

Webmail Tutorials



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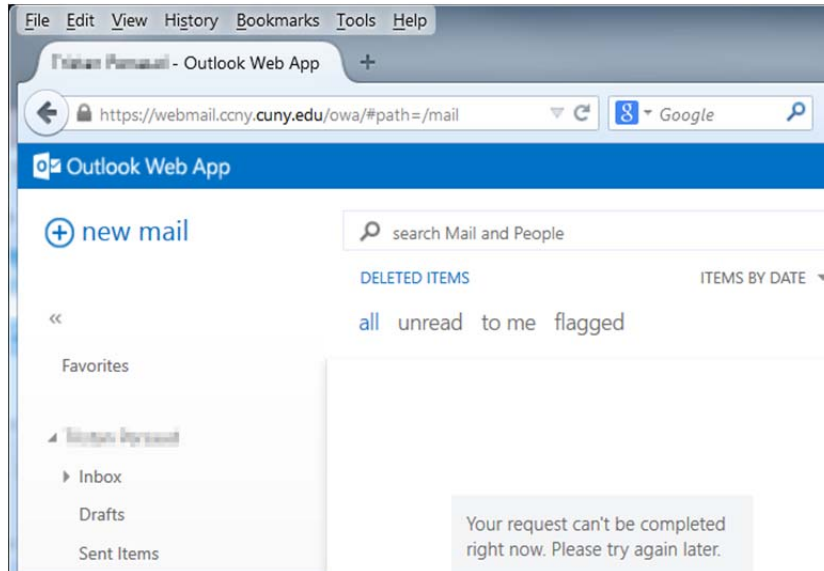
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Outlook Web App

Email

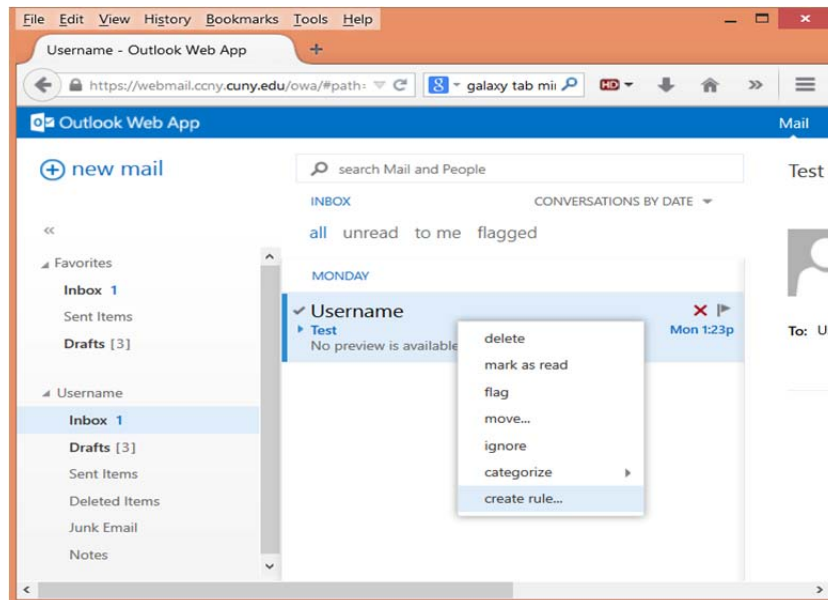
How do I send an email?

Once logged into Webmail, click on “new mail” at the top left of the window to begin creating a new email.



How do I create rules to manage my email?

In Webmail, select an email for which you would like to create a rule and right-click on it. Select “create rule...”



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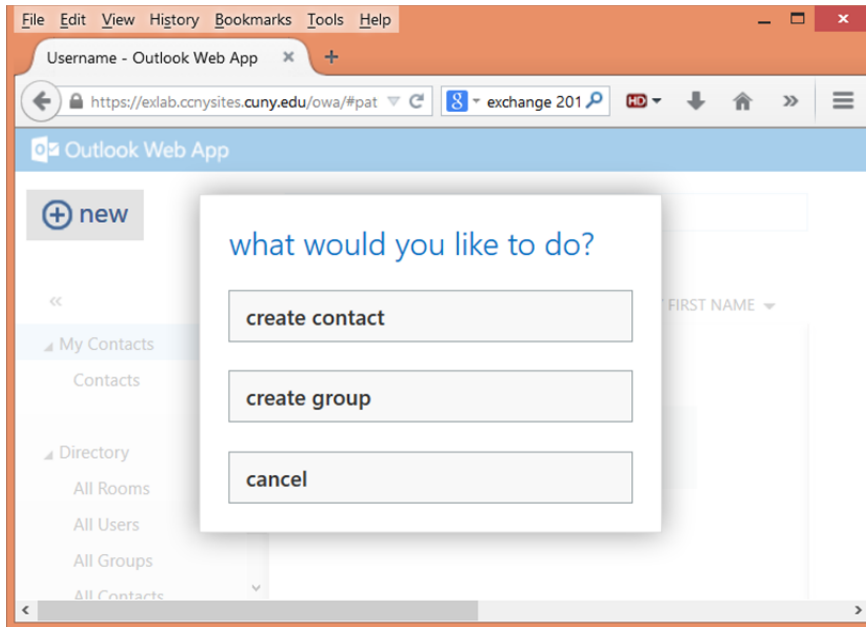
A new window will pop-up that will guide you through the rule creation process. You may also click on “More Options...” for advance settings.

How do I forward email to my personal account?

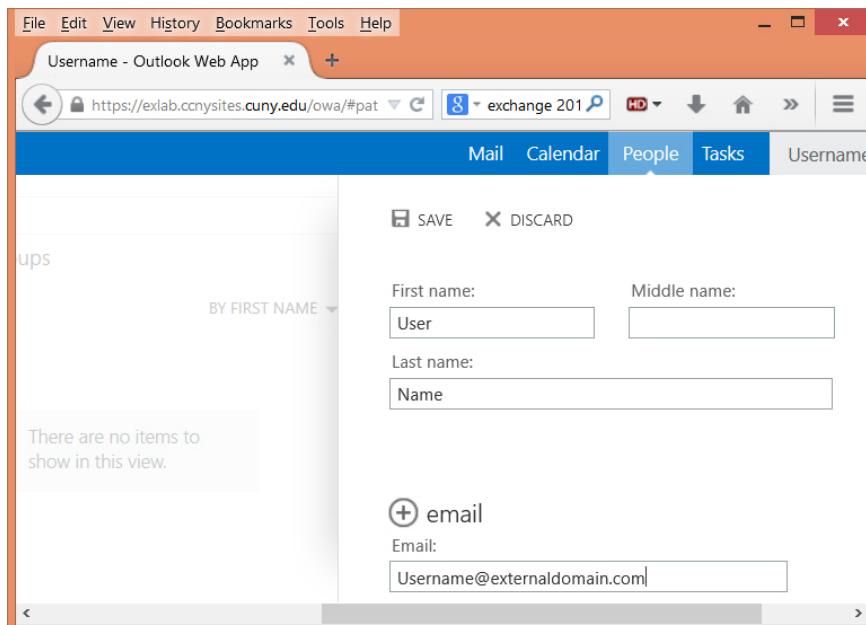
To forward, you must first create a contact you would like to forward to. Then you can create a rule to forward your emails.

Log into Webmail, select “People” at the top right of the page

Select “new” on the top left of the page then select “create contact” when the “what would you like to do?” pop-up comes up

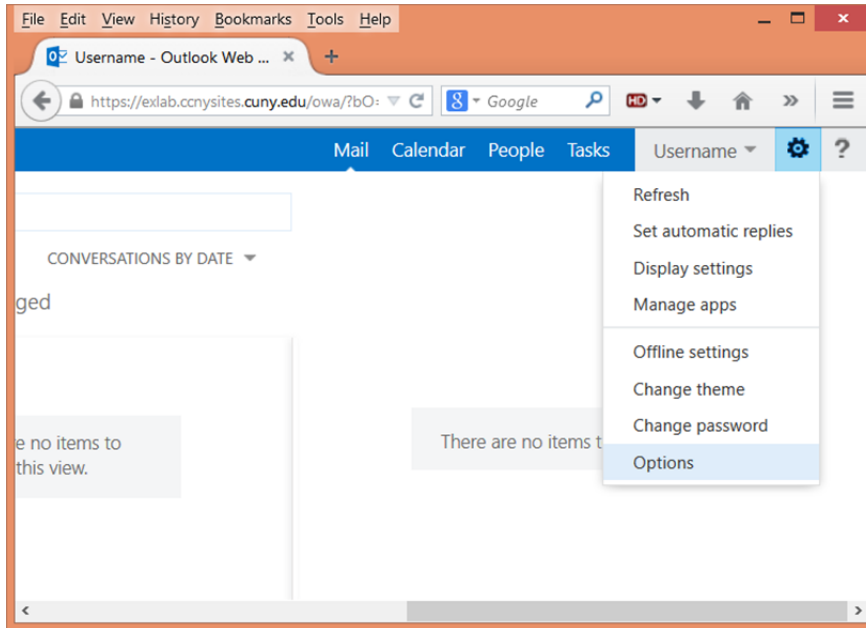


Create a new contact with the email you would like to forward to and select save

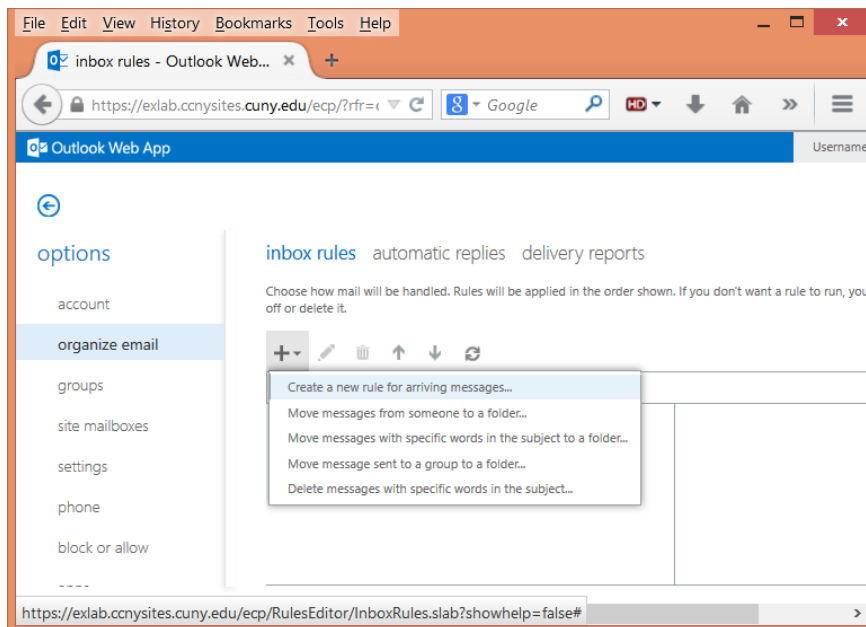


Now to forward to that contact, select the gear at the top right of the window and select “Options”

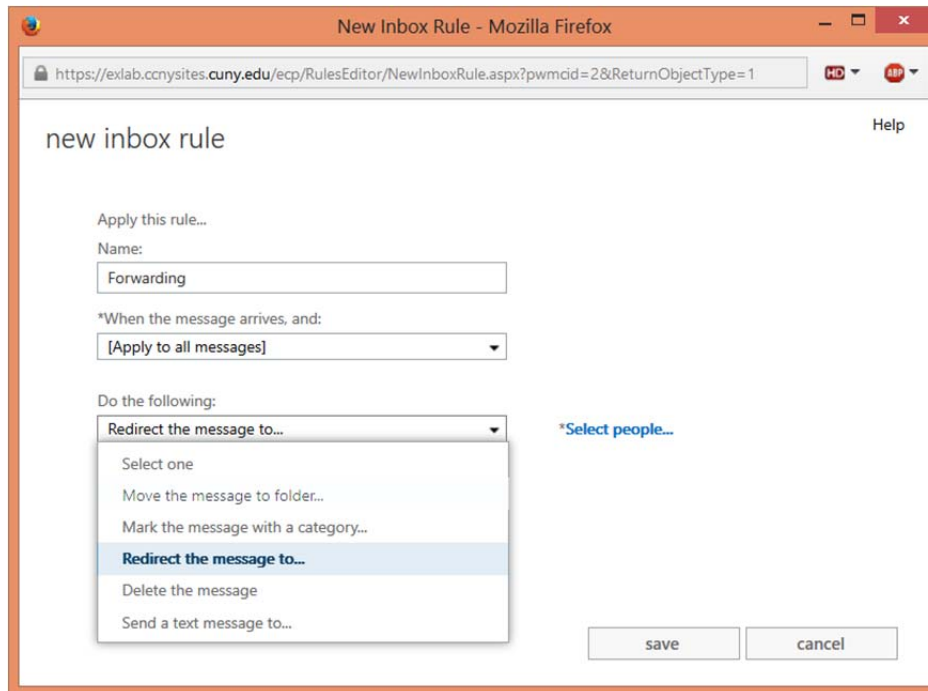
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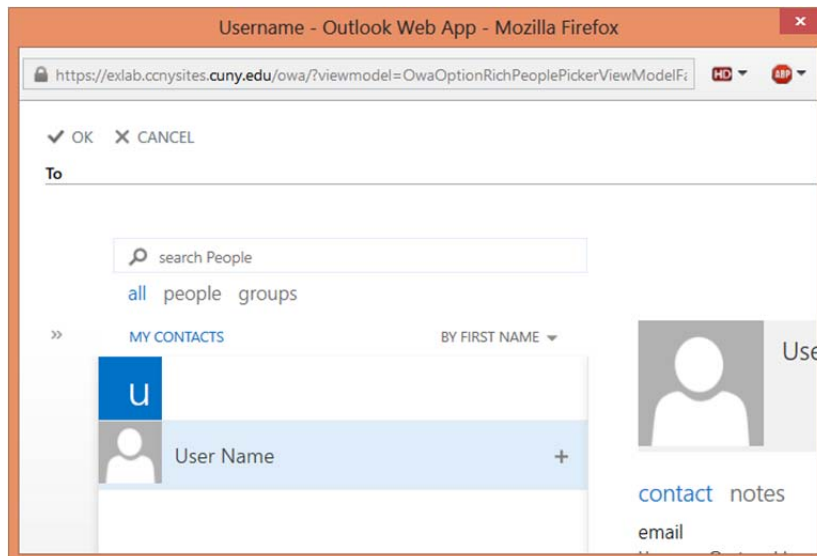
On the left, select “organize email” then click on the “+” select “Create a new rule for arriving message”



A new window will pop-up. Select the appropriate options as shown



When you select, “Redirect the message to...”, a new window will pop-up. Click on the “+” next to the contact you would like to forward to and click “OK”



Once you are finished, select “save” and forwarding will be enabled. To test this, send yourself as email, preferably from a different email address or wait until you receive a broadcast

new inbox rule Help

Apply this rule...

Name:

*When the message arrives, and:

Do the following:
 [User Name](#)

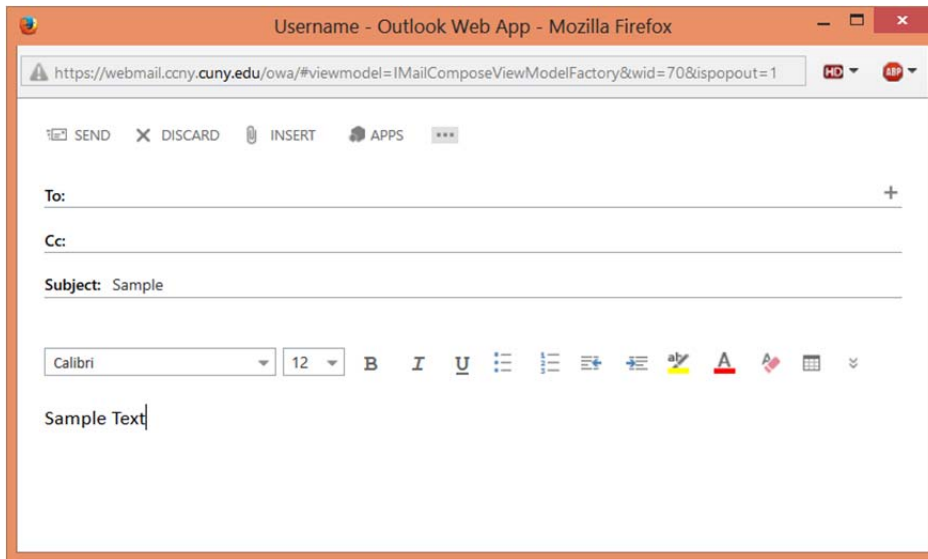
[More options...](#)

How to search the Global Address List?

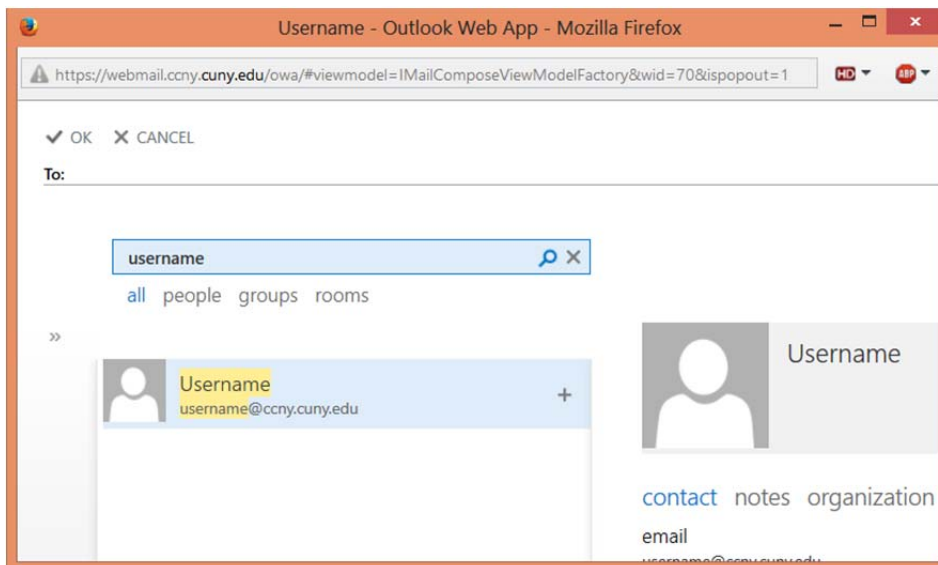
The Global Address List is a comprehensive directory of all faculty, staff, and students on campus. This list is continually updated and provides distribution lists for groups, departments, and even classes.

