

# RRRSDP's Web Mail Operation Guidelines

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## 1. INTRODUCTION

We are going to introduce RRRSDP Webmail services for RRRSDP users for viewing of mails using web browser. This will enable the RRRSDP users to view their e-mails from anywhere in world through internet. Webmail services will be available to the users via the URL <http://www.rrr.gov.np/webmail> or by clicking **RRRSDP Web Mail** at the RRRSDP's website <http://www.rrr.gov.np>

## 2. WEBMAIL TERMINOLOGY

### **POP3 - 'Post Office Protocol' (Version 3):**

The most popular way for users to access their email is through the POP3 protocol. When a user checks for new email messages using POP3, the messages are downloaded to the user's local computer and into the email client of their choice. Then, in most cases, the messages are removed from the mail server. This method is well-suited for users who have limited storage space on their email provider's mail servers or those who don't want to store email messages online.

Most email clients, like Microsoft Outlook and Mozilla Thunderbird, allow users to leave email messages on their email provider's mail servers, even after the messages have been downloaded to the user's local computer. For users who want to download their messages to their local computer, but also want to access their messages online via webmail, this option provides the most flexibility.

### **IMAP4 - 'Internet Message Access Protocol' (Version 4):**

IMAP is another popular protocol for accessing email messages. With IMAP, instead of downloading new messages to the user's local computer, the messages continue to be stored on the mail server. When users access their email through an email client such as Microsoft Outlook, Netscape Mail or Mozilla Thunderbird, they are working directly with the messages stored on their mail server. For example, when an IMAP user composes and sends a new email message, that message will be stored in the Sent folder, which is stored on the mail server.

IMAP is a convenient option for users who need to access their email online from multiple computers and locations—but prefer to use email client software instead of webmail. Because all messages—including sent messages, drafts, and messages stored in mail folders—are stored on the mail server, they are accessible from any Internet-enabled computer with pre-configured email client software. IMAP can also be useful for wireless email users who need access to their email with their wireless device, but do not want to overload their device's memory by downloading and storing messages locally.

## **SMTP (Simple Mail Transfer Protocol)**

SMTP is the standard that defines how email messages are sent from a mail server. To help prevent the growing proliferation of spam, which is often routed through unprotected or "Open Relay" servers, many service providers now require SMTP Authentication. SMTP Authentication allows users to send email only if their mailbox belongs to the service provider's system. SMTP can be defined also as it is a method for sending email messages between servers. Most email systems that send mail over the Internet use SMTP to send messages from one server to another; the messages can then be retrieved with an email client using either POP or IMAP.

### **Password:**

A Password is a secret word or code, which a user must supply during a Login to demonstrate that he is, in fact, the person he claims to be. It is one-half of a typical set of Credentials used in Authentication.

### **Web**

Short for "World Wide Web."

### **Web page**

A document designed for viewing in a web browser typically written in *HTML*. A web site is made of one or more web pages

### **HTTP – 'Hyper Text Transfer Protocol':**

The protocol for moving hyper text files across the Internet. Requires a HTTP client program on one end, and an HTTP server program (such as *Apache*) *on the other end*. *HTTP is the most important protocol used in the World Wide Web (WWW).*

## **3. Basic Guideline for Usage:**

### **Tour of RRRSDP Webmail:**



#### **1. Login Form:**

##### **Steps:**

1. Enter/Type: <http://www.rrr.gov.np> in Internet Explorer or any Web Browser.
2. Click on Web Mail Icon on RRRSDP's Website (above icon)
3. Input your user name and password given by RRRSDP's PCU

## 2. Password Change Form:

You can change your password as per your requirement. To change password the initial login is required.

Click to open **Windows Mail** (in **Windows Vista**) or **Outlook Express** (in **Windows XP**)

1. Click the **Tools menu**, and then click **Accounts**.
2. Click the **account** you want to change the password for, and then click **Properties**.

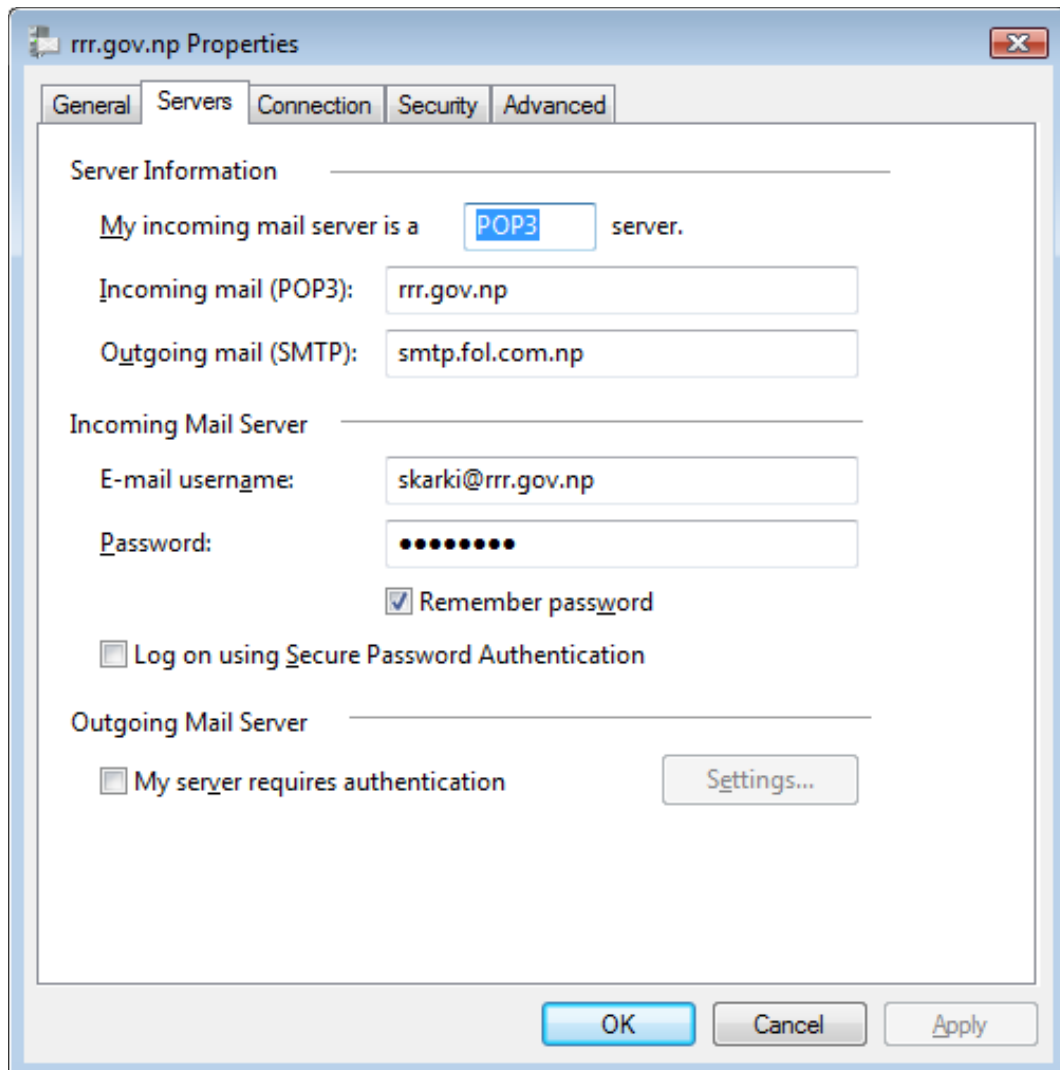


Figure 1 Password Changed Window

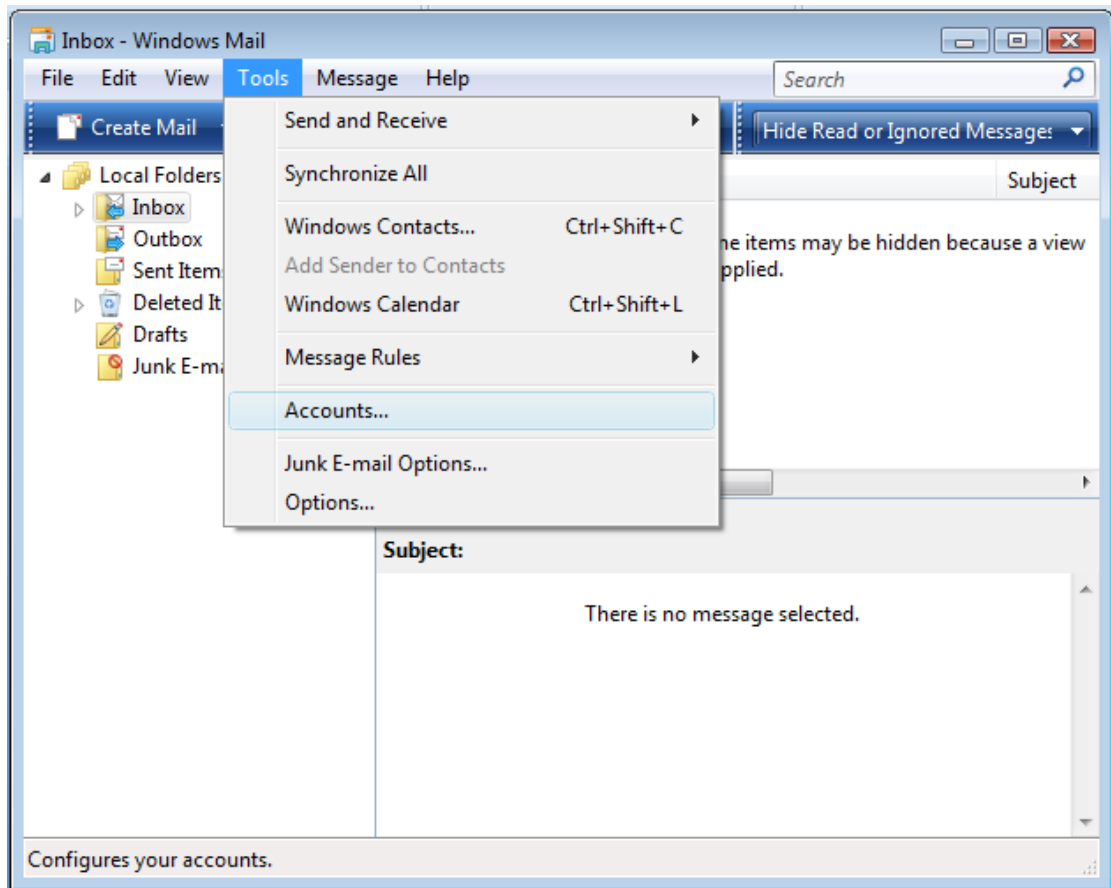
3. Click the **Servers** tab, type your **new password** in the **Password** box, and then click **OK**.

