Duke Office of Information Technology

WebMail How-to Guide

Duke recommends that students use WebMail for email.

Logging into WebMail

1. Open a browser of your choice.
2. Enter *http://webmail.duke.edu* in the address field.
3. Once the NetID services window opens, enter your NetID and password.
4. Click Enter.

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Reading messages

The Inbox displays your mail, both read and unread. By default, messages are organized by date received.

1. Once logged into WebMail, a list of email messages will be displayed.
2. Click the subject line of the desired message. The message will open.
3. To view other messages, click the left and right arrows in the upper right corner, or click the Back to Inbox link.

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Replying to messages

1. With the message open, click Reply.

2. To: replies directly to sender; Cc: sends a copy of the reply to another party; Bcc: sends a copy of the reply to another party without the other recipients' knowledge.
3. In the text box, type your message.
4. Click Send Message.

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Deleting messages

In WebMail, choose Delete to mark a message for deletion. Use Purge Deleted to delete it permanently .

To mark a message for deletion, do one of the following:

? While in the Inbox, place a check mark in the box next to the desired message to select the message, then click Delete.
? While reading a message, click Delete. This will mark the current message for deletion and move on to the next message.
? Messages marked for deletion will be indicated by a strikethrough.

To unmark a message for deletion:

? In the Inbox, select the message and click Undelete.

To delete a marked message permanently:

? Click Purge Deleted.

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Composing messages

1. Once you are logged into WebMail, click the Compose icon in the top toolbar. This will open the Message Composition page.
2. In the To field, enter the intended recipient's email address.
3. Complete the Subject field. In the Text field, enter the message you would like to send to the recipient.
4. When you are ready to send the message, click the Send Message button at the bottom of the screen.

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Creating attachments

1. Follow steps 1 and 2 above.
2. To attach a file, go to the Attachments heading near the bottom of the Message Composition screen. Click the Browse button and find the file you want to attach.
3. Select the file, and click Open.
4. When the file has been attached, you will receive the Added file.xxx as an attachment message as seen below.

5. When you are done attaching the file(s), click the Send Message button.

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Viewing and saving attachments

To view an attachment:

1. With the message open, click on the hard drive with a red down arrow icon, listed under the Part(s) field.
2. You may get an option to Open or Save.
3. Select Open.

To save an attachment:

1. Follow steps 1 and 2 from view an attachment.
2. Click Save.
3. Select the desired location for the file.

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Setting up a sent-mail folder

1. Many users wish to save sent messages in a folder The first step is to make sure your account has been set up to save sent mail. To verify this, select Options from the top toolbar.
2. In the Options for Mail screen, select Personal Information.
3. Select the identity you want to change from the drop-down menu. For most users, this will be Default Identity.
4. Scroll to the bottom of the page and make sure the box next to Save Sent Mail? is checked.
5. Click Save Options.
6. Return to the Message Composition screen. Make sure the box next to Save a copy in INBOX.sent-mail is checked.

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Creating a signature

1. Click Options in the top toolbar.
2. In the Options for Mail screen, select Personal Information.
3. Select the identity you want to change from the drop-down menu.
4. Scroll to the bottom of the screen. In the Your signature field, enter the information you would like to appear at the bottom of each email message you send.
5. Click Save Options.

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Creating an address book entry

1. Click Address Book in the top toolbar.
2. Change the default address book to Mulberry (IMSP Addressbook).
3. From the top toolbar, click Add.
4. In the New Contact window, enter the information for a personal contact. We recommend that you complete at least the Name and Email fields.
5. Click Save.

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Selecting a recipient from your address book

1. Select Compose from the top toolbar.
2. Click the Address Book icon in the middle of the screen.
3. Change the address book to Mulberry (Personal IMSP Addressbook).
4. Click the Search button. Your personal address book will be displayed with all the contacts you have entered.
5. In the left-hand panel, select the individuals you wish to email and click the To >> button in the center of the page. This will add recipients to the right-hand panel.
6. When you have designated all recipients, click OK. All of the recipients will appear in the To field of the Message Composition screen.

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Creating additional folders

1. From the top toolbar, select Folders.
2. Check the box beside Inbox.
3. From the Choose Action drop-down menu, select Create Folder.
4. Enter a name for the new folder. Click OK.

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Creating identities

1. From the top toolbar, select Options.
2. Click the link for Personal Information.
3. From the Select the identity you want to change drop-down menu, select Create a new one.
4. Enter a name for the new identity.
5. In the Your full name field, enter your name.
6. In the From address field, enter an email address. Enter any other information as desired.
7. Click Save Options.

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Getting help online

For more information about WebMail, choose Help from the tool bar.

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