



# @UPM MAIL - USER MANUAL

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## How to access @UPM Mail

@UPM Mail can be accessed by many different devices:

- Web browsers
- Mobiles (iPhone, Android, Blackberry, PocketPC, Palm, etc)
- WAP phones
- Java phones

### Supported browsers and devices

#### Browsers

- Microsoft IE 5.0 or greater
- Netscape 6.1 or greater
- Mozilla 1.1 or greater

#### Mobiles

- any iPhone, Android, PocketPC
- Palm devices, using either WAP browsers or Java
- RIM Blackberry, using WAP or Java

#### Phones

- WAP phones
- JAVA (J2ME/Midlet) phones

## Quick tutorial

### Login

To login, access <http://emel.upm.edu.my> or <http://email.upm.edu.my> from your web browser.

Enter your PUTRA username and password in the opposite boxes.

Note that the password is case sensitive, so 'MyPassword' is different from 'mypassword'.

The username is not case-sensitive.

Your email account with empty mailbox has been created. You will start receiving new email send to you via [idputra@upm.edu.my](mailto:idputra@upm.edu.my) and [idputra@putra.upm.edu.my](mailto:idputra@putra.upm.edu.my). System will automatically forward your new email addressed to [idputra@putra.upm.edu.my](mailto:idputra@putra.upm.edu.my) to your new @upm mailbox.

## Email Migration

After initial login @UPM Mail, you will start receiving new incoming email into this mailbox.

In order to migrate your old emails from @putra mailbox or your PTJ emails (eg: @eng, @fsktm etc) into your new @upm mailbox, please do the followings:

Go to this url: <https://pindahemel.upm.edu.my>. Use your PUTRA username and password to login. This screen will be displayed.

Server	Username server ini	Status	Makluman Terakhir	Waktu Mula	Waktu Makluman	Waktu Selesai	
Search all Search all Nothing selected <b>PUTRA</b>	<input type="text"/>						<input type="button" value="Search"/> <small>(extended)</small>
	haryati	Selesai	Proses pemindahan telah selesai. Laporan terperinci:-	13 Februari 2013 10:38	13 Februari 2013 11:13	13 Februari 2013 11:13	<input type="button" value="Q"/> <input type="button" value="✎"/> <input type="button" value="🗑"/>

Go to **Pemindah** and click on **Server Emel**.

By default, PUTRA server will be shown. Click on the server name.  
 [You can select different server name to migrate. For example, migrate from @eng mailbox to @upm mailbox, etc].

Click on **Mulakan Pemindahan** button and click on **Ya** to start the migration process.

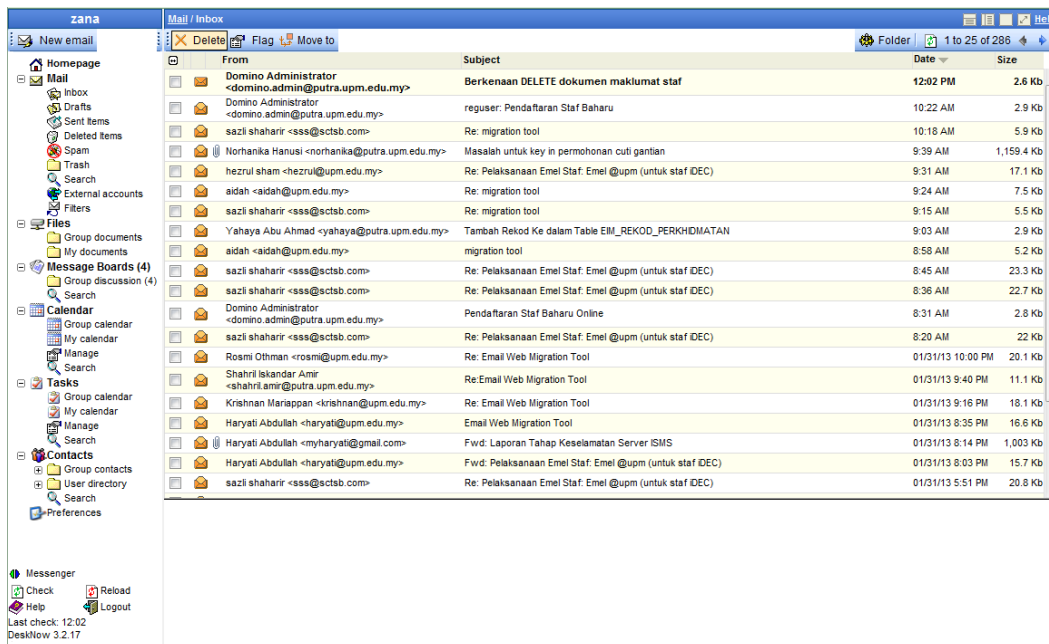
Your @upm mailbox starts receiving your old emails.

Refresh the screen progress update. The migration process should be completed within 24 hours. You can logout from the system and let the system do the background process. You can also monitor the progress by clicking on the **Log Pemindahan** menu.

If you find out that some of your emails have not been migrated to your @upm mailbox, repeat the above process. This process will also identify any duplication occur during the migration process.

# Please refer to **Manual Pindah Emel** for detail instructions.

## The @UPM Mail window (browser)



The @UPM Mail window consists of a simple menu on the left-hand side, and some content in the centre-right section.

## The @UPM Mail menu

You can access the various features of @UPM Mail by clicking on links in the menu.

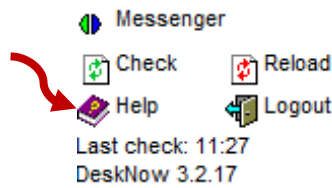
**Important:** some links have a + sign next to them. Click on it to expand the menu.

Click again to collapse the menu

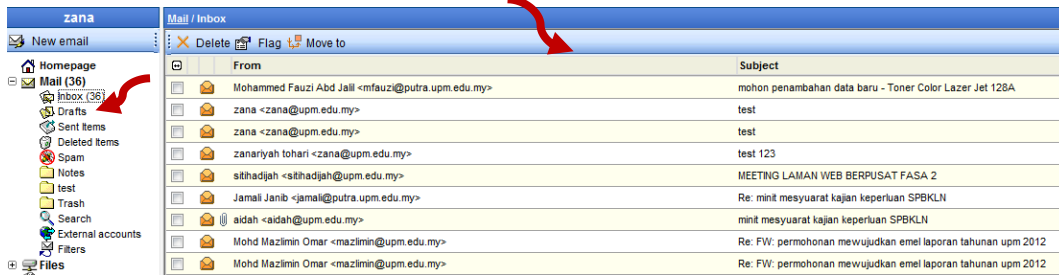


Practice by navigating through the various links.

You can access this help at any time by clicking on the 'Help' link on the bottom menu.



## The content pane



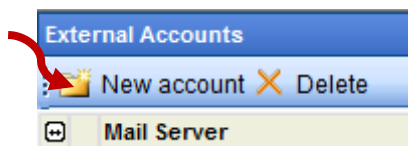
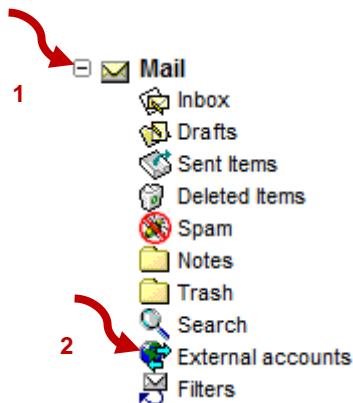
The content pane is located in the right hand side of the window. It displays emails, calendars, files folders, and every bit of information that you access from the menu.

## Setup additional mail accounts

@UPM Mail usually provides you with an email account by default. Your email address is **your\_putra\_username@upm.edu.my**.

If you have other email accounts (e.g. PTJ emails) and want to access your email through @UPM Mail, you need to tell @UPM Mail to retrieve the mails for you.

Open the **Mail** menu by clicking on the opposite triangle symbol, and click on the **External accounts** link.



Click on **Define new account** and input the details of your mail account, and select the mail folder in which you want the downloaded email to go. If you want @UPM Mail to automatically retrieve new email messages for you, select 'Check automatically'.

When you click 'OK', @UPM Mail will download all the new emails found in the account. This could take some time, depending on the number of emails in the account.

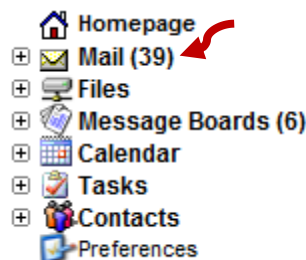
If you have selected **Check automatically**, from now on @UPM Mail will automatically download emails from this account for you.

**Important:** if in future you change the password on the remote account, remember to update your Email account information on @UPM Mail, or @UPM Mail will not be able to download your email.

You can setup multiple email accounts to be accessed by @UPM Mail.

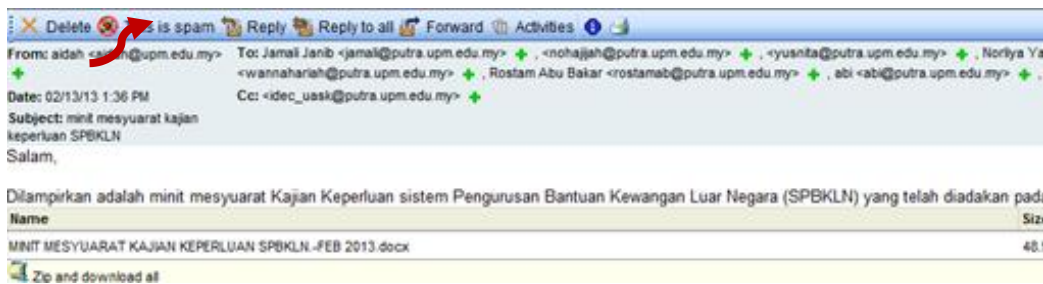
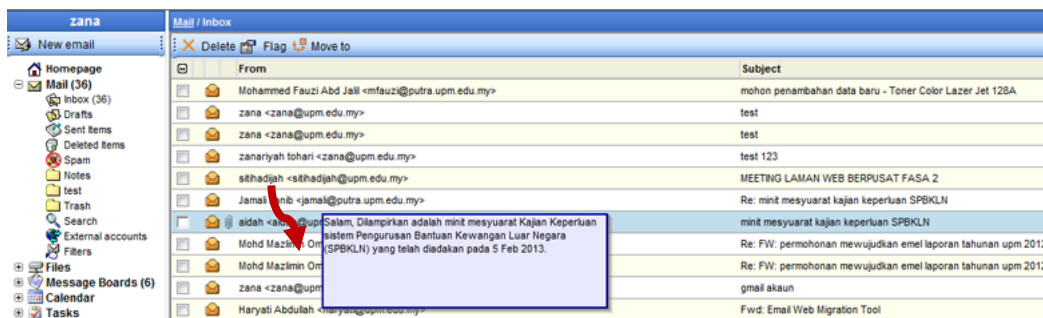
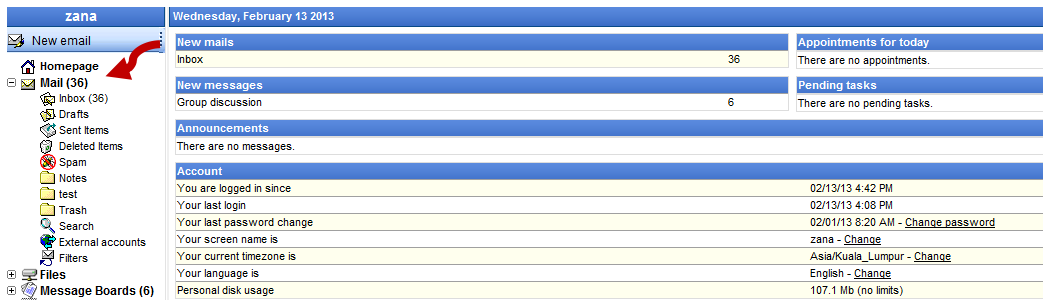
## Check your email

Whenever you have new (i.e. unread) emails, the number of new emails is displayed in brackets in the menu, for every folder. Mail folders are displayed in the menu, under the **Mail** link, when the mail submenu is open (click on the + sign if it's not).



Next to the **Mail** link is reported the total number of new emails in all the folders. To read your email, check on the name of a mail folder.

You can also click on **Home** to have an overview of your unread emails, messages and your appointments and tasks for the day, in a single page.



When you open a mail folder, a list of emails appears in the right-hand side of the window. If there are emails listed, click on an email subject to view the email in the lower half of the window.

If you **double-click** on the email, the email will open in a new window.

Emails listed in **bold** are unread emails.

