Office of Information Technology

AUCmail Users Guideline

http://mail.aucegypt.edu
# Table of Contents

Getting started........................................................................................................................................ 4  
What are conversations? .......................................................................................................................... 4  
How do I send a message? ........................................................................................................................ 4  
How do I save a draft? ............................................................................................................................... 5  
How do I use the Contacts list? ................................................................................................................ 5  
  How do I add people to my Contacts list? ............................................................................................... 5  
  How do I edit a contact? .......................................................................................................................... 6  
  How do I delete a contact? ....................................................................................................................... 6  
  How do I search for a contact? ................................................................................................................ 6  
  How do I send mail to a Contact Group? ............................................................................................ 7  
  How to compose a message to a Contact Group: .................................................................................. 7  
How do I use spell check? ......................................................................................................................... 7  
How do I reply to a message or conversation? ......................................................................................... 7  
Why is my text purple? ............................................................................................................................. 8  
How do I print an individual message? ..................................................................................................... 8  
How do I separate messages from my conversations? ........................................................................... 8  
What is ‘Reply by Chat’? .......................................................................................................................... 8  
Are there limits for sending mail? ............................................................................................................ 9  
How do I forward a message? .................................................................................................................. 9  
What’s the maximum message size limit? ............................................................................................... 9  
Can I compose messages using different fonts, colors, and other formatting? ....................................... 10  
How do I set up an automatic vacation response? ................................................................................... 10  
How do I add an attachment? .................................................................................................................. 11  
How do I view attachments? ................................................................................................................... 11  
Can I send or receive zipped attachments? ............................................................................................. 12  
How do I download all files attached to a message? .............................................................................. 12  
Searching Mail ......................................................................................................................................... 13  
  How do I use Advanced Search? ........................................................................................................... 13  
  Why are some words highlighted in yellow? ......................................................................................... 15  
  Does AUCmail search for partial matches? .......................................................................................... 15  
Managing your Messages ....................................................................................................................... 16  
  How do I create folders? ........................................................................................................................ 16  
  How do I use labels? ............................................................................................................................... 16  
  How do I search on a label that’s more than one word? ..................................................................... 17  
Archive .................................................................................................................................................... 18  
  About Archive and All Mail .................................................................................................................. 18  
  What does it mean to archive mail? ........................................................................................................ 18  
  How do I un-archive messages? ............................................................................................................ 18  
  How do I set up filters? .......................................................................................................................... 18  
Spam and Antivirus................................................................................................................................... 20  
  How does anti-virus scanning work? ..................................................................................................... 20  
  Can I turn off anti-virus scanning? ....................................................................................................... 21  
  Can I download an infected attachment? .............................................................................................. 21  
  How do I get rid of SPAM? .................................................................................................................... 21  
  How do I prevent mail from being marked as SPAM? ....................................................................... 21
What should I do if a message is improperly marked as SPAM?................................. 21
What happens when I click 'Report SPAM'? .............................................................. 22
How do I block email from a sender? ...................................................................... 22
Why Am I Getting Spam from aucegypt.edu e-mail address? ............................... 22
Reporting Phishing .................................................................................................. 23
POP3 & IMAP setup instructions: .......................................................................... 24
Frequently Asked Questions .................................................................................... 25
  What if I already have a Gmail account, or Yahoo or HotMail? ......................... 25
  Where and how do I apply? ................................................................................ 25
  What if I like my current e-mail software? ............................................................ 25
  What are "conversations," and why don’t I have folders? .................................. 25
  How much storage do I have available? .............................................................. 26
  How does archiving work? ................................................................................ 26
  Can I retrieve an archived or deleted message or conversation? .................... 26
  How is spam handled? .................................................................................... 26
  Won't e-mail be more susceptible to network problems? ............................... 26
  What about losing my connection or having a computer crash while composing a
  message? ........................................................................................................ 27
  I'm a new student and I don't have an AUCmail. How can I get an AUCmail? .... 27
  Who are eligible for an AUCmail account? ...................................................... 27
  For how long can I keep my AUCmail account? .............................................. 27
References: ........................................................................................................... 28
Getting started

Inbox:

Think of your Inbox as a control panel for your email. AUCmail messages are grouped into ‘conversations’ so that all follow-ups and responses appear as a single line in your Inbox.

Here is how to interpret the columns in your Inbox:

- Use the check boxes to select conversations, and then perform actions on those selected conversations.
- Add stars to important messages or conversations. You can view all your starred mail by clicking Starred.
- Names of message senders are listed on the left.
- Unread messages are bolded.
- The total number of messages is listed in parentheses.
- All labels appear in the bottom left corner.
- AUCmail displays snippets -- a line of text next to each message that reveals a bit of the content of the most recent message.
- The time or date the most recent message in a conversation arrived is displayed on the far right of a conversation line. Dates appear when messages are older than 24 hours.

