



Accessing Web Mail

WHAT IS WEB MAIL?

Web Mail is an email service provided by the University of Tasmania for students and staff members. It uses the World Wide Web to provide the service.

In order to access and use Web mail, you will need an account name (also known as a User ID or username) and a password. If you are a student, your e-mail account name and password are printed on your Enrolment Statement. If you don't already have these, you can ask the IT Resources Service Desk for them, see contact details below.

You will also need access to a computer with a Web Browser, such as Firefox, Safari or Internet Explorer and an internet connection.

Because Web Mail is internet based, you don't need to use the same computer all the time to access your Web Mail. At in an Internet Café, you can log on to your email account from any computer that has an Web Browser, provided you have your account name and password.

Information about using Web Mail is available in the *Using Web Mail* webpage.

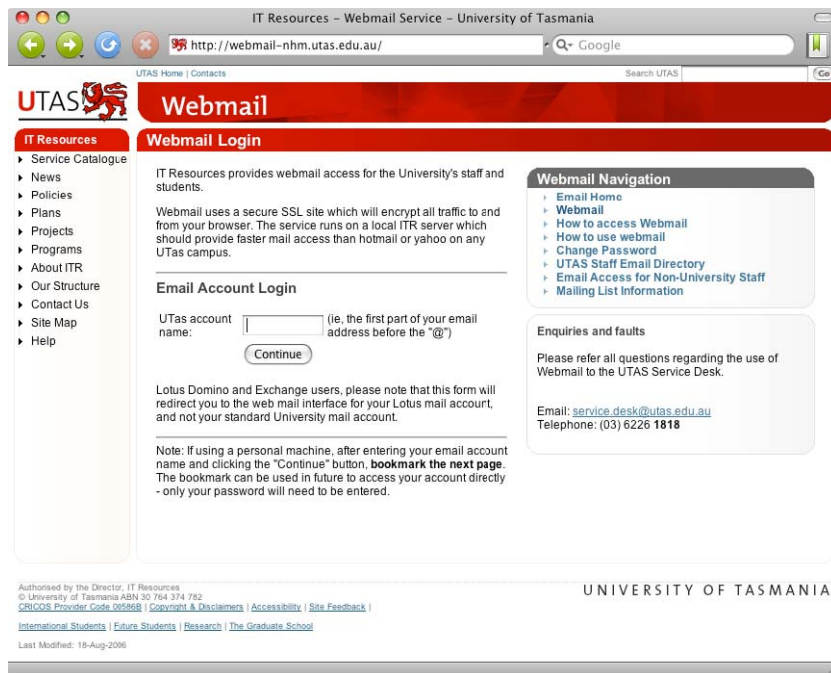
LOGGING ON

1. Open a Web Browser such as Firefox, Safari or Internet Explorer.
2. Check that you have a "live" internet connection.
3. Enter <http://webmail.utas.edu.au> into your address bar

or

From the University's home page click the "Current Students" link, then under the heading "Library and IT Support" click on the Web Mail link.

The University's Web Mail window appears:



4. Type your account name in the UTAS ACCOUNT NAME box.
5. Click on the CONTINUE button.

You may see an encryption notice such as this one:



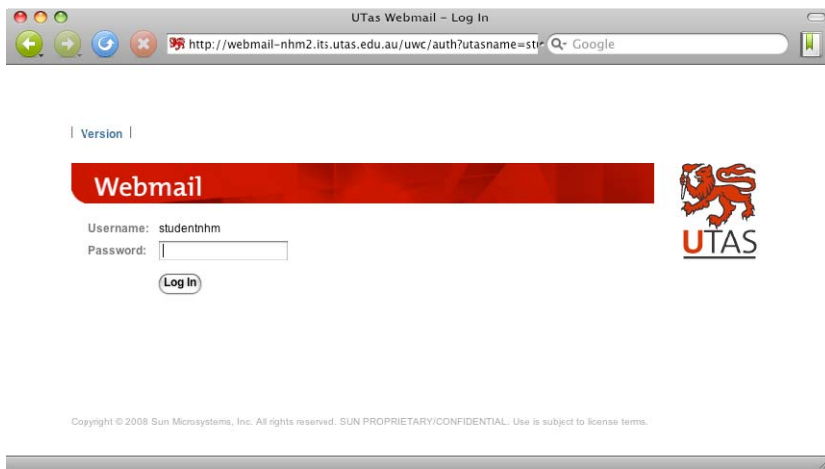
6. If this message appears, click on OK.

You may now see a certificate message such as this one:



7. If this message appears, Click on YES.

The Web Mail window opens:

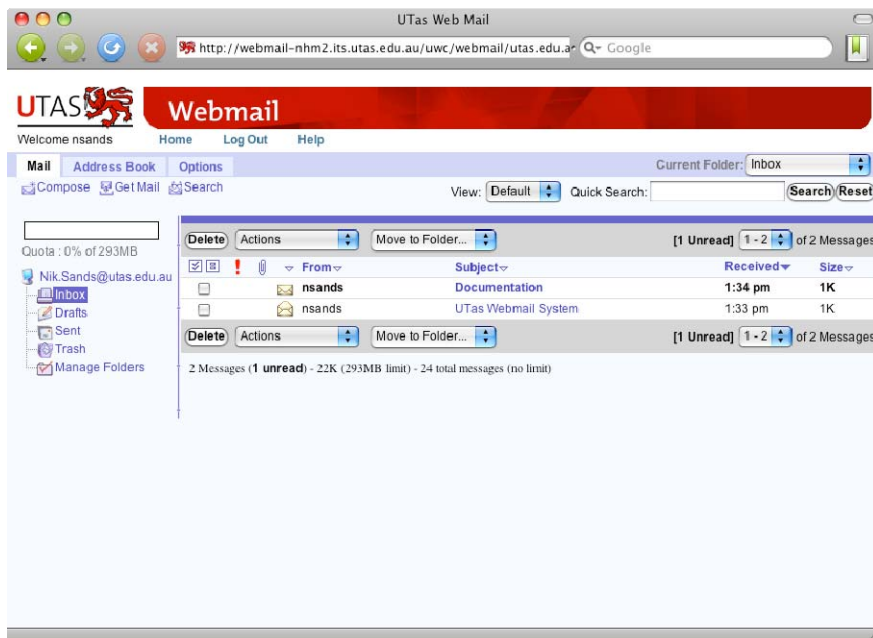


This is where you enter your password. Your password is case-sensitive, so you must type it exactly as it has been given to you, with the same use (or absence) of capital letters.

If you are working at your own computer, you may wish to Bookmark this page (Firefox) or add it to your Favourites (Internet Explorer). That way you will be able to access it quickly next time. Your browser's online help will tell you how to do this.

8. Type your password in the Password box, and then click on the log in button.

Your Web Mail window appears, with the contents of the Inbox listed.

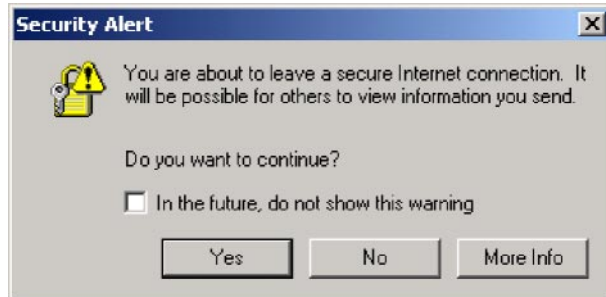


LOGGING OUT

When you have finished, you should always log out before closing the browser window. That way no one else can use your account.

1. When you have finished using Web Mail, click on the Log Out button.

You may see this message:



2. If this message appears click on YES.

You are now disconnected from Web Mail.

FORGOTTEN YOUR PASSWORD?

If you have forgotten your password visit the HELP DESK in the library with your student ID card or contact the IT Resources Service Desk using the contact details below.

PROBLEM LOGGING IN?

If you experience problem logging into webmail please follow the instruction below.

Enabling Cookies

Cookies are messages sent to a web browser by a web server. Their main purpose of cookies is to identify users, in order to remember login information, prepare customized web pages, or save preferences that you have set for specific web sites. UTAS Webmail uses cookies, so you will need to enable them. Please use the following instructions to enable cookies in the following web browsers

Clearing Cache

Each time you access a web page, your browser caches (stores) it on your computer. In this way, web pages do not have to be retrieved again each time you click the Back or Forward buttons. This means that sometimes your browser will store errors it encounters. By clearing the stored pages, your browser will retrieve fresh, up-to-date versions of each page.

	Enabling Cookies	Clearing Cache
Internet Explorer 7.0	<ul style="list-style-type: none"> • Click on Internet Options, which is either under VIEW or TOOLS, depending on Explorer Version. • Click on the "Privacy" tab. • Click on the "Advanced" button • Ensure that "Override automatic cookie handling" is checked. • First and Third party cookies should be set to "Accept" • Check "Always allow session cookies" • Click on "OK" • Click "Apply" and then "OK" • Restart the browser. 	<ul style="list-style-type: none"> • Click on Internet Options, which is either under VIEW or TOOLS, depending on Explorer Version. • Click on the General tab • Click on DELETE... under the "Browsing History Category" • Select the DELETE FILES... button to delete Cache • After you select DELETE FILE...A box will appear asking you to confirm you would like to delete the files. Click YES. • Restart the browser.
Mozilla Firefox 3.0	<ul style="list-style-type: none"> • Click on "Tools" • Select "Options". • Select the "Privacy" icon in the top panel. • Check the box corresponding to "Accept cookies from sites" & "Accept third-party cookies" • Click "OK" to save changes. • Restart the browser. 	<ul style="list-style-type: none"> • Click on "Tools" • Select "CLEAR PRIVATE DATA" (CTRL + Shift + Delete) • Check the box corresponding to Cache & Cookies only • Click "CLEAR PRIVATE DATA NOW" to clear cache • Restart the browser.
Safari 3.0	<ul style="list-style-type: none"> • From the Safari menu, click "Preferences". • Click on the Security icon near the top of the window. • Under "Accept Cookies" the "Always" or "Only from sites you navigate to" must be selected. • Restart the browser. 	<ul style="list-style-type: none"> • From the Safari menu, click "EMPTY CACHE". • When asked: Are you sure you want to empty the cache? Click "EMPTY". • Restart the browser.

MORE INFORMATION

User help is available from within the web mail environment by clicking on the 'Help' link toward the top of the page.

If you experience problems using web mail that you are unable to resolve using the help information, contact the IT Resources Service Desk.

WEB: www.utas.edu.au/servicedesk
PHONE: +61 3 6226 1818 or 1300 304 903
EMAIL: service.desk@utas.edu.au