## **To add a Windows Mail account**

You can manage different email accounts in *Windows Mail* or in *Outlook Express*. It makes easy to manage mails if you have more than one account and you can use different features that *Windows Mail* and *Outlook Express* offers.

1. Click to open Windows Mail.

**Figure 2 Account Add Window – Click Account...**



2. Click the **Tools** menu, and then click **Accounts**.
3. Click **Add**, choose the type of account you want to add, click **Next**, and then follow the instructions.

**Figure 3 Account Add Window- Type your display name (usually your name)**

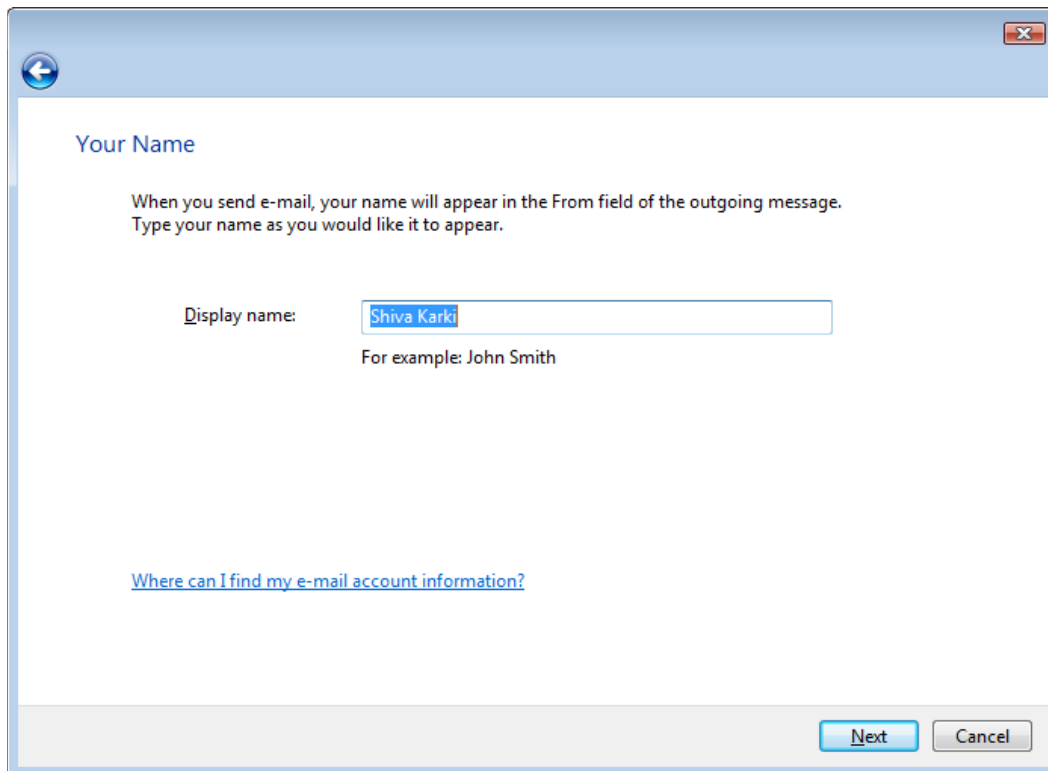


Figure 4 Choose E-mail Account

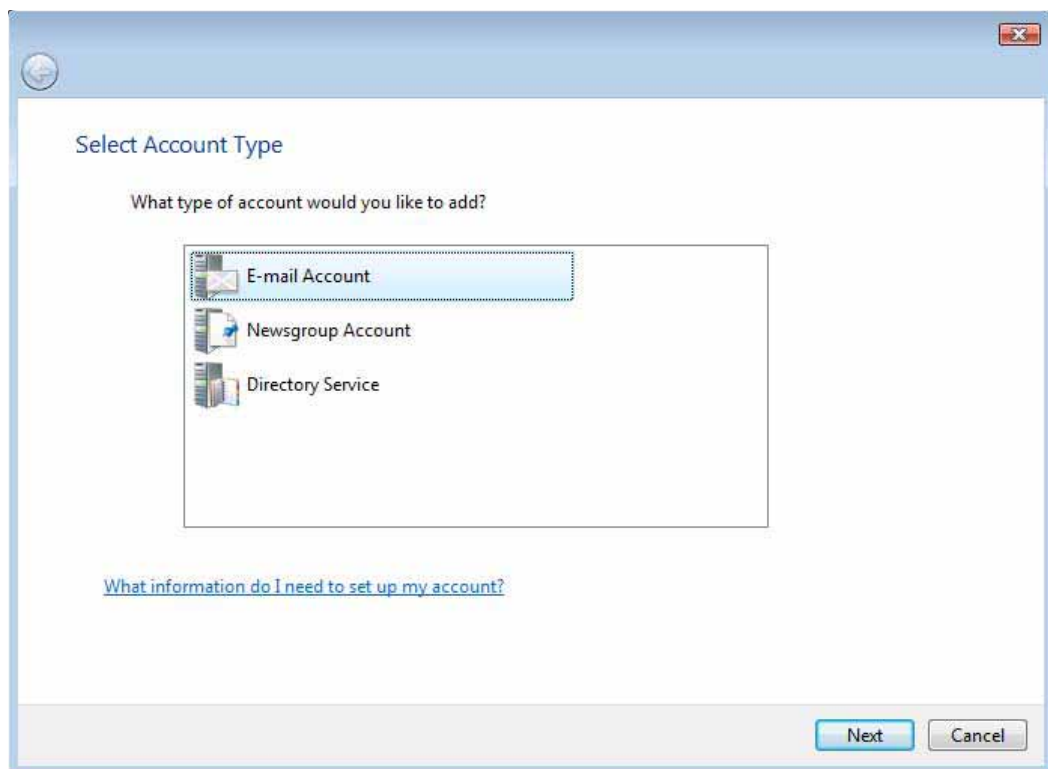


Figure 5 At E-mail address type your user name which has provided by your System Administrator (RRRSDP PCU)

Internet E-mail Address

Your e-mail address is the address other people use to send e-mail messages to you.

E-mail address:

For example: someone@microsoft.com

[Where can I find my e-mail account information?](#)

Next Cancel

Figure 2 Choose POP3 and type rrr.gov.np

Figure 6 For SMTP Server Address: smtp.fol.com.np (For RRRSDP-PCU staff at Ekanakuna, Jawalakhel)

Set up e-mail servers

Incoming e-mail server type:  
POP3

Incoming mail (POP3 or IMAP) server:

Outgoing e-mail server (SMTP) name:

Outgoing server requires authentication

[Where can I find my e-mail server information?](#)

Next Cancel

Figure 3 At E-mail username: type your full email address like skarki@rrr.gov.np and your password

**Attention:**

For POP3 it is always same: **rrr.gov.np**

For SMTP server type your (ISP) Internet Service Provider's domain name (important) I.e. from where you have taken Internet Service:

