

## Using Webmail on My Pitt (my.pitt.edu)

### Overview

Webmail is a portal application that uses your Web browser to access your University email account (*username@pitt.edu*). You can use Webmail to send, receive, and read your University email from anywhere as long as you have a compatible Web browser and an Internet connection. The help sheet explains how to use Webmail's basic features.

**Note:** Webmail now features an enhanced, easier-to-use interface and a variety of helpful new features. New email drafts are automatically saved as you type. You can also view messages in a preview pane, highlight, flag, or filter messages, track events on a personal calendar, and delete your mail more quickly. You can even view your most recent messages right on your home page. To learn how to use these new features, refer to the help sheet *What's New with Webmail* at [technology.pitt.edu](http://technology.pitt.edu).

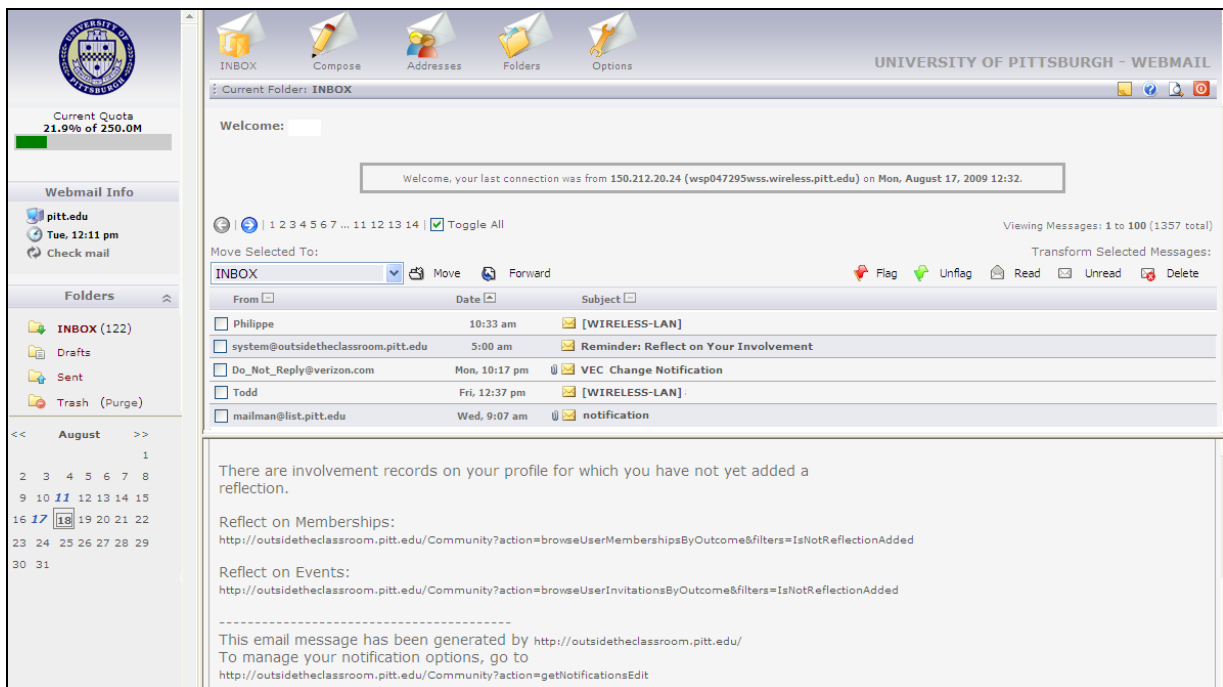
### Connect to Webmail

Log in to My Pitt ([my.pitt.edu](http://my.pitt.edu)) and click the **Webmail** link located in the top right corner of any page.



### The Webmail Window

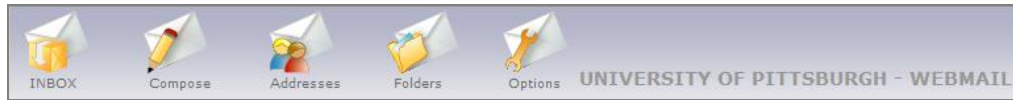
The main Webmail window is divided into a left and right frame. The left frame displays your quota, your list of mail folders, and your calendar. The right frame displays a navigation menu bar at the top of the window and a list of your mail messages in the bottom of the window.



A summary of the different sections of the main Webmail window follows.

### Menu Bar

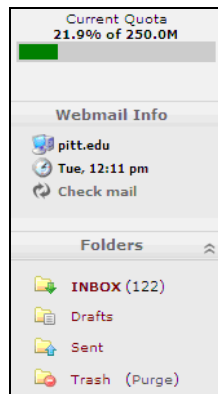
The links on the menu bar allow you to draft a new mail message (**Compose**), create or edit an email Address Book (**Addresses**), create and organize folders to store your mail (**Folders**), change your personal information and display preferences (**Options**), or return to your Inbox (**Inbox**).



