

FAQ blueView Collaboration Suite

- A. [Will my email address or username change?](#)
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 - Q.
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- A. Will my email address or username change?
 - a. We will prefer that you begin to use the firstname.lastname format when logging into the Webmail client, but WILL be able to use all previous email addresses you have had in the past. i.e. fmlast@drake.edu or abc123@drake.edu.
 - B. Can I access my email from off campus?
 - a. With the new Webmail client (blueView Collaboration Suite) you can access your email, address book, and eventually calendar from any internet connected web browser. Login to blueView and click the Email-Cal icon in the upper right.
 - C. Can I access my address book or calendar from off campus?

- a. With the new Webmail client (blueView Collaboration Suite) you can access your email, address book, and calendar from any internet connected web browser.
- D. Can I access my email or address book from a mobile device (Blackberry, Treo, Palm)?
- a. At the time of release you will be able to use mobile devices to connect to our server with IMAP settings. At the next release of this product we will allow over the air sync along with calendar and contact services.
- E. How do I login to the Webmail client?
- a. You can launch the new Webmail client from within blueView by clicking on the 'Email-Cal' icon.
- F. How do I setup my desktop Client (Outlook, Applemail, Entourage) to access the new email servers?
- a. Detailed documentation to setup desktop clients and install connectors, is stored on our <http://www.drake.edu/it/newservices/webmail.php> Drake IT web site.
- G. Can I use Thunderbird or another desktop client?
- a. Yes. You can use any IMAP compatible desktop client to access the new email system. We prefer standardizing on the common desktop clients: Outlook, Entourage, and AppleMail. These clients have been tested and approved by OIT and contain the features and services for this system.
 - b. Detailed documentation to setup desktop clients and install connectors, is stored on our <http://www.drake.edu/it/newservices/webmail.php> Drake IT web site.
- H. Can I use Firefox or Netscape to access the Webmail client?
- a. Yes! You can use any browser to access the Webmail client. Some browsers have additional security which may prevent browsing to certain sites or may not allow certificates to install for security.
- I. Will I need to install any software to access the new email server?
- a. At the release of the new system you will not need to make any changes to your desktop or web clients. As future releases of the product are deployed you may have instructions or be visited by IT to install or modify settings. Some desktop clients do not provide capability to connect to some features of this system. Suggestions to move to a new client may be recommended, at which time, specific install and settings will be offered.
- J. Can I move messages from Webmail to my computer to save for archive?
- a. At the time of release we do not have a tool to move mail from the Webmail client to your desktop for archive. We anticipate a tool or

solution to be released in the near future to help move mail from the Webmail client to folders on desktops.

- K. How do I Auto-populate the TO: field in Webmail?
- a. In your Webmail preferences tab click Address book. Ensure a checkmark is next to "Auto-complete includes addresses in the Global Address List". Click Save. Logout and log back into the Webmail client. Now when you begin to type a persons name in the TO: CC: or BCC: field it will display a list of all matches to that name.
- L. Does IM Work?
- a. IM works only for the Drake community in our Webmail client. To find more about using IM in the Drake community please visit : <http://www.drake.edu/it/newservices/webmail.php>.
- M. Do Tasks work?
- a. Yes. Tasks are directly related to the Calendar feature in Webmail.
- N. I got a message that I have exceeded my quota. What is that?
- a. Each Webmail user is allowed certain space on the server. You can check your amount used/available from the main page of webmail. Simply hover your mouse over the green bar in the upper left corner under your username to show your statistics.
- O. I deleted messages to free quota space, but nothing happened.
- a. Mail deleted from your inbox or other folders is placed in the Trash folder. The trash folder accounts for space on the server. You can manually delete the contents of the Trash folder or right click and 'empty trash'. Your quota level will drop after the trash is empty.
- P. Two messages with the same title would be confused in that one message would shown up in message string shown by clicking the arrow head of the other message. "Commingled headers".
- a. Webmail allows you to view messages in one of two ways; 'By Conversation' or 'By message'. This is a user choice and can be changed from the Mail tab. Click the Envelope icon in the menu bar and select your view choice.
 - i. Conversation mode links messages (initial, reply, response) in a string. Note the little arrow next to the subject of the message.
 - ii. Message mode displays all messages individually.
- Q.