It can be searched through the web interface (OWA). Visit <https://webmail.ccny.cuny.edu/> and when creating a new email, click on the plus sign on the right to search for contacts.

When creating an email through the OWA, click on the “+” or “To:”



From here you can search for a contact or click on the double arrows on the left to see the entire directory



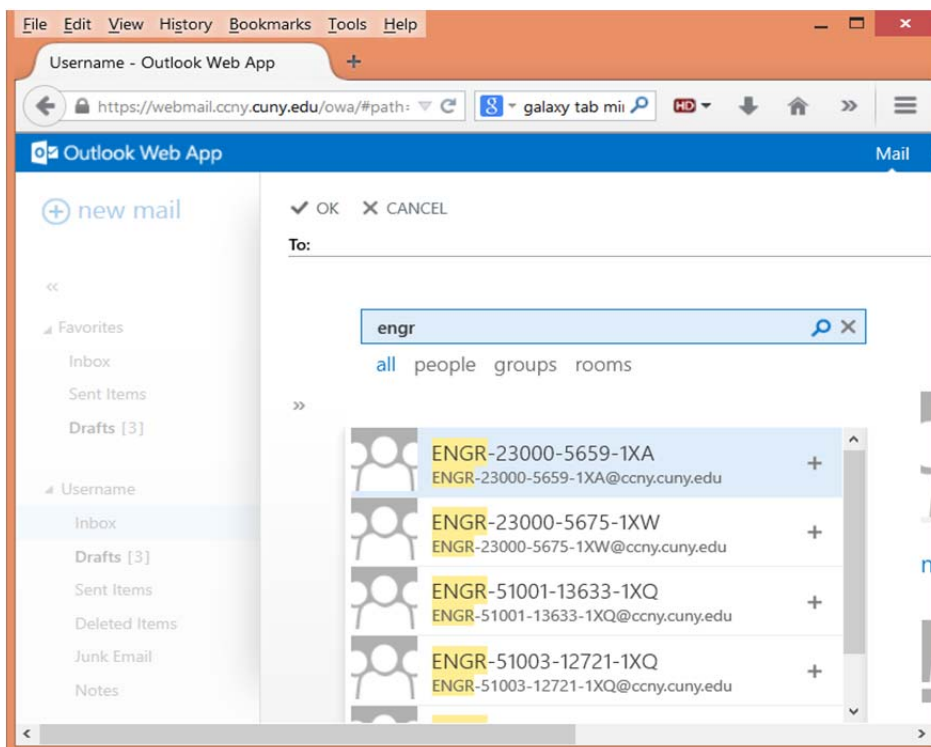
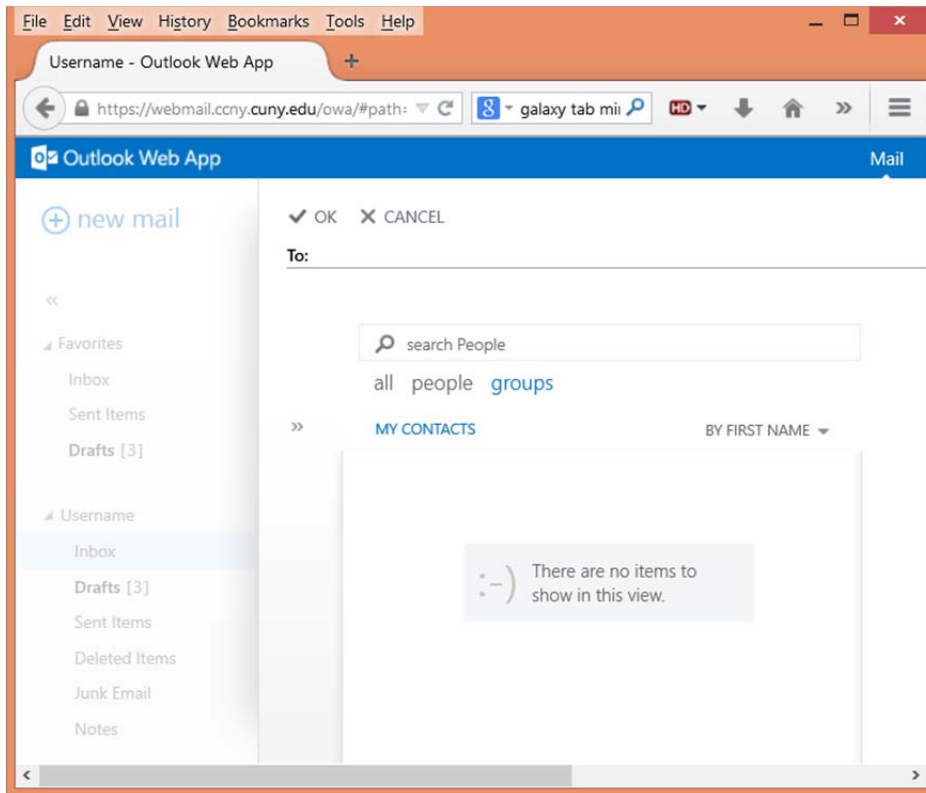
How to send to a Distribution List?

Distribution lists allow you to send emails to a group, department, or class. These lists are generated by OIT and are kept current. By default, you are not allowed to use these lists for security reasons. You can make a request at the IT Service Desk for permission to use the lists. Once the department has authorized the request, you will be contacted.

Important: Please note that distribution lists require permission to use. Contact the IT Service Desk at x7878 to make a request.

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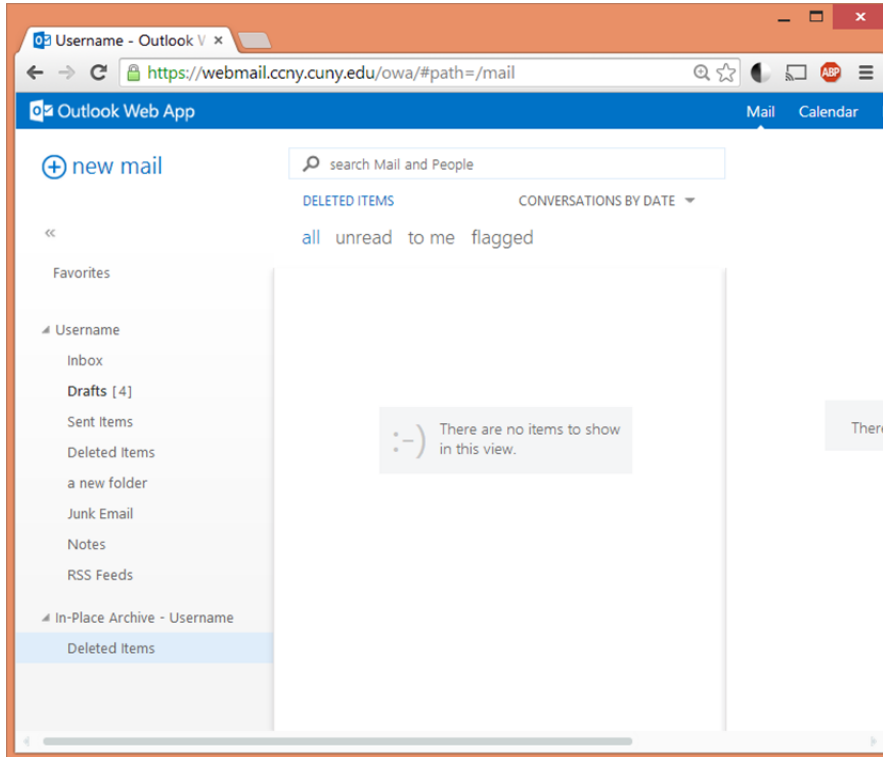
While creating a new email, add a contact to bring up the Contacts search feature. Search for the specific group or class that you need to email.



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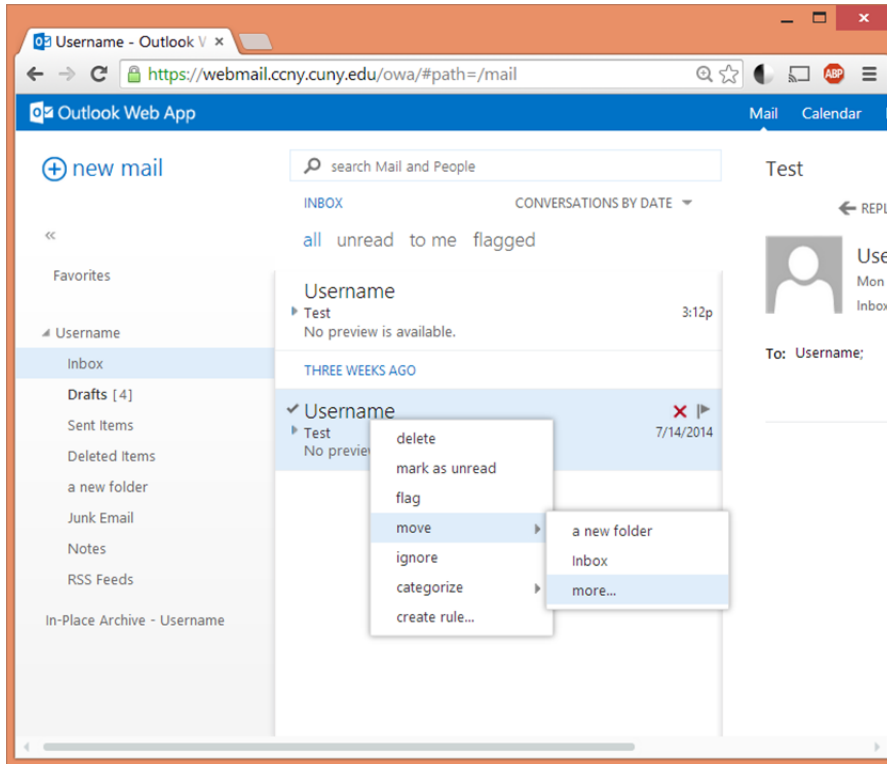
How do I archive my emails manually?

On the left pane, see “In-Place Archive” for the location of archived emails. The folder structure will be copied over making it easy to find your emails.

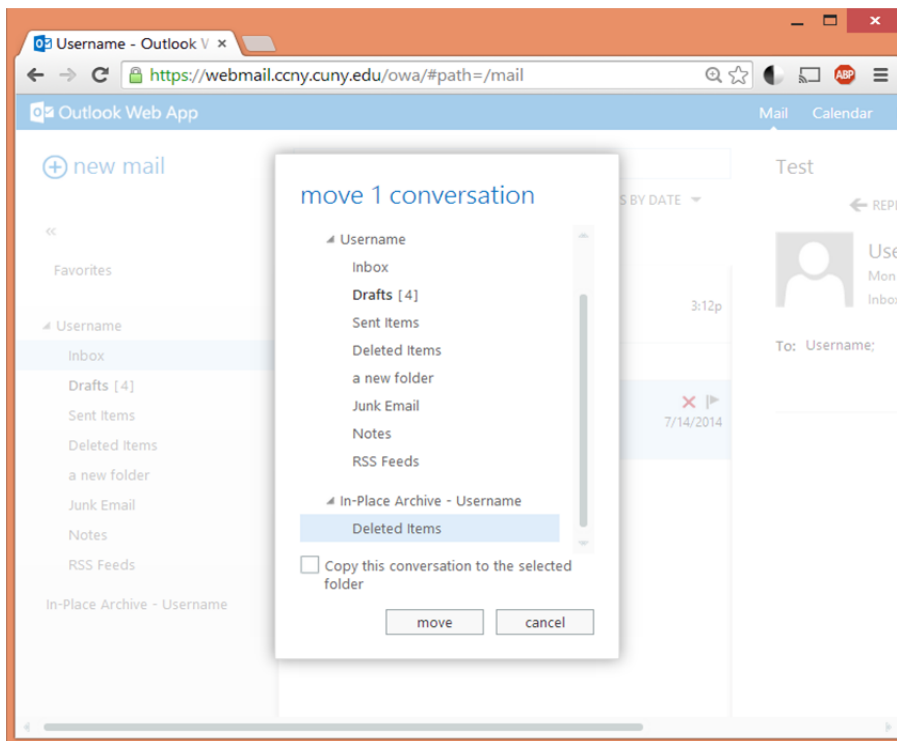


To manually archive your emails:

Select and right-click on an email, hover over “move” then select “more...”



Choose the appropriate folder under “In-Place Archive” and select “move”.

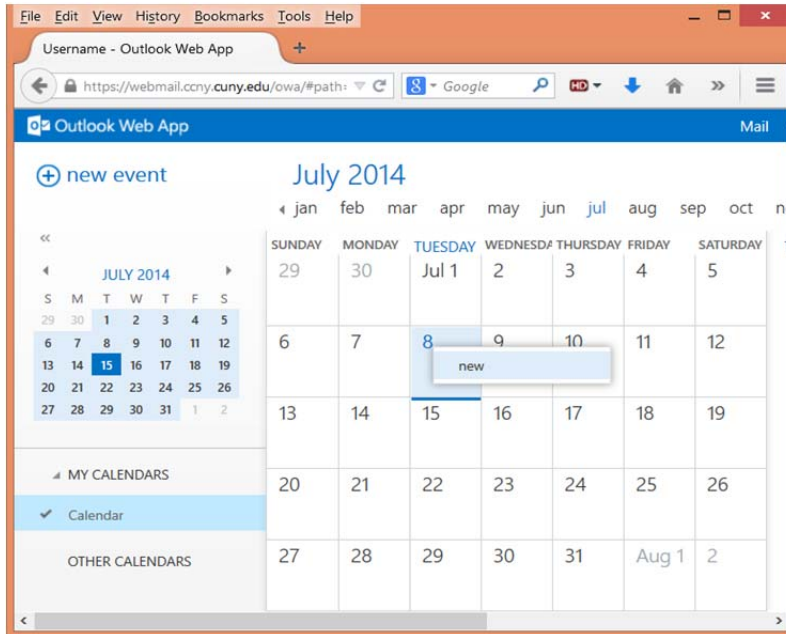


Calendaring

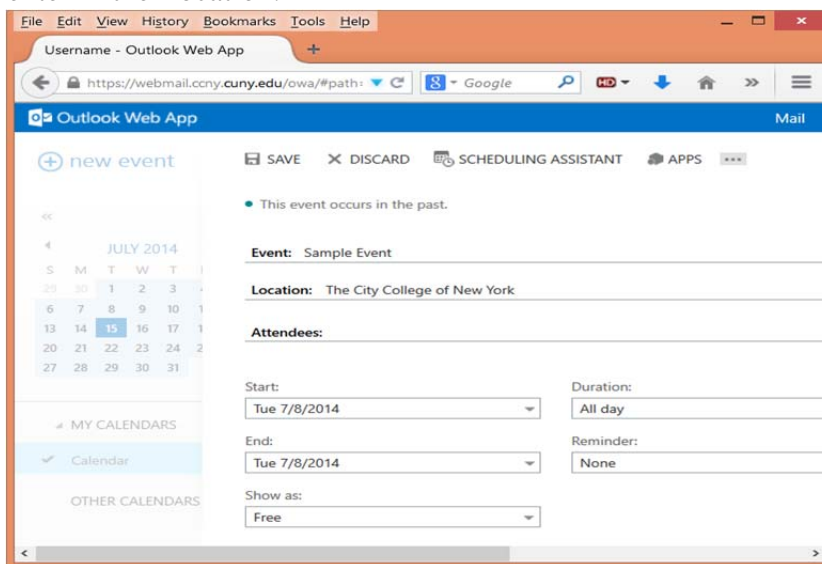
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How do I create an appointment?

At the top right of the window select Calendar. This will bring you to the calendar. Right-click on the day you wish to create an appointment and select “new” or select “new event” at the top right of the window..



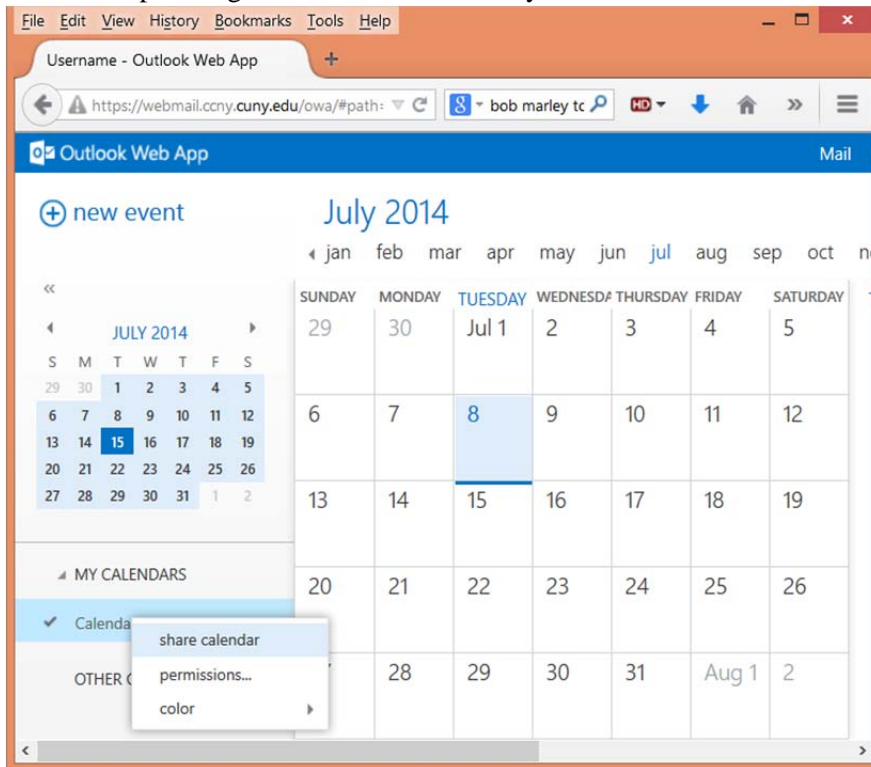
Once you have filled in the appropriate information, click save. You can also select a room or use the Scheduling Assistant to expedite a meeting involving several members. You must have permission from your department to use the provided rooms list, however, you can manually enter in the Location.