**For RRRSDP's PCU user at Ekantakuna:** **smtp.fol.com.np**

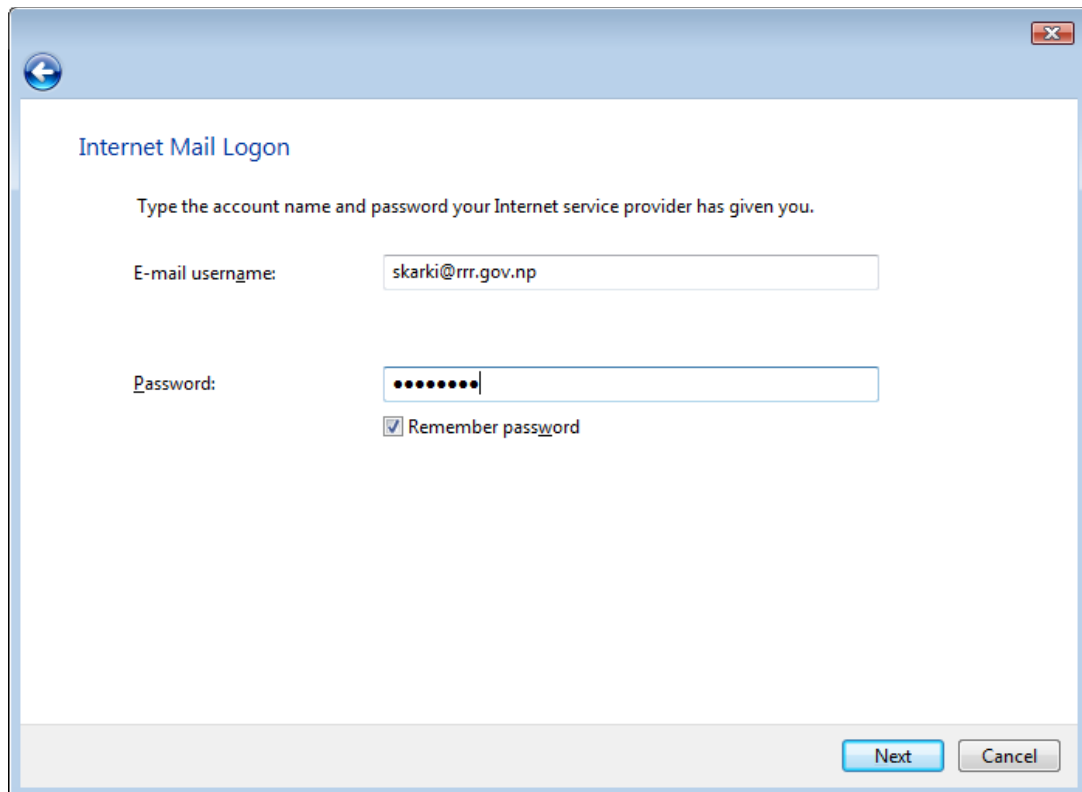
Enet Fiber Online: smtp.fol.com.np

If account is takes from World link communication: smtp.wlink.com.np

If any confusion contact your ISP or Contact System Engineer Mr. Shiva Karki, RRRSDP-PCU **01-5536690**

**Ext. 121, Mob. 9841402099**

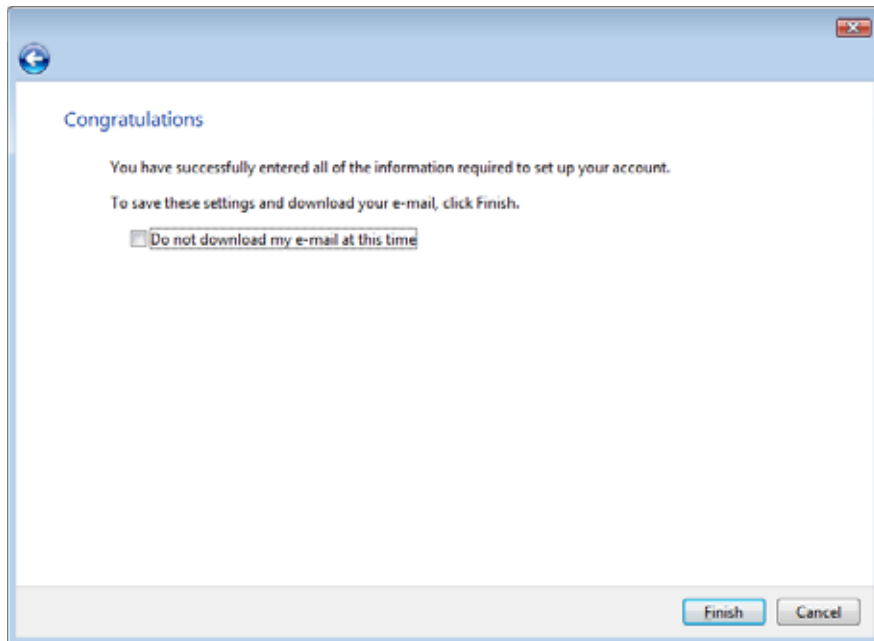
Figure 7 Give full username and password



The screenshot shows a dialog box titled "Internet Mail Logon". It contains the following elements:

- A title bar with a back arrow icon on the left and a close button (X) on the right.
- The title "Internet Mail Logon" in blue text.
- Instructional text: "Type the account name and password your Internet service provider has given you."
- An "E-mail username:" label followed by a text input field containing "skarki@rrr.gov.np".
- A "Password:" label followed by a password input field containing eight dots.
- A checked checkbox labeled "Remember password".
- At the bottom right, there are two buttons: "Next" (highlighted in blue) and "Cancel".

Figure 8 At last click Finish button

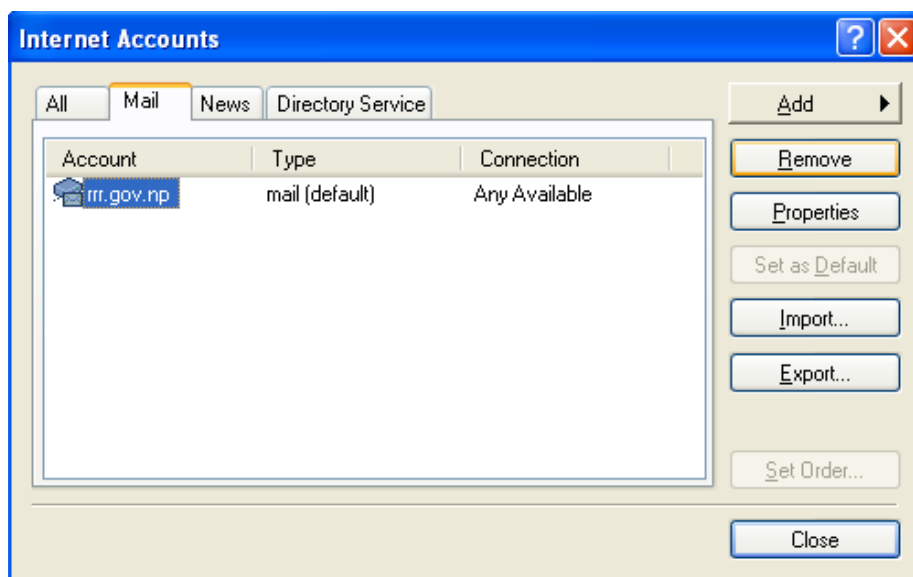


### **To remove a Windows Mail account**

You can remove any mail account at any time from Windows Mail or Outlook Express. Follow the steps:

1. Click to open Windows Mail.
2. Click the **Tools** menu, and then click **Accounts**.
3. Click the **account** you want to remove, and then click **Remove**.

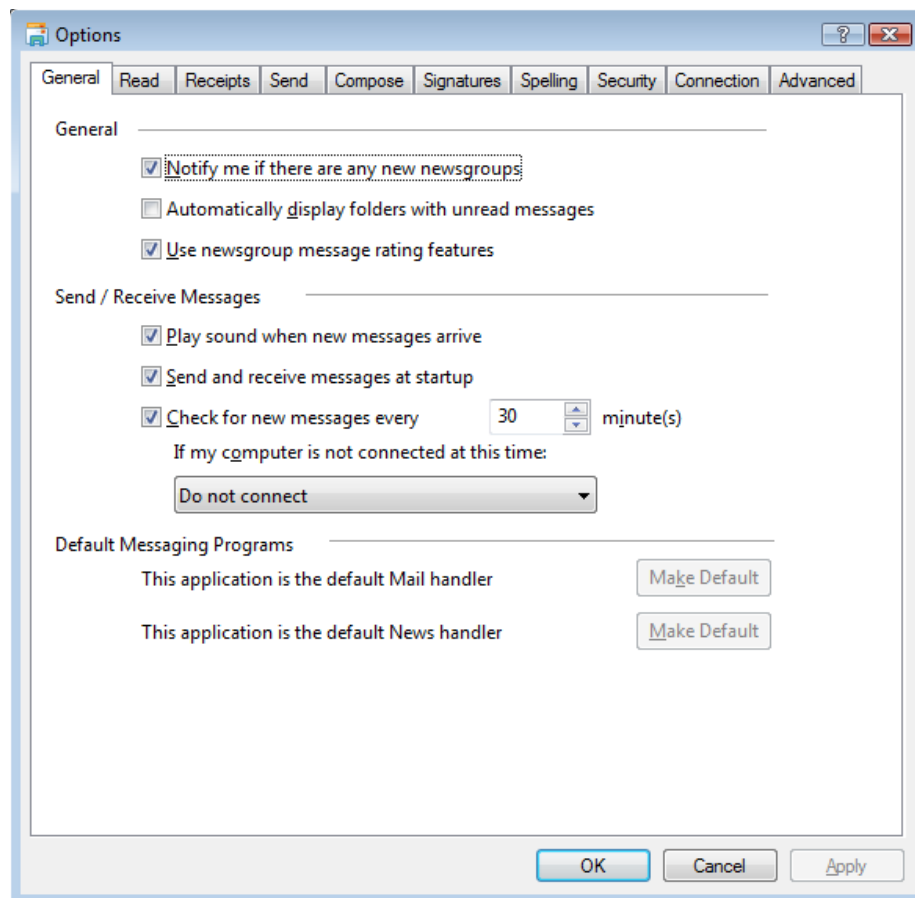
Figure 9 Removing Mail Account Window



## **To check for new e-mail automatically**

1. Click to open Windows Mail.
2. Click the Tools menu, and then click Options.
3. Click the General tab, and then select the Check for new messages every X minute(s) check box.
4. To change how often Windows Mail checks for new messages, enter a number between 1 and 480 in the Check for new messages every X minute(s) box.