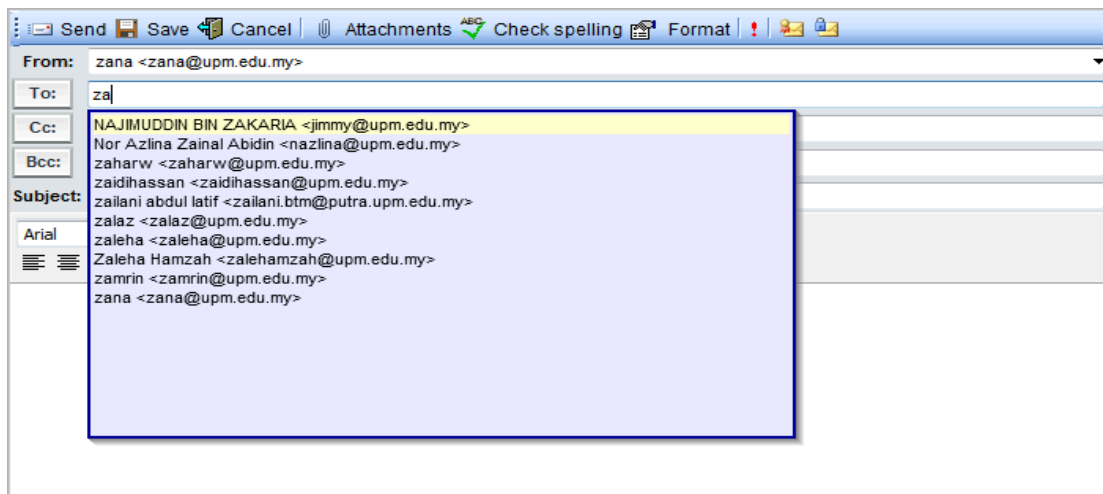
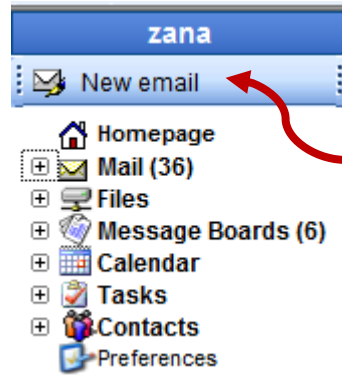


- You can change the view (split, only listing, only email message) by clicking on the icons in the top right corner of the window. See Full screen and split views



## Send an email

To send an email, click on the 'New email' link from the mail menu.



In the To, Cc and Bcc fields you can enter email addresses in different formats:

**mat@upm.edu.my**

**Mat Saleh <mat@upm.edu.my>**

If you want to send an email to a colleague that has a @UPM Mail account in your system you can simply input his/her username: **mat**

You can also pick contacts from the address book, by clicking the 'To', 'Cc' or 'Bcc' button.

When you start typing an address or name in the field, @UPM Mail will search through your contacts and show you a list of contacts whose name or address start with the letters that you have typed.

NOTE: You will only be able to see users who have migrated to @UPM Mail. For other UPM email users, you have to key in their addresses manually.

You can input multiple addresses, and separate them with a comma (,) or semi-colon (;).

All the emails that you send are saved in the 'sent' mail folder.

## Other features

After you have practiced using emails in @UPM Mail, it should be easy to use the other features, like files, calendars, contacts and message boards. The user interface has been studied to be as homogeneous as possible across the services.

Try navigating around and discover the other features!

## Leave the @UPM Mail window open

If you leave your @UPM Mail window open, by default you will be notified of new emails and messages automatically, exactly like a traditional email client.

The notification consists of a short sound. In addition, a small exclamation mark (!) appears in the window title, and in the corresponding button on the task bar if you are using Windows.

You can disable automatic alerts from the **Preferences** page.

# Moving around

## Moving around: the main menu

The main @UPM Mail menu is displayed in the left-side of the window, usually in a rather different colour from the rest of the window.



At the top is shown your "Screen name". The screen name can be changed in the **Preferences** page > Personal details.

**1** Click on 'Preferences' in the main menu.

**2** Click on 'Personal details' in the Preferences list.

**3** Click on the 'Personal details' preference group in the list.

**4** Click on the 'Details' tab in the 'Personal details' form.

Preference group	Description
General	Language, colors and general appearance
Date and time	Date and time formats, timezone, etc.
Mail	Mail settings.
Mail identities	Define multiple mail identities and signatures.
Personal Digital IDs	Define your personal digital IDs
Whitelist	Define your list of trusted senders.
Autoresponder	Set 'out of office' autoreplies.
Message boards	Message board settings.
Calendar	Sets default calendar view, etc.
SyncML	Synchronization options.
RSS	Configure RSS feeds.
Messenger	Enable integrated messenger, set alerts, etc.
Personal details	Set your name and contact details.
Change password	Change your DeskNow password.

**Preferences / Personal details**

Save Cancel

General Details

**Name**

First name: zana Middle name: Last name:

**Internet**

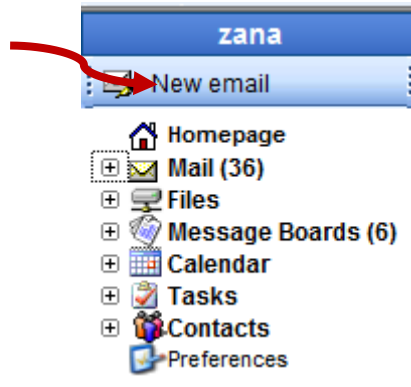
Email: zana@upm.edu.my Email 2: Web: DeskNow username: zana

**Phone**

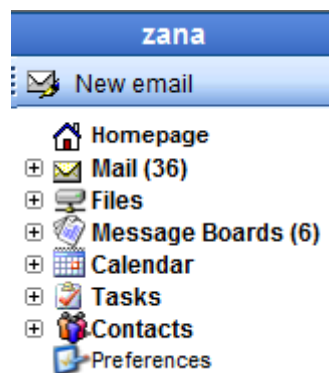
Business phone: Business fax: Home phone: Home fax: Mobile: Pager:

**Work**

Organization: Job title:



Below are the 'New' buttons, which you can use to compose a **new email, event, task or contact**.



Below are different sub-menus (Mail, Files, Message boards, Calendars, Tasks, Contacts).

You can either click on the title of the sub-menu (ex. Mail) to access the general properties and content of the group, or open the sub-menu.

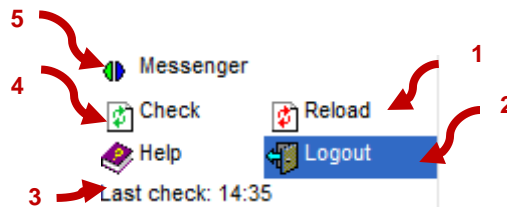
To open a sub-menu, click on the small + sign to the name of the menu. To close a sub-menu, click again.

The content of a submenu can vary, but it usually shows the folders of the group (ex. your mail folders, or your calendars) and some actions that you can perform (ex. New email, View all calendars, etc).

Under the menus are some other useful links:

Homepage goes back to your home page, which gives an overview of the unread emails, today's appointments, todos, and so on.

Preferences opens the Preferences page, where you can change many settings such as your time zone, preferred colors, and so on. From this page you can also change your screen name and your password.



- 1 **Reload** clears your current @UPM Mail session. It is almost equivalent to logging out and logging in again.
- 2 **Logout** logs you out of @UPM Mail.
- 3 **Last check** displays the last time that your browser has connected to @UPM Mail server to check if there are new messages or events. You can set the frequency of this check (or disable it), from the **Preferences** page. If the check is enabled and the time doesn't change, it probably means that a network problem has occurred and your browser cannot connect to the server. Try logging out and logging in again.
- 4 **Check now** forces the check to take place immediately.
- 5 **Messenger** (if enabled) displays your online status for the integrated instant messaging client. Click on it to open the instant messaging window.

## Sharing information

One of the most useful features of @UPM Mail is the ability to share information with other users. "Information" can be documents, contacts, calendars or message boards.

Sharing is much more powerful than using simple emails:

- there is always one and only version of the information (be it a document or an address book), the most up to date. There is no risk of having different people looking at or working on an older version
- if some new user becomes part of the team, he can immediately access all
- the relevant information, without having to spend time collecting documents from other users
- there is no risk of forgetting to send a copy of the information to someone, keeping him/her 'out of the loop'

Using @UPM Mail, the procedure to share information is the same, whether it is files or contacts, calendars or message boards. This simplifies the use and makes the interface more consistent.

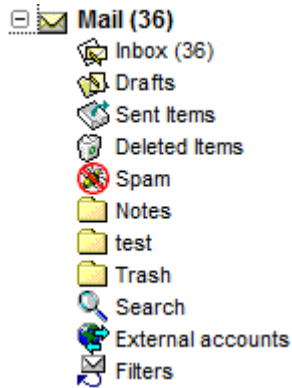
## Security

When you share an object, you define what operations other users are allowed to perform on that object. You may want to give read access (i.e. the permission to read) to all users, but write access only to some, and so on.

# Mail

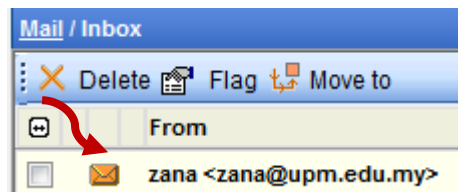
## Mail folders


You can organize your email in different folders.



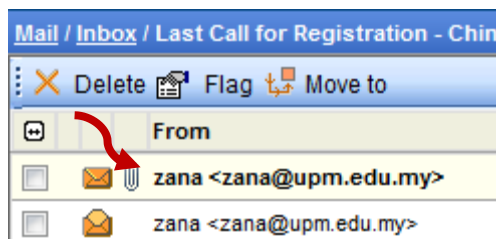
By default, your @UPM Mail account has 3 email folders:

- **in** where incoming messages are normally stored
- **sent** where is stored a copy of every message that you send
- **drafts** where you can save unfinished messages, to send them at a later time

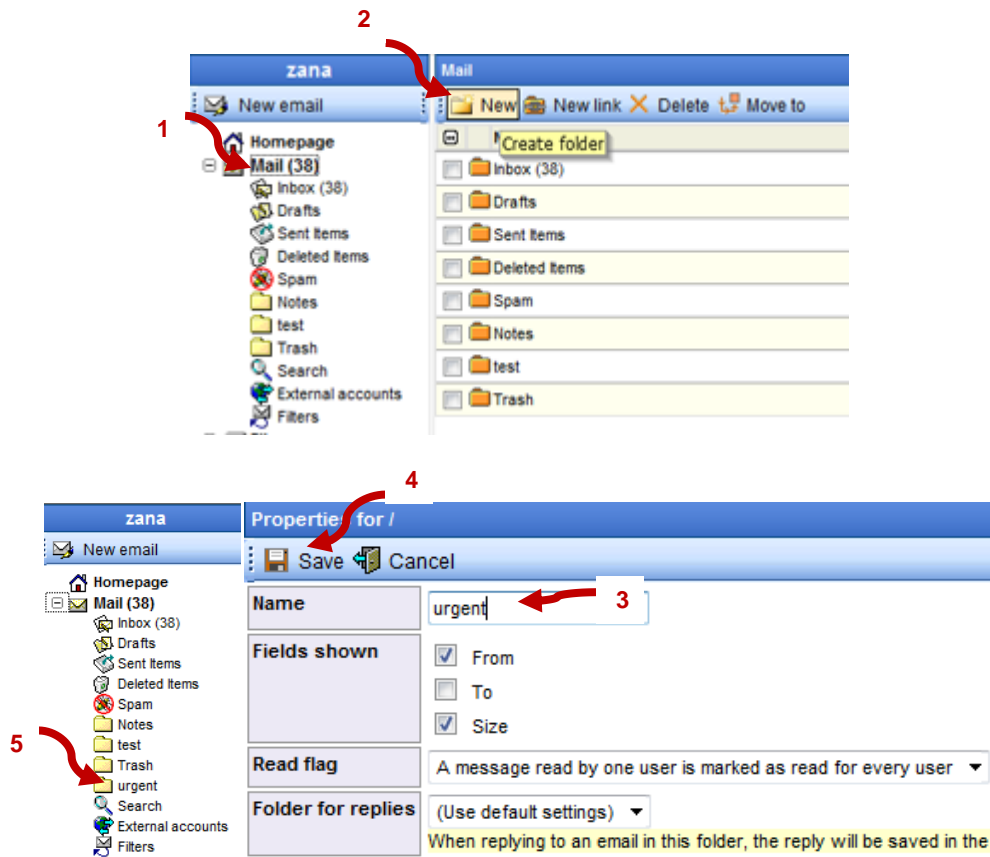


Unread emails are displayed in **bold**, and have a 'closed envelope'  icon. You can mark one or more emails as read, even if you haven't read it/them. You can also mark one or more emails as unread, to remind yourself to read them again in the future.

