Read and Organize Emails

Getting Started
1. Launch your web browser
2. Type URL: https://webmail.ccny.cuny.edu
3. If on a secure location, uncheck Private computer, which will keep you logged in for 8 hours. Leaving it checked will log you off after 30 minutes of inactivity.
4. Enter in your credentials

Reading your email
1. Once logged in, view your email on the center column or Message List by clicking on it
2. Double clicking on an email will open it in a new window

Sorting your email
1. Use the “all”, “unread”, “to me”, and “flagged” sorting options to adjust what emails are displayed
2. Select “Organization of Date” to sort your mail by date, size, importance, etc.

Organizing your email: Folders
1. On the Navigation Pane, right-click on Inbox and select “create new folder”
2. Fill in an appropriate name
3. Right-click on an email, select “move” then select “more…”
4. Choose the desired folder then click “move”

Selecting multiple emails
1. While viewing the Message List under “Mail”, hold the Ctrl key on the keyboard then select multiple emails. These emails can be moved to a folder all at once
2. You can also select large blocks of emails by first selecting the block of the beginning of the block
3. Then while holding Shift on the keyboard, click on the last email in the block

Quickly search for names
4. Quickly search for names by typing in the recipient box and clicking the search button when sending an email.

Message Window
- When composing an email, you may format text using the provided formatting tools. You may also attach files to your emails using the Insert button. If you choose “picture” when inserting a picture it will insert directly into your message body.
- You may choose a recipient from the comprehensive directory provided by click on “To:”. The directory is updated every semester with the latest faculty, staff, students, and distribution groups including whole classrooms and departments.

For More Information and Help:
Webmail FAQs & Tutorials - https://support.ccny.cuny.edu/webmail/
Account Lookup and Password Reset - https://accountlookup.ccny.cuny.edu
CTEL Training Classes for Webmail - http://ctel.ccny.cuny.edu/event-registration

Send Emails and Calendar

Sending an email
1. Select new mail at the top left of the window
2. A blank email will appear on the right. You may select button to open the email in a new window

Select a contact/distribution group
1. While in the new email window, click on To: button
2. Type in the name of the contact or group you wish to email and press Return
3. Click on the next to each contact to add them to your list of recipients
4. Adding a distribution group requires permission from your office
5. Click on the

Organizing your email: Groups
1. Under “Mail”, you will see “In-Place Archive” on the bottom left of the window in the Navigation Pane. Click on it
2. Your messages are stored here and emails older than 1 year are automatically archived
3. The folder structure of emails is maintained even if the emails are older than 1 year are automatically archived
4. Under “Mail”, you will see “In-Place Archive” on the bottom left of the window in the Navigation Pane. Click on it
5. Your messages are stored here and emails older than 1 year are automatically archived
6. The folder structure of emails is maintained even if the emails are older than 1 year are automatically archived

Accessing your archives
1. Under “Mail”, you will see “In-Place Archive” on the bottom left of the window in the Navigation Pane. Click on it
2. Your messages are stored here and emails older than 1 year are automatically archived
3. The folder structure of emails is maintained even if the emails are older than 1 year are automatically archived
4. Under “Mail”, you will see “In-Place Archive” on the bottom left of the window in the Navigation Pane. Click on it
5. Your messages are stored here and emails older than 1 year are automatically archived
6. The folder structure of emails is maintained even if the emails are older than 1 year are automatically archived

Quick Tips
- Unchecking “Private Computer” at the login page will keep you logged in for 6 hours
- Create folders to organize your emails
- Use the search feature to find emails and contacts without the need to scroll down
- Deleted Items folder is purged every 30 days
- Share calendars and schedule appointments with coworkers for convenient collaboration
- Use the provided distribution lists to contacts groups, departments, and even classes
- Quickly search for names by typing in the recipient box and clicking the search button when sending an email

Message List - Shows all emails in your inbox. Each item includes the sender, subject, and preview. The message list has been resized as necessary.

Search - Find any email or contact by typing in keywords.

Navigation Buttons - Used to navigate to any folder in your mailbox including those manually created.

New Mail - For creating a new email, select “new email” at the top left.

Archiving - Emails older than 1 year are automatically archived. This prevents your mailbox from going over the 2GB quota. Archives are accessible through the OWA and Outlook.

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