### Folder List

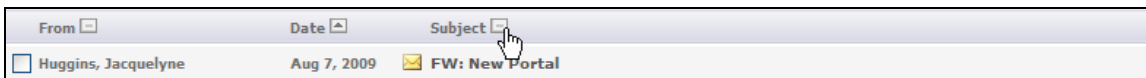
Click on a folder name to display messages within that folder. Click the **Check Mail** link to refresh the window and check for new mail messages. Your email quota—the amount of space you have available to store email messages—appears in the bar at the top of the window.

**Note:** If you use Firefox as your Web browser and have a large number of mail folders, it is possible that not all of your folders will display in the **Folder** list. You will need to use another Web browser to view your complete list of mail folders.



### Message List





To read an email message, click the **Subject** of the message. You can quickly sort your messages by clicking on the box to the right of the **From**, **Date**, or **Subject** headers.



### Folder Toolbar

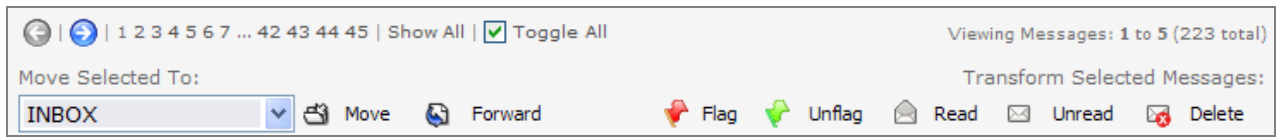
The Folder toolbar identifies the current folder that you are viewing and contains several buttons.



- The **Notes**  button allows you to create up to nine virtual notes.
- The **Search**  button allows you to search for mail message.
- The **Help**  button displays detailed Webmail help.
- The **Logout**  button ends your Webmail session.

### Message Toolbar

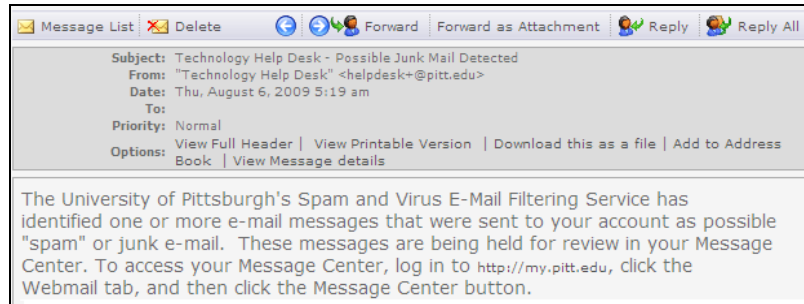
The **Message** toolbar allows you to navigate through your email. The buttons on this toolbar allow you to delete messages, forward messages to another user, or move messages to a new mail folder. You can also flag important messages.



## Working with Email Messages

### Read Mail

To read a message, click on the **Subject** of the message. A toolbar above the message allows you to delete the message, reply to it, or forward it.



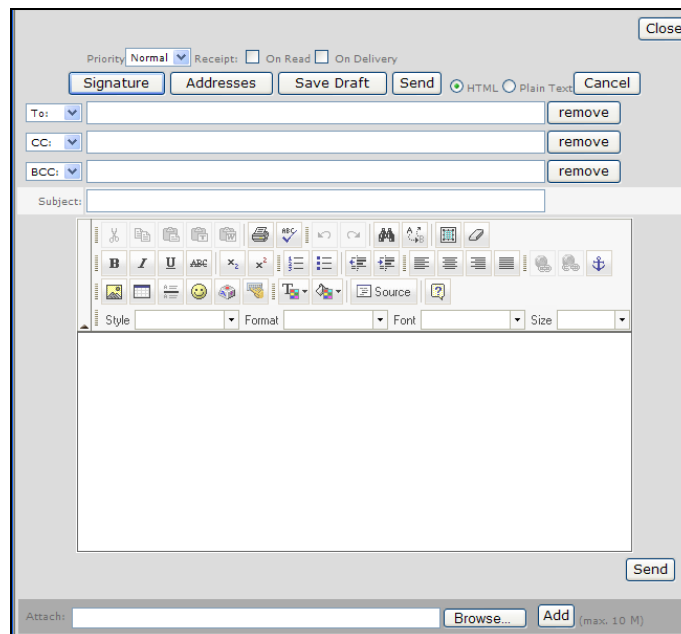
### Compose Mail

1. Click the **Compose** button in the Webmail menu bar.



2. Complete the **To:** address field (and **Cc:** or **Bcc:** fields, if desired). You can either type an email address or click on the **Addresses** button to select individuals from your Address Book

**Note:** For more details about address books, refer to *Creating an Address Book* section later in this help sheet.



3. Type a subject in the **Subject** line and enter the text of the message in the text field.

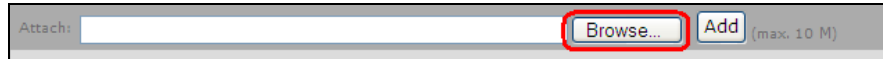
**Note:** You can use the options in the **Compose** window to save a draft of the message, check your spelling, assign a priority, request a receipt to let you know when the message has been delivered or read, and add a signature.