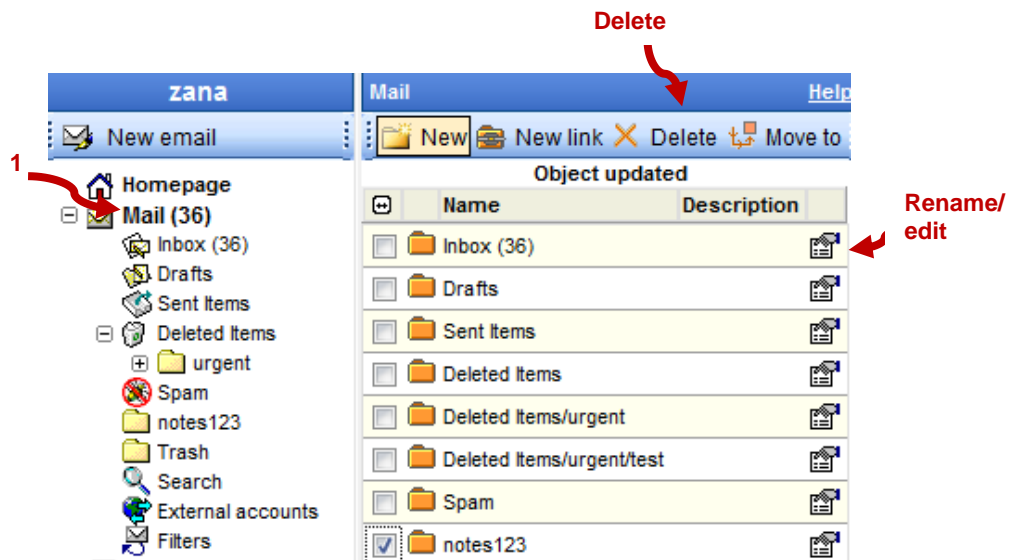
Emails that have attachments are displayed with a small attachment icon.



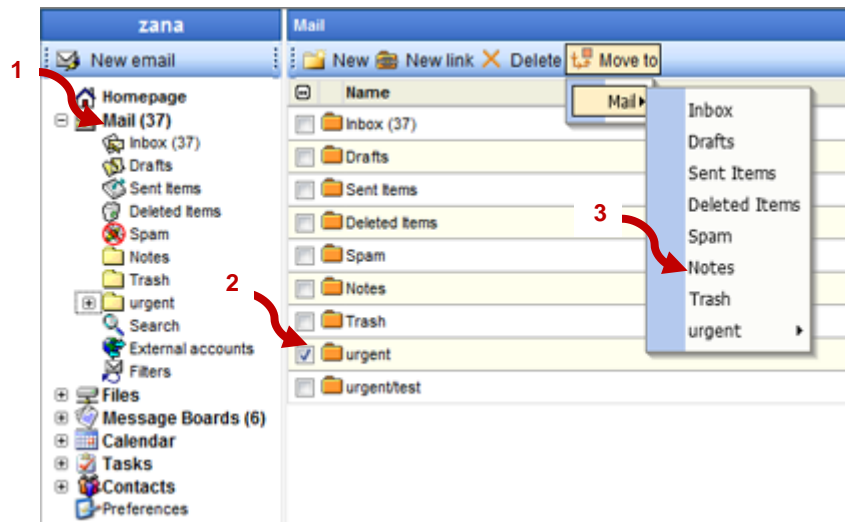
You can create other mail folders, as many as you want. You can create them at the first level of the tree, or inside other mail folders (in the latter case, the new folder is a "subfolder").



- To create a mail folder in the first level of the tree, click on **Mail** on the menu, and then **New** on the page menu.
- To create a mail folder as subfolder of another folder, open the parent folder and click on **Folder / New folder**



- To rename or delete a mail folder, click on **Folder / Properties**. You can also click on **Mail** and then click on the **Properties** link associated with the folder.



- To move a mail folder (ex from the first level of the tree to inside another folder), click on Mail on the menu, select the folder to move and then select **Move to** in the page menu.

By default, @UPM Mail shows you the mail listing in the upper half of the window only. You can also view the listing in full screen. See [Full screen and split views](#) for more information.

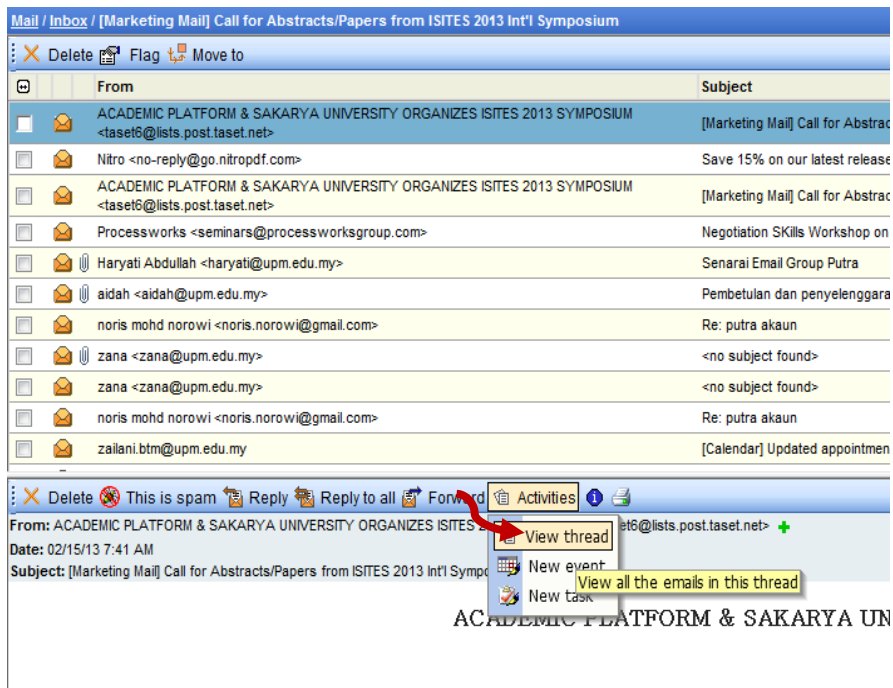
For more information, see [Moving around: folders](#)

You can move emails from a folder to another (except 'drafts' and 'sent'), and delete groups of emails.

You can also instruct @UPM Mail to download emails from other mail servers and store them in a particular folder.



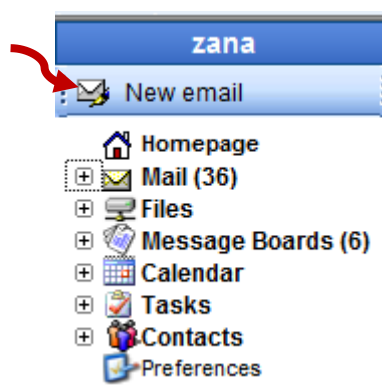
## Mail threads



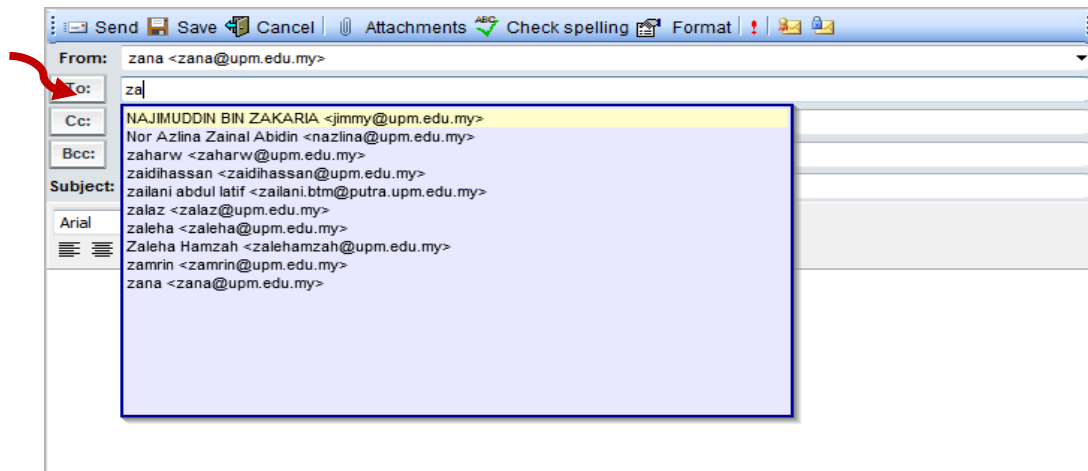
When viewing an email, you can view all the related emails in the same thread, using the **Thread** link in the menu. A mail thread includes the original email and all the replies sent by you and the other party from the original email.

Mail threads are tracked using a special header that is set in email messages by mail clients, so email threads will not be recognized if a mail client does not set this standard header (most mail clients do).

## Sending an email



To send an email, click on the **New email** link on the left.



In the To, Cc and Bcc fields you can enter email addresses in different formats:

**mat@upm.edu.my**

**Mat Saleh <mat@upm.edu.my>**

**Tip:** If you want to send an email to a colleague that has a @UPM Mail account in your system you can simply input his/her username: **mat**

You can also pick contacts from the address book, by clicking the **To**, **Cc** or **Bcc** button. If you do so, a new window pops up, with a list of your Contacts. Navigate through your contacts as in a normal folder, and check the **To**, **Cc**, **Bcc** boxes next to the names of the people that you want to send the email to.

**NOTE:** You can only see users who have migrated to the new @UPM Mail System. For other UPM users, you need to manually type their addresses.

You can also select an entire folder of contacts. In this case, all contacts contained in that folder and its subfolders will receive the email (if they have an email address). For more information, see Mailing Lists.

You can input multiple addresses, and separate them with a comma (,) or semi-colon (;).

When you start typing an address or name in the field, @UPM Mail will search through your contacts and show you a list of contacts whose name or address start with the letters that you have typed.

All the emails that you send are saved in the 'sent' mail folder. See also Sending mail attachments and Using a mail signature

## Sending mail attachments

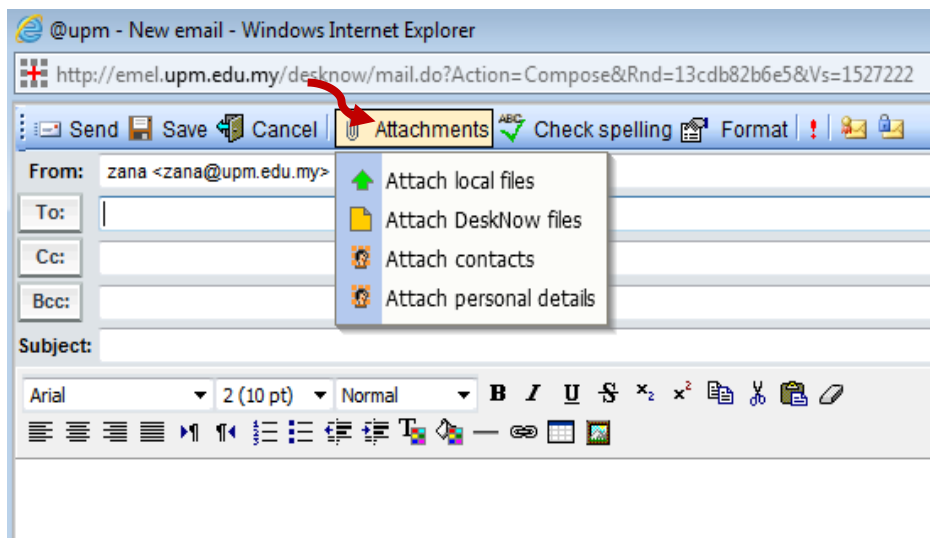
When composing an email to send, you can add attachments to it.

Click on the **Attachments** button at the top of the page.

A new window will pop up. Click on the appropriate button to attach different types of documents:

- **local files** to attach files that are saved in your computer
- **@UPM Mail files** to attach files that are saved in your @UPM Mail folders
- **contacts** to attach contacts using the vCard format
- **personal details** to attach your personal details using the vCard format. To edit your personal details, click on **Change personal details** in the **Preferences** page.

Once you have finished selecting the attachments, click on **Done** to close the attachments window.



You can also go directly to the appropriate attachments page for the type of data that you want to attach, by selecting it from the **Attachments** menu in the mail compose window.

To add or remove attachments to or from your email, click on the **Attachments** button again.

NOTE: Maximum email attachments for @UPM Mail is **25MB** per e-mail.