Figure 4 To configure auto inform new mails

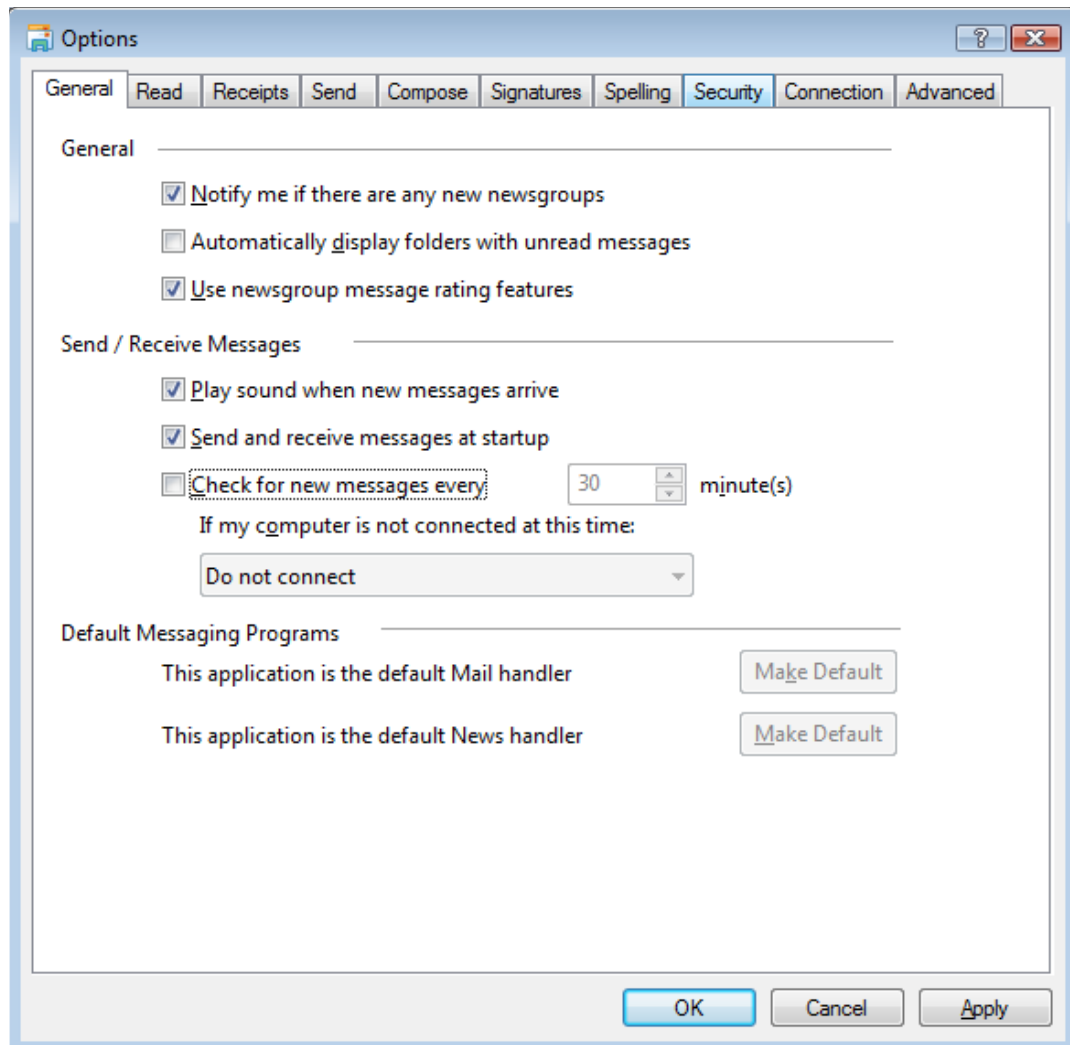


## **To check for new e-mail manually**

### **Tips**

- To check for new e-mail without sending the mail in your Outbox, click the Tools menu, point to Send and Receive, and then click Receive All.
- To disable automatic downloading of new e-mail, click the Tools menu, click Options, and then, on the General tab, clear the Check for new messages every X minute(s) check box.

Figure 11 To configure manually for new messages

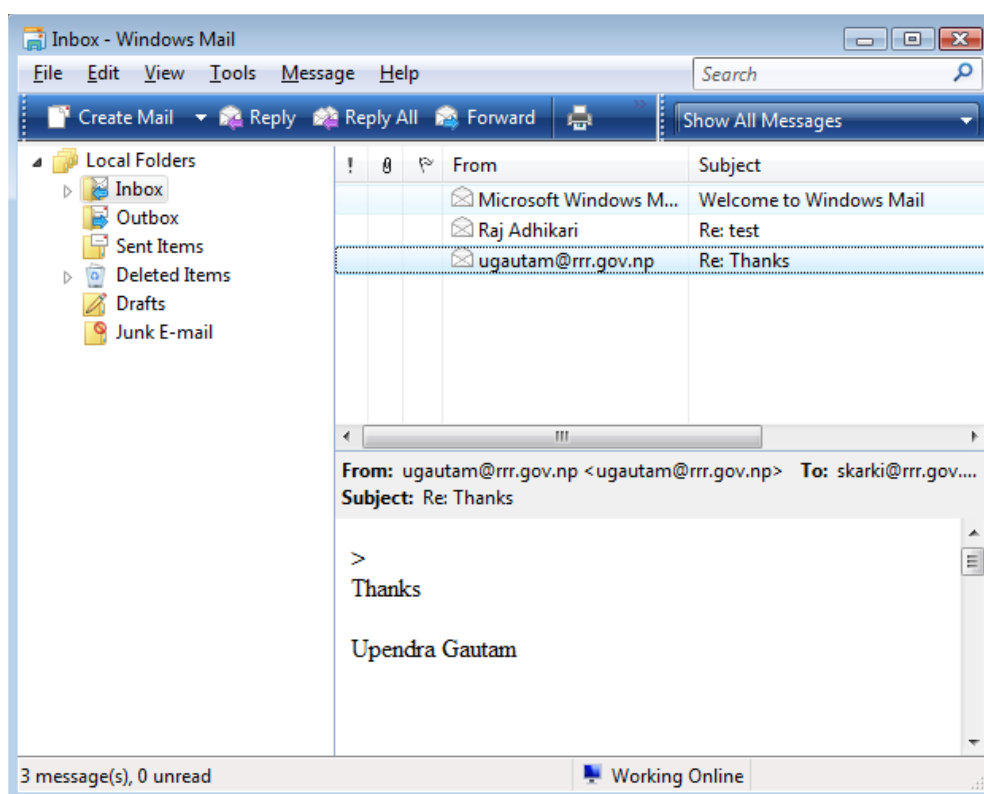


## View e-mail messages in Windows Mail

The simplest way to view an e-mail message in Windows Mail is to read it in the Preview pane, where you can view the message's contents without opening the message in a separate window. Or, if you want to see a larger portion of the message without scrolling, you can open it in a separate window instead.

1. Click to open Windows Mail.
2. Click the mail folder (such as Inbox) that contains the messages you want to read.

Figure 12 To check messages click Inbox or as per your requirement



3. Do one of the following:
  - To view the message in the Preview pane, click the message in the message list.
  - To view the message in a separate window, double-click the message in the message list.

Viewing folders, messages, and previews in Windows Mail

### Tip

- When viewing messages in a separate window, you can click the Previous and Next buttons to move to the previous or next message.

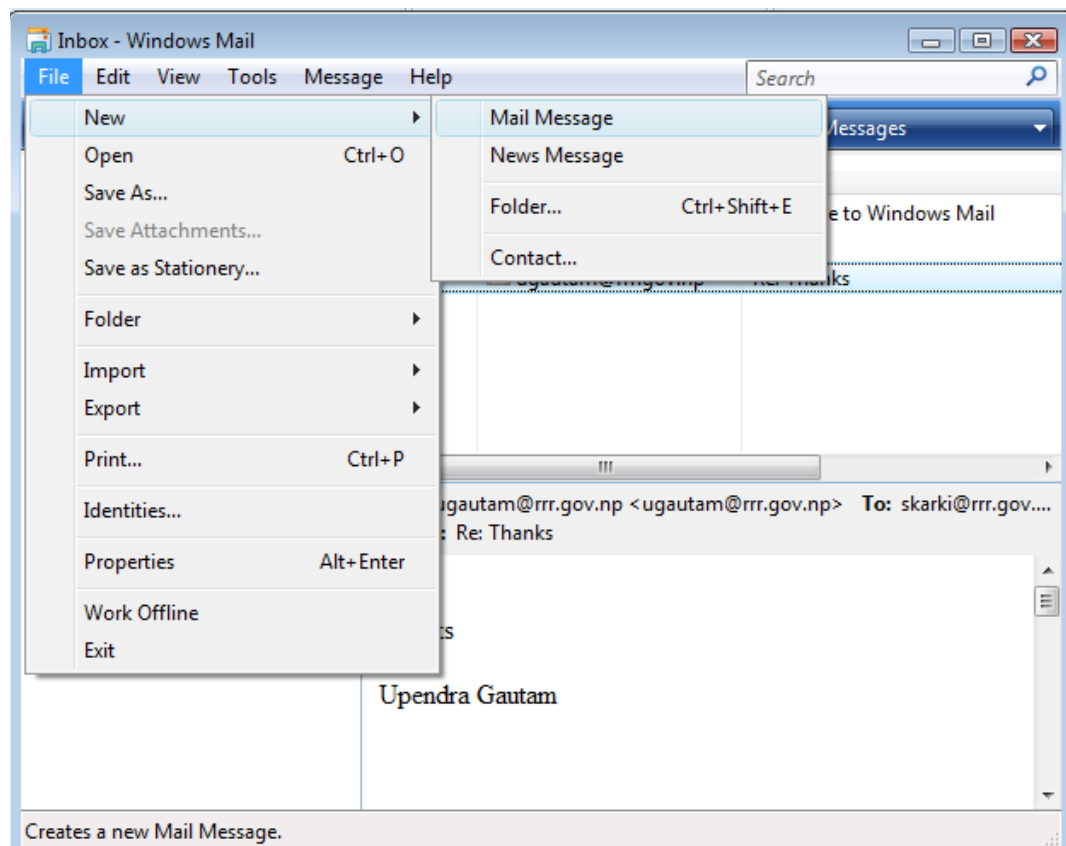
## Write an e-mail message

Composing an e-mail message is just like writing a note in a word processor. Once you've finished composing your message, you type your recipients' e-mail addresses and the subject of your message in the appropriate boxes, and your message is ready to send.