4. Click the **Send** button to mail your message.

### Send Attachments

You can attach a file to your message by completing these steps. Note that message attachments cannot exceed 10 MB in size.

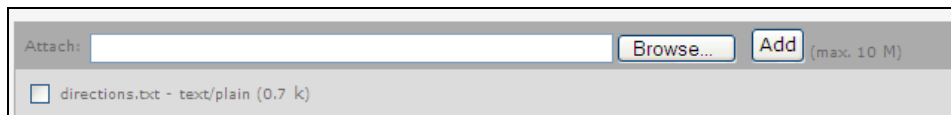
1. Click the **Compose** button and draft your message.
2. Click the **Browse** button and select the file you wish to attach.



3. Open the file and its location will appear in the **Attach** field. Click the **Add** button.



4. The attachment is added. Click **Send**.



**Note:** To delete an attachment, check the box next to the attachment and click the **Delete selected attachments** button.

### Delete Mail

You can delete mail messages in just a few steps. First, you must delete messages from your **Inbox** folder. Next, you must purge them from your **Trash** folder.

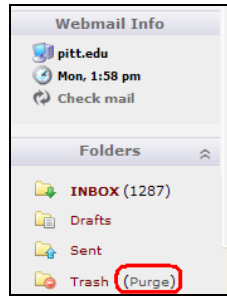
**Important:** If you do not delete messages from your Inbox and purge them from your Trash folder, they will continue to take up storage space and you will eventually exceed your email quota. **Once you have exceeded your email quota, any messages that you delete will be permanently deleted without being moved to your Trash folder. You will not be able to restore these messages.**

To delete a message, complete the following steps:

1. Select the checkbox to the left of the message(s) you want to delete and click the **Delete** button.



2. A **Purge** link will display in parentheses next to your **Trash** folder. Click the **Purge** link to empty your Trash folder and permanently delete your messages.



**Note:** If the **Purge** link does not display automatically, click the **Check mail** link to refresh the folder list

### *Change Your Preferences for Deleting Mail*

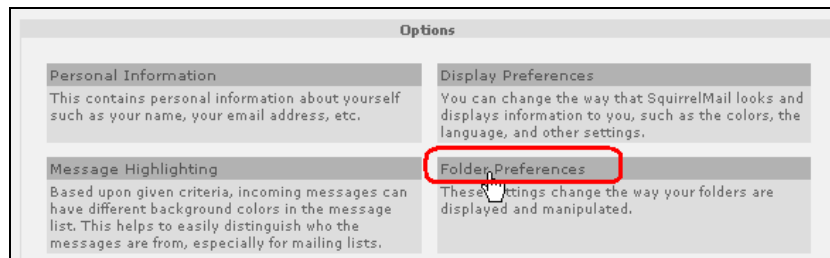
You can change your preferences so that your email messages are permanently deleted immediately after you click the **Delete** button. They will not be moved to your **Trash** folder and you will not need to purge them. Changing your preferences allows you to delete messages quickly, but keep in mind that you will not be able to restore them once you have clicked **Delete**.

To change your preferences, complete these steps:

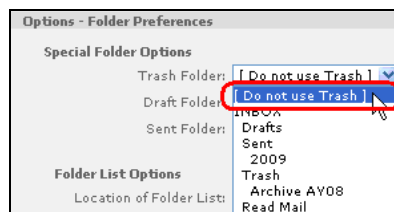
1. Click **Options** button in the Webmail menu bar.



2. Click **Folder Preferences**.



3. Click the **Trash Folder** drop-down menu and select **Do Not Use Trash**.



4. Click the **Submit** button at the bottom of the page.
5. The **Options** screen will display a message confirming that your folder preferences have been changed.

You can now delete messages by simply selecting a message and clicking the **Delete** button. For more details, refer to the help sheet *Managing Your Email Quota Using WebMail* at [technology.pitt.edu](http://technology.pitt.edu).

## Creating Mail Folders

Webmail allows you to create new mail folders to store and organize the messages you receive. To create a new mail folder, complete the following steps.

1. Click **Folders** button in the Webmail menu bar.



2. In the **Folders** window, enter the name of the new folder and click the **Create** button. (You can also rename and delete existing folders from this window.)