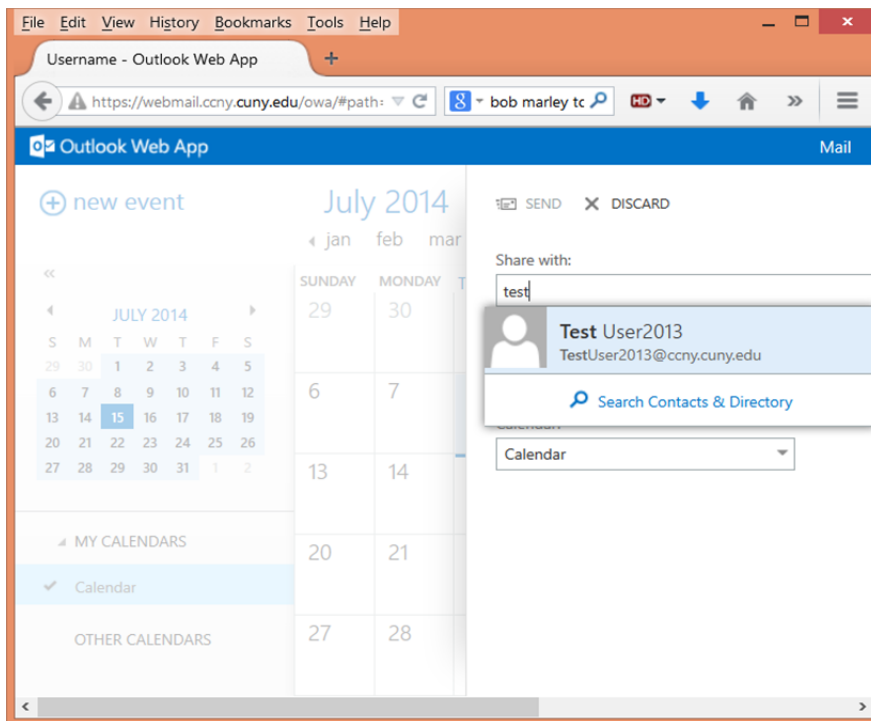
How do I share my calendar?

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On the left pane, right-click on the calendar you wish to share and select “share calendar”.



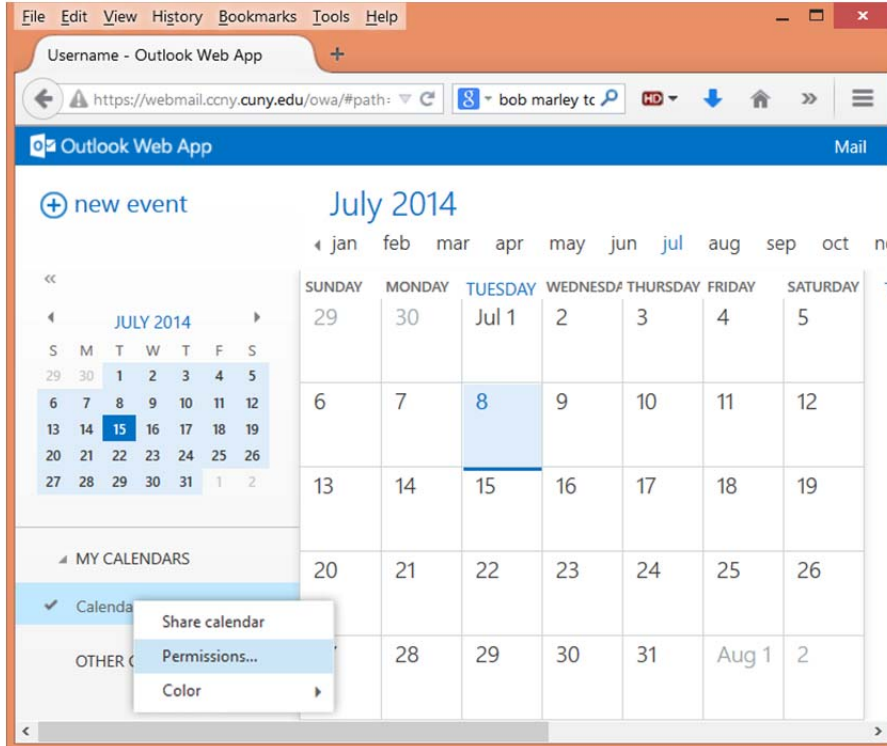
You will then be able to find a contact with whom to share your calendar.



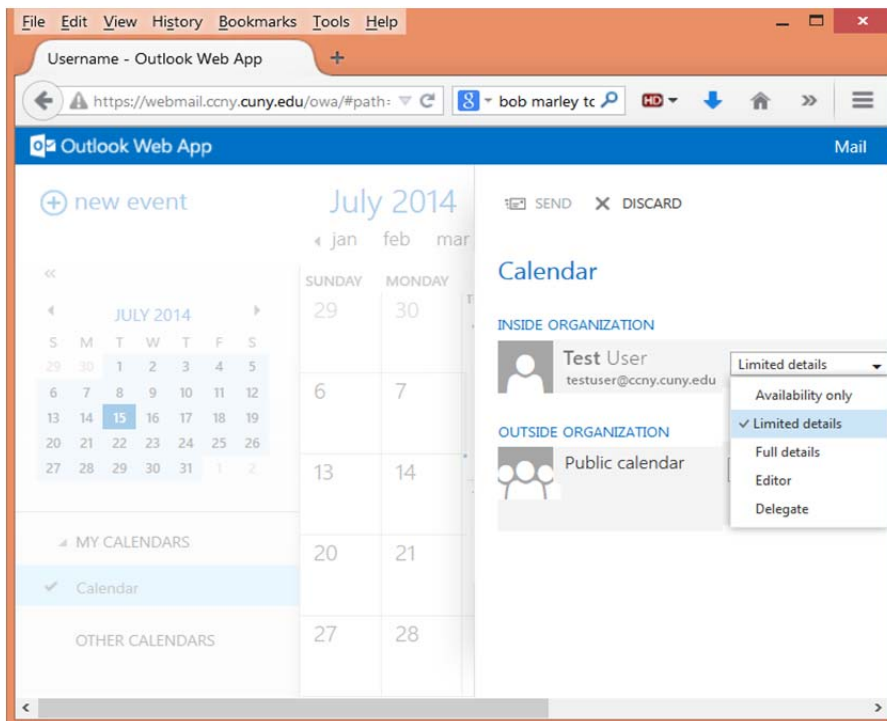
How do I set permissions for users that share my calendar?

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In Calendar view use the same menu you used for 'Share' and select 'Permissions'.

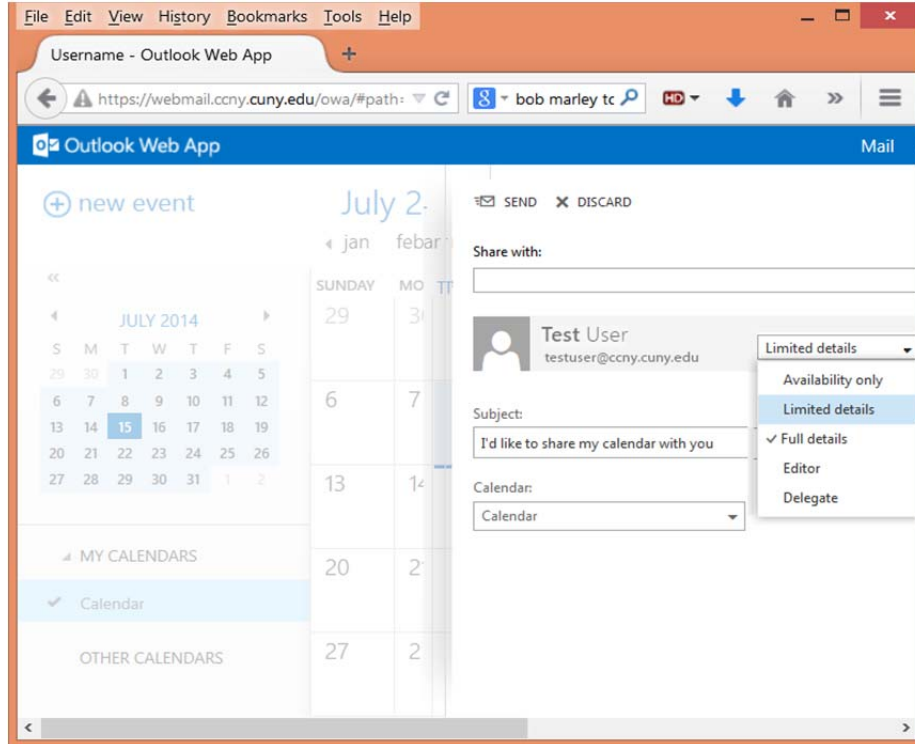


Find the user you shared the calendar with and from the drop menu set 'Permissions' for that user.



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From the 'Permissions' view you can select a user and change permissions.



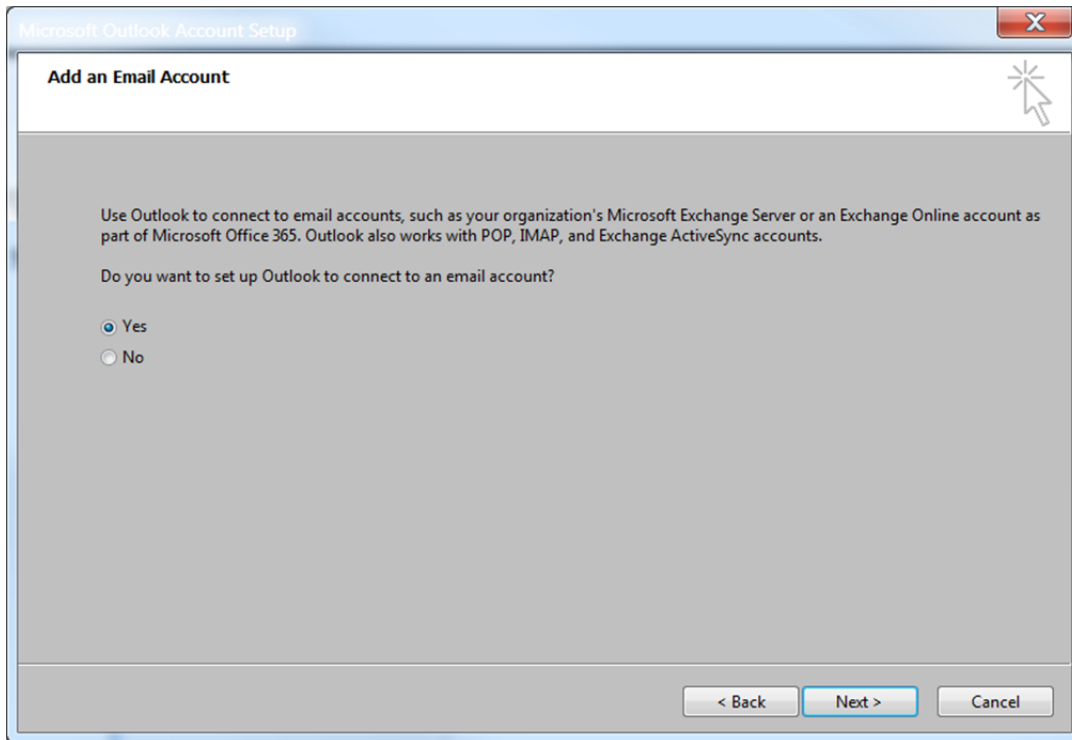
Outlook 2013

Email

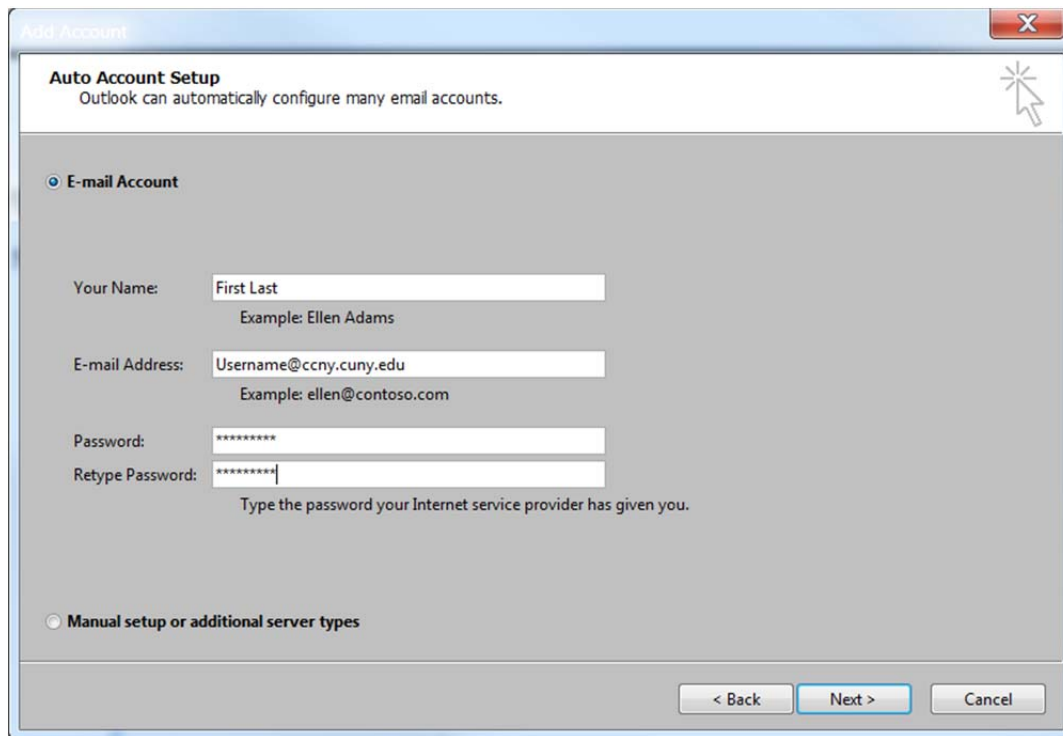
How do I setup my email?

A. Setting up Outlook: First time

If you open Outlook for the first time, the following window will prompt you to setup your email.

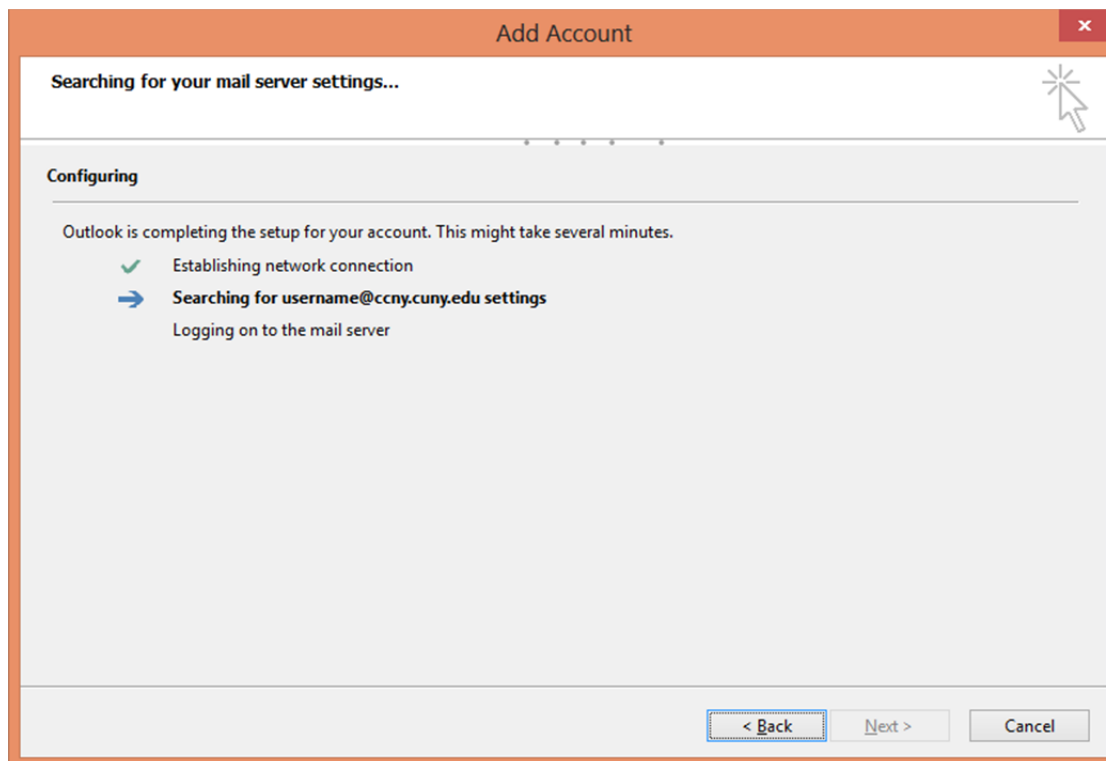


Please enter in your information as shown below



The screenshot shows the 'Add Account' dialog box in Outlook. The title bar is blue and contains the text 'Add Account' and a close button (X). The main content area is titled 'Auto Account Setup' and includes the text 'Outlook can automatically configure many email accounts.' Below this, there are two radio button options: 'E-mail Account' (which is selected) and 'Manual setup or additional server types'. The 'E-mail Account' section contains four input fields: 'Your Name' (with a placeholder 'First Last' and an example 'Example: Ellen Adams'), 'E-mail Address' (with a placeholder 'Username@ccny.cuny.edu' and an example 'Example: ellen@contoso.com'), 'Password' (with a placeholder '*****'), and 'Retype Password' (with a placeholder '*****'). Below the password fields is the instruction 'Type the password your Internet service provider has given you.' At the bottom of the dialog box are three buttons: '< Back', 'Next >', and 'Cancel'.