What are conversations?

AUCmail groups all reply messages with their original message, creating a conversation. For example imagine that you are planning to have dinner with three of your closest friends. You send all three a message asking for restaurant suggestions. With AUCmail, each of your friends’ responses will be grouped with your original message, creating a single conversation in your Inbox. This puts the entire conversation in context and makes your Inbox easier to manage.

In other email systems, each of your friends’ responses appear as a separate message in your Inbox, forcing you to wade through all your mail to follow the conversation. AUCmail makes it much easier -- you can view all your dinner plan messages at once. When you open one message in a conversation, all of your related messages will be stacked neatly on top of each other, like a deck of cards. We call this Conversation View. In Conversation View, each new message is stacked on top of the ones that arrived before it, so that the newest message is always the one you see first.

How do I send a message?

Click ‘Compose Mail’ to create a new message. You can select addresses from your contacts list or type the address in the ‘To:’, ‘Cc:’, or ‘Bcc:’ fields. When you begin to type
an address in these fields, AUCmail will suggest complete addresses from your Contacts list.

**How do I save a draft?**

Do not worry about losing messages as you compose them -- AUCmail automatically saves drafts every few minutes. If you would like to save a draft manually, just click Save Now above the message that you are composing, or press Ctrl+S when your cursor is in any of the text fields (Cmd+S for Macintosh users).

**To retrieve a draft:**
1. Click Drafts along the left side of any AUCmail page.
2. Click the message you would like to continue composing.
3. Edit the message, and click Send, Save Changes, or Discard.

**If you would like to delete a draft:**
1. Click Drafts along the left side of any AUCmail page.
2. Check the box next to the message you would like to delete.
3. Click Discard Drafts near the top of the page. Your draft will be permanently removed.

**How do I use the Contacts list?**

Your Contacts list is similar to an online address book. You can store contact information for thousands of people and every time you send a message to a new email address, AUCmail will automatically update your Contacts list for you. You can even use AUCmail to search to find specific contacts.

**How do I add people to my Contacts list?**

**To add a contact:**
1. Click Contacts along the left side of any AUCmail page.
2. Click Create Contact.
3. Enter your contact's information in the appropriate fields.
4. Click Save to add your contact.

To enter additional information, click Add More Contact Info. Enter your contact's information in the appropriate fields and click Save. AUCmail automatically adds email addresses to your Contacts list each time you use the Reply, Reply to all, or Forward functions to send messages to addresses not previously stored in your Contacts list. Also, each time you unmark a message as Spam, AUCmail automatically updates your Contacts list so that future messages from that sender are
received in your Inbox. You can always edit any contact’s information, or delete the entry altogether.

1. You can also add a sender's email address to your Contacts list from any message. Here's how:
   2. Open the message from the sender whose information you would like to add to your Contacts list.
   3. Click the down arrow next to Reply, at the top-right of the message pane.
   4. Click Add sender to Contacts list.

How do I edit a contact?

It's easy to edit your contacts.

Here's how:

1. Log in to your AUCmail (http://mail.aucegypt.edu) account.
2. Click Contacts on the left side of any AUCmail page.
3. Click the name of the contact you would like to edit.
4. Click edit contact information.
5. Edit the desired field(s).
6. Click Save.

How do I delete a contact?

It's easy to delete contacts from your list.

Here's how to delete contacts:

1. Click Contacts on the left side of any AUCmail page.
2. Check the box next to the entry you would like to delete.
3. Click Delete at the top of the page.
4. Click OK.

How do I search for a contact?

AUCmail Search is as easy as using Google Search!

1. Log in to your AUCmail (http://mail.aucegypt.edu/) account.
2. Click Contacts along the left side of any AUCmail page.
3. Enter the name or address you are searching for in the search box.
4. Click Search Contacts.

Keep these tips in mind when searching for contacts:

- You can use prefixes.
- You can search by a person's first and/or last name.
- You can search by domain or username. For example, searching for '@aucegypt.edu' will return all contacts with a AUCmail account.
How do I send mail to a Contact Group?

Contact Groups make it easy to send one message to lots of people.

Here's how to address a message to a Contact Group once you have created it:
1. Log in to your AUCmail account (http://mail.aucegypt.edu).
2. Click Compose.
3. In the To: field, enter the first few letters of the name of the Contact Group to which you would like to send the message.
4. Select your Contact Group for the list of addresses AUCmail auto-complete feature suggests.
5. Compose your mail!

You can also compose messages to a Contact Group from within the Groups tab.

How to compose a message to a Contact Group:
1. Click Contacts along the left side of any AUCmail page.
2. Open the Groups tab, and check the box next to the name of the Group to which you would like to send a message.
3. Click Compose along the top of the page.
4. Compose your mail!

How do I use spell check?

It's easy to check your spelling while composing AUCmail messages.

