

# E-mail Facilities for Students & Introduction to SquirrelMail

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## 1. College e-mail accounts

The College provides an e-mail account for each student. This is set up automatically at enrolment and is available to you as soon as you have collected your IT Services username and password. Your College e-mail address will be your *username* followed by *@gold.ac.uk*.

For students, IT Services provides a web-based e-mail system called **SquirrelMail**, which can be accessed using a web browser from [<webmail.gold.ac.uk>](mailto:webmail.gold.ac.uk).

SquirrelMail means you can access your College e-mail account from:

- IT Services systems in the Rutherford Information Services Building
- your own computer if you have an internet connection at home
- a laptop in any part of the campus which provides access to the College's Laptop Network (see [www.goldsmiths.ac.uk/it/network/](http://www.goldsmiths.ac.uk/it/network/)).
- any other computer connected to the internet

An introduction to the basics of SquirrelMail will be found on pages 3–4 of this Guide.

## 2. Why you should use e-mail

There is no obligation on you to use e-mail, but e-mail is a very efficient and inexpensive way for the College to keep in touch with you. The College has a system which enables departments and the Students' Union to get messages out to specific groups of students, or to all students. Particularly if you have your own computer with an internet connection, you will be able to receive messages relating to your studies without have to check a physical pigeon-hole.

Because of the limitations of external web-based e-mail systems such as Hotmail or Yahoo Mail, the College's *E-mail Policy for Students* (see 6, below) insists on the use of your College e-mail address for any e-mail messages addressed to the College, your department, or individual tutors. College departments will not send e-mail to students' non-College accounts.

While your College e-mail account is provided primarily to support your studies, you are free to use it for any other personal mail. However, it must not be used for commercial purposes.

## 3. Getting Help

Squirrelmail is fully supported by IT Services, and all queries and problems relating to it may be addressed to the IT Services Help Desk on the first floor of the RISB. There is also a dedicated support e-mail address solely for queries relating to College e-mail accounts and software: [email@gold.ac.uk](mailto:email@gold.ac.uk). Online support material for Webmail will be found at [<webmail.gold.ac.uk/userguides.php>](mailto:webmail.gold.ac.uk/userguides.php).

Chapter 9 of the IT Services Handbook summarises the College's email facilities and other documentation for College e-mail is linked from [<www.goldsmiths.ac.uk/it/guides/email.php>](http://www.goldsmiths.ac.uk/it/guides/email.php).

## 4. Other E-mail Software

If you need more sophisticated e-mail facilities in College, particularly if you need to work in foreign languages, there are two possibilities:

- **IMP** is another web-based mail application, which has a broader range of facilities, though this also makes it more complex to use. From the Webmail home page at [<webmail.gold.ac.uk>](mailto:webmail.gold.ac.uk) click on Extra Options. IMP is not supported by IT Services — other than the information provided in the **Help** menu, IT Services have no documentation, and the Help Desk cannot deal with any queries relating to IMP.

- **Mulberry** is a fully featured e-mail application available on all PC and Macintosh systems in the RISB. It is fully supported, and a range of documentation is available from the Help Desk and on-line at <intranet.gold.ac.uk/cs/apps/mulberry>.

If you are already using other e-mail software on your own computer, it should be possible to configure this to handle your College e-mail account — see IT Services Guide 4.18, *Accessing Goldsmiths E-mail from Outside College* <www.goldsmiths.ac.uk/it/guides/c418.pdf>. Note, however, that IT Services cannot provide students with any assistance in configuring or using e-mail software on their own computer, or deal with any problems that arise from attempting to do so.

## 5. Access to external e-mail systems

While you are required to use your College e-mail address for any e-mail messages relating to your studies, you are, of course, free to access external e-mail accounts from College computer facilities for non-College communications. But please note that the IT Services Help Desk cannot provide support for these *under any circumstances* — if you have any problems with a web-based e-mail service other than Webmail then you should contact the provider for assistance. External e-mail accounts which are not web-based cannot be accessed from College computer facilities, as the e-mail software installed on College computers cannot be re-configured by users.

## 6. Additional facilities

### Virus protection

IT Services has automated systems in place to prevent the delivery (or sending) of e-mail messages with viruses. Further information will be found in IT Services Guide C4.4 *E-mail Scanning & Attachments* at <www.goldsmiths.ac.uk/it/guides/c404.php>.

### Spam

IT Services offers a facility called Sieve, which can be used to identify spam and move it to a separate mailbox so that your inbox is not cluttered with unwanted mail. This is not enabled by default, and you will need to set it up from <www.goldsmiths.ac.uk/it/sieve/> .

Further information about spam and how the College deals with it will be found in IT Services Guide C4.5 *Defeating Spam* at <www.goldsmiths.ac.uk/it/guides/c405.php>.

## 7. E-mail Policy

Student e-mail accounts are subject to the College's General Regulations and the College's *E-mail Policy for Students* at <www.gold.ac.uk/governance/policies/email/students.php>. The Policy covers not only College e-mail accounts but *any* electronic messaging facilities accessed via a computer connected to the College network, including web-based discussion forums and blogs.

The main things to note are:

- As mentioned above, the College insists that students who use e-mail to contact departments and tutors use their College e-mail account to do so. If you use your College e-mail account, you should check your mail regularly. If you do not use e-mail at all, inform your department so that they do not rely on e-mail to get in touch with you.
- The Policy describes a number of uses of College e-mail accounts which are deemed “unacceptable” and which may result in disciplinary action. Particularly, note the prohibitions on:
  - *Sending e-mail using another user's username or e-mail address*
  - *Sending messages which are defamatory, obscene, racist, sexist, bullying, or threatening.*
- The Policy specifically warns against using e-mail for submission of any coursework which constitutes a formal part of student assessment. Unless you are explicitly told otherwise by your department or the Registry you should assume that this *will not* fulfil the course requirements.
- Student e-mail accounts are regarded by the College as private, and the College does not monitor your e-mail account as a matter of course. However, the College is permitted by law to monitor a student e-mail account in case of suspected misuse.