Keep in mind that you need to create an e-mail account for yourself in Windows Mail to be able to send e-mail messages.

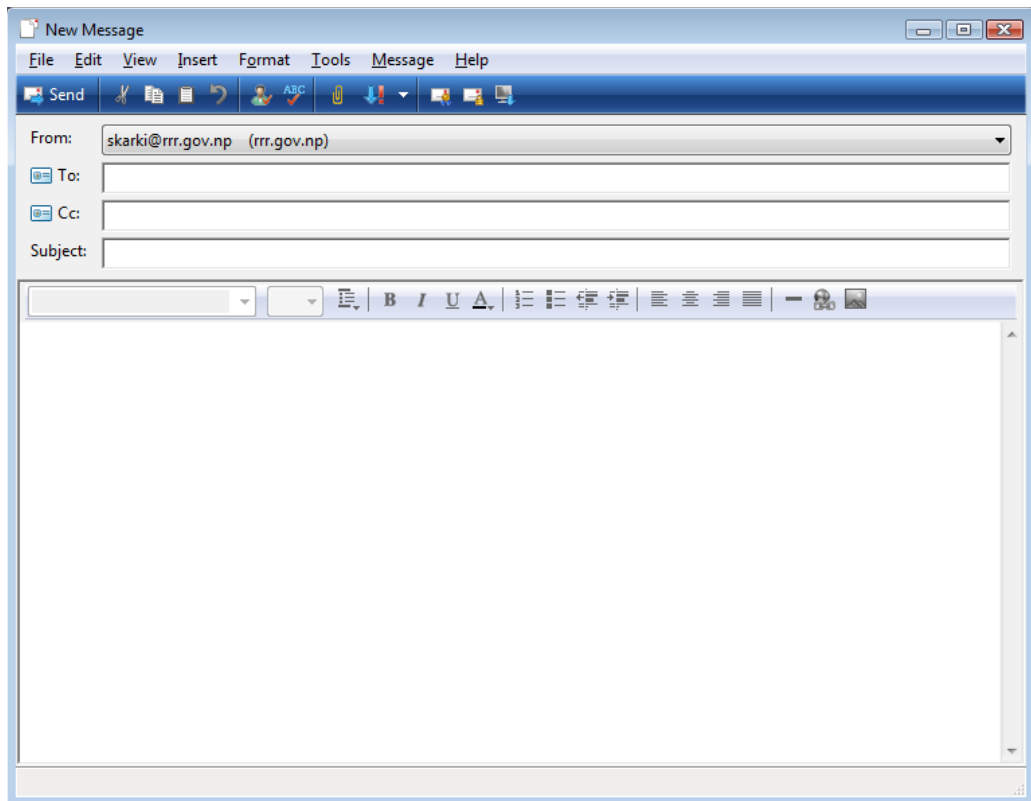
1. Click to open Windows Mail.

Figure 13 Writing email window: Click File- Click New- Click Mail Message



2. Click the File menu, point to New, and then click Mail Message to open a new message composition window.
3. In the To: box, type the e-mail address for each of your primary recipients. In the Cc: box, type the e-mail address for each of the secondary recipients to whom you want to send a copy of the mail. If you're sending to multiple addresses, separate them with semicolons.

**Figure 14 Type email address to whom you are sending email at TO: .....and CC: .....for sending same mail to other accounts also and Subject: Subject of the Mail**



4. In the Subject: box, type the subject of your message.
5. Click in the main message window and type your message.
6. Once you're satisfied with your message, do one of the following:
  - To send the message right away, click the Send button.
  - To send the message at a later time, click the File menu, and then click Send Later.

The message will be sent the next time you click the Send/Receive button.

#### **Tip**

- If you're writing a lengthy message and want to come back to finish it later, you can save it at any time. To save a message, click the File menu, and then click Save. Saved and unsent messages are stored in the Drafts folder

### **Open or save an attachment in Windows Mail**

Using Windows Mail, you can send documents, images, and other files as attachments to your e-mail messages. Messages that contain attachments are indicated by a paperclip icon in the Attachment column of the message list. You can open attachments directly from

Windows Mail, or you can save them to a folder on your computer so you can easily access them later without needing to locate the message they were attached to.

#### **To open an attachment directly from a message**

1. Click to open Windows Mail.
2. Open a message that contains an attachment by double-clicking it in the message list.
3. At the top of the message window, double-click the file attachment icon in the message header.

A file attachment icon 

#### **To save attachments to a folder on your computer**

1. Click to open Windows Mail.
2. Open a message that contains an attachment by double-clicking it in the message list.
3. In the message window, click the File menu, and then click Save Attachments.
4. Select the folder where you want to save the attachments.

By default, Windows Mail saves attachments in your Documents folder. If you want to save the attachments to a different folder, click Browse, and then select a folder.

5. Select the attachments that you want to save, and then click Save.

#### **Warning**

- Although Windows Mail blocks known dangerous file types, you should still use caution when opening attachments. To learn more about handling attachments safely, see [Avoiding e-mail viruses](#).

#### **Block spam and other unwanted e-mail**

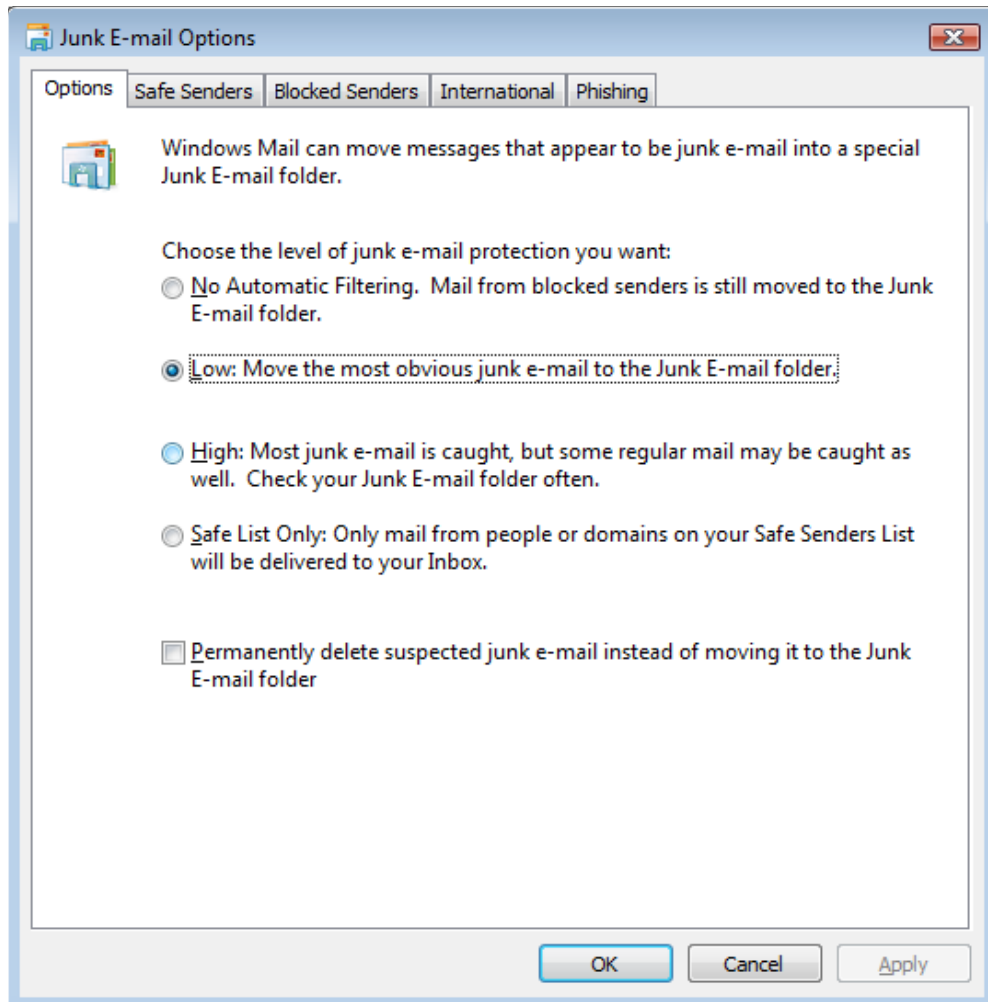
Windows Mail helps you manage your Inbox to keep it free of unwanted e-mail messages in the following ways:

- The junk e-mail filter is designed to catch obvious unsolicited commercial e-mail messages (often called "spam") and move them to a special Junk e-mail folder. You can increase or decrease the junk e-mail protection level based on how much junk e-mail you receive.
- You can move e-mail messages from the Junk e-mail folder back to your Inbox.
- You can block messages from specific e-mail addresses by adding them to the Blocked Senders list.
- You can prevent the blocking of messages from specific e-mail addresses by adding them to the Safe Senders list.