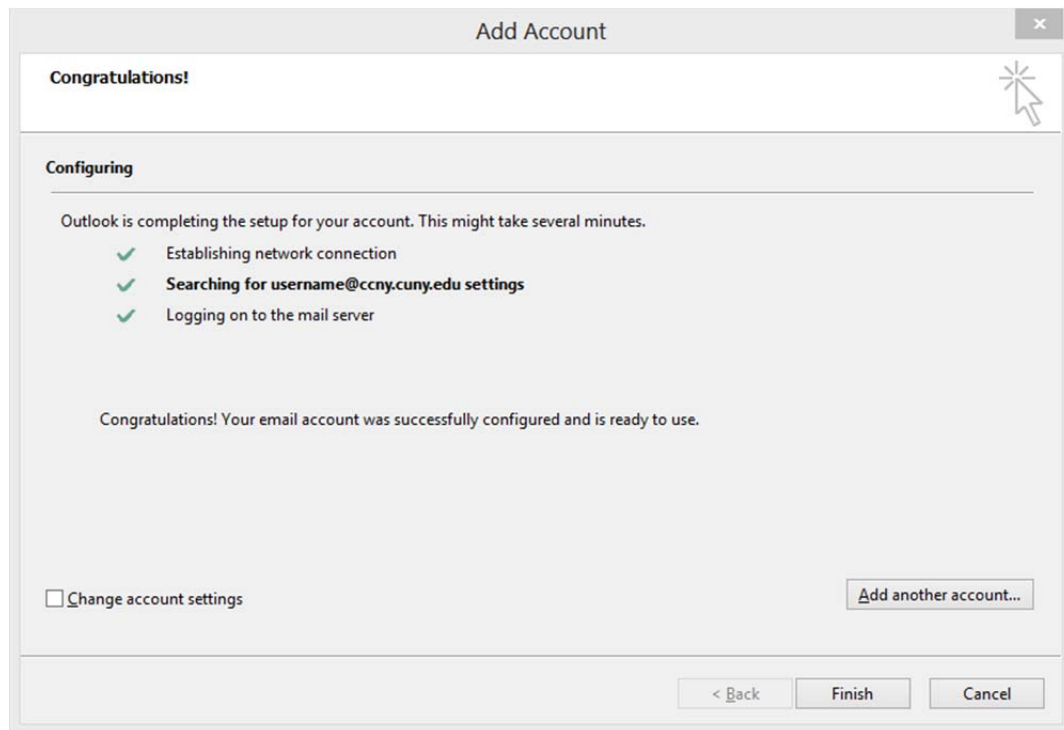
It will take several minutes to setup your account.



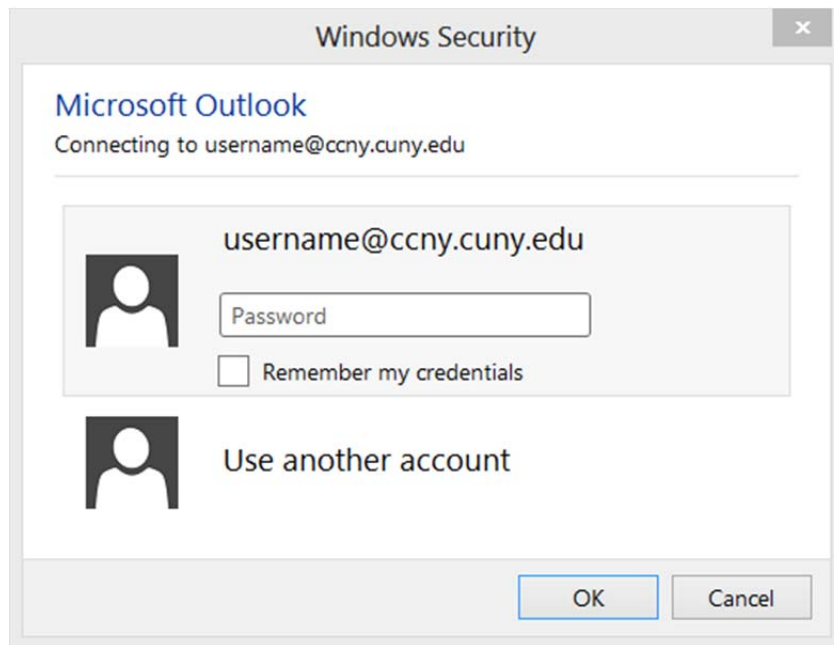
The screenshot shows the 'Add Account' dialog box in Outlook, now in the 'Searching for your mail server settings...' stage. The title bar is orange and contains the text 'Add Account' and a close button (X). The main content area is titled 'Searching for your mail server settings...' and includes a progress indicator (a series of dots) and the text 'Outlook is completing the setup for your account. This might take several minutes.' Below this, there are three items in a list: 'Establishing network connection' (with a green checkmark), 'Searching for username@ccny.cuny.edu settings' (with a blue arrow and bold text), and 'Logging on to the mail server'. At the bottom of the dialog box are three buttons: '< Back', 'Next >', and 'Cancel'.

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Please click on Finish

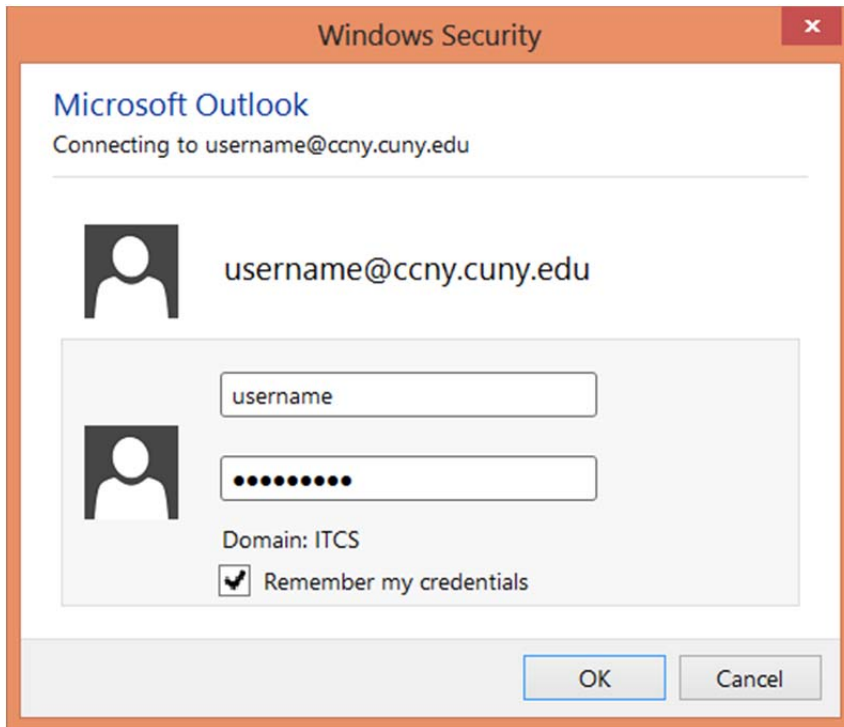


The following window will ask you to enter in your password after you reopen Outlook, however, you need to change the username. Click on “Use another account”



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Please enter your information as shown below. If the Domain is not set to ITCS, be sure to enter your username as "ITCS\username"



Windows Security

Microsoft Outlook

Connecting to username@ccny.cuny.edu

username@ccny.cuny.edu

username

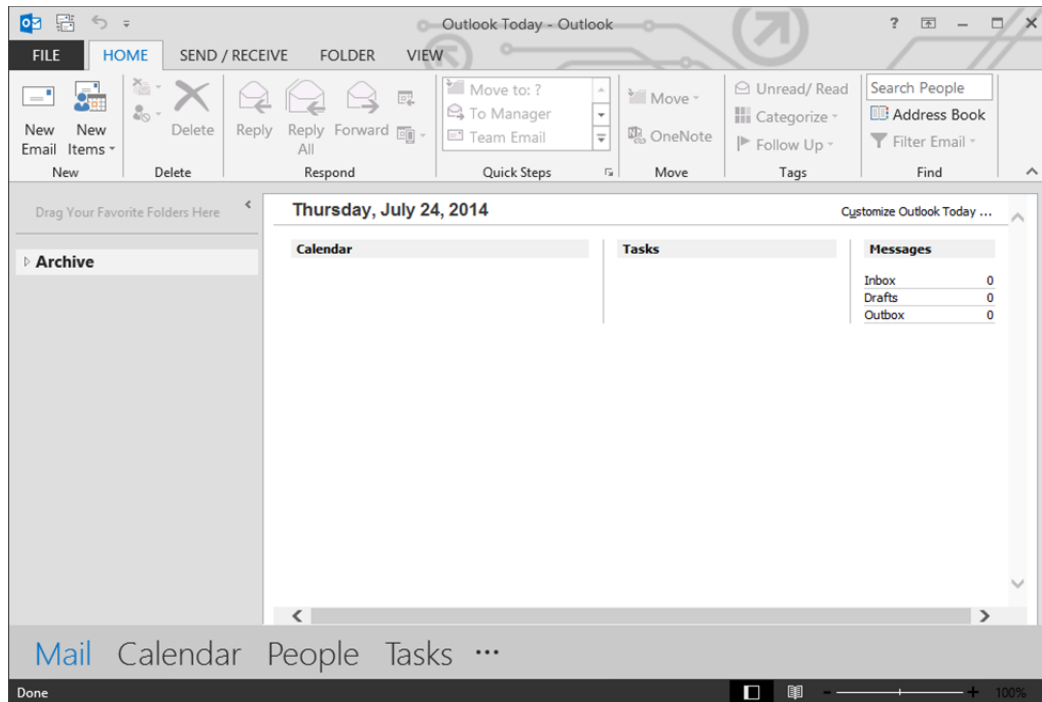
Domain: ITCS

Remember my credentials

OK Cancel

B. Setting up Outlook: Existing Accounts

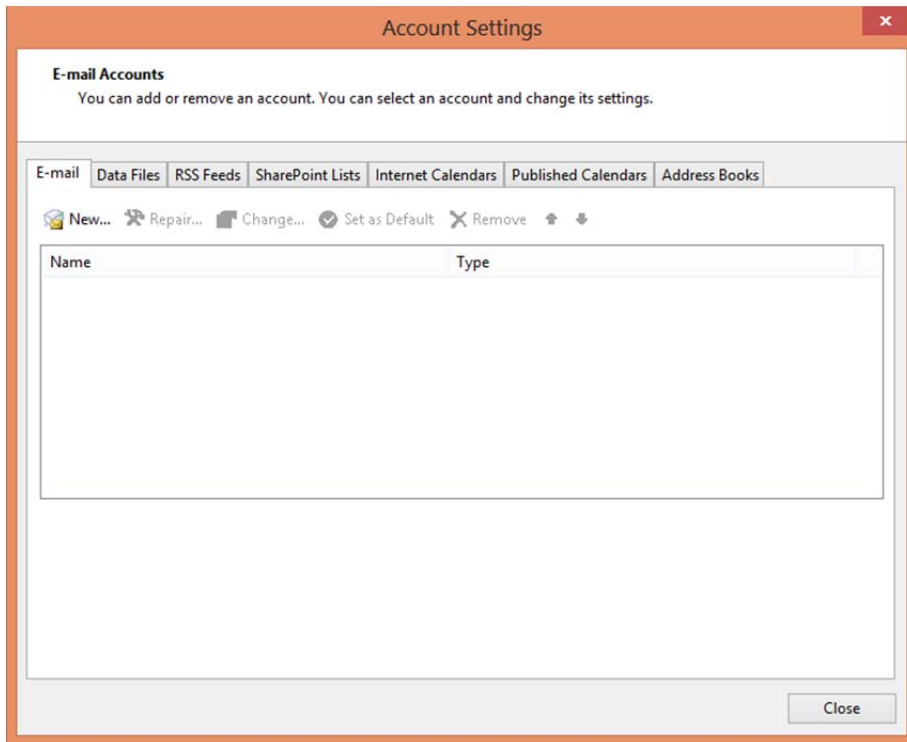
Please click on File at the top left



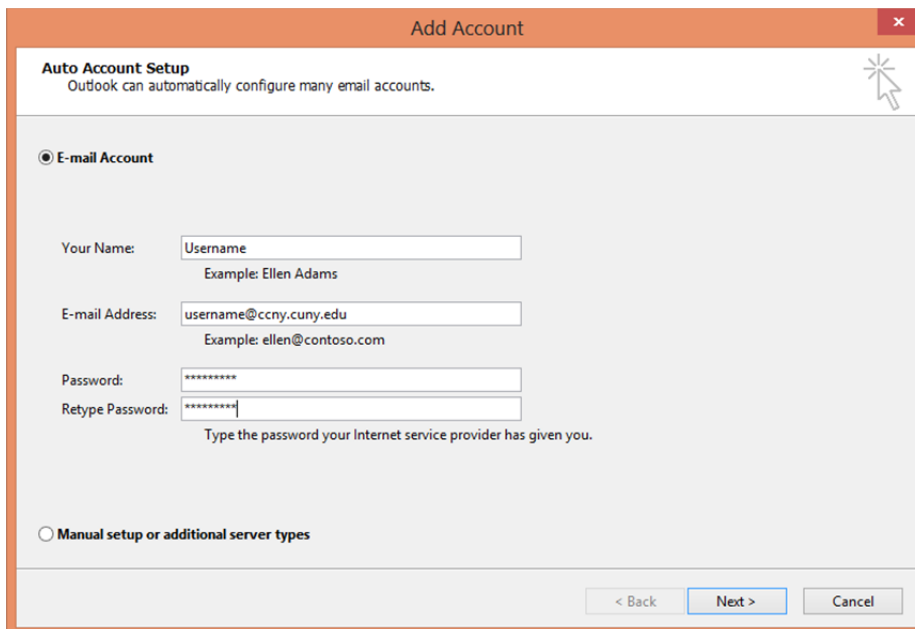
Under Info, click on “Account Settings” then “Account Settings...”



Under E-mail, click on “New...”

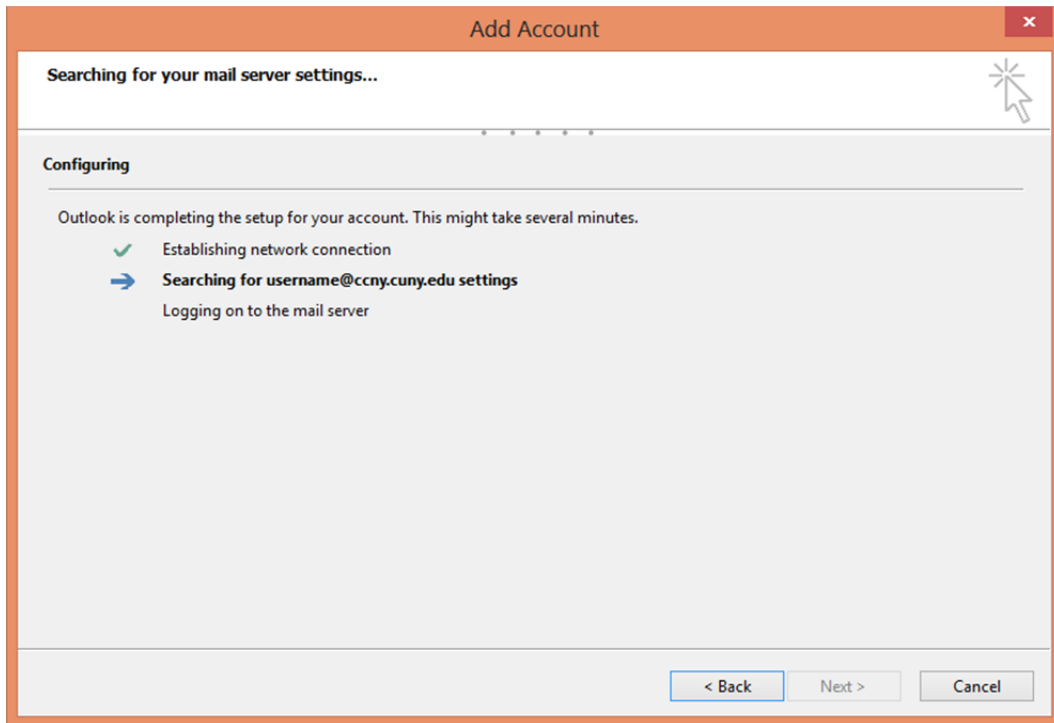


Please enter in your information as shown below

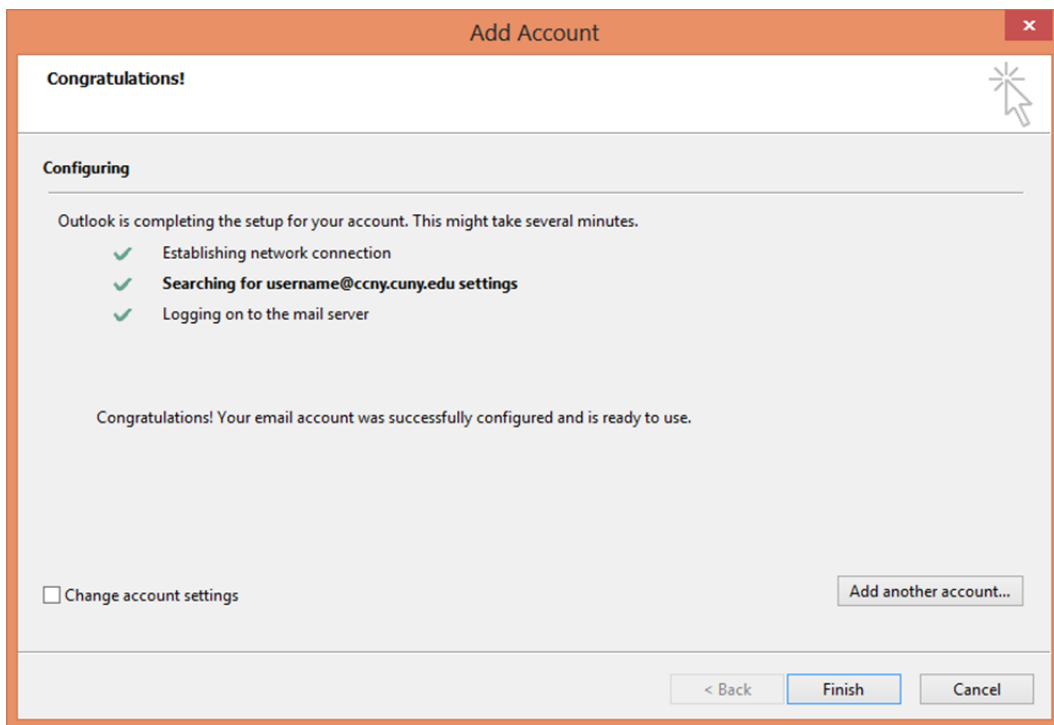


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It will take several minutes to setup your email