Here's how:
1. Click 'Check spelling' along the top of the message you are composing.
2. Click the misspelled word (highlighted in yellow) to see
3. AUCmail suggestions for similar words.
4. Select a suggested word from the list to replace the misspelled word.
5. Click 'Done' along the top of the message to continue composing, or click 'Send' to send your message.

AUCmail spellchecker operates in the same language you have selected for your interface. If you compose a message in a language other than your interface language, you can check the spelling of that message as well - just click the arrow next to 'Check spelling' to select the appropriate language.

How do I reply to a message or conversation?
Click 'Reply' to reply only to the message sender, or 'Reply All' to reply to everyone who received the message. To reply to a message in the middle of a conversation, click on the 'Reply' link at the bottom of the message's card.

**Why is my text purple?**

AUCmail displays in purple any text quoted from previous messages, making it easier to recognize information from past messages while participating in a conversation.

**How do I print an individual message?**

Just click the down arrow next to Reply, at the top-right of the message you want to print, and select Print.

**How do I separate messages from my conversations?**

Messages grouped together in a conversation cannot be ungrouped.

**What is 'Reply by Chat'?**

Reply by chat lets you and your contacts discuss an email you have sent or received. If you have enabled the Save chat history option in your account, it also groups your chat history in the same conversation as the message you are chatting about. This way, you can keep all of your communications in context.

**Here's how to reply by chat:**

1. Log in to your AUCmail account (http://mail.aucegypt.edu).
2. Open the message you would like to chat about, and make sure the sender is online and available to chat.
3. Click Reply by chat at the bottom of the message.
4. A new chat window will open displaying the subject of the email that you are discussing.
5. Click the X in the top-right corner of the chat window when you are done discussing the e-mail.

Chat histories are only grouped with conversations when you use the Reply by chat feature. If you close a chat window after you discuss an email with someone, and then initiate a new chat, your chat history will not be grouped with a conversation.
Are there limits for sending mail?

AUCmail has a number of sending limits in place to prevent abuse of our system, and to help fight spam. If you reach one of AUCmail limits, you will be temporarily unable to send mail. This limit is generally removed within 24 hours. If you are still unable to send after 24 hours of inactivity, please contact us and we will investigate further.

Common causes include:
- Sending a message to more than 500 recipients. You can send a single message to a maximum of 500 recipients through the web interface, or up to 100 recipients when using POP access. Their email addresses can be distributed among the To, Cc, and Bcc fields. If you communicate with the same group of people on a regular basis, you might be interested in Google Groups.

How do I forward a message?

To forward an individual message:
1. Open the appropriate conversation and select the message to forward.
2. Click Forward from the bottom of the message card.
3. Enter the email address(es) to which the email should be forwarded, and add any notes in the message field. If the message has attachments, you can choose not to forward them by deselecting the checkbox next to the filename below the Subject field.
4. Click Send.

To forward an entire conversation:
1. Open the appropriate conversation.
2. Click Forward all from the right side of the Conversation View.
Forwarding an entire conversation will add all messages from a conversation into a single message. Each message will be clearly marked, and will be listed in order from oldest to most recent.

What's the maximum message size limit?

You can send and receive messages up to 20 megabytes (MB) in size, including attachments. Incoming messages over 20 MB will be returned to the sender without being delivered to you.
Can I compose messages using different fonts, colors, and other formatting?

Yes. You can customize AUCmail messages with rich formatting. Add color to your greetings, underline key points, or make your words bold.

Here's how to enhance your messages:
1. Click 'Compose Mail' at the top of any AUCmail page.
2. Click the icon for the formatting feature you would like to use in the formatting toolbar above the compose window. If you do not see any icons, click 'Rich formatting >>' to display all formatting options.
3. Type your message! (Please note that AUCmail doesn't recognize HTML tags inserted in the body of a message.)

* If you decide you would like to write a message in plain text format, just click '<< Plain text' along the top of the compose window.

Formatting Options:
- **Bold** - bold all or some of your message
- **Italics** - italicize all or some of your message
- **Underline** - underline all or some of your message
- **Font** - select a special font
- **Font Size** - change the font size of all or some text
- **Font Color** - change the color of all or some text
- **Highlight Color** - highlight the text of a message
- **Remove Formatting** - remove formatting from selected text
- **Hyperlink Text** - hyperlink the selected text
- **Numbered List** - create a numbered list in your message
- **Bulleted List** - create a bulleted list in your message
- **Indent Less** - move text closer to the left of the page
- **Indent More** - indent text further to the right of the page
- **Quote Text** - format a block of text as a quote
- **Left Align** - align text along the left side of the page
- **Center Align** - align text in the center of the page
- **Right Align** - align text along the right side of the page
- **Right to left** - changes the directionality of text composing
- **Left to right** - changes the directionality of text composing

How do I set up an automatic vacation response?