## Change the junk e-mail protection level

1. Click to open Windows Mail.
2. Click the Tools menu, and then click Junk e-mail Options.

**Figure 155 Junk Email Option Window: Choose as per your security requirement**

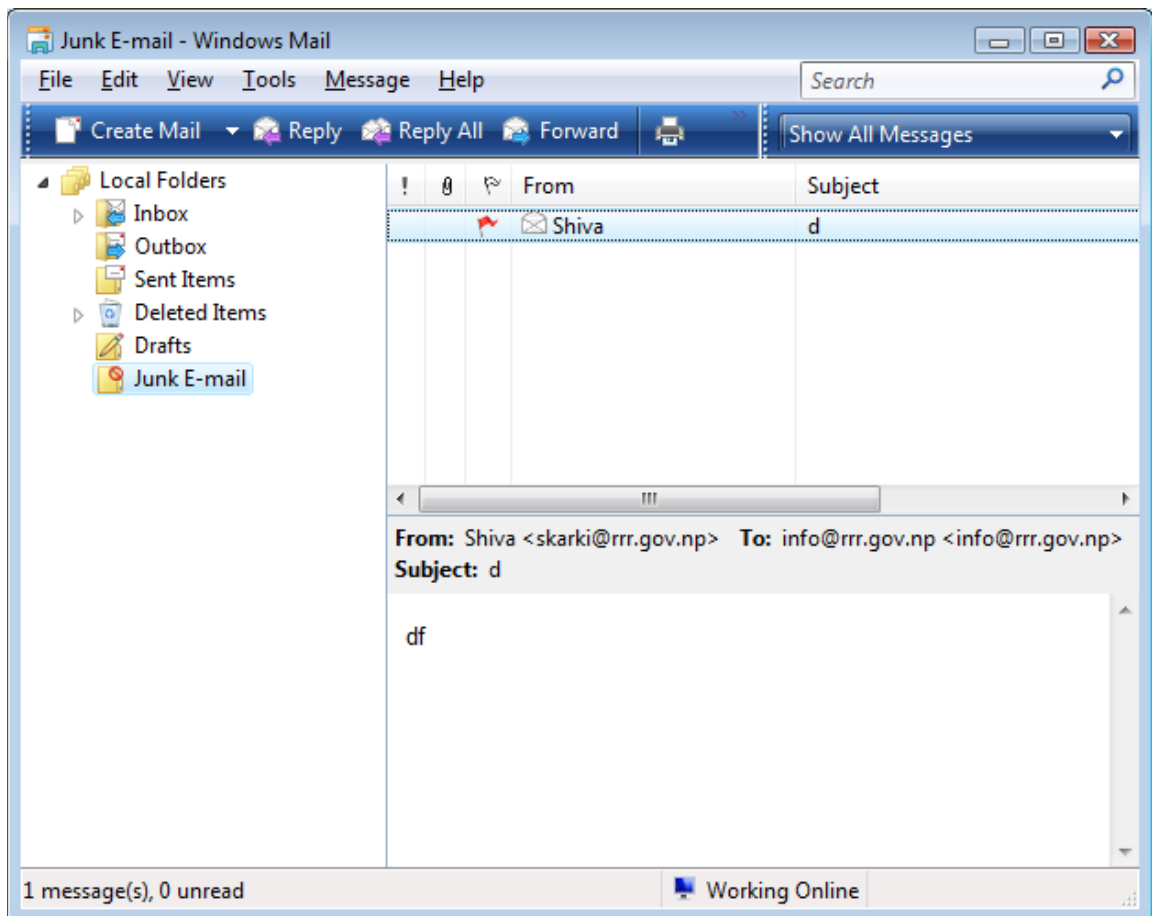


3. Select the protection level you want:
  - o No Automatic Filtering. Click this option if you want to stop blocking junk e-mail messages altogether. However, Windows Mail will continue to block messages from domain names and e-mail addresses on your Blocked Senders list.
  - o Low. Click this option if you don't receive many junk e-mail messages and want to block only the most obvious junk e-mail messages.
  - o High. Click this option if you receive a large volume of junk e-mail messages and want to block as many as possible. However, you should periodically review the messages in your Junk e-mail folder to ensure that there are not any legitimate e-mail messages that might have been moved there as well.

- Safe List Only. Click this option if you only want to receive messages from people or domain names on your Safe Senders list. E-mail messages from people or domain names not on your Safe Senders list will be treated as junk e-mail messages, so you should only choose this option if you are certain that every person or domain name you want to receive messages from is on your Safe Senders list.

#### Move a message from the Junk e-mail folder to your Inbox

1. Click to open Windows Mail.
2. Click the Junk e-mail folder.



3. Click the message that you want to move to your Inbox.
4. Click the Message menu, point to Junk e-mail, and then click Mark as Not Junk. The message is moved to your Inbox.

#### Note

- Though marking a message as not junk will move that message to your Inbox, future messages from that sender might still end up in the Junk e-mail folder. To prevent this from happening, add the sender to the Safe Senders list.

## **Add a sender to the Blocked Senders list**

When a message is received from an e-mail address that's on the Blocked Senders list, it is automatically moved to the Junk e-mail folder. The only exception is if the address is also on the Safe Senders list, in which case the message won't be filed as junk because the Safe Senders list has priority over the Blocked Senders list.

1. Click to open Windows Mail.
2. Click a message from the sender that you want to add to the Blocked Senders list.
3. Click the Message menu, point to Junk e-mail, and then do one of the following:
  - To block all future messages from that specific sender, click Add Sender to Blocked Senders List.
  - To block all messages from any sender whose domain name (the portion of the e-mail address after the @) is the same as the sender's, click Add Sender's Domain (@example.com) to Blocked Senders List.

### **Note**

- If you want to add a sender to the Blocked Senders list and you don't have a message from that sender available, you can add the sender's address manually. To do this, click the Message menu, point to Junk e-mail, and then click Junk e-mail Options. Click the Blocked Senders tab, click Add, type the e-mail address you'd like to block, and then click OK.

## **Add a sender to the Safe Senders list**

When a message is received from an e-mail address that's on the Safe Senders list, it won't be moved to the Junk e-mail folder.

1. Click to open Windows Mail.
2. Click a message from the sender that you want to add to the Safe Senders list.
3. Click the Message menu, point to Junk e-mail, and then do one of the following:
  - To allow all future messages from that specific sender, click Add Sender to Safe Senders List.
  - To allow all messages from any sender whose domain name is the same as the sender's, click Add Sender's Domain (@example.com) to Safe Senders List.

### **Note**

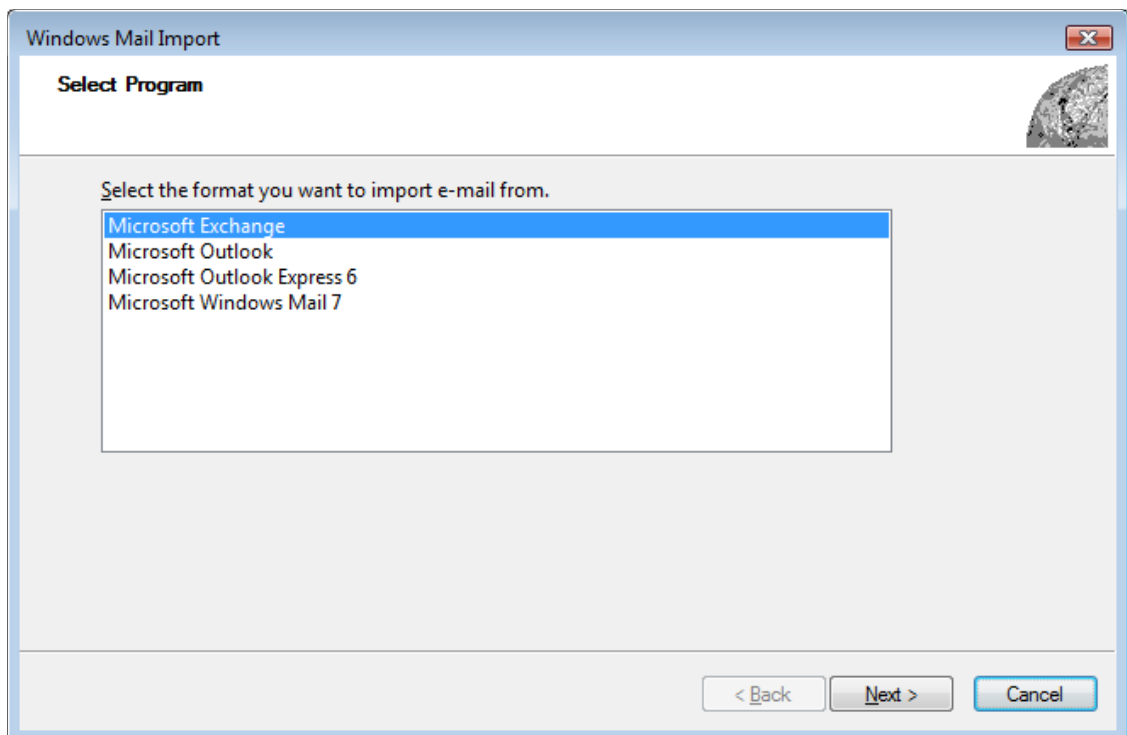
- If you want to add a sender to the Safe Senders list and you don't have a message from that sender available, you can add the sender's address manually. To do this, click the Message menu, point to Junk e-mail, and then click Junk e-mail Options. Click the Safe Senders tab, click Add, type the e-mail address you'd like to allow, and then click OK.

## **Import messages to Windows Mail from other e-mail programs**

You can switch to Windows Mail from your existing e-mail program without losing access to your existing e-mail messages. Windows Mail can import messages from a variety of popular e-mail programs, such as Eudora and Netscape Communicator, as well as from Microsoft Exchange and Microsoft Outlook.