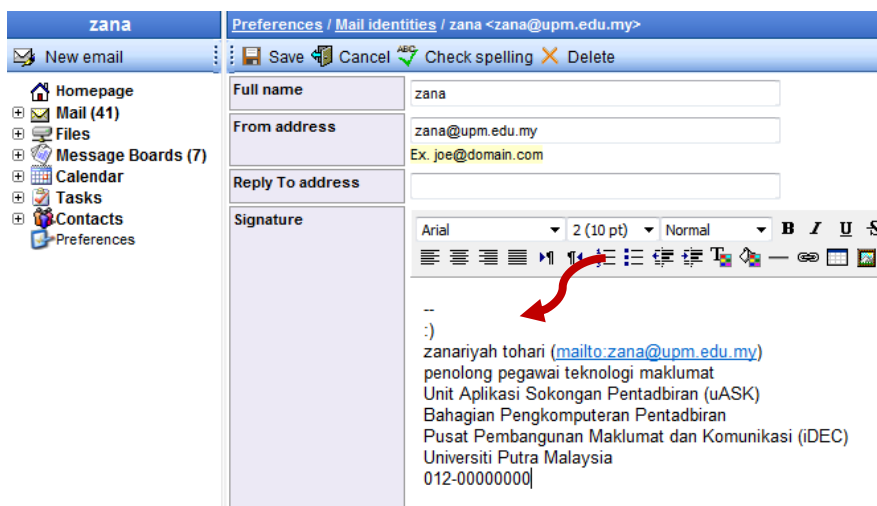
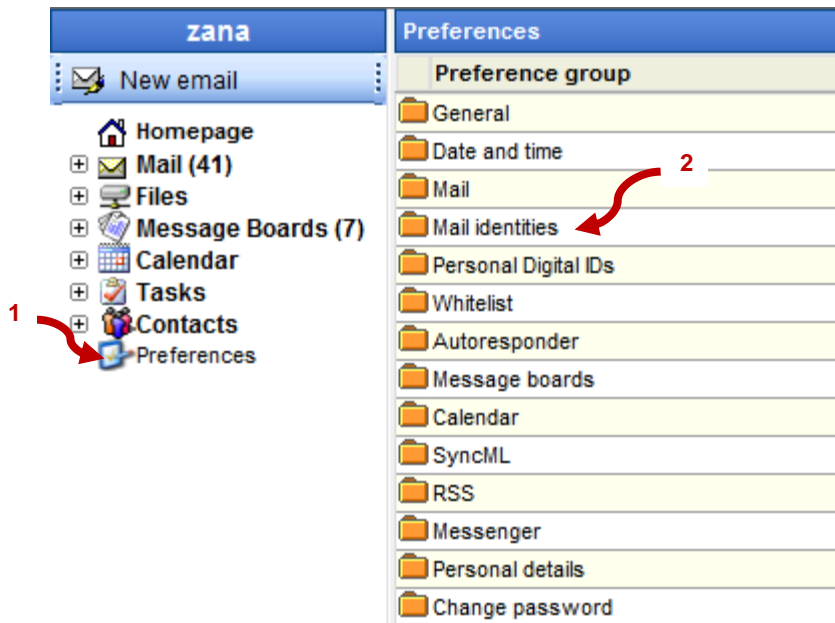
**Tip:** if you have a file that you often send as an attachment, consider saving it to a @UPM Mail folder, and use the **Attach @UPM Mail files** button to attach it every time you need to send it. In this way you need to upload it only the first time, and every subsequent time it will be much faster.

## Mail signatures and mail identities

A mail identity is a combination of name, email address, reply-to address and signature that you can use when composing and sending emails.

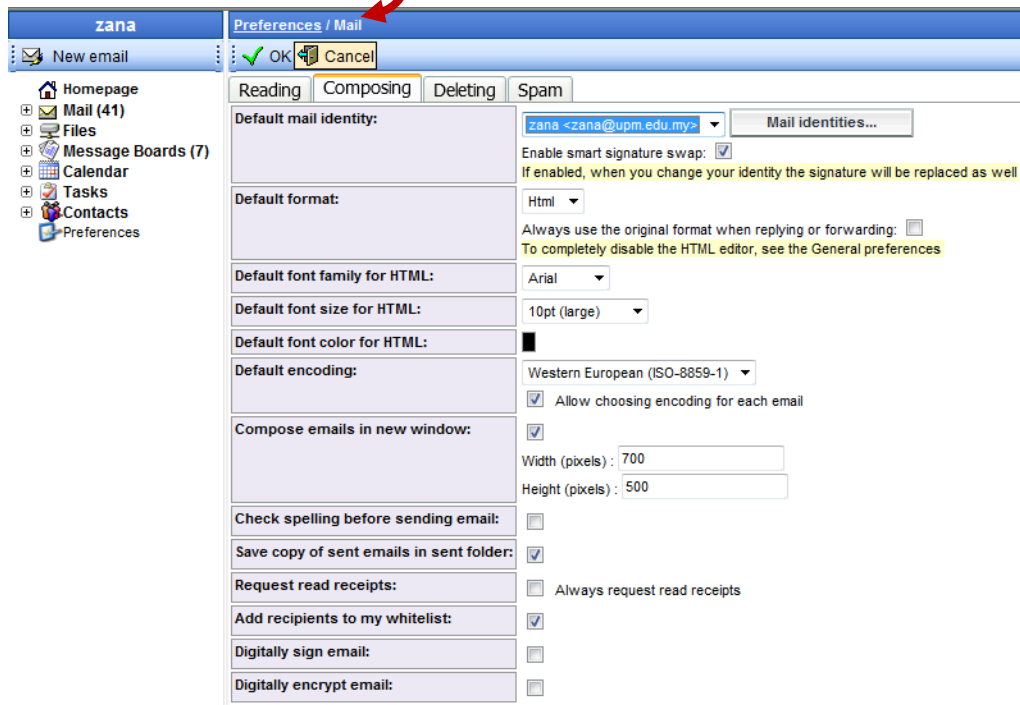
You can define an unlimited number of mail identities for your @UPM Mail account, and choose the identity that you want to use when you compose the email.

Having multiple email identities is useful when you use @UPM Mail to organize mail of different email accounts or aliases. You can, for instance, have an identity like "Mat Saleh" <mat@upm.edu.my> for your official emails, and an identity like "Mat Saleh Engineer" <matsaleh@eng.upm.edu.my> when communicating with your department. To setup mail identities, click on **Preferences/Mail identities**.



## Default mail identity

To configure what is your default mail identity used when you compose a new email, click on Preferences/Mail.



## Smart reply identity

If you receive email with different addresses (ex. because you collect emails from other POP3 accounts, or use email aliases), you can create a mail identity for each of these addresses.

When you reply to an email sent to you, @UPM Mail will try and use as the default identity the one that matches the address in the message.

### Example:

your username is mat@upm.edu.my

you also have a mail alias mathdepthead@upm.edu.my pointing to you, so you receive your email at both addresses.

You can create two mail identities, like "Mat Saleh" <mat@upm.edu.my> and "Math Dept Head" <mathdepthead@upm.edu.my>.

When replying to an email that was sent to you at mat@upm.edu.my, @UPM Mail will automatically pick your "Mat Saleh" identity. When replying to an email that was sent to you at mathdepthead@upm.edu.my, @UPM Mail will automatically pick your "Math Dept Head" identity.

You can always switch identity at any time when composing an email.

## Smart signature swap

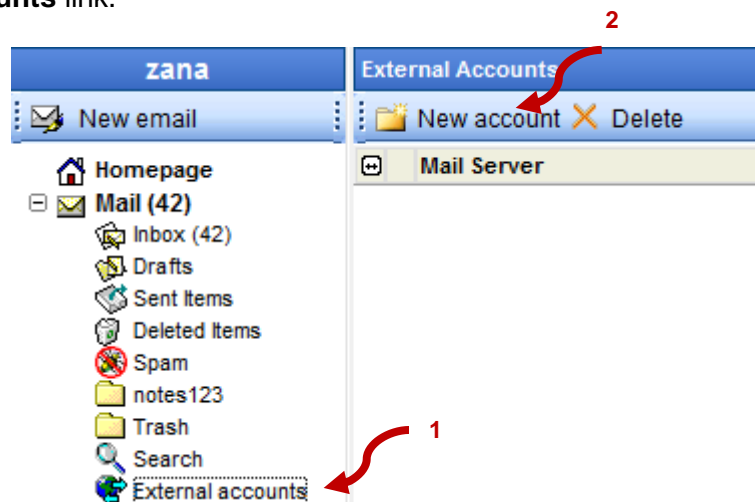
When you change your identity while composing an email, @UPM Mail by default tries also to change your signature in the text, if it can identify it. You can disable this feature in Preferences/Mail.

## Accessing external POP3 accounts

@UPM Mail usually provides you with an email account by default. Your email address is [your\\_putra\\_username@upm.edu.my](mailto:your_putra_username@upm.edu.my).

If you have other email accounts and want to access your email through @UPM Mail, you need to tell @UPM Mail to retrieve the mails for you.

Open the **Mail** menu by clicking on the opposite triangle symbol, and click on the **External accounts** link.



Click on **Define new account** and input the details of your mail account, and select the mail folder in which you want the downloaded email to go. If you want @UPM Mail to automatically retrieve new email messages for you, select 'Check automatically'.

When you click 'OK', @UPM Mail will download all the new emails found in the account. ***This could take a long time, depending on the number of emails in the account.***

If you have selected **Check automatically**, from now on @UPM Mail will automatically download emails from this account for you.

If you have selected **Check on login** @UPM Mail will check the account when you login.

**Important:** if in future you change the password on the remote account, remember to update your Email account information on @UPM Mail, or @UPM Mail will not be able to download your email.

You can setup multiple email accounts to be accessed by @UPM Mail.

## Mailing lists

@UPM Mail lets you create mailing lists to easily send mails to groups of people. Ex. all your customers, all the @UPM Mail users, all your friends, etc.

There are two type of mailing lists in @UPM Mail.

## Global mailing lists

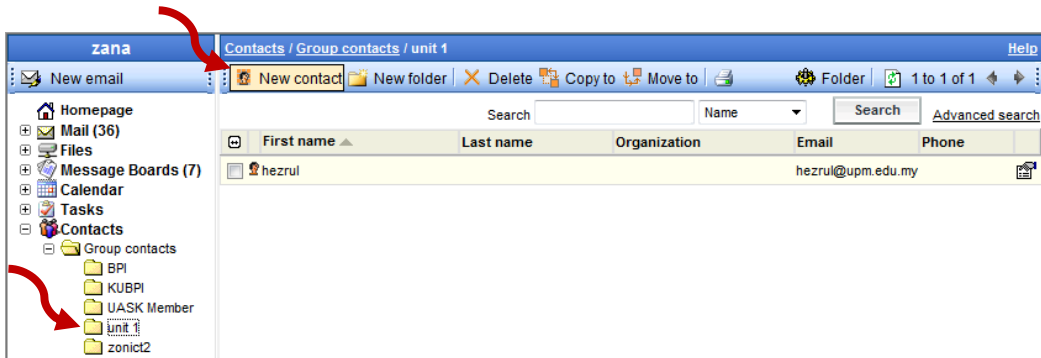
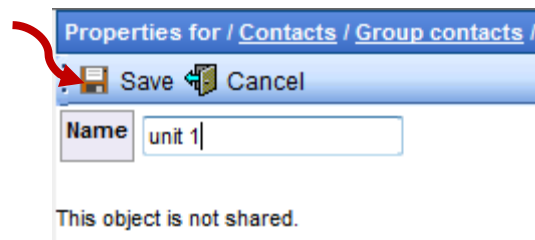
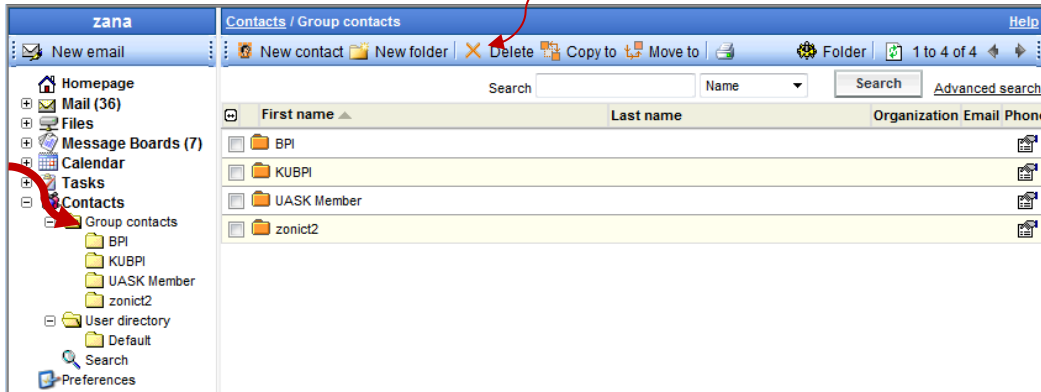
These lists can only be defined by the administrator of the domain. These lists map an email address (like list\_1@upm.edu.my) to a group of email addresses (they can be users of @UPM Mail, or external users).

The administrator can decide who is allowed to send emails to these mailing lists. When an authorized sender sends an email to the list's address, the email is delivered to all the members of the list, be them inside or outside @UPM Mail.

## Personal mailing lists

Personal mailing lists are integrated in your Contacts. This means that they can be shared with other users.