Going on vacation? No access to the Internet? No problem! Use AUCmail vacation responder to let people know you will not be able to get back to them right away.
You can set up a vacation response in your AUCmail account that will automatically reply to anyone who emails you. While the vacation responder is enabled, AUCmail will send a response to anyone who contacts you. * If that person contacts you again after four days and your vacation responder is still enabled, AUCmail will send another vacation response to remind the person that you are away from your email.

**Here's how to let people know you cannot respond right away:**
1. Log in to your AUCmail account (http://mail.aucegypt.edu).
2. Click 'Settings' along the top of any AUCmail page.
3. From the 'General' tab, select 'Vacation responder on' in the 'Vacation responder:' section.
4. Enter the subject and body of your message in the 'Subject:' and 'Message:' fields.
5. If you have enabled a personalized signature in your account, AUCmail will automatically append it to the bottom of your vacation response.
6. Check the box next to 'Only send a response to people in my Contacts' if you do not want everyone who emails you to know that you are away from your mail.
7. Click 'Save Changes.'

While the vacation responder is enabled, you will see a banner across the top of your AUCmail account, displaying the subject of your vacation response. To stop AUCmail from automatically sending the response, click 'end now' within the banner. Or, if you would like to edit the response, click 'vacation settings.' * Keep in mind that your vacation response will start over each time you edit it -- if someone receives your initial vacation response, and then emails you again after you have edited the subject or body of the message, he or she will receive the edited response, too.

Messages classified as spam and messages addressed to a mailing list you subscribe to will not receive a vacation response.

**How do I add an attachment?**

To attach a file to a message you are composing, follow these steps:
1. Click 'Attach a file' under the subject field.
2. Browse through your files and click the name of the file you would like to attach.
3. Click 'Open.'

If you would like to remove a file you have attached to a message, click 'remove.'
To attach another file, click 'Attach another file.'

Keep in mind that you cannot send executable files (.exe) or messages larger than 10MB.

**How do I view attachments?**
There are a few different ways you can view attachments in AUCmail.

**Here's how to view an attachment in its original format:**
1. Open the message containing an attachment.
2. Click 'Download' at the bottom of the message.
3. Choose to 'Open' or 'Save' the file. Opening the file displays the attachment in a new window. When you are finished reading the attached file, close the new browser window to return to AUCmail.

If you would like the contents of your attachment to appear in a new browser window without having to download the file, view the attachment as HTML.

**Here's how to view an attachment as HTML:**
1. Open the message containing an attachment.
2. Click 'View as HTML' at the bottom of the message.
3. When you are finished reading the attached file, close the new browser window to return to AUCmail.

Viewing attachments as HTML is a quick and easy alternative to downloading files. You can view the following types of files as HTML: .pdf, .doc, .xls, .ppt, .rtf, .sxw, .sxc, .sxi, .sdw, .sdc, .sdd, and .wml.

**Can I send or receive zipped attachments?**

AUCmail allows you to send and receive zipped attachments, as long as they do not contain executable (.exe) files. AUCmail rejects all executable files as a security measure to block potential viruses.

**How do I download all files attached to a message?**

AUCmail makes it easy to download multiple files attached to one message. When you receive a message with more than one attachment, you can download them all at once, in a zip file. Just click 'Download all attachments' at the bottom of your message, and follow the prompts.

You can save your new zip file with all the attachments to your computer, or you can open it without saving.
# Searching Mail

## How do I use Advanced Search?

Advanced search operators are query words or symbols that perform special actions in AUCmail search. These operators allow you to find what you are looking for quickly and accurately. They can also be used to set up filters so you can organize your Inbox automatically. Some of the most useful operators are listed below.

You can also use advanced search operators by clicking on Show search options beneath the AUCmail search box.

<table>
<thead>
<tr>
<th>OPERATOR</th>
<th>DEFINITIONS</th>
<th>EXAMPLE(S)</th>
</tr>
</thead>
</table>
| from:    | Used to specify the sender | Example - from:amy
          |                          | Meaning - Messages from Amy |
| to:      | Used to specify a recipient | Example - to:david
          |                          | Meaning - All messages that were sent to David (by you or someone else) |
| subject: | Search for words in the subject line | Example - subject:dinner
          |                          | Meaning - Messages that have the word "dinner" in the subject |
| OR       | Search for messages matching term A or term B**OR must be in all caps | Example - from:amy OR from:david
          |                          | Meaning - Messages from Amy or from David |
| (hyphen) | Used to exclude messages from your search | Example - dinner -movie
          |                          | Meaning - Messages that contain the word "dinner" but do not contain the word "movie" |
| label:   | Search for messages by label**There isn't a search operator for unlabeled messages | Example - from:amy label:friends
          |                          | Meaning - Messages from Amy that have the label "friends" Example - from:david label:my-family
          |                          | Meaning - Messages from David that have the label "My Family" |
| has:attachment | Search for messages with an attachment | Example - from:david has:attachment
| filename: | Search for an attachment | Example |