1. Click to open Windows Mail.

**Figure 17 Import Mail Messages from Other email programs windows (Choose as per your requirement)**



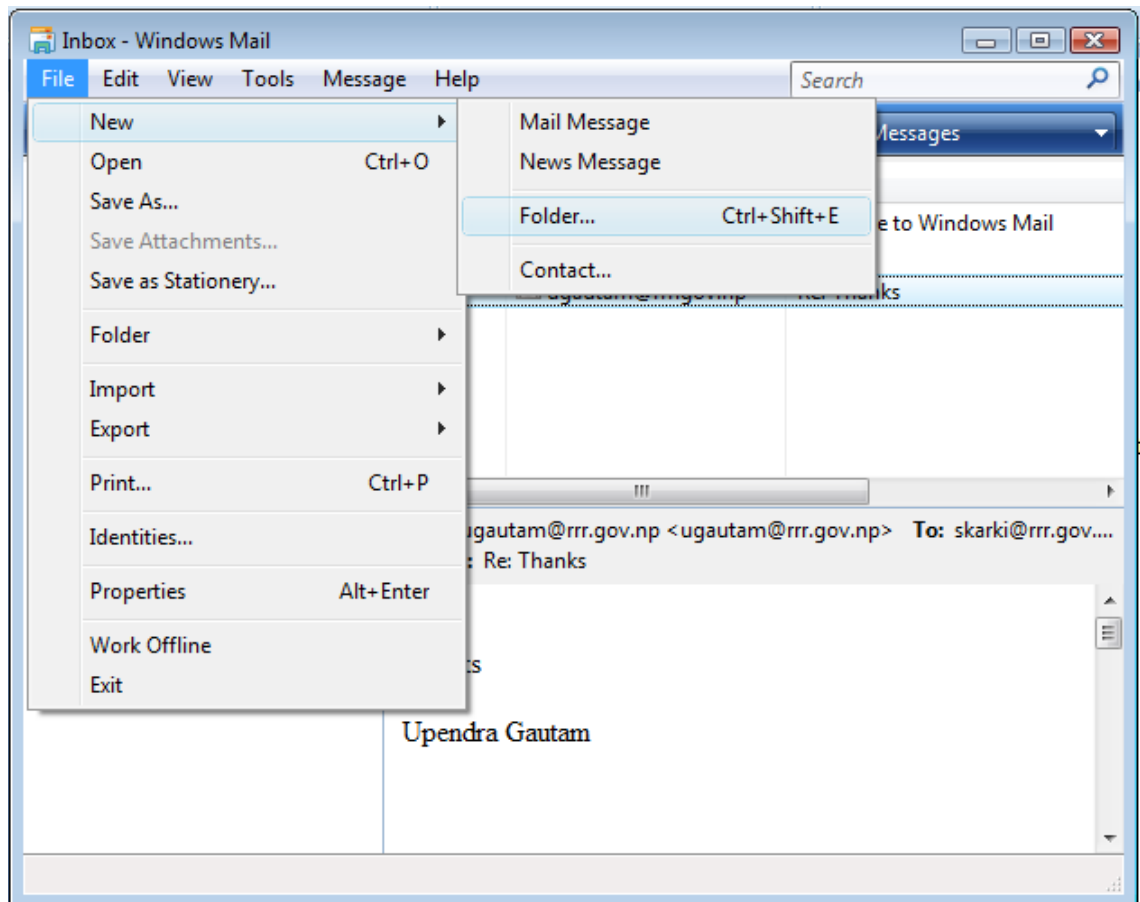
2. Click the File menu, point to Import, and then click Messages.
3. Follow the instructions to import your e-mail messages.

### **Notes**

- If you are upgrading your computer from a previous version of Windows, keep in mind that Windows Mail will automatically import messages from Outlook Express. Windows Mail replaces Outlook Express in this version of Windows.
- When you import messages, Windows Mail does not import account settings. To import e-mail account settings, click the File menu, click Accounts, and then click Import.

## Add, delete, or rename e-mail folders

Using folders, you can categorize and organize your e-mail messages for easy access later. For example, you might create a folder called "Work" for job-related e-mails, and another called "Family" to hold conversations with relatives. You can manually drag messages into folders, or use rules to automatically move messages containing particular senders or subjects to appropriate folders.

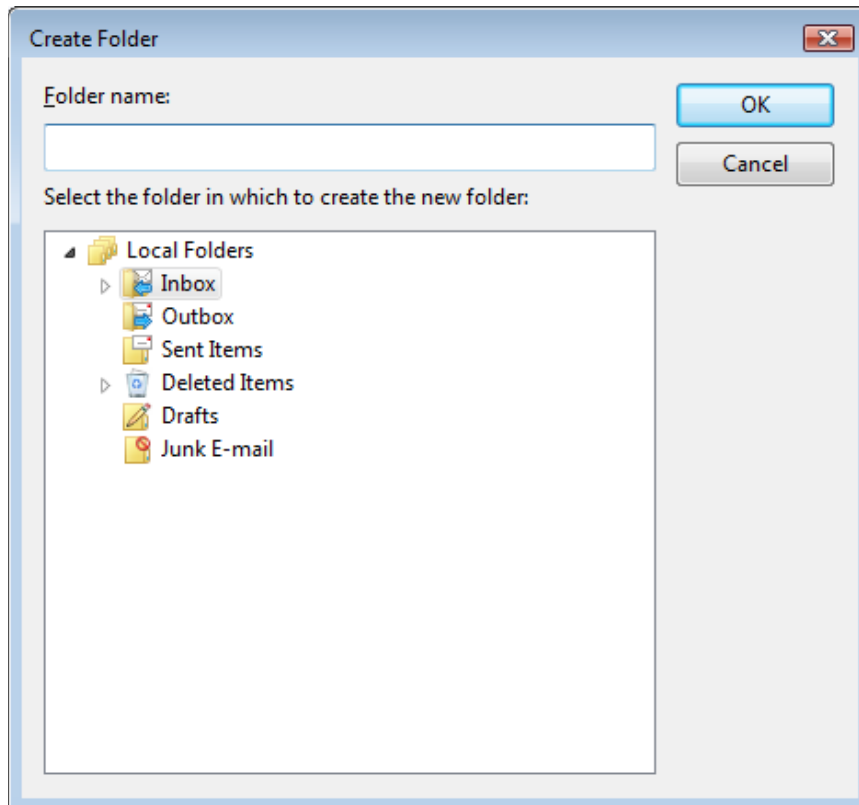


### To add an e-mail folder

1. Click to open Windows Mail.
2. Click the File menu, point to Folder, and then click New.

Type the name of your folder in the Folder name box.

**Figure 19 Create Folder Window: Choose as per your requirement**



3. In the Select the folder in which to create the new folder list, click the folder where you want to store your new folder.

**To delete an e-mail folder**

1. Click to open Windows Mail.
2. In the Folders list, click the folder you want to delete.
3. Click the File menu, point to Folder, and then click Delete.

**To rename an e-mail folder**

1. Click to open Windows Mail.
2. In the Folders list, click the folder you want to rename.
3. Click the File menu, point to Folder, and then click Rename.
4. Type the new name for the folder in the Folder Name box.

## Quick Tips for Web Mail Users

1. Be sensitive and kind hearted when composing an e-mail message. It is not only the nice thing to do, it is the safe thing to do ... e-mail messages are easily forwarded ... unkind words and off colored language or stories included in an e-mail can come back to haunt you. Carefully select the font style you use ... for example all capital letters might be interpreted as yelling at someone.
2. Avoid using a Web Page-HTML e-mail format. If your e-mails look like a web page they will be sent as HTML format and unless the receiving party is using the same format they will have trouble reading your message. It is best to send messages using a "simple plain text" format. To find and select the simple plain text format look in the drop down menus...for MS-Outlook select: Tools-Options-Mail Format-Message Format then select Plain Text (this is also important for avoiding the sending of [winmail.dat](#) attachments).
3. Include a title for the message in the subject area. The people you send messages to should be taught the principle to not open any e-mail message that does not have a subject. If you don't open what you don't know about you (your computer) will be less likely to get infected ...
4. Always include a signature at the end of your e-mail. Most e-mail software will allow a "signature" to be automatically included added. The signature should include your name, city and state. It maybe useful to include a complete address, phone, and e-mail address.
5. Attachments sent in a personal e-mail should be small. Regardless of the speed of your modem, most domestic phone lines will only carry 4K per second ...240K per minute (sometimes not that fast). Keeping the files you attach as small as possible will avoid downloading problems for the recipient of your attachment. Converting graphic/pictures to the JPG format will greatly reduce their size. If you have multiple files to send consider "zipping" them before sending. WinZip software for Windows can be found at <http://www.winzip.com>.
6. Attachments sent in a personal e-mail should include the name of the attachment in the body of your e-mail message. Unless you are certain of the software available to the recipients of your attachment, convert the file to the most widely accepted formats. Sending a file in TXT (Text) or RTF (Rich Text Format) will almost always open on any other computer you send it to. Each program has a different way of allowing you to save your files, choosing to save the file as Text Only or Rich Text Format increases the likelihood that the recipient will be able to open the file. Be sure and provide a filename extension to your files so that all recipient systems will know what program to use to open them:

<b>Extension</b>	<b>Format</b>
.xls, .xlsx	Microsoft Excel (Microsoft Office 2007)
.doc, .docx	Microsoft Word (Microsoft Office 2007)
.ppt, .pptx	Microsoft PowerPoint Presentation(Microsoft Office 2007)
.pps	Microsoft PowerPoint Show
.txt	Text (ASCII, Text Only)

.rtf	Rich Text Format (some formatting retained)
.zip	ZIP file (compressed, archived)

7. Attachments should not contain the following characters. They are generally reserved for the operating systems to distinguish between directories, or are considered dangerous in an attachment name:

\ / : \* ? " > < |

Slashes, colons, asterisks, question marks, quotes, greater/less than, pipe

Foreign characters, non-English, can sometimes cause problems as well.