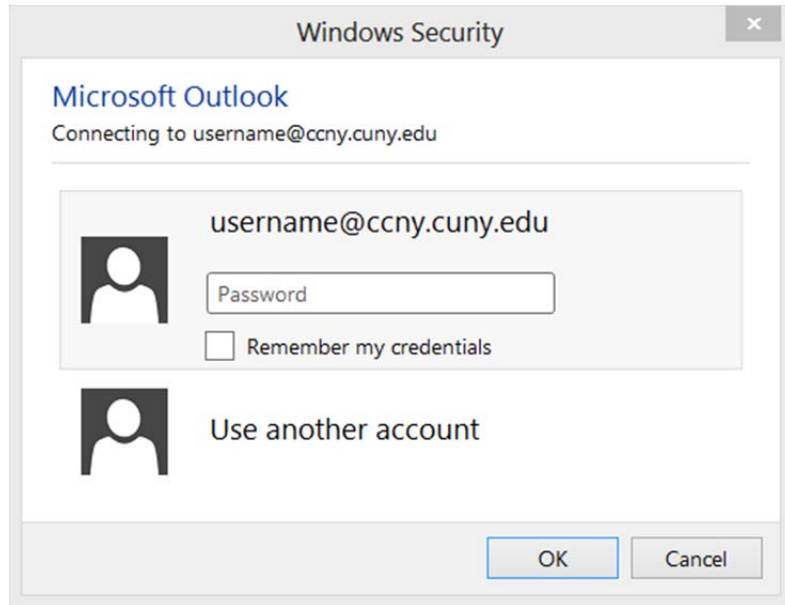
Click Finish and Outlook will prompt you to close and reopen the application



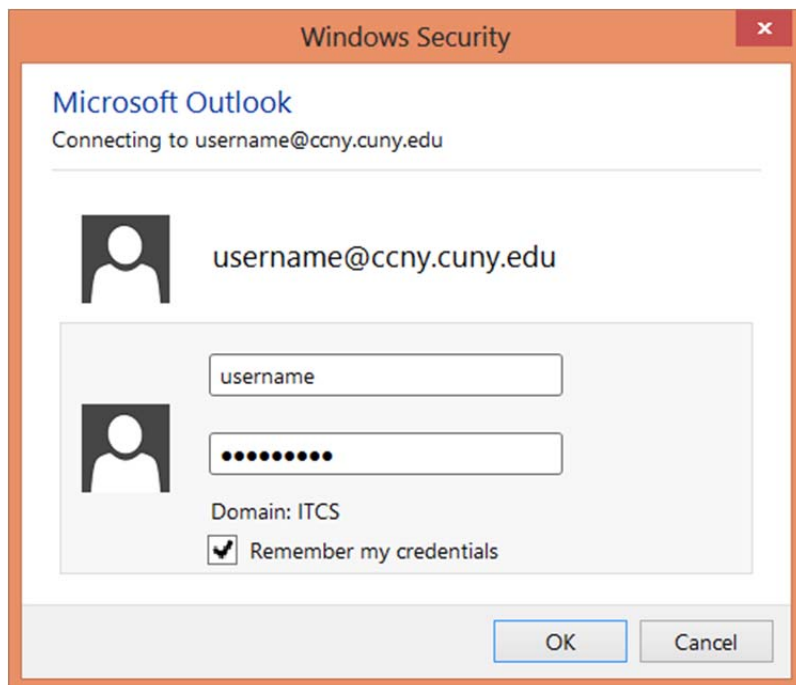
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If prompted, please see below:

The following window will ask you to enter in your password after you reopen Outlook, however, you need to change the username. Click on “User another account”



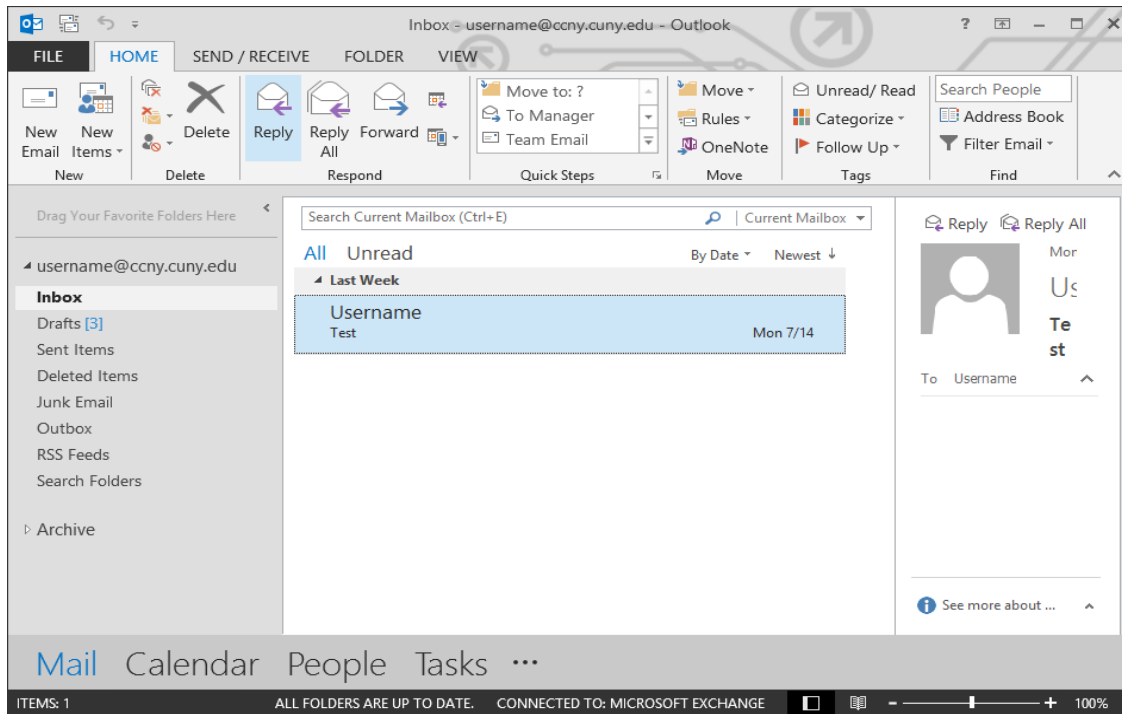
Please enter your information as shown below. If the Domain is not set to ITCS, be sure to enter your username as “ITCS\username”



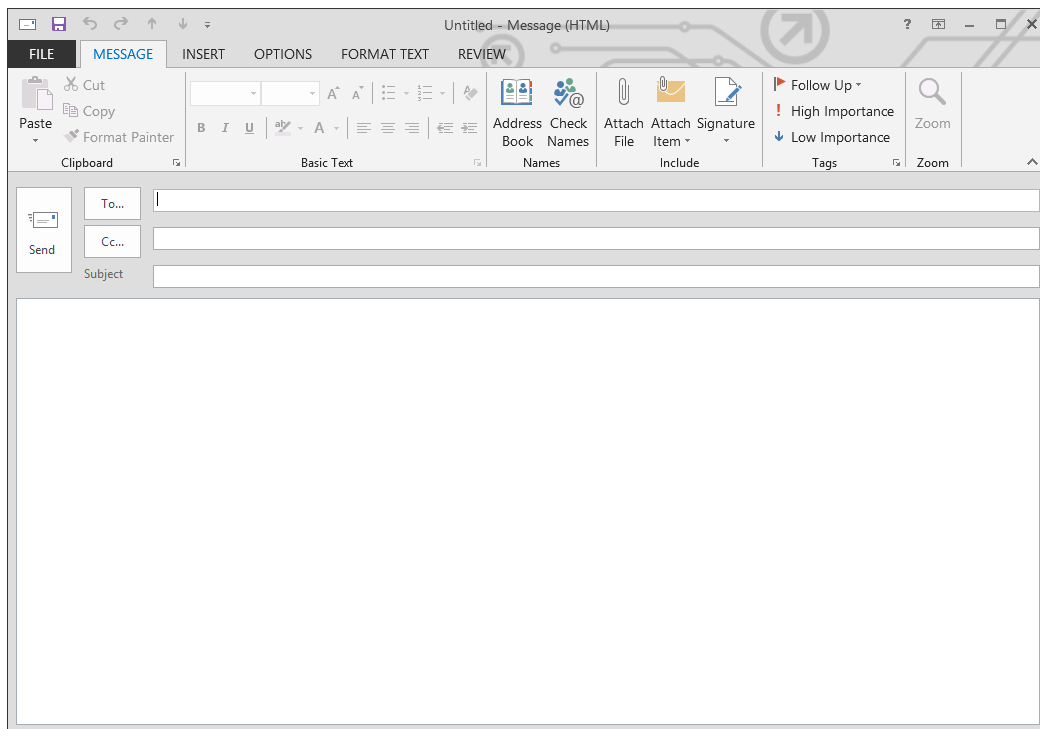
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How do I send an email?

Select “New Email” at the top left of the window.



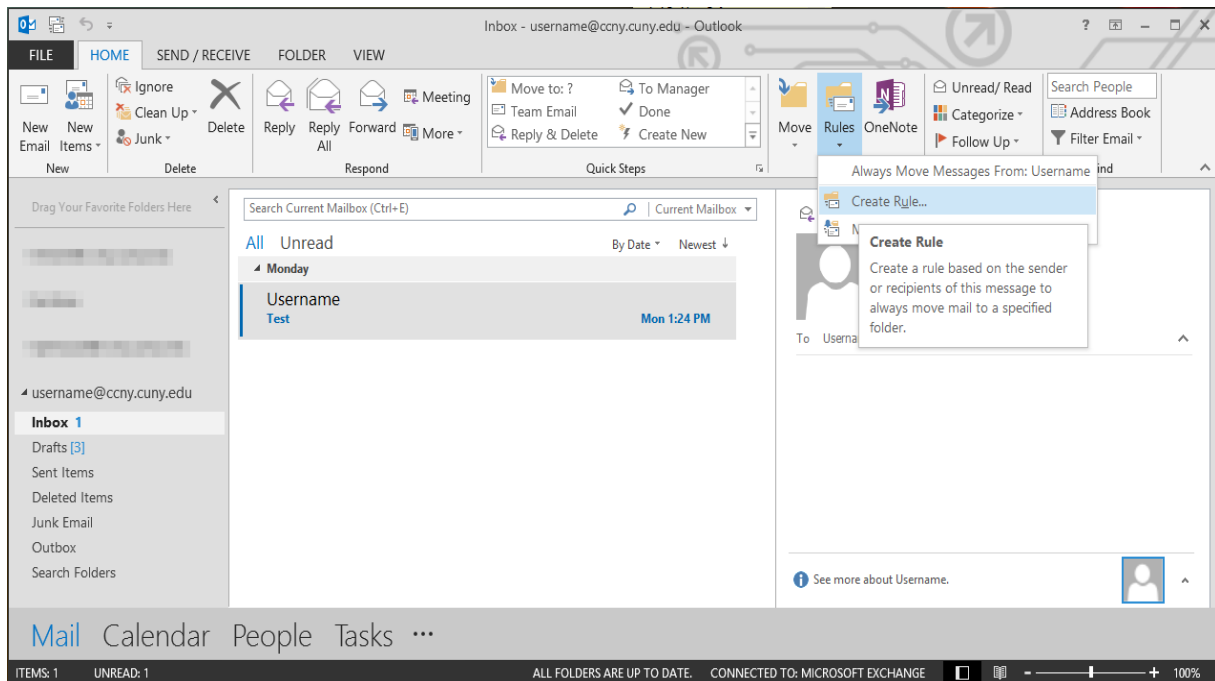
You can edit and send emails from this new windows. Be sure to use the Global Address List by click on “To...”



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How do I create rules to manage my email?

Right-click on the email for which you wish to create a rule

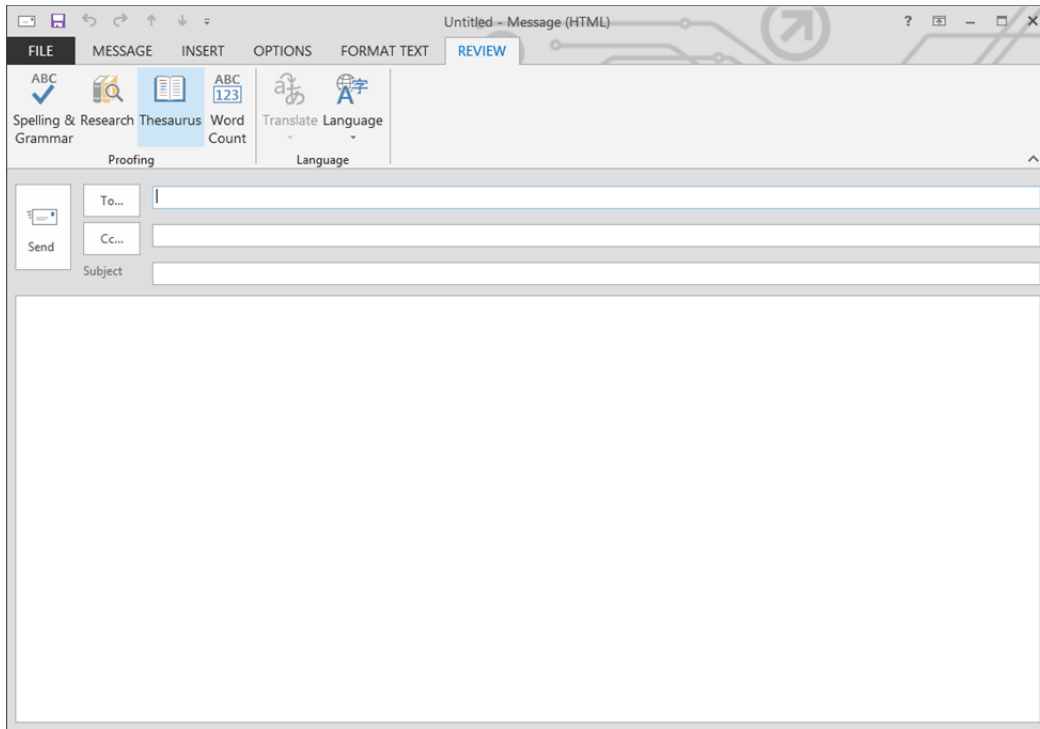


From this windows, you may set the rule conditions. Please select “Advanced Options” for more conditions.

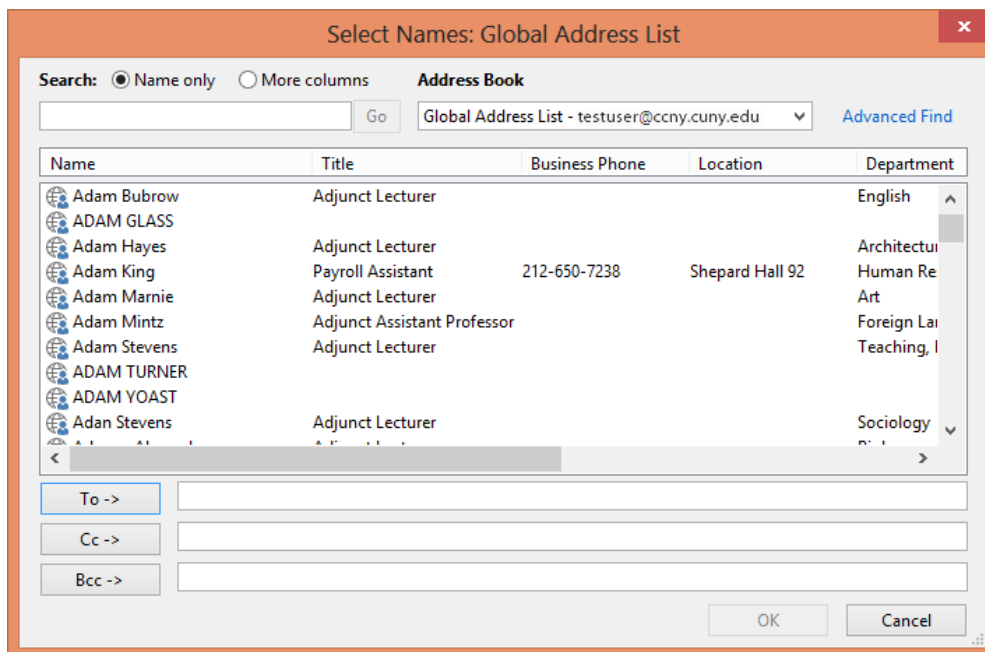
Contacts and Addresses

How to search the Global Address List?

