when replying.*”

Change the drop down menus to “*Then, start my reply above the quote,*” and “*place my signature below my reply (above the quote).*”



15. How do I access my e-mail Off-Campus?

Navigate to the web page *My.Scranton* (<http://my.scranton.edu/>) and type in your *User Name* and *Password*. You can access only the e-mail or a folder that resides on the server.

16. How do I create a folder that resides on the campus Internet Mail Server?

You can add a folder to the server using the Thunderbird e-mail client or by accessing the *My.Scranton* web page. If you elect to use Thunderbird, see question six.

My.Scranton

- a. To create a new folder Log into the MyScranton web page, and then click on the link *more*, which is located in the My E-mail Inbox.
- b. Click on the menus Folders | New, and then enter a name for the newly created folder in the box provided.
- c. Click on the *OK button* and the new folder is created. This folder is now accessible from the MyScranton page and the Thunderbird e-mail client

17. How do I add contacts to my Off-Campus Address Book?

Open the e-mail of the contact you would like to add. On the toolbar click on the *Add Address button* the new contact is added. Any duplicate addresses will be ignored.

18. How do I save an e-mail to the new folder I created?

- a. When in the Thunderbird e-mail right-click on the email in your Inbox and select Move to or Copy to from the short-cut menu.
- b. When using the MyScranton web page select the e-mail by clicking in the select box. Use the drop down box *Move message to folder* and then select the folder. The message is now moved to the chosen folder.

19. How do I create a Vacation or Extended leave message?

To send an automatic reply when on vacation or extended leave requires accessing the MyScranton portal. *Log into the MyScranton* home page and then click on the link *more located* in the *My E-mail Inbox*. This will open the IPlanet Express mail client in a new window.

Click on the menu *Options* and then *Vacation Message*. Follow the instructions provided.

You may edit the message to personalize the response. Check the box *Enable Automatic Vacation Reply* and then the button *Save Changes*.

The automatic reply will be active for the number of days you specified. Upon your return, you should remove the automatic reply by *removing the checkmark from box Enable Automatic Vacation Reply*. Remember to click on the button *Save Changes*.