- -
<table>
<thead>
<tr>
<th>Attachment Search</th>
<th>Description</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>attachment by name or type</td>
<td>Messages with an attachment named &quot;physicshomework.txt&quot;</td>
<td>Example - &quot;physicshomework.txt&quot;</td>
</tr>
<tr>
<td>Example - label:work filename:pdf</td>
<td>Messages labeled &quot;work&quot; that also have a PDF file as an attachment</td>
<td></td>
</tr>
<tr>
<td>&quot; &quot; (quotes)</td>
<td>Used to search for an exact phrase</td>
<td>&quot;i'm feeling lucky&quot;</td>
</tr>
<tr>
<td>Example - Messages containing the phrase &quot;i'm feeling lucky&quot; or &quot;I'm feeling lucky&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>()</td>
<td>Used to group words Used to specify terms that shouldn't be excluded</td>
<td>from:amy(dinner OR movie)</td>
</tr>
<tr>
<td>Example - Messages from Amy that contain either the word &quot;dinner&quot; or the word &quot;movie&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>in: anywhere</td>
<td>Search for messages anywhere in your account</td>
<td>in: anywhere subject:movie</td>
</tr>
<tr>
<td>Example - Messages in All Mail, Spam, and Trash that contain the word &quot;movie&quot;</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Example - Messages from Amy that are in Trash</td>
<td></td>
<td></td>
</tr>
<tr>
<td>is:starred in:unread in:read</td>
<td>Search for messages that are starred, unread or read</td>
<td>is:read is:starred</td>
</tr>
<tr>
<td>Example - Messages from David that have been read and are marked with a star</td>
<td></td>
<td></td>
</tr>
<tr>
<td>cc: bcc:</td>
<td>Used to specify recipients in the cc: or bcc: fields</td>
<td>cc:david</td>
</tr>
<tr>
<td>Example - Messages that were cc-ed to David</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Why are some words highlighted in yellow?

Highlighting points out where your search terms appear in a message. When you search for something in your account, AUCmail returns a list of all messages matching your query. After you open a message from the search results, all words matching your search terms are highlighted in yellow.

If you would like to turn off highlighting, click the yellow 'Turn off highlighting' link located on the right of your AUCmail account.

To re-enable this feature, click 'Turn on highlighting.'

Does AUCmail search for partial matches?

Search results do not include matches to partial strings or matches that are 'similar' to your query, including plurals and misspellings. If you search for 'vacation,' AUCmail returns messages containing instances of 'vacation,' but not messages including 'vacations' (plural) or 'vaccations' (misspelled).
Managing your Messages

How do I create folders?

Actually, AUCmail does not use folders. To help you organize your mail more effectively, AUCmail uses labels instead.

Here’s why we think labels are better than folders:

<table>
<thead>
<tr>
<th>LABELS</th>
<th>FOLDERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A conversation can have more than one label</td>
<td>You can only put a message in one folder</td>
</tr>
<tr>
<td>A conversation can be in several locations (Inbox, All Mail, Sent Mail, etc.) at once, making it easier to find later</td>
<td>You have to remember where you filed a message to retrieve it</td>
</tr>
<tr>
<td>You can search conversations by label</td>
<td>You can search conversations by label You cannot always do folder-specific searches</td>
</tr>
</tbody>
</table>

How do I use labels?

Labels do all the work of folders and give you an extra bonus: you can add more than one to a conversation. Once you have created a label, you can view all the messages with that label by searching, or by clicking the label name along the left side of any AUCmail page. You can easily create, edit, and delete existing labels.

Here’s how to create a label:
1. Select the message(s) you would like to label by checking the box(es) next to the sender's name.
2. Select New label from the More Actions... drop-down menu.
3. Enter the name of the new label in the text box, and click OK.

The selected messages will automatically be categorized under the new label.

To add a label to a message:
1. Check the box next to the message you would like to label. (You can label more than one message at a time.)
2. From the More actions... drop-down menu, select the label you would like to apply.
If you incorrectly label a message, click Undo in the yellow bar along the top of the page to remove the label. (The Undo link is only available immediately after applying the label.)

To edit a label:
1. Log in to your AUCmail account (http://mail.aucegypt.edu).
2. Click Edit labels at the bottom of the Labels box.
3. Click rename next to the label you want to edit.
4. Enter the new label name, and click OK.

All the messages categorized under your old label name will now be categorized under your new label.

To delete a label:
1. Log in to your AUCmail account (http://mail.aucegypt.edu).
2. Click Edit labels at the bottom of the Labels box.
3. Click remove label next to the label you want to delete.
4. Confirm that you would like to remove the label by clicking OK.

* Removing a label doesn't delete the messages previously categorized with that label. After labelling a message or conversation, you can remove it from your Inbox by archiving it. Then, you can view archived messages by clicking All Mail, or by clicking the label name along the left side of any AUCmail page.