A screenshot of the 'Folders' window. It has three sections: 'Create Folder' with a text input field, a dropdown menu set to 'INBOX', and a 'Create' button; 'Rename a Folder' with a dropdown menu set to '[ Select a folder ]' and a 'Rename' button; and 'Delete Folder' with a dropdown menu set to '[ Select a folder ]' and a 'Delete' button.

3. Click the **refresh folder list** link at the top of the window to add the folder to your Folder List.

## Address Books

When composing an email message, you can find addresses from your address book using the following steps.

1. Click the **Compose** button on the Webmail menu bar.



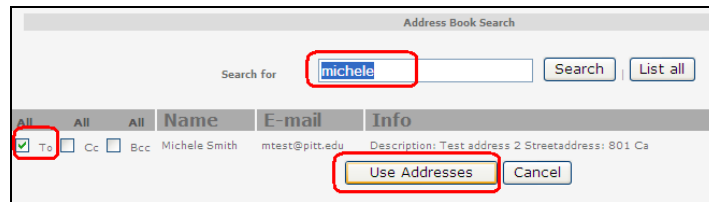
2. Click the **Addresses** button.

A screenshot of the 'Compose' window. At the top, there are options for 'Priority' (Normal), 'Receipts' (checkbox), 'On Read' (checkbox), and 'On Delivery' (checkbox). Below these are buttons for 'Signature', 'Addresses' (highlighted with a red box), 'Save Draft', 'Send', and 'Check Spelling'. The main area contains input fields for 'To:', 'Cc:', 'Bcc:', and 'Subject:'.

3. Enter a name in the **Search for** field and click the **Search** button. All matching entries will display.

A screenshot of the 'Address Book Search' window. It features a text input field labeled 'Search for' containing the text 'User', a 'Search' button, and a 'List all' button.

4. Place a checkbox in the **To:** field next to the person who will receive the message. Click the **Use Addresses** button.



- The address you selected will display in the **Compose** window. Complete your message and click **Send**.

### Creating an Address Book

Address Books allow you to store frequently used email addresses and contact information in a central location. To create an Address Book, complete the following steps.

- Click the **Addresses** button on the Webmail menu bar.



- Complete the fields in the **Add to Personal address book** section.

- Click the **Add address** button to add the address to your Address Book.

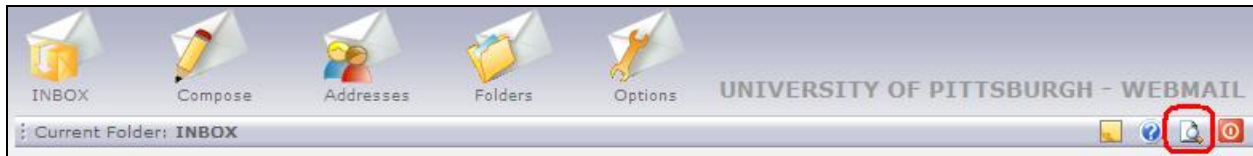
### Importing Address Books

Webmail also allows you to import an existing Address Book from another email program. You must first export your address book from your email program and save it as a CSV (comma-separated values) file. Log in to Webmail and click the **Addresses** button. In the **Address Book Import** section, click the **Browse** button and select your CSV file. Then click the **Import CSV file** button.

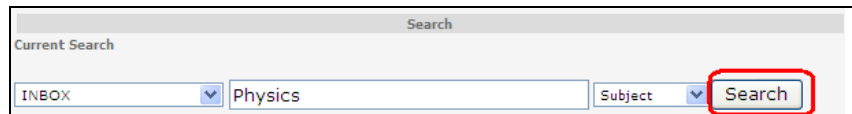
## Using the Search Function

You can search various fields of your email messages for keywords or phrases using Webmail's **Search** function.

1. Click the **Search** button in **Folder** toolbar.



2. Enter your search criteria and click the **Search** button.



3. Your search results will display directly below the search criteria you have entered.

## Changing Your Options

Webmail allows you to customize your email preferences with a wide variety of options by clicking on **Options** button in the menu bar. In the **Options** window, you can select and adjust default settings to personalize the look and feel of Webmail or enable various features that make it easier to manage your mail. You can customize:



- Personal information, such as name, email signature.
- Display preferences, such as number of messages displayed, preview pane, and location of menu buttons.
- Folder preferences, such as the location of your folder list.
- Message filtering options, which allow you to move messages to different folders based on search criteria.
- Message highlighting options, which allow you to highlight and organize messages.

For more detailed information about how to modify options, refer to the *What's New with Webmail* help sheet at [technology.pitt.edu](http://technology.pitt.edu).

## Getting Help

The Technology Help Desk at 412 624-**HELP** [4357] is available 24 hours a day, seven days a week to answer your technology-related questions. Questions can also be submitted via the Web at [technology.pitt.edu](http://technology.pitt.edu).