Please ensure that you familiarise yourself with the *E-mail Policy for Students*, as it forms parts of the College's General Regulations and any breaches may result in disciplinary action.

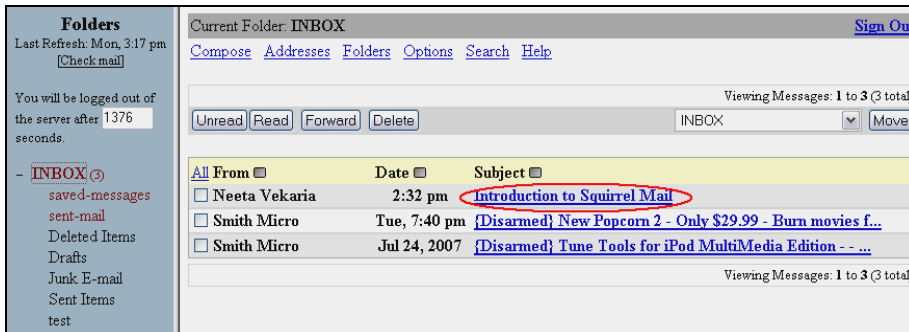
# Introduction to SquirrelMail

## A. Launching SquirrelMail

1. Start your web browser and go to <webmail.gold.ac.uk>
2. Type in your username and password click on the **Login** button.

## B. Basic Tasks

After you have logged in, SquirrelMail opens your INBOX and lists the messages in it. On the left is a list of your folders, and at the top is the toolbar — these are shown on every screen.



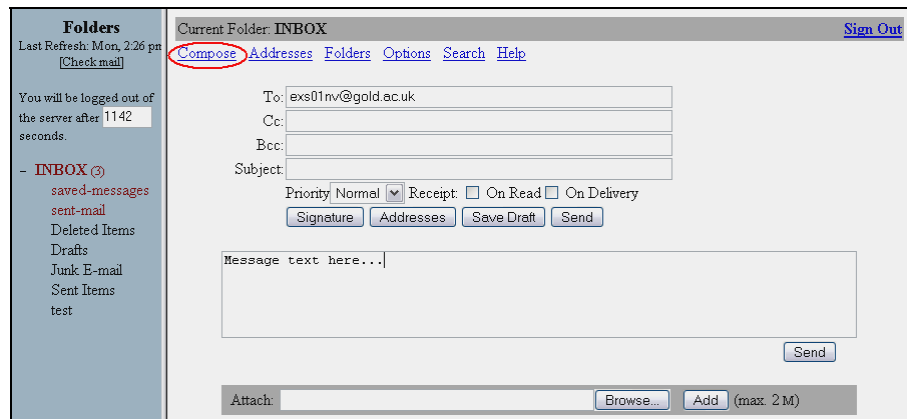
### Read a Message

To read a message click on the blue underlined text under **Subject**, as circled.

To return to this screen once you have read the message, click on **INBOX**.

### Compose a Message

Click on the **Compose** link on any screen and the above screen will appear. Fill in the e-mail address in the **To** box, and the **Subject**, then type your message in the main box. Finally press **Send**.



### Folder Management

When you are sent an email it will automatically go into your INBOX. Folders help you to organize your mail. You can create new folders on the above page, and they will then appear in the folder list on the left, under INBOX. (If you have folders set up already from using another e-mail program you need to **subscribe** to them.)

## C. SquirrelMail Options

SquirrelMail has a wide range of options for altering how the program looks and works. To access these, click the **Options** link on the toolbar on every screen.

Here is a brief overview of those you are most likely to use. To explore other features of SquirrelMail, please refer to the full reference guide (*C4.7 Squirrel Mail Reference*) or the online Help available from the **Help** button on every screen.

### Personal Information

On the Options page, click on **Personal Information**. Click on the **Submit** button at the bottom the page when you have finished selecting your preferences.

*To include your real name in messages you send:*

- Enter your full name in the box labelled **Full Name**.

It is a good idea to do this so that people can see who your messages come from (they probably won't recognize your username).

*To create a Signature*

- Type your desired text in the text box labelled **Signature**.

Once you have created a signature on the Personal Information page, you can add it to a new message, by clicking on the **Signature** button when your composing a new message. If you want the signature added automatically to every new message, then, while you are on the Personal Information page, click on the **Yes** check button beside **Use Signature** before you click on **Submit**.

### Display Preferences

On the Options page, click on **Display Preferences**.

Here you can set display preferences such as the number of message summaries displayed on the screen at once, and the colour scheme. You can alter the current colour scheme by selecting one of the options from the drop down menu labelled Theme.

Click on the **Submit** button at the bottom the page when you have selected your preferences.

## D. Further Information and Support

- The Squirrel Mail Reference guide covers the various aspects of SquirrelMail in more details and is available online — from the login page at <webmail.gold.ac.uk> select **Userguides** from the top.
- There is a Help facility from within SquirrelMail, along with a FAQs section. Once logged into SquirrelMail, select **Help** from the menu bar.
- External information on SquirrelMail is available at <www.squirrelmail.org>
- For help and support with Squirrel Mail you can e-mail IT Services at email-support@gold.ac.uk. Remember that all use of your College e-mail account is governed by the *E-mail Policy for Students* <www.gold.ac.uk/governance/policies/email/students.php>.