**How do I search on a label that's more than one word?**

To search for messages with a specific label, enter 'label:,' an advanced operator, followed by the label's name, in the search field. If the label name has more than one word, you will need to connect the words with dashes.

For example, if you want to search for all messages from Bob in the label 'My Friends', enter the following in the 'Search Mail' field:

from:Bob label:my-friends
Archive

About Archive and All Mail

Since you have more than 2,500 megabytes of storage, we recommend that you archive messages rather than delete them. Once you delete a message, after all, it's gone for good. By archiving messages and conversations, you can take advantage of AUCmail's powerful search functionality to retrieve later any message you have sent or received. Archived conversations will appear in All Mail, which is the holding place for all of the messages you have sent or received, but have not deleted.

What does it mean to archive mail?

To take advantage of Google Search, and reduce the time you spend organizing your Inbox, archive your conversations. Archived messages and conversations are stored in All Mail, and are available when you search your account. They'll also continue to be available under any labels you may have applied to the message.

To archive messages:
1. Select the message(s) you would like to archive by checking the box(es) next to the sender's name.
2. Click Archive.

Also of note:
- You can also archive mail from Conversation View -- just click Archive along the top of your message.
- If you accidentally archive a message, click Undo in the yellow bar along the top of the page.
- When someone responds to a message you have archived, the conversation containing that message will reappear in your Inbox.
- You can move archived mail back to your Inbox by checking the box next to the sender's name and clicking Move to Inbox.

How do I un-archive messages?

It's easy to move archived mail back to your Inbox. Just click 'All Mail,' and check the box next to the conversation or message you want to move. Then, click 'Move to Inbox' along the top.

How do I set up filters?
AUCmail's filters allow you to manage the flow of incoming messages. Using filters, you can automatically label, archive, delete, star, or forward your mail, based on any combination of keywords, sender, recipients, and more.

**To create a filter:**
- Click Create a filter (next to the Search the Web button at the top of any AUCmail page).
- Enter your filter criteria in the appropriate field(s).
- Click Test Search to see which messages currently in your account match your filter terms. You can update your criteria and run another test search, or click Next Step.
- Select one or more actions from the list. These actions will be applied to messages matching your filter criteria in the order in which the actions are listed -- for example, you could choose to Forward matching messages to a specific email address, then Delete the messages.
- If you would like to apply this filter to messages already in your account, select the Also apply filter to x conversations below checkbox.
- Click Create Filter.

**To edit or delete existing filters:**
1. Click Settings (at the top-right of any AUCmail page).
2. Click Filters.
3. Find the filter you would like to change and click its edit link, or click delete to remove the filter.
4. If you are editing the filter, enter the updated criteria for the filter in the appropriate fields, and click Next Step.
5. Update any actions and click Update Filter.
Spam and Antivirus

**How does anti-virus scanning work?**

AUCmail automatically scans every attachment when it's delivered to your account, and again each time you open a message. Attachments you send are also scanned. Checking attachments for viruses protects our users and their information, and prevents the spread of viruses.

- If a virus is found in an attachment you have received, our system will attempt to clean the file, so you can still access the information it contains. If the virus cannot be removed from the file, you will not be able to download it.
- If our system is unable to scan certain files, you will see an error reading 'Oops... the virus scanner has a problem right now.' You will have the option to try again later or to download at your own risk. Please note that if AUCmail cannot scan the contents of the file, we cannot guarantee that it's safe to view.
- If an attachment you are trying to send is infected with a virus, AUCmail will display an error message to tell you, but it will not clean the file. To send the message without that attachment, click the link in that error message that says 'Remove attachment and send.'
- If AUCmail detects that you are trying to send an infected attachment, we suggest running your anti-virus software in case your hard drive is infected. If you do not have anti-virus software; AUC employee should call the helpdesk to have antivirus software installed on their computer. If you are a student we recommend that you might consider purchasing/installing one of the popular applications so you can protect your computer and information from viruses.

**When are my files scanned for viruses?**

AUCmail scans attachments for viruses when they are delivered to your account, and again each time you open a message. Attachments you send are also scanned for viruses.

**Incoming Attachments**

After you open a message, look right above the list of attached files -- this is where AUCmail displays the progress of the virus scan. While AUCmail is checking for viruses, you will see a message that says: 'Scanning your attachments for viruses...'

Once the scan is complete, AUCmail will display the results. 'Virus found' will appear next to infected files, and you will not be able to download them.

If an attachment is safe, or clean, you can download it by clicking the link.

**Outgoing Attachments**
If AUCmail detects a virus in an attachment you are trying to send, you will receive an error message that says: 'Your attachment contained a virus and could not be sent.' Click the link in the error message that says 'Remove attachment and send.' Your message will then be sent, without the attachment.