When creating an email in Outlook, click on the “To...” button



Be sure the “Name only” option is selected



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How to send to a Distribution List?

Distribution lists allow you to send emails to a group, department, or class. These lists are automatically generated by IT and are kept updated daily from semester to semester through CUNYfirst data.

Important: Please note that distribution lists require permission to use. Contact the IT Service Desk at x7878 to make a request.

Select Names: Global Address List

Search: Name only More columns **Address Book**

Go [Advanced Find](#)

Name	Title	Business Phone	Department	E-mail Address
DL-Admissions			DL-Admissions	DL-Admissions@ccny.cuny.edu
DL-AdultandContinuingEducation			DL-AdultandContinuingEducation	DL-AdultandContinuingEducation@ccny.cuny.edu
DL-AffirmativeAction			DL-AffirmativeAction	DL-AffirmativeAction@ccny.cuny.edu
DL-Anthropology			DL-Anthropology	DL-Anthropology@ccny.cuny.edu
DL-ArchitectureDepartment			DL-ArchitectureDepartment	DL-ArchitectureDepartment@ccny.cuny.edu
DL-Art			DL-Art	DL-Art@ccny.cuny.edu
DL-AthleticsRecreationalSport			DL-AthleticsRecreationalSport	DL-AthleticsRecreationalSport@ccny.cuny.edu
DL-BenjaminLevichInst			DL-BenjaminLevichInst	DL-BenjaminLevichInst@ccny.cuny.edu
DL-Biology			DL-Biology	DL-Biology@ccny.cuny.edu
DL-BiomedicalEngineering			DL-BiomedicalEngineering	DL-BiomedicalEngineering@ccny.cuny.edu
DL-BlackStudies			DL-BlackStudies	DL-BlackStudies@ccny.cuny.edu
DL-Budget			DL-Budget	DL-Budget@ccny.cuny.edu

To -> ***You May Need Approval to Use Lists**

Cc ->

Bcc ->

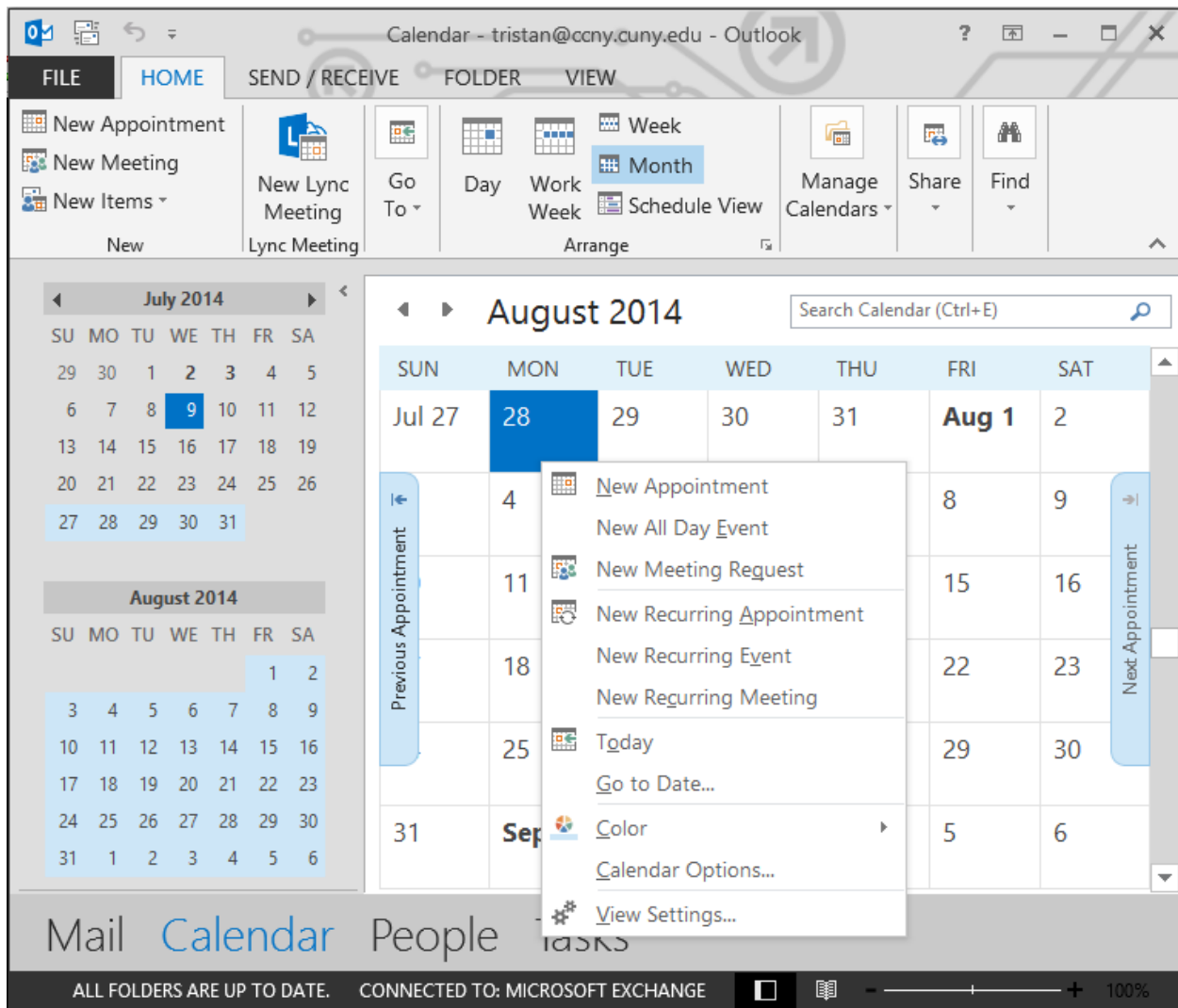
OK Cancel

Please see, “How to search for a contact?” You can search for distribution lists in the same manner.

Calendar

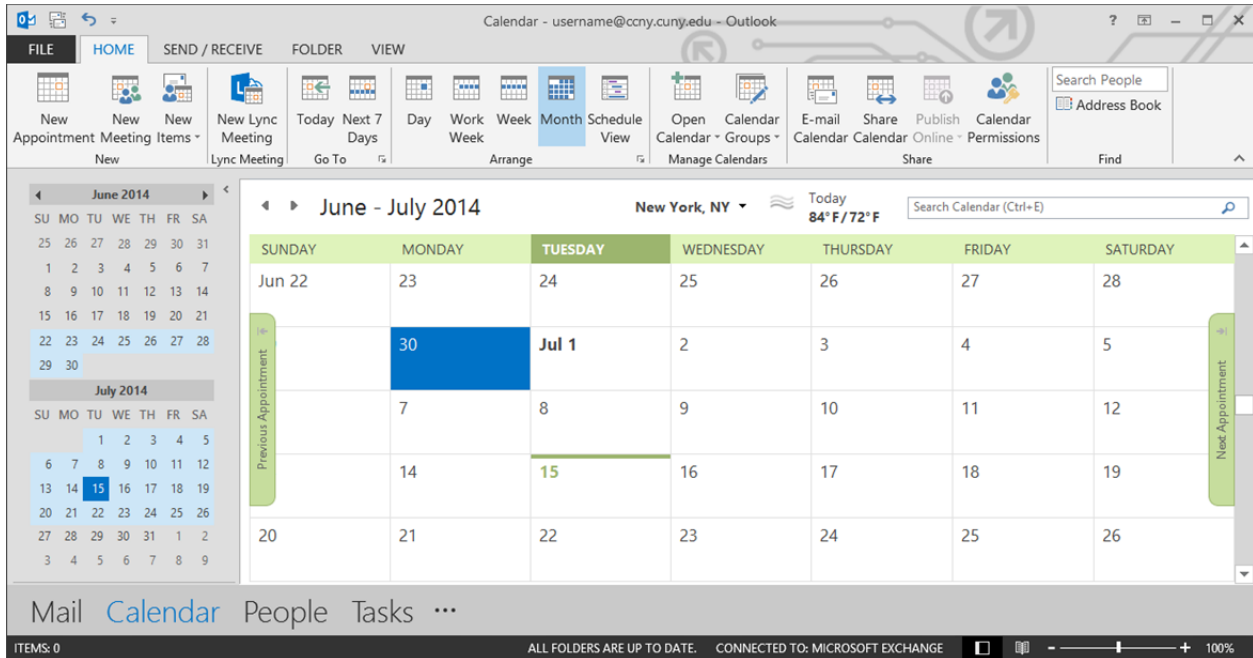
How do I create an appointment?

At the bottom of the Outlook window, select “Calendar”. Right-click on the date for which you would like to create an appointment or select “New Appointment” at the top right of the window.

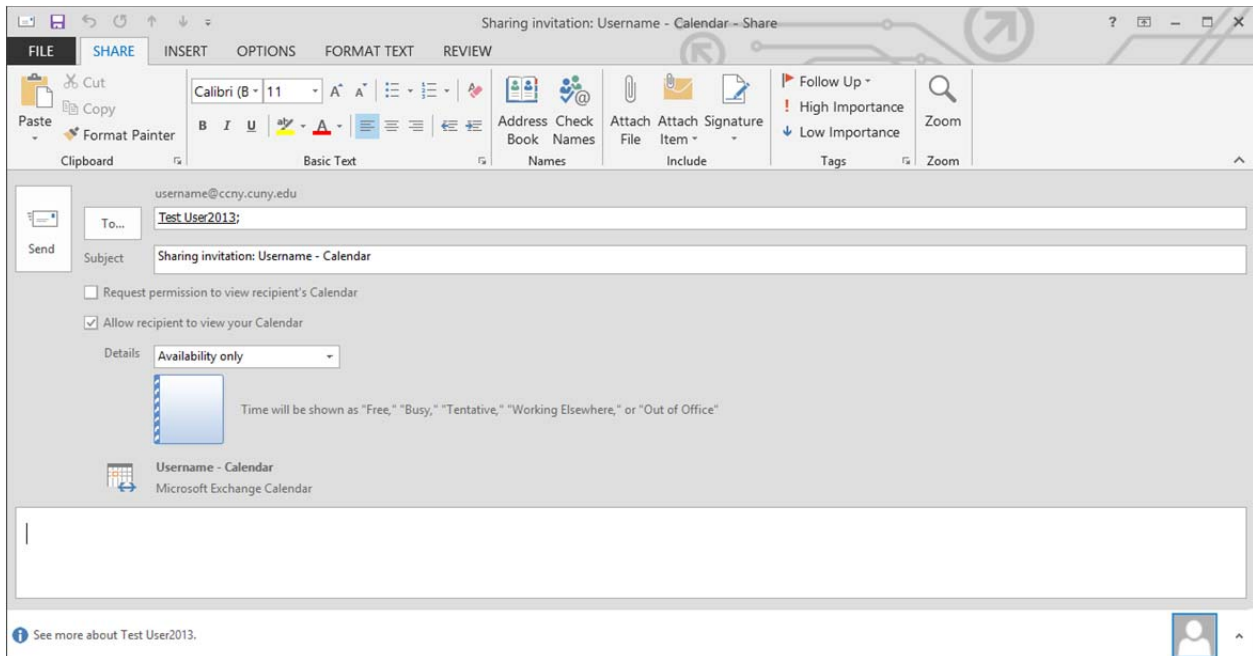


How do I share my calendar?

On the menu bar at the top of the window, select “Share Calendar”



From this area, be sure to select a contact to use your calendar with by selecting “To...” to add a contact.

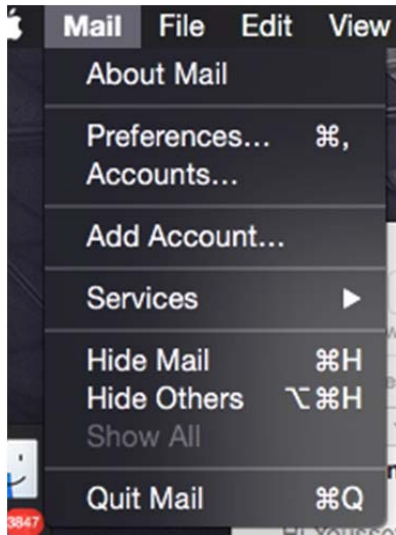


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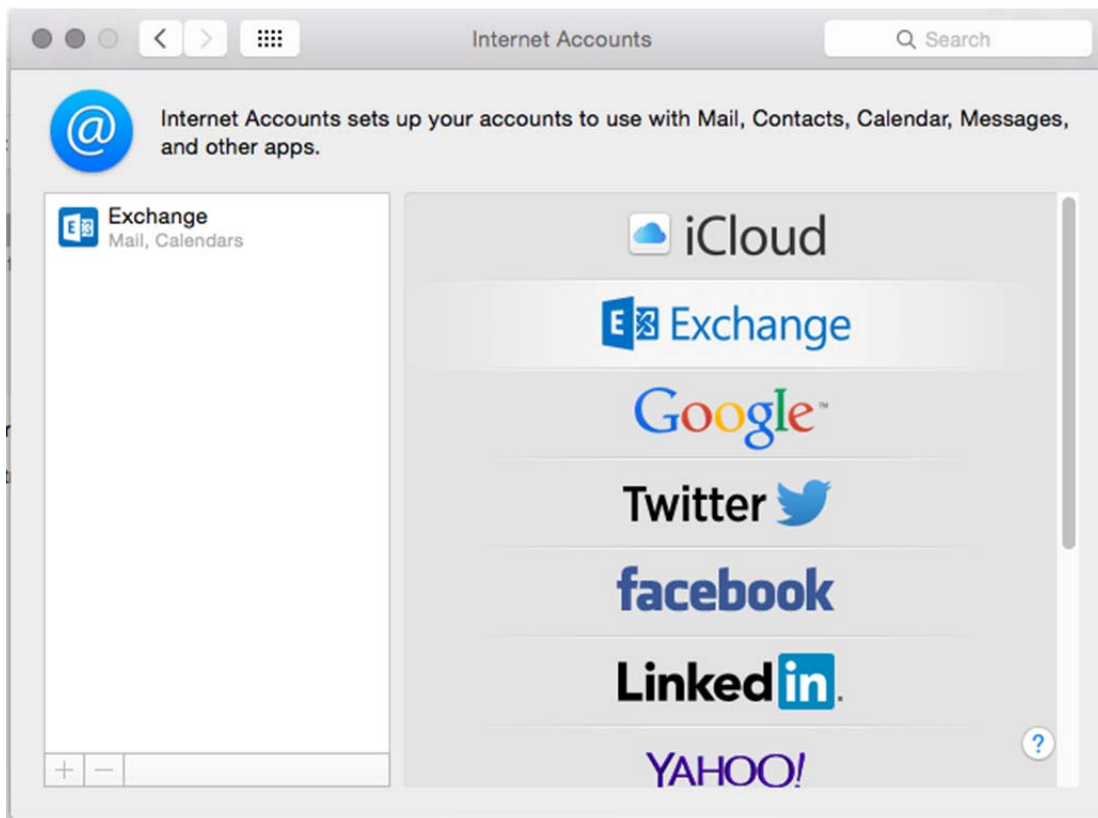
Apple Mail

Instructions to add your Exchange account to Apple Mail:

1. Open Mail and select Mail—>Accounts from the menu bar.

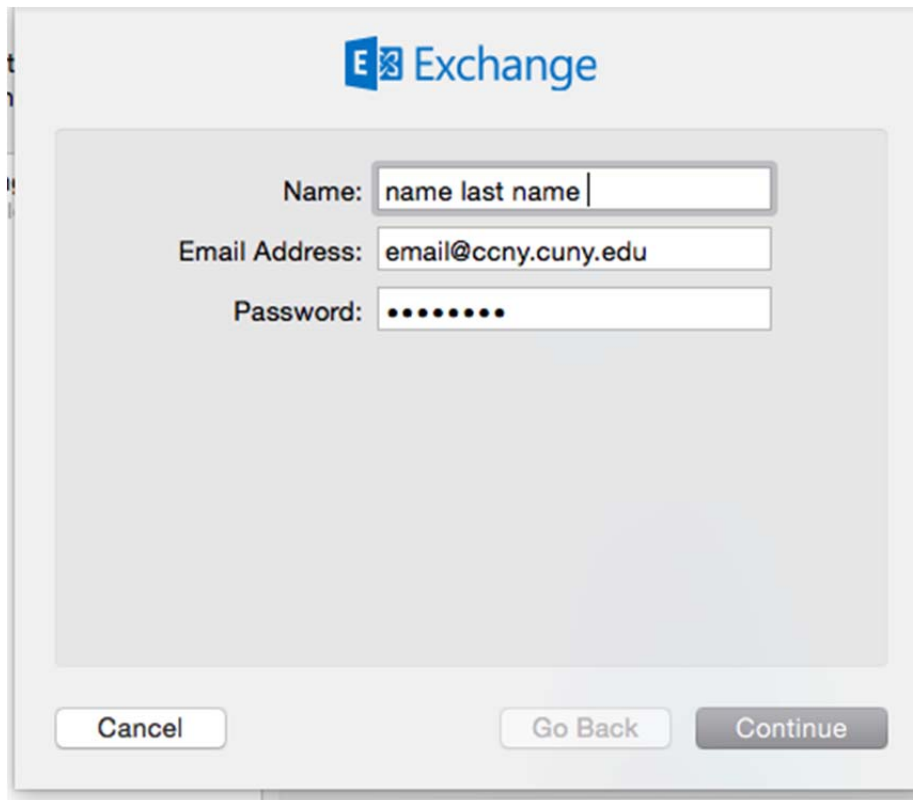


2. In the accounts window select Exchange



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3. Input your name, email address, and password. The configuration will be completed automatically.