8. Do not send an executable to any Farmington Municipal Schools account. Our server is set, as many on the internet are, to reject all executable files. On your personal computer at home never open an attachment that has an "EXE" extension unless you are extremely comfortable with the safety of the source. Computer viruses and computer worms often arrive at your computer as files ending with an "EXE" extension. Be very cautious of any file you receive you are not expecting. Deleting them without opening is the safest way to avoid infecting your computer. Many of the nasty infections your computer can get come from MACROS therefore make sure the MACRO VIRUS PROTECTION option is selected in your spread sheet set-up. For Excel it is found in options under the tools menu.

## **How to read email; and write email that people will read**

Email is fundamentally a form of communication; it is about communicating thoughts and ideas. If you are not getting your message across then it is not succeeding. Unfortunately, there are a lot of things that people commonly do that make email hard (or boring) to read and hamper communication. If you want to write effective email, this document contains some rules and guidelines which can help. Similarly, there are hints on receiving and reading email so that you and your computer do not get burnt.

There are references for further reading at the end. These are strongly recommended.

### **Privacy/Security**

Email is neither private nor secure. Although email is a very useful tool, email messages must be treated with caution.

- Consider carefully what you write; it is a permanent record and can be easily forwarded to others or intercepted on the way.
- Be careful about what you read; email forgery is trivially easy. Apply common sense "reality checks" before assuming a message is valid.
- Don't assume that email is instant. Technical reasons may delay delivery or people may not be reading email at the time. If the matter is urgent, follow it up with a phone-call or a door-knock.
- Never open an attachment unless you know what it is and you are expecting it. Attachments are a major source of computer viruses and other nasty stuff.
- Don't forward virus warnings. In most cases these are hoaxes or old news that only annoy others. If in doubt, talk to your system administrator.

## Politeness

Email combines the worst features of written communication (in that you have none of the visual clues such as a smile) and of personal conversation (in that you can respond immediately without time for reflection). In the absence of other helpful clues, it is very easy to take offence. Courtesy is all that keeps it usable.

- Email should never contain material which might cause offence (racist, sexist, etc). Such material will usually lead to your email access being terminated; and is a permanent record which can be used in criminal prosecution.
- Flaming (sending strongly emotional email) is rarely appropriate. It is like throwing a tantrum and is unlikely to encourage a positive response.
- Responding to heated email should be done cautiously if at all; waiting till the next day is often wise. It is sometimes useful to write the response you would *like* to send, then delete it and craft a more carefully worded reply.
- Flame wars easily get out of hand. A phone-call or a door-knock is often useful to stabilise an over-heated situation and to deal with things productively. If someone is really steamed up, there are probably other issues that need dealing with.
- Flaming in a public forum is never appropriate; it looks childish and will annoy most people.
- If you are flamed in an public forum it is generally wise not to respond (it is the flamer that looks silly).
- Use emoticons (smileys) if necessary to convey a tone of voice. ":-)" indicates that I am happy and smiling as I type; ";-)" and I am just kidding.
- Use emoticons sparingly: more than a couple in a message look tacky; they are never appropriate in formal or professional communication.
- Don't assume that including a smiley will make the recipient happy with what you say or wipe out an otherwise insulting comment.
- Check all your incoming email before responding to a message. There may well be further information that changes things considerably.
- Re-read your messages at least twice before you send them; catching simple spelling errors and making sure the "tone" of the message is appropriate.
- DO NOT TYPE IN ALL UPPER-CASE. IT IS LIKE SHOUTING AND IS RUDE AND IS HARD TO UNDERSTAND.
- Don't send attachments that your readers cannot read. For example, a Word document will not be readable by most people in our School. If in doubt, talk to the intended reader about what formats they can handle.

## Distribution

Sending unsolicited email (especially any advertising) is known as spam. It annoys most people and obscures important messages.

- Target your address list carefully. Too broad a distribution is a form of spamming and will simply annoy most people who receive it.
- When replying, check (and usually trim) the list of recipients. Don't reply to a list unless you are sure that your reply is relevant to the whole list.
- Never send chain letters via email.

## Content/Style

The point of any form of communication is to communicate. If you want to get your message across:

- Write succinctly, keep messages short and to the point; anything beyond the first screenful is unlikely to be read.
- Use descriptive subject lines. Many busy people will only open messages with captivating subject lines. Think creatively.
- Focus on one subject per message, that way the reader can locate the message easily and deal with it appropriately.
- Use quoted material to give context when replying. A simple reply of "yes" may not be meaningful when read several days later.
- Do not over-quote. Omit whatever is not required to understand your reply. A couple of sentences is usually enough. If necessary, paraphrase the original email; indicating that it is a paraphrase (usually with "[ ]").
- If it is necessary to include a lengthy quote, put your response before the quote (or it will not be noticed).
- If you include a "signature" (contact information, like a business card), keep it short and pertinent.

## Format/Compatibility

If you want to communicate, it is useful to use the same language. There are many different mail programs (such as pine or outlook) running on a number of different platforms (such as Macintoshes or Unix computers). Messages do not necessarily translate well between different programs or platforms. If any of your readers use a computer or email program different from your own, the following points will be useful.

- Limit your text to "typewriter" characters (letters, numbers, basic punctuation). Copyright signs and even some punctuation marks may be unreadable for other people. Colours, bold and italics should be avoided.
- Asterisks can be used to make a *\*stronger\** point. The underscore character can indicate underlined text.

## Attachments

Compatibility issues apply as much to attachments as to messages. In general, the larger and more diverse the list of recipients, the more care needs to be taken with the format of any data that is sent.

- Never open an attachment unless you know what it is and you are expecting it.
- Be cautious about sending attachments; not all mail reading programs can handle them.
- Do not send large attachments to a large group of people. The sheer volume entailed in many copies of a large item can overwhelm mail systems. Consider sending a URL or some other reference instead.
- Be cautious about sending application-specific data. For example, a Word document may not be readable by most people in the School. If in doubt, talk to the intended reader about what formats they can handle.
- Be cautious about encoding formats. Refer to the information about [attachments](#) above.

## **Properties of Good Password:**

Good passwords have at least some of the following characteristics:

All passwords are to be treated as sensitive, confidential personal information.

- They are at least 8 characters long. Generally the longer the password the harder it is to break. Good passwords should be a mix of both alpha and numeric characters.
- No words listed in any dictionary should be used. Hackers love this and even a PC can try thousands of dictionary words in seconds.
- Passwords should be easy to remember so you don't have to write them down.

## **Good passwords have the following characteristics:**

- Contain both upper and lower case characters (e.g., a-z, A-Z)
- Have digits and punctuation characters as well as letters e.g., 0-9,
- !@#\$%^&\*()\_+|~- =\`{}[]:~<>?,./)
- Are at least eight alphanumeric characters long.
- Are not a word in any language, slang, dialect, jargon, etc.
- Are not based on personal information, names of family, etc.

## **List of Don't for Passwords:**

- Don't reveal a password over the phone to ANYONE.
- Don't reveal a password in an email message.
- Don't talk about a password in front of others.
- Don't hint at the format of a password (e.g., "my family name")
- Don't reveal a password on questionnaires or security forms.
- Don't share a password with family members.
- Don't reveal a password to co-workers while on vacation.
- Don't use the "Remember Password" feature of applications (e.g. Eudora, Outlook, Netscape Messenger,

## **Bad Password Characteristic:**

Poor, weak passwords have the following characteristics:

The Password contains less than eight characters

The password is a word found in a dictionary (English or foreign)

## **The password is a common usage word Such as:**

Names of family, pets, friends, co-workers, fantasy, character, etc.

Computer terms and names, commands, sites, companies, hardware, software.

Birthdays and other personal information such as addresses and phone numbers.

Word or number patterns like aaabbb, qwerty, zywwvuts, 123321 etc.

Any of the above spelled backwards.

Any of the above preceded or followed by a digit (e.g., secret 1, 1 secret)

## **Good examples:**

Ona327(sA

@865Daozk

93Sow#-aq

## **Folder Preferences:**

These settings change the way your folders are displayed and manipulated:

### **Users may define:**

- (1) **Trash Folder** – This is primarily meant for the saving of the trash messages which you may later delete by clicking on purge messages.
- (2) **Draft Folder:** This is for the draft folder, if any messages are left half composed or you want to compose it later after thinking a while or you may want to send the message later (Many reasons here also!), meanwhile if you save your messages then it will go in this folder.
- (3) **Sent Folder:** Specified Sent Folder will store all the messages which are sent by you to different users. You may also create new folder and make it as Sent Folder.
- (4) **Other Options are:**
  - (a) Show Some Folder as collapsed
  - (b) Show Folder Sizes as
    - As link under folder list
    - On Folder Page
    - With subtotals
- (5) **Sent Subfolders Option:**
  - Use Sent Subfolders:
  - Base Sent Folder:

## **Using Templates:**

Create/Edit/Delete chunks of text that can be quickly added to messages.

You can store messages as templates which you can utilize for adding the standard messages immediately to your mail. Ed. formats which are used frequently like Joining Report, Leave Report and Other frequently filled reports.

### **Below are the locations where templates may be appended:**

- (a) Append Templates before all existing text.
- (b) Add blank line before template text when appending.
- (c) Add blank line after template text when appending.

Templates are very handy if already if they are already created for day to day purposes:

## **Display Preferences:**

You can change the way that Webmail looks and displays information to you, such as the colors, the language, and other settings.

### **It helps in flowing ways:**

1. It helps in distinguish the IMPORTANT information from the other non important ones.
2. It helps in distinguish the IMPORTANT mails from the other non important ones.
3. Visual Impact and Colorful appearance gives the good feeling, with full customization.

**\*Thanks for reading\***