**Can I turn off anti-virus scanning?**

**No.** In order to protect our users and prevent the spread of viruses, we do not allow you to disable anti-virus scanning. We hope you will enjoy the security anti-virus scanning provides.

**Can I download an infected attachment?**

**No.** In order to protect our users and prevent the spread of viruses, we do not allow you to download infected attachments.

**How do I get rid of SPAM?**

To remove SPAM from your Inbox, check the box next to the unwanted message, and click Report SPAM. If you discover a message is SPAM once you have opened it, just click Report SPAM along the top of the message to both remove it from your Inbox, placing it in your SPAM folder. This action will also inform the email system that the message and messages like it should in the future be treated as SPAM automatically. The more SPAM is marked, the better the system will be at weeding out those annoying messages. If a message has been accidentally marked as SPAM, click Not SPAM at the top of the message. You can also click Undo immediately after marking a message as SPAM, to remove the SPAM label.

**How do I prevent mail from being marked as SPAM?**

Make sure that you have added your friends' email addresses to your Contacts list. The email system will always deliver messages from your contacts.

**What should I do if a message is improperly marked as SPAM?**

Use the e-mail system’s 'Not SPAM' button to unmark mail that’s been misclassified. Just open 'SPAM,' check the box next to the message that isn't SPAM, and click 'Not SPAM' along the top. You will also see the 'Not SPAM' button at the top of SPAM messages you
have opened, so you can unmark messages from Conversation View as well. Unmarking messages moves them to your Inbox.

**What happens when I click 'Report SPAM'?**

By clicking ‘Report SPAM’, you are providing us with valuable information to help continually improve the e-mail system’s SPAM filters. Reporting SPAM will help the system increase the accuracy with which it identifies SPAM, resulting in fewer SPAM messages appearing in your account.

**How do I block email from a sender?**

If you would like to block messages from appearing in your Inbox that are not SPAM but are from a specific sender, you can create a filter that sends the unwanted mail to Trash.

**To create a filter, please follow the steps below:**

1. Log in to your AUCmail account at [http://mail.aucegypt.edu/](http://mail.aucegypt.edu/)
2. Click Create a filter from its location next to the search box at the top of any AUCmail page.
3. Enter the sender's email address in the From field.
4. Click Next Step.
5. Select the Delete it checkbox. You can also choose to apply this new filter to existing conversations by selecting the Also apply filter to... checkbox.

**Why Am I Getting Spam from aucegypt.edu e-mail address?**

You may on occasion get e-mail that appears to come from aucegypt.edu and contains suspicious content. This occurs when resourceful and malicious Spammers engage in what is called e-mail spoofing. The term ‘e-mail spoofing’ is used to describe fraudulent email activity in which the sender address and other parts of the email header, are altered to appear as though the e-mail originated from a different source. This technique is commonly used for SPAM e-mail and phishing to hide the origin of an e-mail message. By changing certain properties of the e-mail, such as the From, Return-Path and Reply-To fields (which can be found in the message header), ill-intentioned senders can make the e-mail appear to be from someone other than the actual sender. This technique is most prevalent with ‘website spoofing’, or Phishing, which mimic an actual, well-known website but are run by another party either with fraudulent intentions or as a means of criticism of the organization’s activities.

If you encounter any such suspicious e-mail, take care not to provide any personal information and report the suspicious e-mail to the AUC Helpdesk (email support@aucegypt.edu or call 2615 1200).
**Reporting Phishing**

AUCmail does have a feature to report Phishing. With the suspicious email open, users can click on the action arrow in the upper right hand corner (beside the reply button) and select Report Phishing. By doing so, the email system will be informed of the suspicious email and can take appropriate action.
POP3 & IMAP setup instructions:

**Important Notes:**
- Please follow the default instructions unless otherwise noted, replacing 'your_domain.com' with 'aucegypt.edu'.

- When setting up POP or IMAP access to your AUCmail account, make sure to enter your full email address (e.g. xyz@aucegypt.edu) whenever you're asked for your username or address.

IMAP configuration instructions:
http://mail.google.com/support/bin/answer.py?hl=en&ctx=mail&answer=75726

POP3 configuration instructions:
http://mail.google.com/support/bin/answer.py?hl=en&ctx=mail&answer=12103

**Attention:**
*Only to users who upgraded/migrated their account from the old email system*
- To avoid re-downloading old emails, make sure to select “Enable POP only for mail that arrives from now on” when following the POP3 configuration.
Frequently Asked Questions

What if I already have a Gmail account, or Yahoo or HotMail?

This aucegypt.edu account powered by Google will be separate from any other accounts at Google or elsewhere. The only account it will automatically retire will be your old aucegypt.edu account, if you had one. You can combine accounts later if you want, but that will be up to you.

Where and how do I apply to upgrade my old AUC account to the new AUCmail platform?