The image shows a dialog box for configuring an Exchange account. At the top, there is the Exchange logo. Below it, there are three input fields: "Name" with the placeholder text "name last name", "Email Address" with the placeholder text "email@ccny.cuny.edu", and "Password" with a masked password of seven dots. At the bottom of the dialog box, there are three buttons: "Cancel", "Go Back", and "Continue".

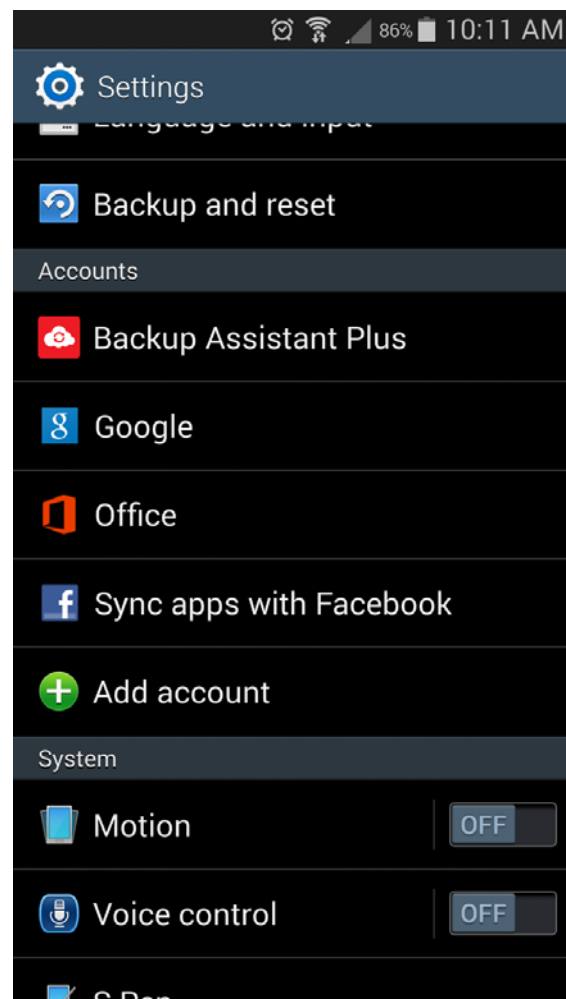
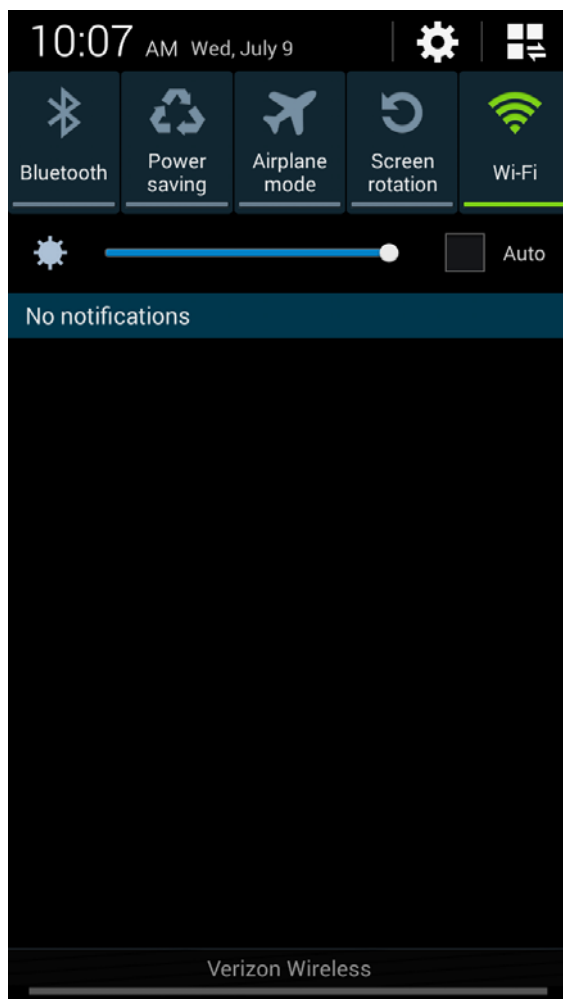
Mobile Devices

Android

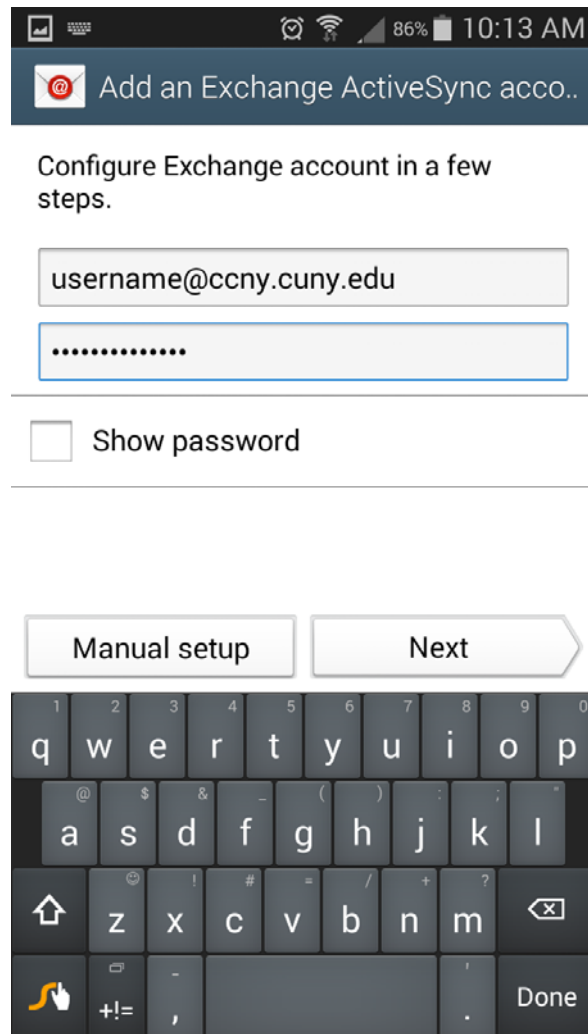
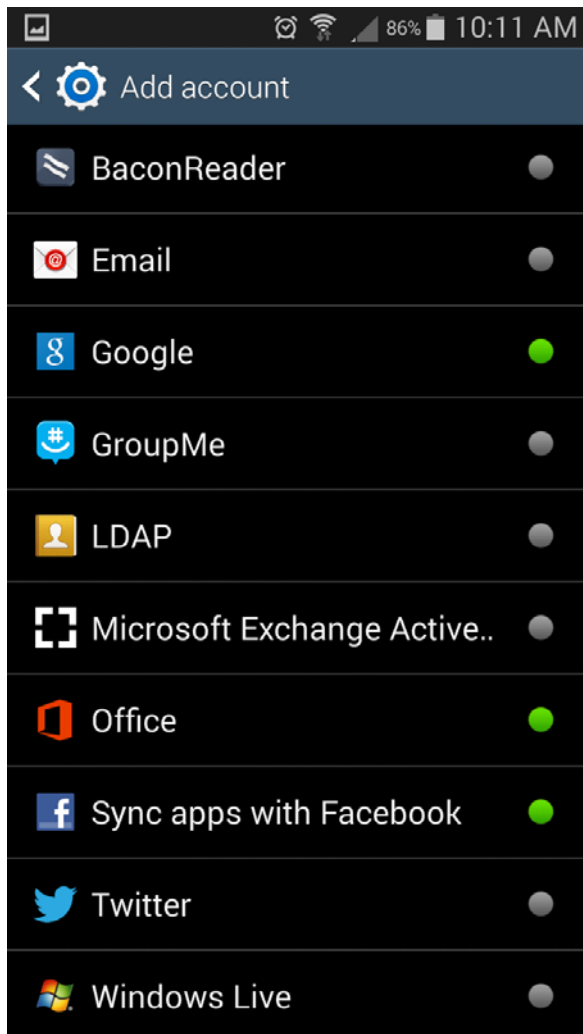
How do I setup Exchange on my phone?

1A. Android: Automatic Setup

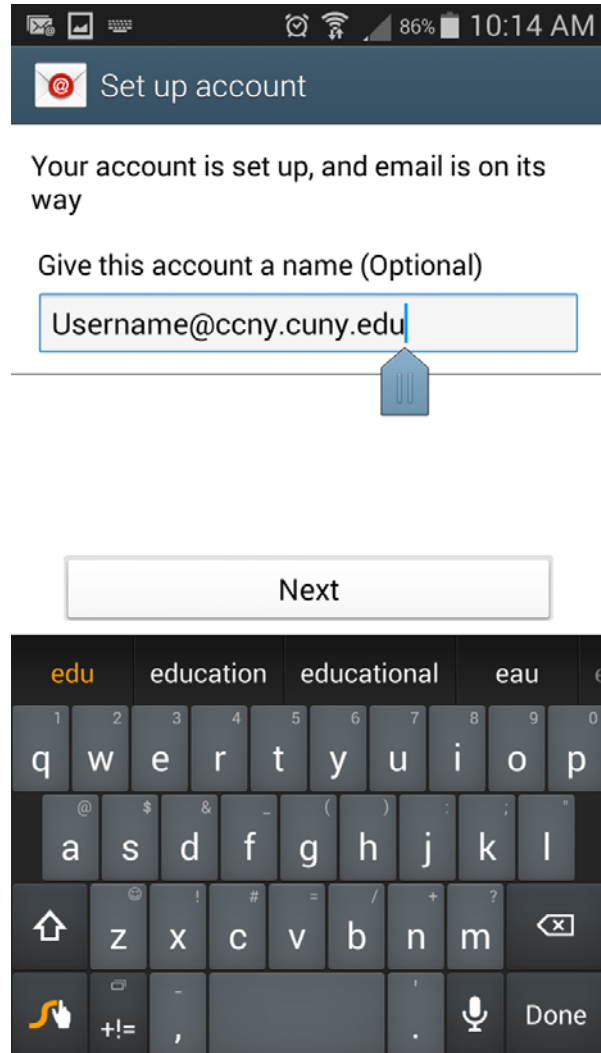
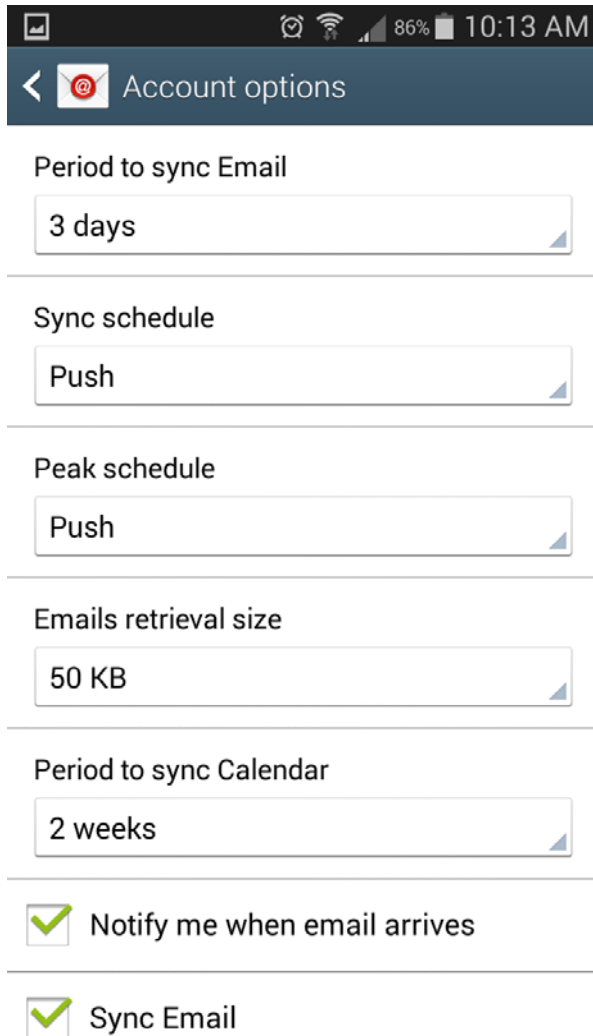
Bring down the menu screen and select Settings from the top right of the screen. Once at settings, scroll down and select “Add account” under Accounts.



At the “Add account” menu, select Microsoft Exchange ActiveSync. Enter in your email address and password and select “Next”.

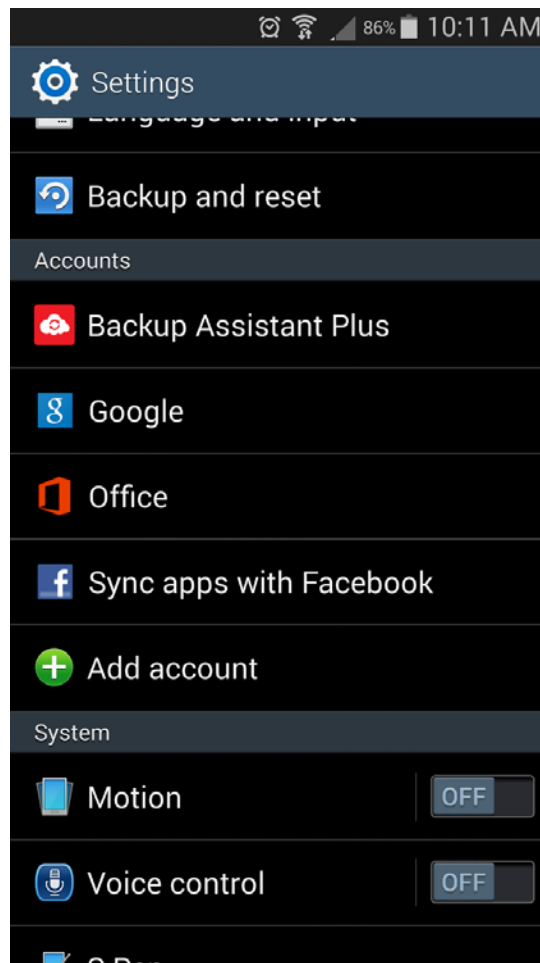
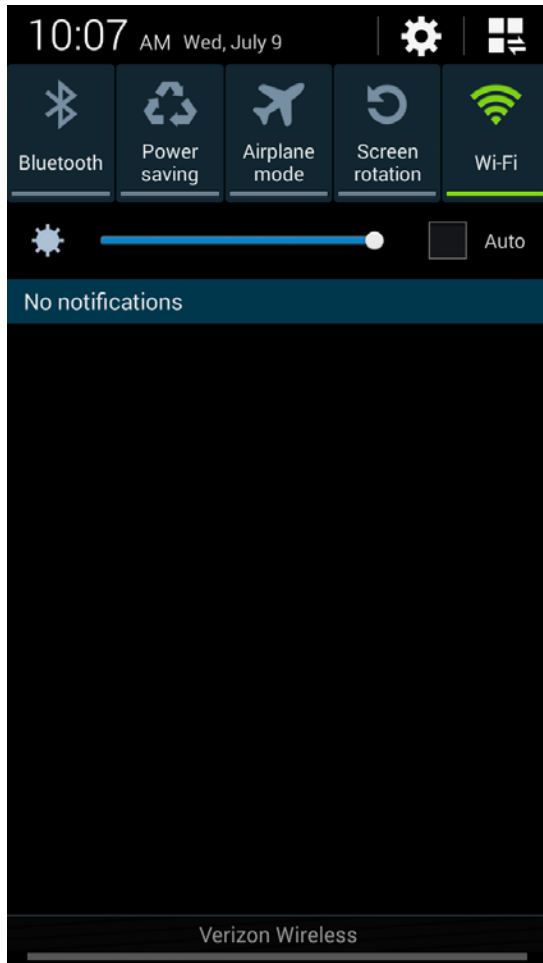


Change the email sync settings to your preferences, scroll down, and select “Next”. On the next screen, you may change the name of your account on your Android device.