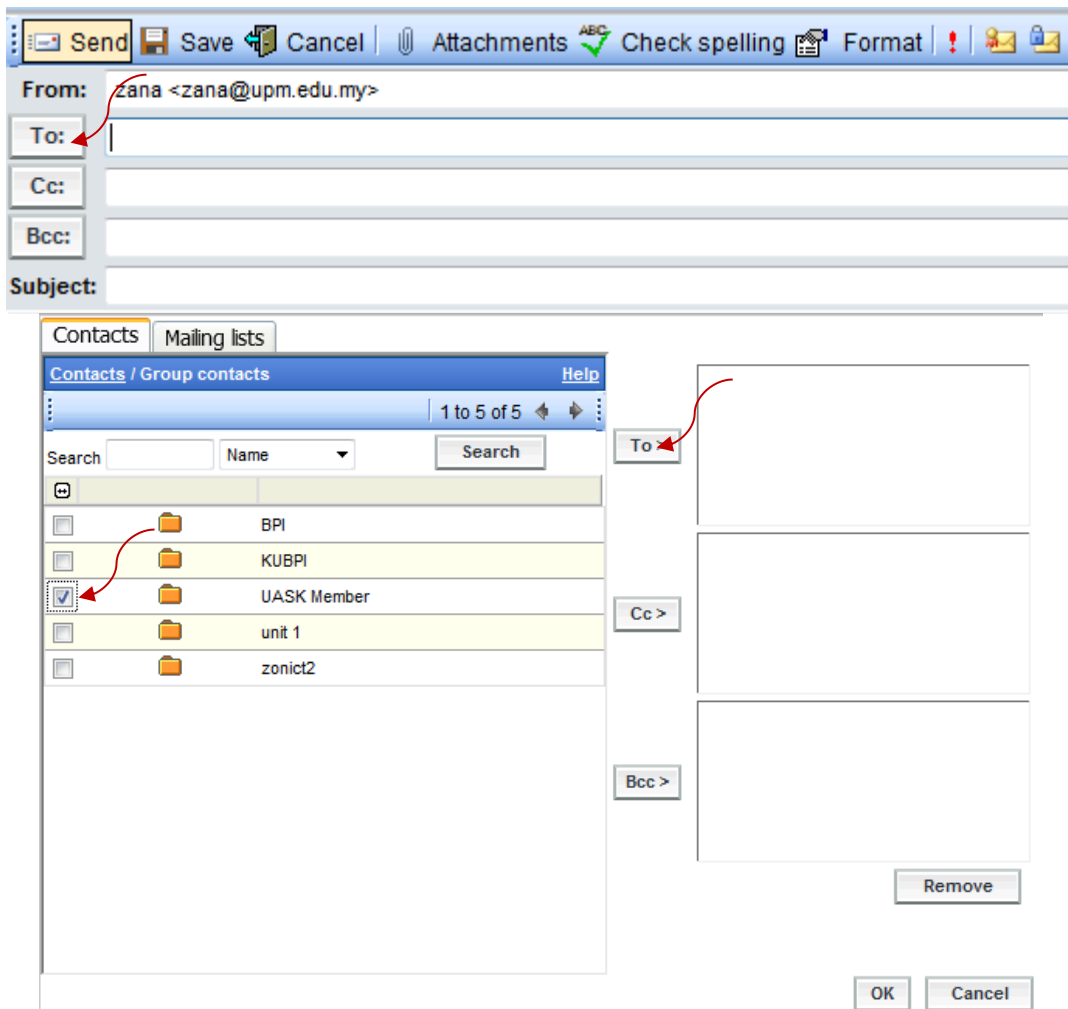
To create a personal mailing list, simply **create a contact folder** and **insert** in it the contacts that are going to be part of the list. Make sure that at least the **email address** of the contact is specified.



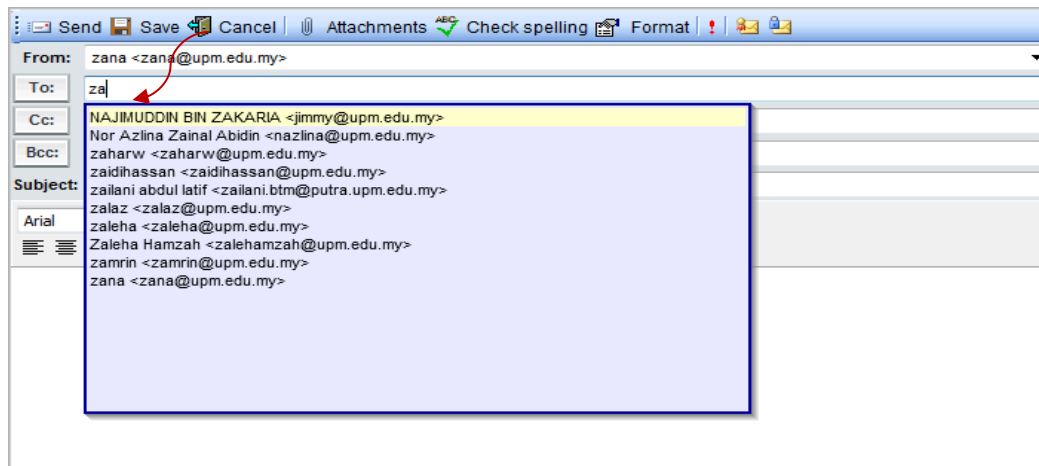




When you want to send an email to all the contacts in the list, simply use the **Pick** button and select the **To**, **Cc** or **Bcc** box corresponding to the contact folder.



You can also **type directly the name** of the list, surrounded by brackets. For instance, if your contacts folder is Contacts / Customers, simply type [Customers] in the To field of your email to send the email to all the customers. (you can alternatively type it in the Cc or Bcc fields). If the folder is in Contacts / Lists / Friends, type [Lists/Friends].



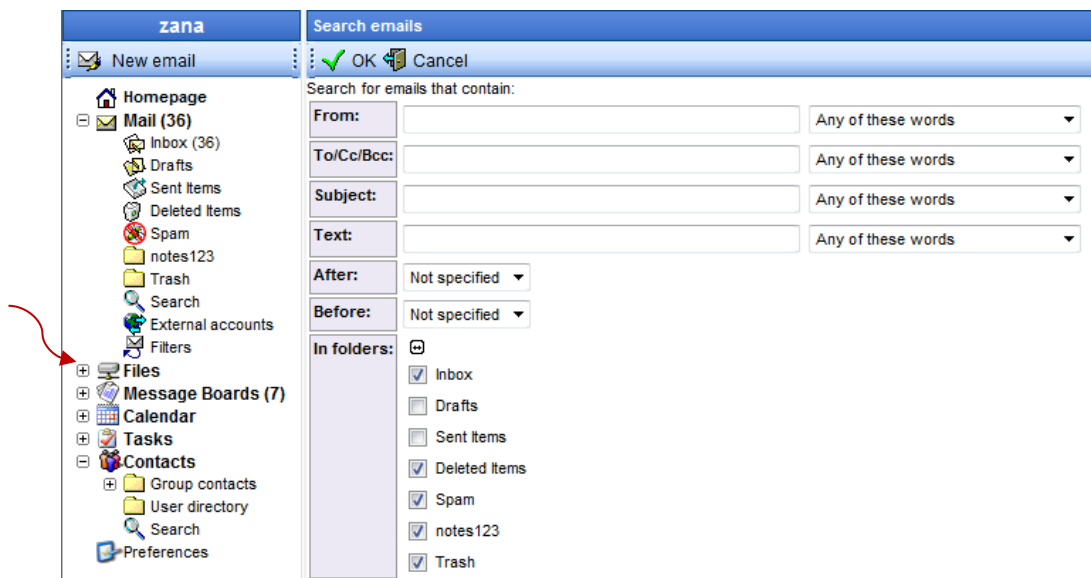
Since they are normal contact folders, personal mailing lists can be shared with other users.

## Searching emails

You can search for emails that were sent by a particular person, that were sent to a particular person, that contain particular words in the subject or body, or that were sent at a particular date, or even a combination of these conditions.

To search emails, click on the **Search** link under the **Mail** section in the menu. Enter the text that you are searching for in one or more of the following fields:

- **From**
- **To/Cc/Bcc**
- **Subject**
- **Text**




For each of these fields you can choose different match types:

- any of these words: if you entered multiple words in the field, the search will return all the emails that contain at least one of the words in the corresponding field
- all these words: if you entered multiple words in the field, the search will return all the emails that contain all the words in the corresponding field (non necessarily in that order, or contiguously)
- this exact phrase: the search will return all the emails that contain the exact phrase (even multiple words) in the corresponding field
- this exact phrase in the beginning: as the previous one, but only if the phrase is at the beginning of the field

You can also specify a that you want to search for emails whose date is before and/or after a certain date, in the **Date** section. If you leave the option box as **None**, the condition will not be matched; otherwise, select **This date** and specify the date.

Finally, you can select which folders you want to search in. By default all the 'incoming' folders are selected.

You can invert the folder selection by clicking on the  icon.

- If you enter multiple conditions (ex: some text in the From and Subject fields, and a Before date), ALL the conditions specified must match for the email to appear in the search results.
- All searches are case insensitive

## Mail filters

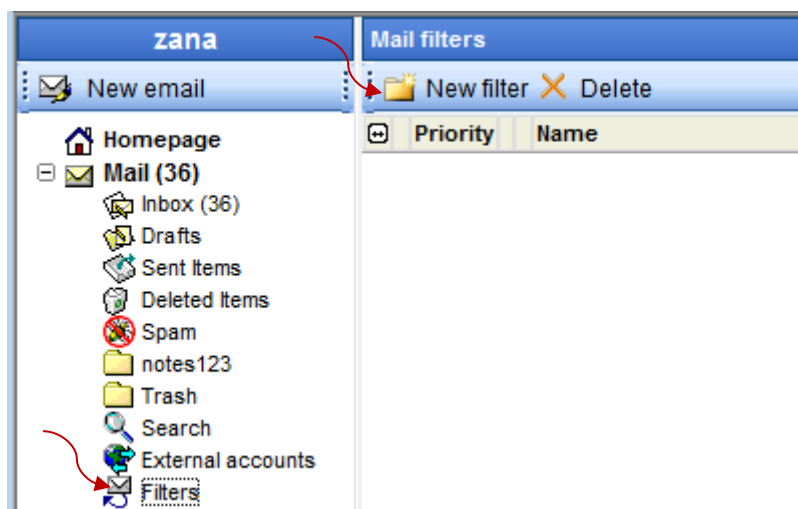
@UPM Mail can automatically filter incoming emails, and perform many operations on them. For instance, @UPM Mail can:

- delete emails that come from known spammers (a spammer is someone who sends unsolicited emails, usually commercial advertising)
- move incoming mails to a particular folder according to the sender, to keep your inbox organized
- publish an email and its attachments directly to a message board - this is very useful for email addresses that can be handled by multiple people, like techsupport@upm.edu.my, or managment@upm.edu.my. When such a filter is used, the message is published onto a message board and anyone that has access to the message board can read the message and act on it
- publish an email and its attachments directly to a file folder - this is very useful for automatically archiving attachments and making them available to colleagues. If the file folder is shared or published on the web, this is also an easy way to share snapshots taken with a mobile device: you just take the snapshots and send them as an email, and the pictures are automatically published....

## Filter list and priority

To edit mail filters, click on the **Filters** link under the **Mail** section in the menu. What you will see is a list of filters, ordered according to their **priority**. Priority 1 is the highest. When a new message is received, the filter with priority 1 is checked, and if its conditions are matched, its actions are performed on the message. The process is then repeated for the filter with priority 2, and so on. A filter can be set to **stop** the processing of the following filters (see below).

To change the priority of a filter, use the  and  icons to move it up or down in the priority list.

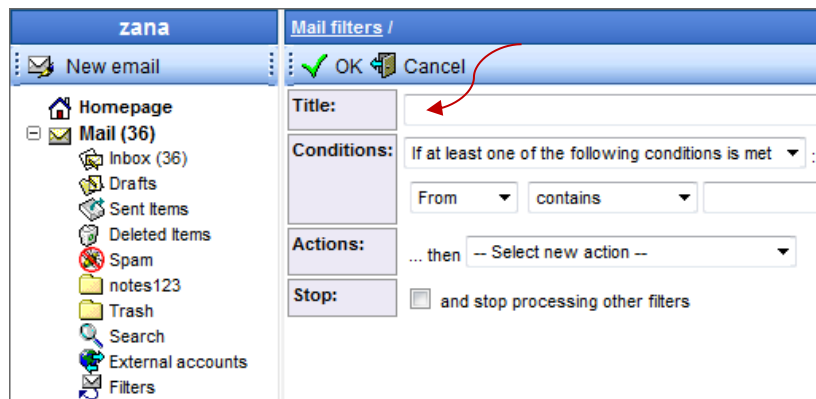


## The 'Spam' filter

The 'Spam' filter is a default system filter, and cannot be deleted. You can use this filter to act on all the spam emails. Usually you simply want to delete them automatically, so the default action for the filter is to delete the message, but you can change it.

## Creating a new filter

To create a new filter, click on **New filter**.  
First give a **Title** to the filter, explaining its function.



Then input a **Condition**: select which field (From, To/CC, Subject, Body) of the message must contain a particular text for the filter to be activated. In the following steps you will be able to input multiple conditions.

Then input an **Action**: what the filter should do with the message if the condition is met. In the following steps you will be able to input multiple actions. There are many different actions available for a filter:

- **delete the message** simply deletes the message, so that it will never reach your inbox. This is useful for spam mail
- **move the message to mail folder** moves the message to a different mail folder (the default is 'in' for normal mails, or a specified folder for messages retrieved through external POP3 accounts). This is useful to keep your email organized. You will need to specify the destination folder from the apposite selection box that will appear
- **copy the message to mail folder** as the previous one, but the message is duplicated rather than moved
- **mark the message as read** marks it as read, so that it will not show up in notifications
- **forward copy to mail address** forwards a copy the message to another email address, either on @UPM Mail or outside. You can forward to multiple addresses simply by adding multiple forward actions. If you don't want to keep a copy in your account, add a "delete message" action.
- **send automatic reply** sends an automatic reply to the sender of the message that triggered this filter. This is useful for announcing vacation

periods, etc. By using different filters with different conditions, you can set up multiple automated replies. To avoid loops of autoreplies, @UPM Mail will not send an autoreply to an address if it already sent an autoreply to that address in the previous hour.