You can use a special conversion utility that will set up the new account, move your stored messages and address book as your new "contacts," and retire the old account automatically. To upgrade your account, log in now to http://mail-upgrade.aucegypt.edu

Note: The conversion will utility can be used till 1st of December 2008, after which all AUC account will be automatically converted to the new AUCmail platform.

What if I like my current e-mail software?

If you choose, you can continue using PC client software like Outlook Express or Eudora to handle your mail. We hope you'll try the Google-powered web interface, though. It will give you easier access to related applications like multiple, integrated calendars and sharable files, independence from the PC where your client software is installed, and a raft of very handy features of its own.

What are "conversations," and why don't I have folders?

The new system will keep track of messages that are related to each other and display them in handy but compact chronological order. That makes remembering and managing the context a lot easier, whether your exchange is with a single individual or a several correspondents. The headers of messages in a conversation are displayed like the tabs on folders in a file drawer, with the older ones above the newer ones. Only the most recent are opened and fully displayed by default, but clicking on any of them will expand it, and the Expand All option on the right does what you would expect. That's a conversation.

A label is the new way of handling what you probably used folders for before. But multiple labels can be assigned to a message, so you don't have to decide whether it's about apples or oranges if it's about both. Not only that, but quick access to full-text searching will instantly scan all or a subset of your messages for a word or phrase, so you may find that folders/labels are less important than before.
**How much storage do I have available?**

The limit increases pretty often, but as of late August, 2008, it was a little more than 7GB per user mailbox. The system always tells you at the bottom of the Inbox page.

**How does archiving work?**

When you no longer need to keep the header of a conversation or message in front of you can tell the system to **archive** it. That doesn't move the message itself; it merely stops displaying the header in your Inbox. You can still see and use it by clicking on **All Mail** (the default is **Inbox**) in the control panel at the upper left of the screen. And you can also easily move it back to your **Inbox** if you want.

**Can I retrieve an archived or deleted message or conversation?**

Yes. Archived message haven't really gone away, as I said above. Their headers can immediately be restored to your Inbox if you want. **Deleted** message are by default kept around for 30 days before being expunged, so you'll have quite a bit of time to change your mind or correct a mistaken deletion by visiting the **Trash** and moving the message or conversation back to your Inbox. Remember, however, that you will have more than 7GB of message-storage space, so you may no longer to delete most messages, since you'll probably have room to keep them around just in case you need them next year.

**How is spam handled?**

Google uses multiple strategies and technologies to try to identify and treat spam properly--many more than AUC could afford to purchase on its own. The result is that although more than 80% of all arriving messages are spam, fewer than 1% of it arrives in users' **Inboxes**.

**Won't e-mail be more susceptible to network problems?**

Yes, in one way it will. Your mail will be stored in Google data centers, and if a network connection to the right data center(s) is not available or is slow, you will temporarily have trouble processing e-mail. We debated this issue in Information Technology long and hard, and we finally decided that the benefits of the new system outweighed the additional risk of Internet interruption. Here's some of why: (1) Redundancy in long-haul Internet capacity is increasing, and along with it long-term reliability. (2) The additional reliance on the Internet is balanced against the lessened reliance on AUC's own internal network, which can have problems as well. (3) We think we're pretty good at
solving problems, but when it comes to resources and staff, Google is in a whole other league. (4) Although Google started in the US, not all data centers are located there now. (5)

**What about losing my connection or having a computer crash while composing a message?**

Every few minutes the system saves a draft copy of any message you are creating. (You can also tell it to save a copy at any moment.) If your session is interrupted by a crash (or by your need to answer a more pressing message) you can find and resume working on the interrupted message in **Drafts**.

**I'm a new student and I don't have an AUCmail. How can I get an AUCmail?**

If you are a Full-time student, go now to http://signup.aucegypt.edu and register your account.

**Who are eligible for an AUCmail account? How can I signup for a new AUCmail account?**

Full-time students, staff, faculty and alumni are eligible. Students can register their account by logging to http://signup.aucegypt.edu. While, faculty and staff can temporarily signup for an account using this url: http://unsweb.aucegypt.edu/Signup.asp

**For how long can I keep my AUCmail account?**

If you are a student, you can keep your AUCmail for life ... However, staff and faculty can keep their accounts as long as they are working at AUC.
References:
Google. Get help with Google Apps Email. [http://www.google.com/support/a/aucegypt.edu/bin/topic.py?topic=10100&hl=en&labs=1](http://www.google.com/support/a/aucegypt.edu/bin/topic.py?topic=10100&hl=en&labs=1)

Lakehead University, Technology Service center. MyEmail Features and Help. [http://helpdesk.lakeheadu.ca/e-mail-and-computer-accounts/myemail-features-and-help.html](http://helpdesk.lakeheadu.ca/e-mail-and-computer-accounts/myemail-features-and-help.html)
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- Version 1, last updated on September 10, 2008