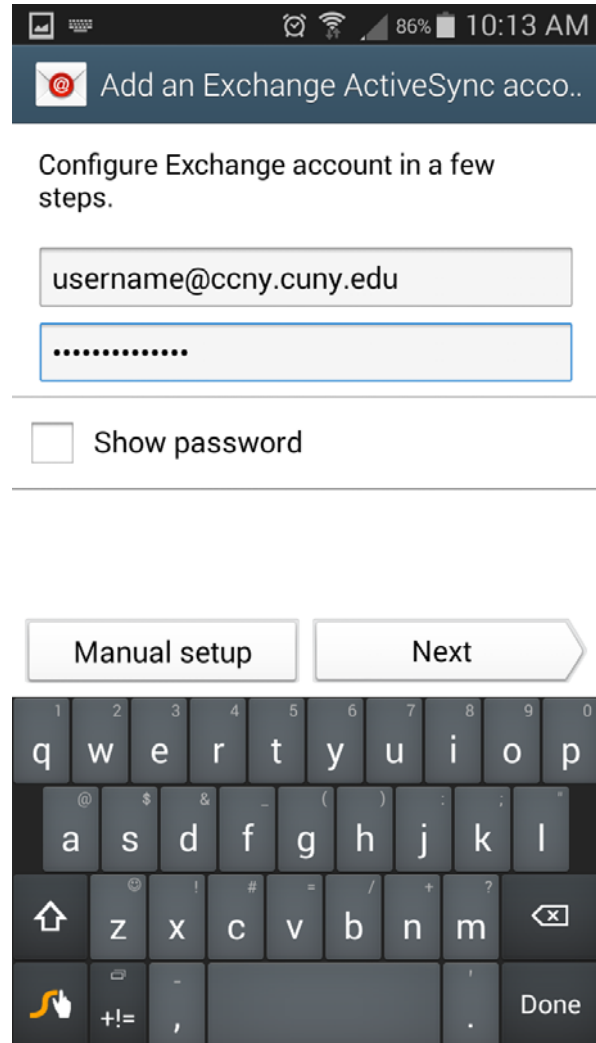
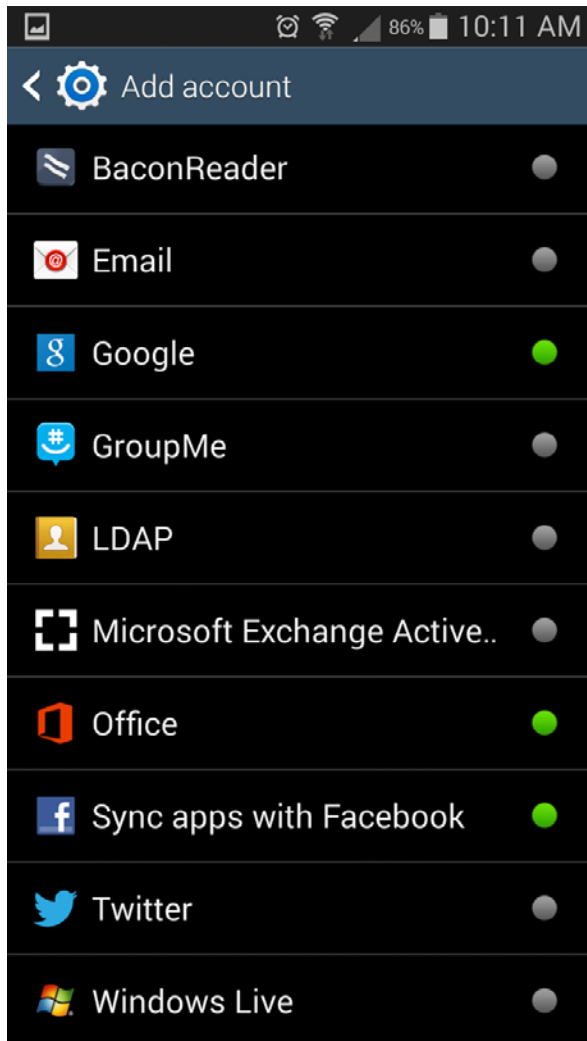


1B. Android: Manual Setup

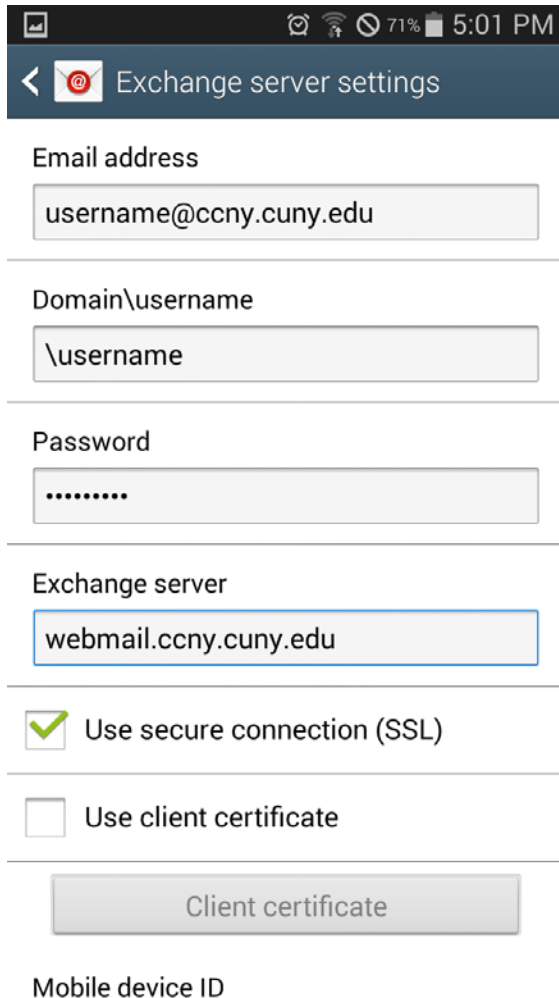
Bring down the menu screen and select Settings from the top right of the screen. Once at settings, scroll down and select “Add account” under Accounts.



At the “Add account” menu, select Microsoft Exchange ActiveSync. Enter in your email address and password and select “Manual Setup”.



Enter in the settings as shown below and select “Next”. On the next screen, change the email sync settings to your preferences, scroll down, and select “Next”



Exchange server settings

Email address
username@ccny.cuny.edu

Domain\username
\username

Password
.....

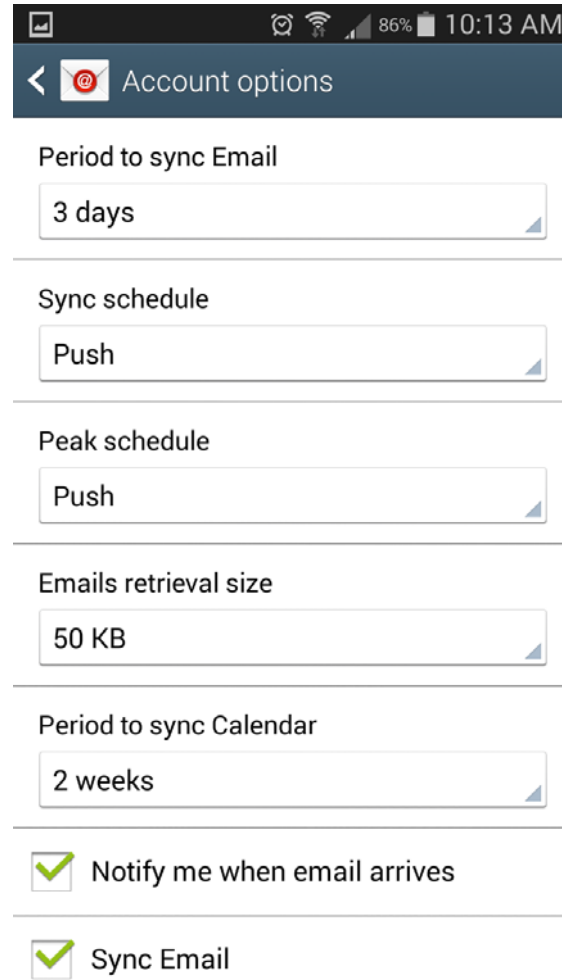
Exchange server
webmail.ccny.cuny.edu

Use secure connection (SSL)

Use client certificate

Client certificate

Mobile device ID



Account options

Period to sync Email
3 days

Sync schedule
Push

Peak schedule
Push

Emails retrieval size
50 KB

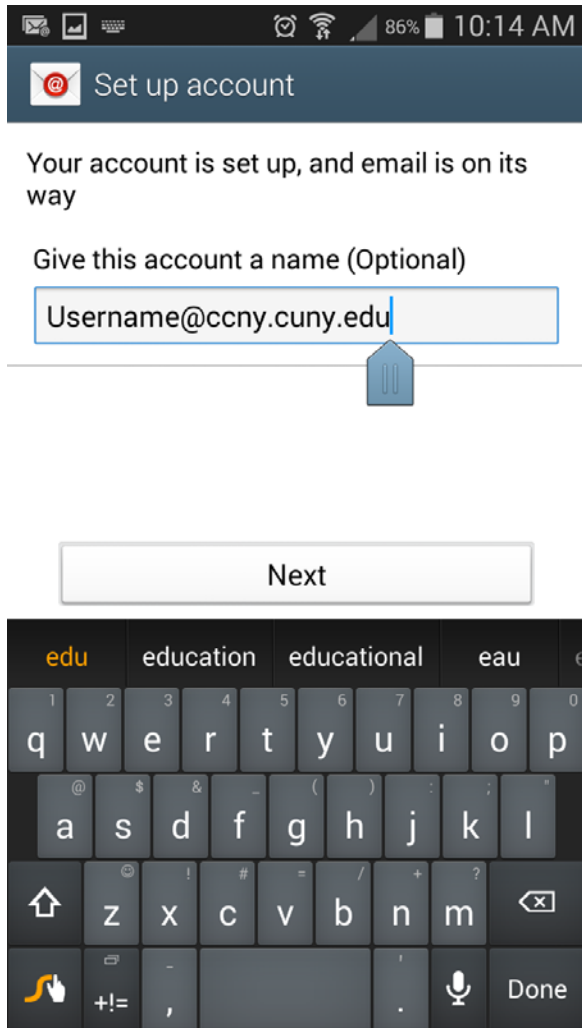
Period to sync Calendar
2 weeks

Notify me when email arrives

Sync Email

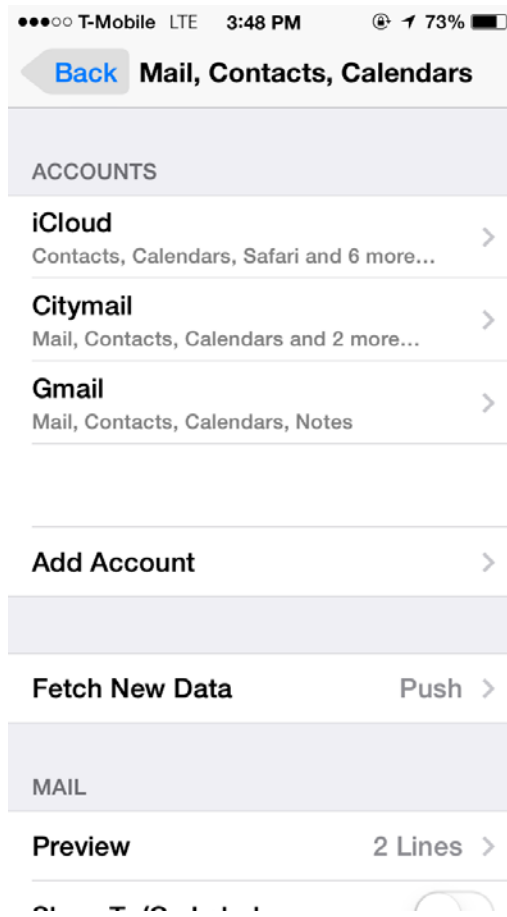
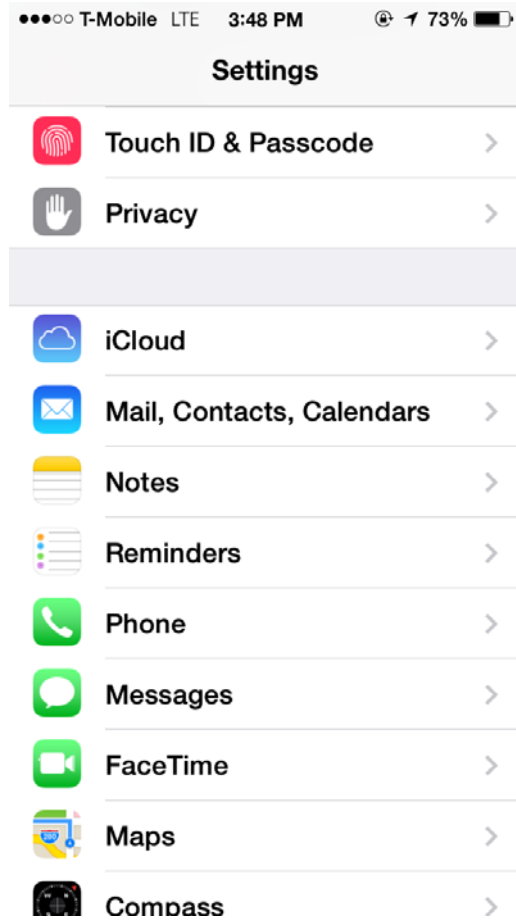
”.

On this screen, you may change the name of your account on your Android device. Select “Next” to complete the setup.

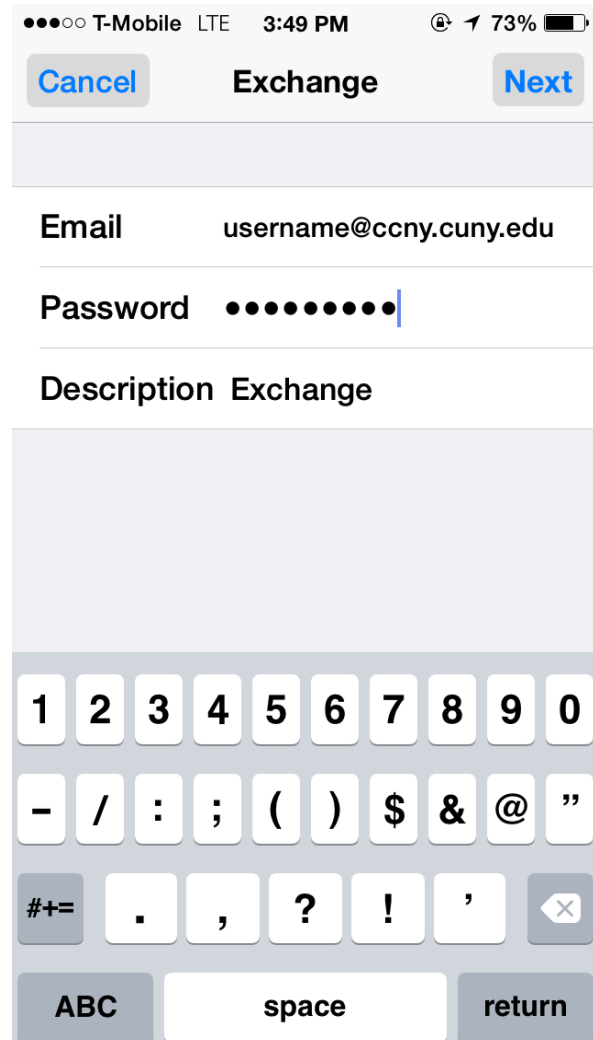
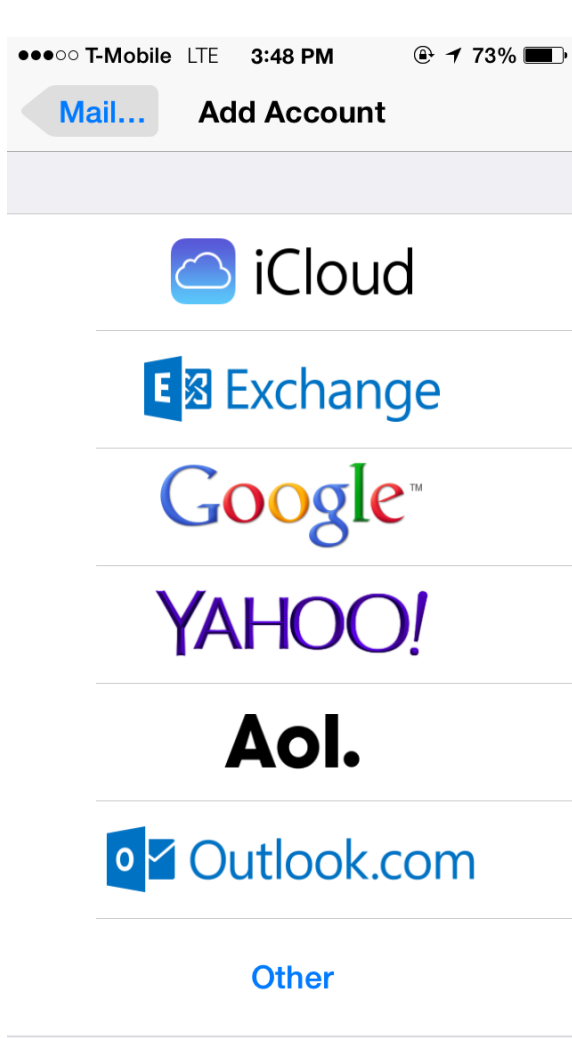


iPhone

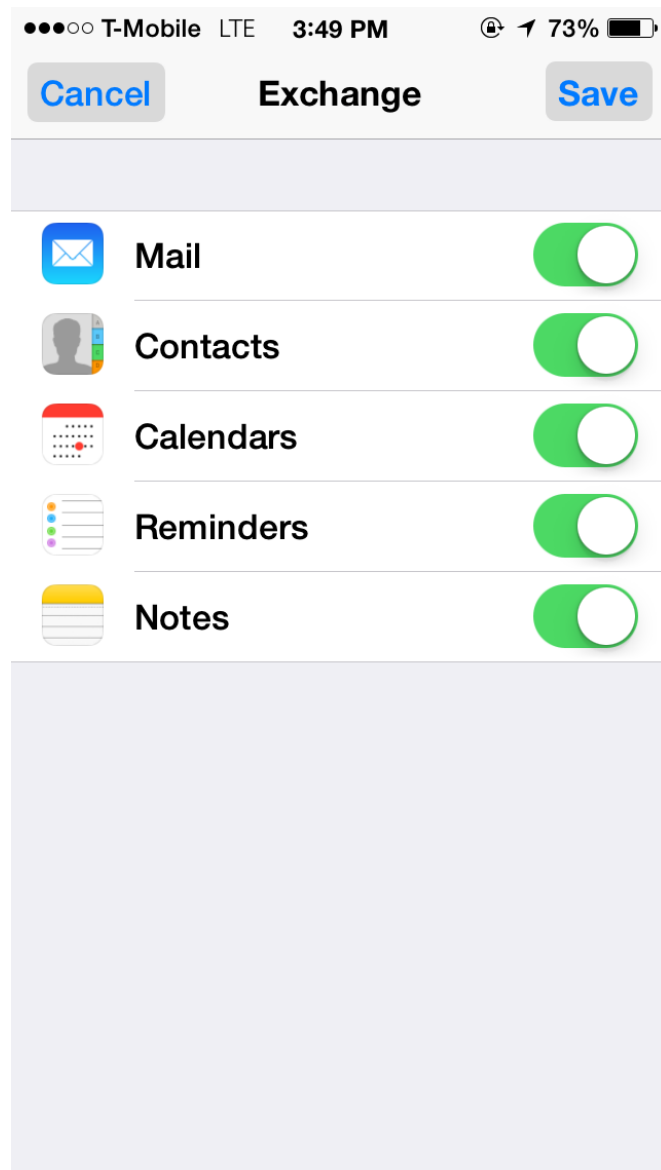
Navigate to the settings screen and select “Mail, Contacts, Calendars”. On the next screen select “Add Account”.



Select “Exchange” to setup your Microsoft Exchange email and on the next screen enter in your information.



Select Save to complete the setup.



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