- **move the message to message board** moves the message and all its attachments to a message board. You will need to specify the destination message board from the appropriate selection box that will appear.

This action is very useful if you want to share incoming emails with colleagues or friends.

For instance your administrator could set up a mail alias so that all the emails addressed to sales@yourcompany.com reach your mailbox, if you are the sales manager. Then with a filter you can publish all the emails directed to sales@yourcompany.com to a shared message board, so that everyone with access to the message board will see the email, and will be able to act upon it.

Another useful purpose of this filter is for instance to share a newsletter that you receive every day with your colleagues, without having everyone to subscribe to the same newsletter.

- **copy the message to message board** as the previous one, but the message is duplicated rather than moved
- **move the attachments to file folder** moves the message and all its attachments to a file folder. You will need to specify the destination folder from the appropriate selection box that will appear.

This action is very useful to automatically store all the attachments that are received via email - as a reference repository that can be shared, for instance. Another possible use is to take snapshots with a mobile phone and email them so that the filter is activated. You can set the filter to save the pictures to a folder, and if the folder is shared with DirectFiles, you have them instantly available on the web!

When an email with attachment is received and this action is selected, @UPM Mail will create a subfolder in it, and will put all the attachments in that subfolder. In this way, attachments are easily separated. The name of the subfolder is determined in the following way:

1. if the body of the email contains some text, @UPM Mail will use the first line of the message text as the name for the subfolder. In this way you can easily give a title to your picture collection!
2. if the body of the email is empty, @UPM Mail will use the current date and time as the name for the subfolder

To prevent others to publish files on your shared folder, you can set the filter condition to trigger only if the subject contains a special password. In this way, only who knows the password can publish attachments via email.

- **copy the attachments to file folder** as the previous one, but a copy of the message will remain in the original mail box as well

## Adding multiple conditions and actions

Once you have created a filter, you are brought back to the filter edit page, where you can add more conditions, more actions, or edit / delete the existing ones.

## Editing a filter

To edit a filter, simply click on the **Filters** link under the **Mail** section in the menu, and then click on the name of the filter.

# Message boards

## Message boards overview

Message boards are the preferred way to communicate with a group of people using @UPM Mail.

A message board is an electronic discussion place, where users can post messages for others to see and reply to. The most important difference with email is that when you post a message in a message board, everyone that has access to the message board will be able to read it. Messages do not have individual recipients, like email.

There are many advantages of using message boards for group communication:

- message boards are a 'knowledge repository' for your organization, and the knowledge is not dispersed in individual mail boxes
- when new users join your group, it is easier for them to catch up with the current knowledge, by just browsing the relevant message boards
- it is easier for a group of people to have an ongoing discussions using message boards, instead of using email with 'reply to all' - messages do not get lost, and there are less emails in your personal inbox

As with many other @UPM Mail features, message boards can be accessed by mobile devices. No device synchronization is necessary.

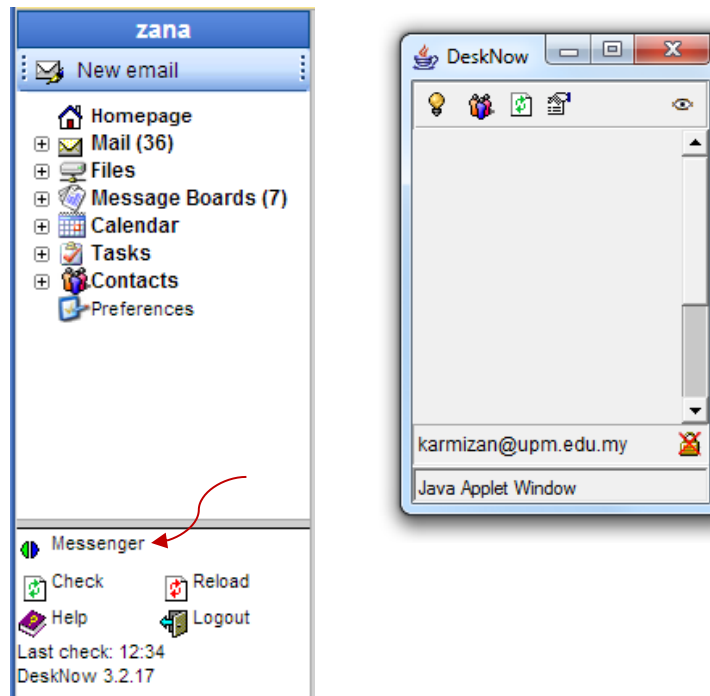
## Message Board

A message board is a folder that contains *topics*. Every topic is a set of messages related to each other, typically as replies to the first message of the topic.

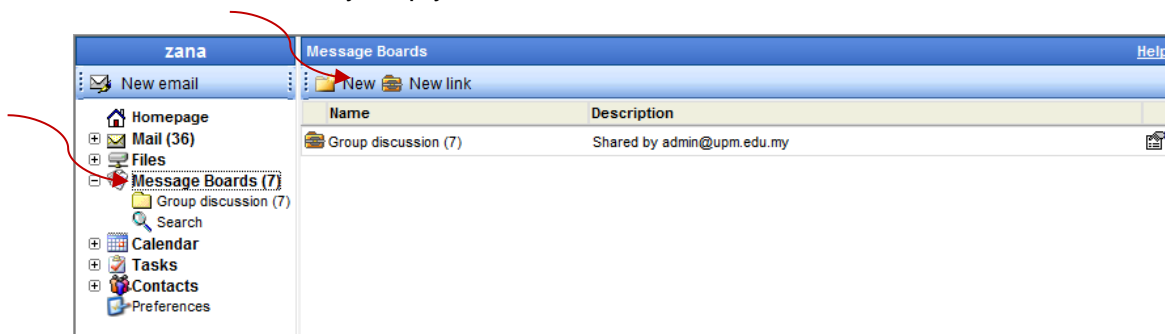
When you first login to your @UPM Mail account, there are probably already some message boards provided for you, depending on the settings of your Administrator.

You can create other message boards as well, and share them with others. You can create as many message boards as you want.

To open a message board, simply open the **Message boards** menu and click on the message board's name. You will see a listing of all the messages in the board, with the latest post in the top line.



To create a new message board, click on the **Message boards** link in the menu and then click on **New**. Enter a name for the message board. You will be taken to the new message board, which is initially empty.



Since a message board is a tool for people to communicate, if you want others to access your message board you need to share it with them.

**Tip:** you can also use a message board as a personal note device, where you post personal notes and messages.

To create a link to a message board shared by another user, see accessing shared message boards.

Some message boards can be **read-only** because they are shared with limited permissions by another user. You can check if a message board is read-only in the line at the bottom of the page.

By default, @UPM Mail shows you the message listing in the upper half of the window only. You can also view the listing in full screen. See Full screen and split views for more information.

Finally, all the normal folder operations apply.



## Announcements

Management of the announcements that appear in the home page are by default reserved to the domain administrator (admin). The administrator can allow other users to post/manage announcements.

The announcements that appear in the home page are taken from a message board chosen by the administrator. It is possible to select what message board is used to display announcements (by default there is a specific message board, called announcements), how many of the latest announcements to display, and whether to display announcements at all or not.

These preferences are set in the **Administration / Announcements** section (available only to the Administrator).

The default Announcements board can be written only by the admin user. To allow other users to post announcements, simply create a new share with write permissions for the board, and give access to the selected user(s).

## Sync with Email Clients

### Sync with Microsoft Outlook (IMAP)

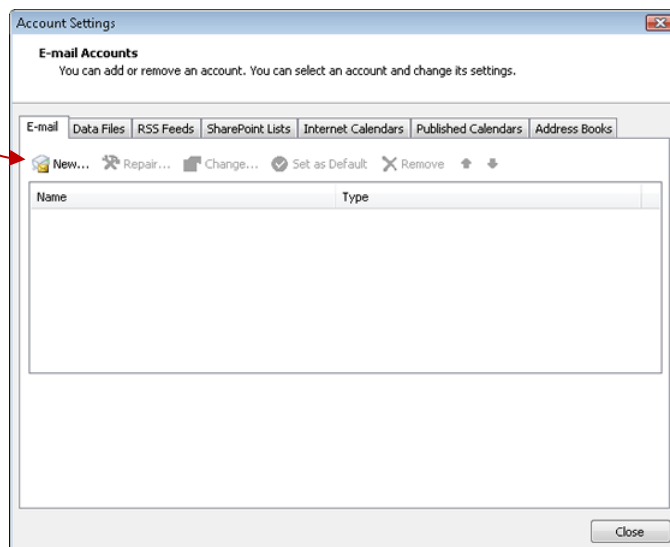
These instructions were written for Outlook 2007 but should also work for Outlook 2010.

#### Before you begin

1. Install Outlook.  
Outlook is a component of Microsoft Office and is installed as part of the MS Office installation.
2. Apply available Service Packs for Office, available from the Downloads section of [office.microsoft.com](http://office.microsoft.com)  
**Note:** A valid installation CD will be necessary to apply these updates.

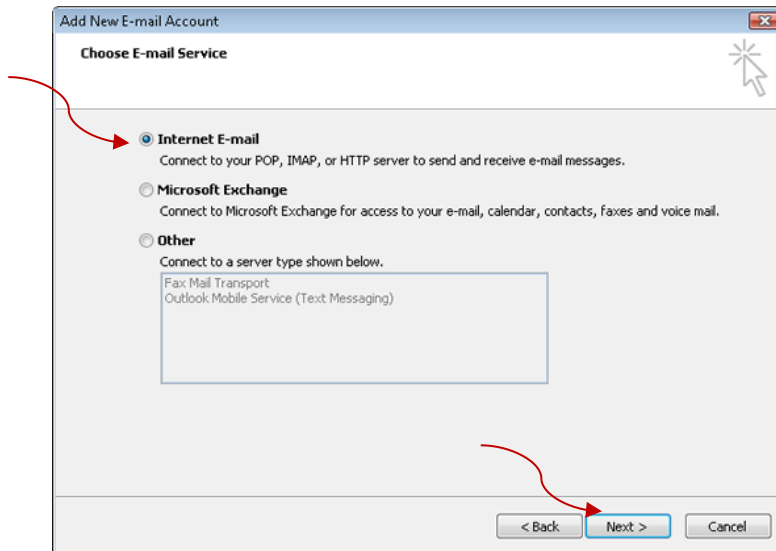
#### Configuring Outlook

1. Start Microsoft Outlook.
2. **Outlook 2010:** Click the **File** tab and then click **Account Settings**.  
**Outlook 2007:** On the **Tools** menu, click **Account Settings**.
3. With the **E-mail** tab selected, click **New**.

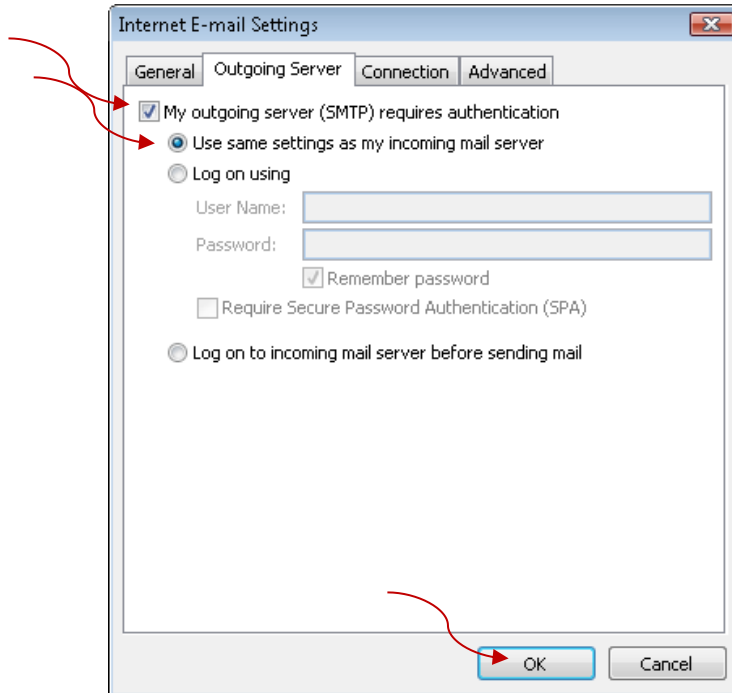


4. Enter the following account settings:
  - **Your Name:** your name
  - **E-mail Address:** your @UPM email address
  - **Password:** leave blank
  - **Retype Password:** leave blank
  - **Manually configure server settings:** checked
5. Click **Next**.

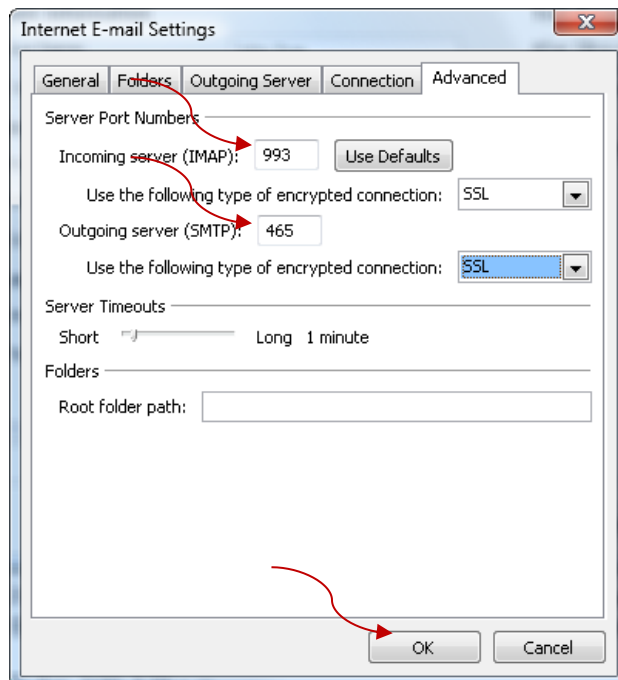
6. Choose **Internet E-mail** as your email service and then click **Next**.



7. Enter the following email settings:
- **Your Name:** your name
  - **E-mail Address:** your @UPM email address
  - **Account Type:** IMAP
  - **Incoming mail server:** imap.upm.edu.my
  - **Outgoing mail server (SMTP):** mail.upm.edu.my
  - **User Name:** your PUTRA ID
  - **Password:** leave blank
  - **Remember password:** unchecked
  - **Require logon using Secure Password Authentication (SPA):** unchecked
8. Click the **More Settings** button.
9. With the **General** tab selected, enter a name for your mail account, such as Stanford Email, if you wish. Otherwise, the mail account name defaults to the incoming server name.
10. Click the **Outgoing Server** tab and enter the following information:
- **My outgoing server (SMTP) requires authentication:** checked
  - **Use same settings as my incoming mail server:** selected

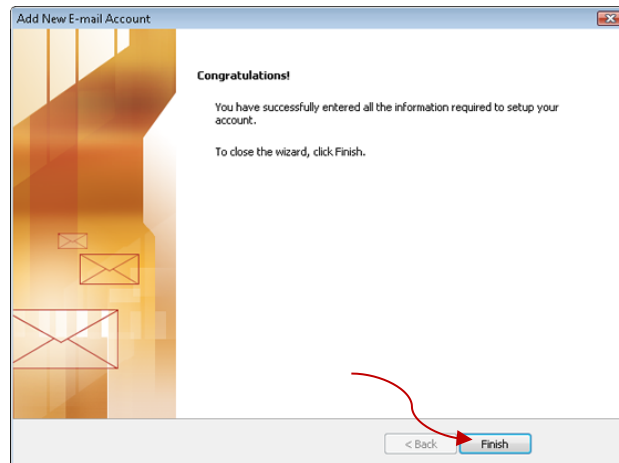


11. Click the **Advanced** tab and enter the following information:
- **Incoming server (IMAP):** 993
  - **Use the following type of encrypted connection):** SSL
  - **Outgoing server (SMTP):** 465  
(if 465 doesn't work, use 25)
  - **Use the following type of encrypted connection):** SSL  
(Make sure this doesn't change your outgoing server setting, above.)



12. Click **OK** to close the Internet E-mail Settings dialog box.  
 13. In the Add New E-mail Account window, click **Next**.

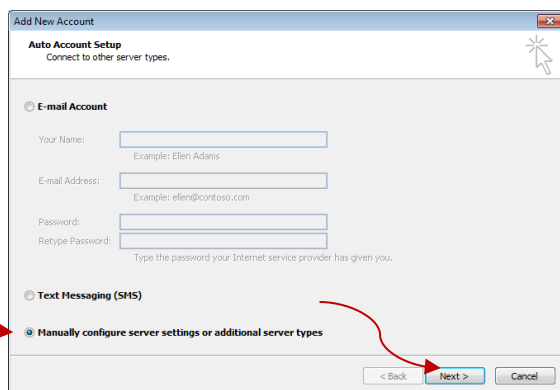
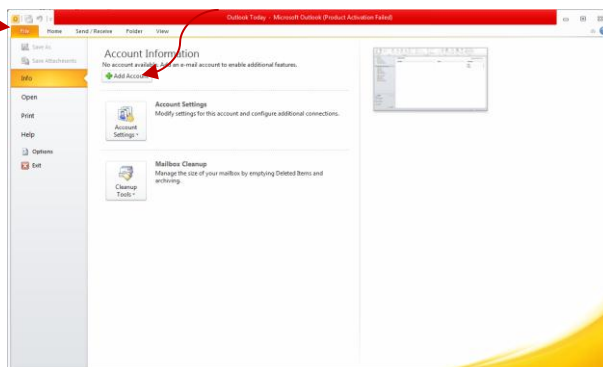
- Click **Finish** to complete the setup of you email account.



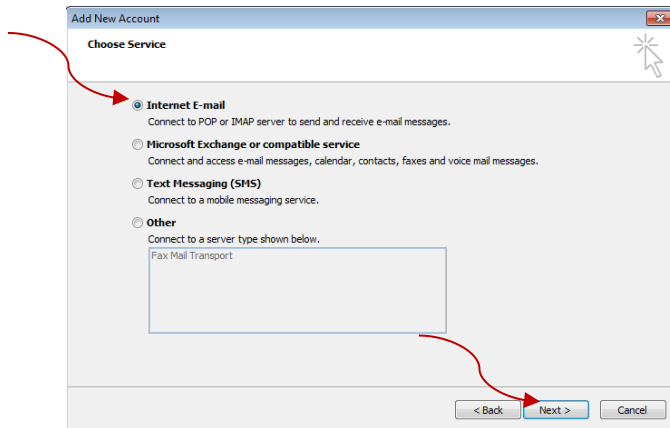
- Click **Close** to close the Account Settings dialog box.
- You will be prompted for your password. Enter your PUTRA ID password and then click **OK**. Leave the **Remember Password** box unchecked.
- The messages in your IMAP Inbox will be displayed (this may take a minute). Click the message you wish to read. Double-click the message if you want it to display in a new window.

## Sync with Microsoft Outlook 2010 (POP3)

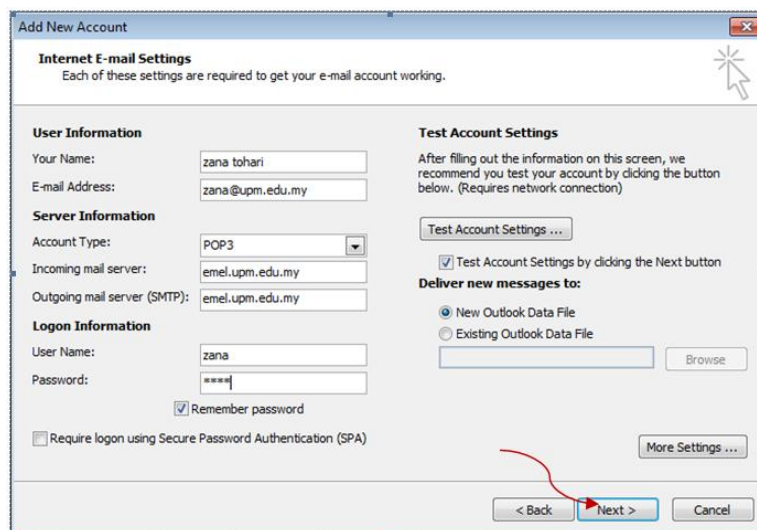
- Start Microsoft Outlook.
- Click the **File** tab and then click **Add Account**.



- Check radio button for “Manually configuration server settings..” and click Next.



4. Check radio button Choose Service for “Internet E-mail” and click Next.



5. Write the information needed. For example:

User Information

Your Name: **Zana Tohari**

Email Address: **zana@upm.edu.my**

Server Information

Account Type: **POP3**

Incoming mail server: **emel.upm.edu.my**

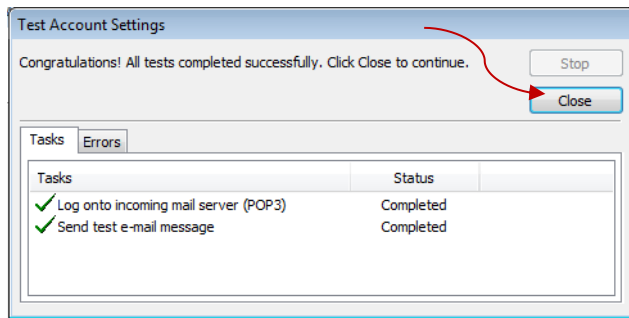
Outgoing mail server (SMTP): **emel.upm.edu.my**

Logon Information

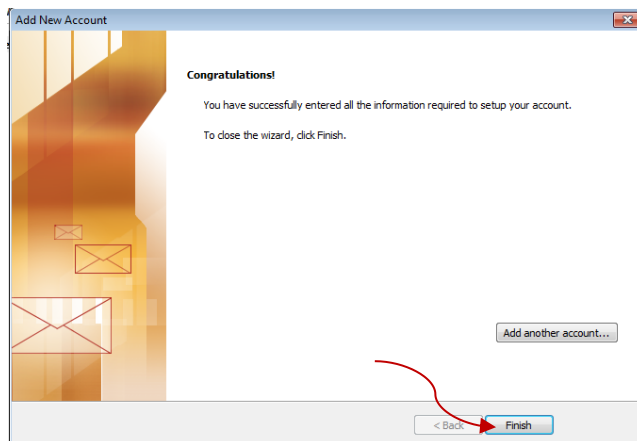
User Name: **zana**

Password: **xxxxxx**

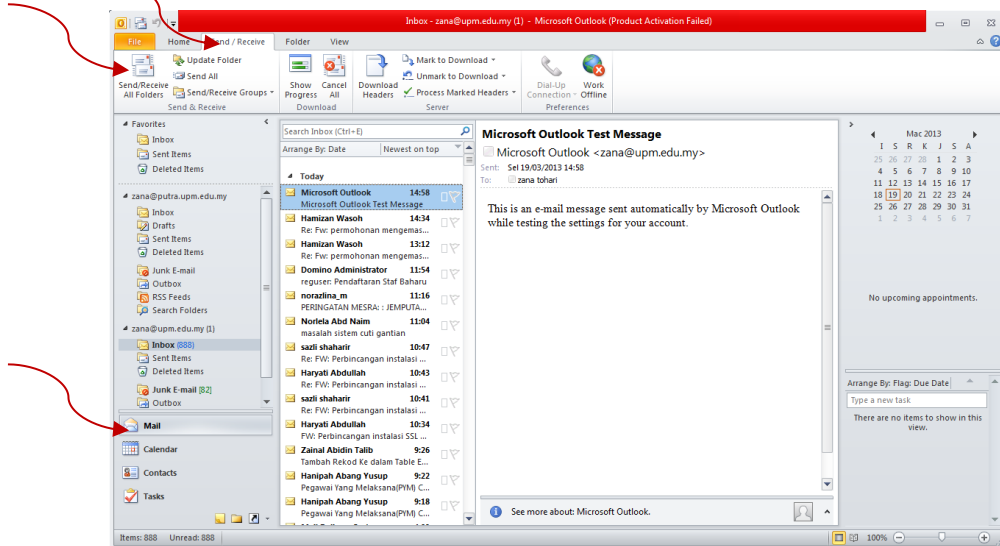
6. Then click next.



7. The setting process will begin. It takes about 3/4 minutes, then click button Close.



8. Next Click button Finish.



9. Click tab Send / Receive at the top menu, then Click on envelope icon (Send/Receive All Folders). The email's data transfer processing will start.

## Sync with Mobiles

All you need is internet connectivity (wired or wireless) between your device and your UPM Mail server.

You can sync multiple devices with the same account: for instance you can sync with Outlook on your desktop, and with your mobile phone when you're away.

### Important on network connectivity

Your device needs a wired or wireless internet connection in order to be able to synchronize with your server.

Wireless options include WiFi, GPRS or 3G connectivity, Bluetooth communication through a internet-enabled mobile phone, or other means.

Before trying to sync your data using a mobile phone, ensure that your device has proper internet connectivity, and that it can connect to normal internet web sites.

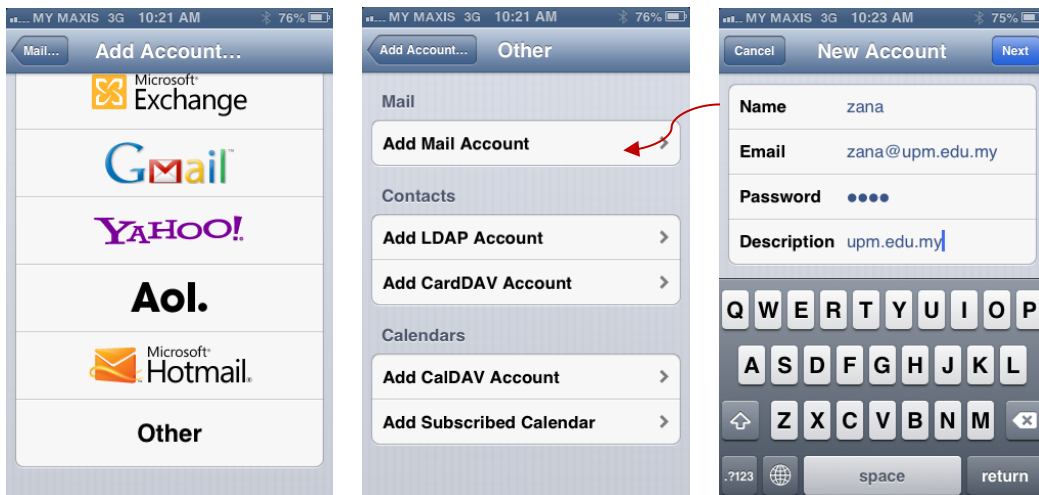
### Sync with iPhone/iPAD (IMAP)



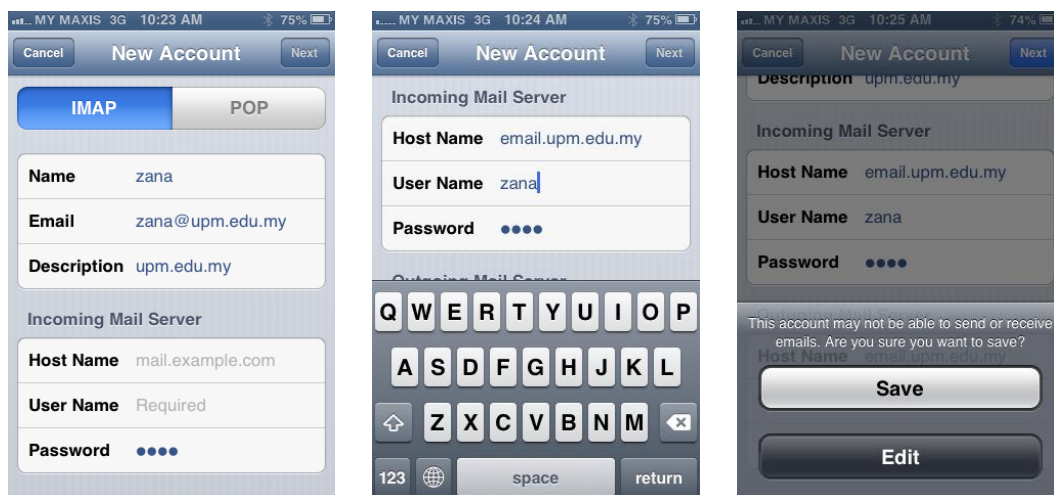
Press the **Home** button to access the Home screen. Then:

1. Tap the **Settings** icon.
2. Tap **Mail, Contacts, Calendars**.





3. Tap **Add Account**.
4. Tap **Other**.
5. Tap **Add Mail Account**.
6. Enter the following values for your new account:
  - **Name:** your full name and as you would like it to appear on outgoing messages
  - **Address:** your @UPM email address
  - **Password:** your PUTRA password.
  - **Description:** the default is "UPM" but you can label this account anything you wish
7. Tap **Next** in the upper-right corner of the screen.



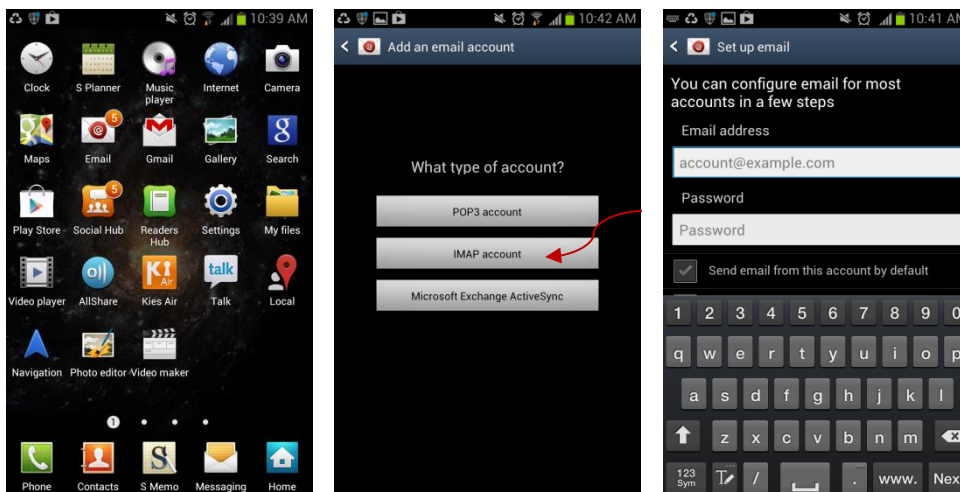
8. In the next screen, **IMAP** should be selected by default. Scroll down and enter the following values for your Incoming Mail Server:
  - **Host Name:** **email.upm.edu.my**
  - **User Name:** your PUTRA ID
  - **Password:** this field is pre-populated with your PUTRA ID password from step 6.

9. Scroll down and enter the following values for your Outgoing Mail Server:
  - **Host Name:** email.upm.edu.my
  - **User Name:** your PUTRA ID
  - **Password:** your PUTRA ID password
10. Tap **Next**.
11. When Mail has finished verifying your account settings, tap **Save**. You will return to the Mail, Contacts, Calendars configuration screen.
12. Tap your new account.
13. Tap **Account**.
14. Scroll down to Outgoing Mail Server and tap **SMTP**.
15. Tap the entry for **email.upm.edu.my** and verify the following settings:
  - **Use SSL:** ON
  - **Server Port:** 465
16. Tap **Done** and then tap **Account**.
17. Scroll down to Outgoing Mail Server and tap **Advanced**.
18. Scroll down and verify the following Incoming Settings:
  - **Use SSL:** ON
  - **Authentication:** Password
  - **Server Port:** 993

You can also choose to store special folders on the IMAP server using the Mailbox Behaviors settings on this screen.
19. Tap **Account** and then tap **Done**.

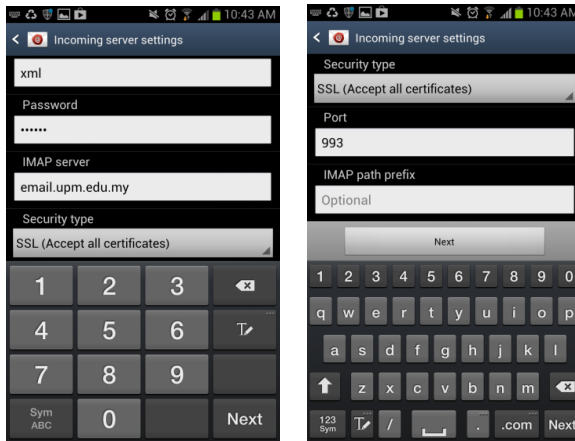
When finished, press the **Home** button and tap the **Mail** icon to test your settings. If you entered anything incorrectly you may receive a generic error message. Check your settings or try re-entering your password (the source of most errors).

## Sync with Android (IMAP)



### Select email

1. Tap the menu key
2. Select Manage Accounts
3. Tap on Email
4. Select Add Account
5. Select Email
6. Enter your email address and password
7. Select Next

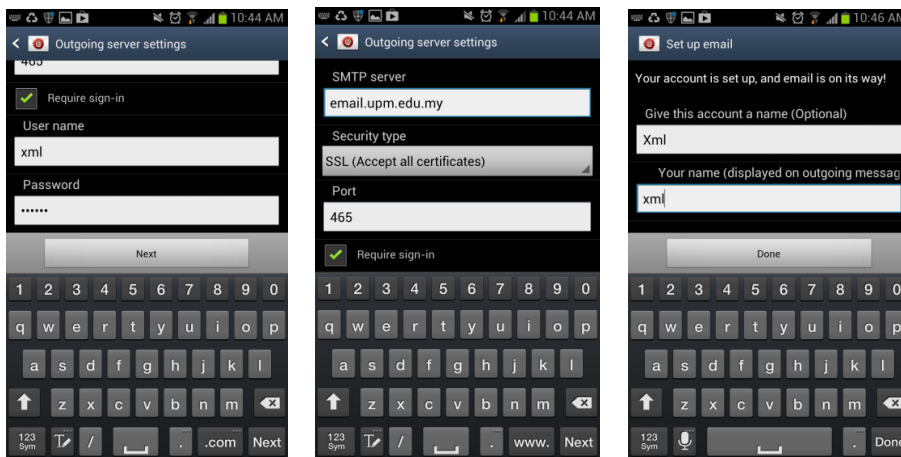


## Set up manually

### Select Incoming Server

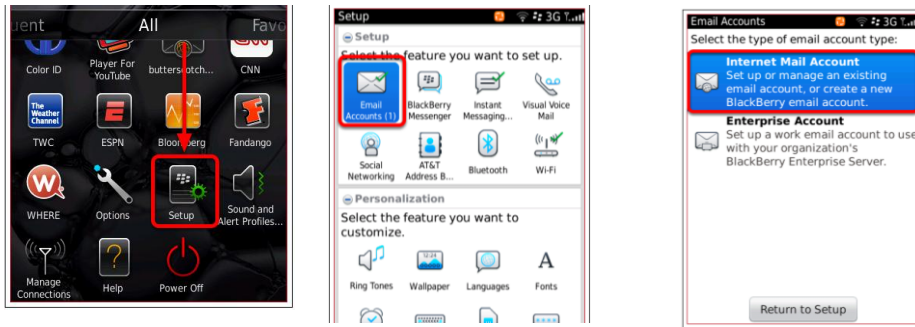
1. From the drop down menu select IMAP mail server
2. Server : **email.upm.edu.my** & Username: PUTRA ID
3. Tap on Advanced Settings
4. Port: 993
5. Check use secure connection
6. Use secure password (TLS): Auto
7. Uncheck verify certificate
8. Tap OK
9. Tap OK

### Select Outgoing Server

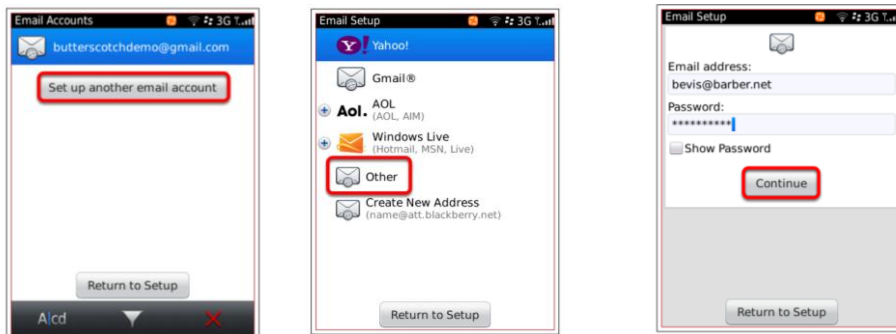


1. SMTP server : **email.upm.edu.my**
2. Username: PUTRA ID
3. Tap on Advanced Settings
4. Port: 465
5. Check use secure connection
6. Use secure password (TLS): Always
7. Authentication: Auto
8. Uncheck verify certificate
9. Tap OK
10. Tap Ok

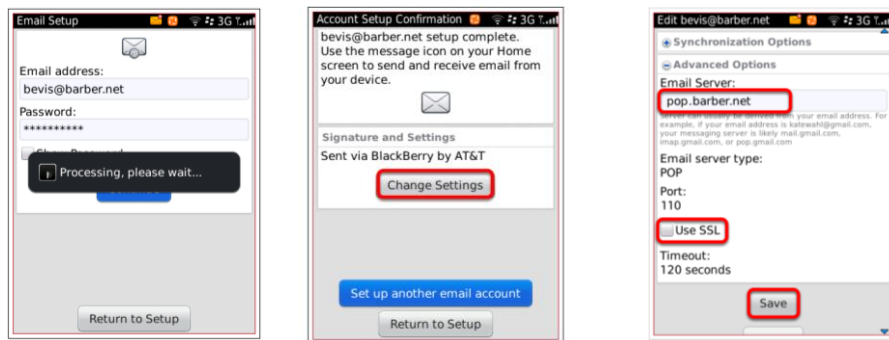
## Sync with Blackberry (IMAP)



1. From your home screen, scroll down and tap **Setup**.
2. Tap **Email Accounts**.
3. Tap **Internet Mail Account**.
4. Skip to step 4 if you have no email accounts on your BlackBerry already.



5. Tap **Set up another email account**.
6. Tap **Other**.
7. Enter your @upm.edu.my email address and password then tap **Continue**.
8. A processing message will be displayed on your screen.



9. Setup complete. Tap **Change Settings**.
10. Scroll down and tap on **Advanced Options**. Make sure the setting as follow.  
Setting up IMAP configuration: Email server: **email.upm.edu.my**  
Email Server type: **IMAP**  
Port: **993**  
Use SSL: Check this option
11. Tap **Save**.

The account has been configured. User will received an email account information activation

*The Enquiries Team will be happy to deal with your question.*

*We are the main contact point for all enquiries by email, letter, fax or telephone.*

*We aim to provide you with the best information we can in the shortest possible time.*

***E-mail:***

*idec\_emel@upm.edu.my*

*idec\_uask@upm.edu.my*

*idec\_helpdesk@putra.upm.edu.my*

***Telephone:*** 03-8947 1990

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