

Titan Mail

User's manual

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Titan Mail – Email

Explanation:

The email and calendar program used at UW Oshkosh is a web based system. Access can be gained from any computer with an internet browser. Additionally all emails, appointments, contacts, etc are stored on a server, not on your individual hard drive. In the event your computer crashes, those emails will be safe.

Campus Web Address

Log in: <https://webmail.uwosh.edu/uwc/auth>

Information: <http://www.acs.uwosh.edu/vms/mail.shtml>

First Log In

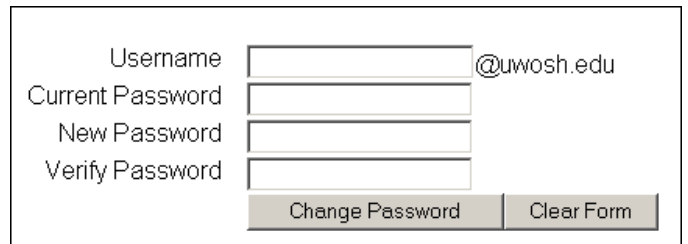
1. You are not able to log into the Titanmail system until you change your password from the default, University-issued, password to something of your choosing.
2. Click Change Password
3. You will be directed to the change password web page.
4. Enter your username into the box provided. Your username will be the first seven characters of your last name (less if you have a short last name) and the first letter of your first name. Example: Prince Charming = charminp
5. Enter your seven digit Titan ID number in the Current Password box
6. Choose a new password and type it into the new password box Please be aware of the rules for new passwords
 - Passwords must be at least 6 characters
 - Passwords can NOT be your username
 - Can Not be a dictionary word
 - Passwords are case sensitive
7. Retype your new password into the box labeled Verify Password
8. Click Change Password
9. You will now be returned to the regular log in screen



Username:

Password:

[Change Password](#)
[Titan Mail Help](#)



Username @uwosh.edu

Current Password

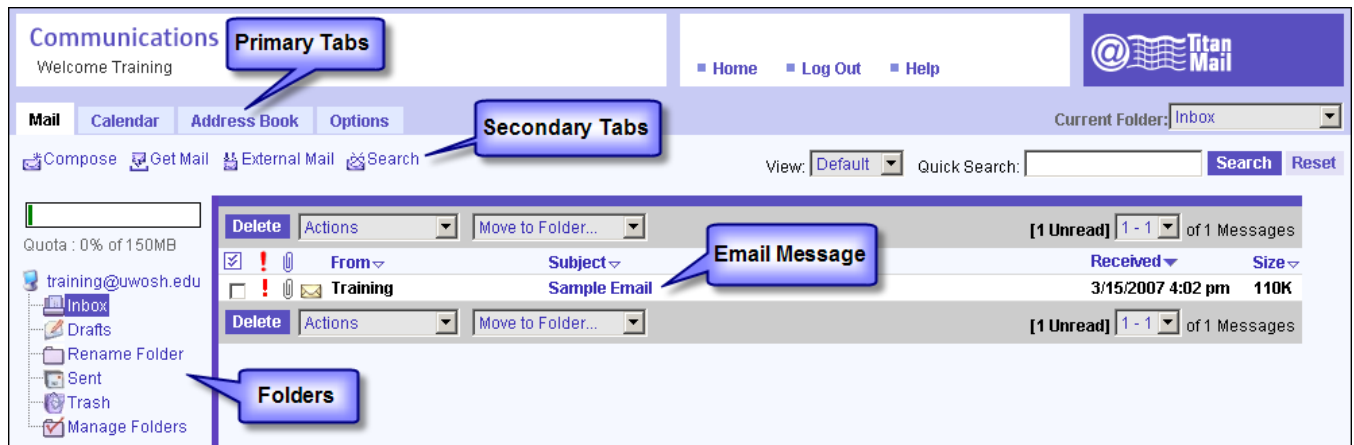
New Password

Verify Password

Log on to Titan Mail

1. Enter your username into the appropriate box. Your username will be the first seven characters of your last name, (less if you have a short last name) the first letter of your first name. Example: Prince Charming = charminp
2. Enter your password into the appropriate box.
3. Click Log In

Titan Mail Interface



Important Information

1. Titan Mail is a web based program, it operates with a series of various windows that open when various commands are given. Pop-up blockers will prevent titan mail to work properly. To ensure full usage, make sure pop-ups are allowed on this site.
2. When new windows are opened, they are most often not full size. If you are unable to see some buttons described, maximizing the window may help.
3. The Log Out Button, located near the top of the screen will be used to exit the program. When finished using Titan Mail, do not close the window until after you log out.
4. Notice the "Home" button at the top of the page. If you are viewing a different screen within the program, this button will always return you to your inbox.
5. The Help button is also at the top of the screen, this button will help you answer to some questions and problems.
6. Notice that there are primary tabs for each portion of the program. There are secondary commands that relate to the primary tab that is currently selected.
7. Folders are displayed on the left side of the screen. New folders can be created to store important emails that need to be saved.
8. Unread messages are listed with bolded text, once a message has been read the text will appear normal.

Composing a Message

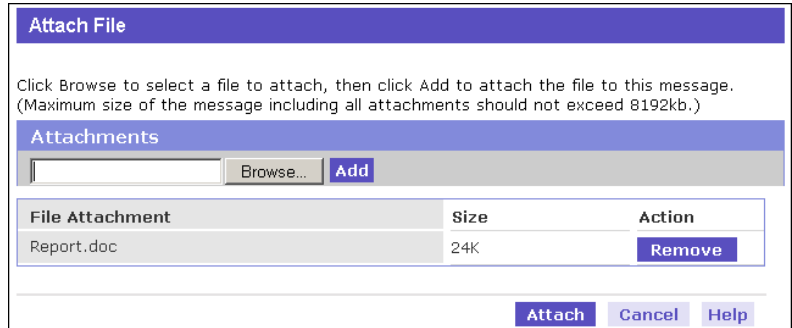
1. Open the Email portion of the program by clicking on the “Mail” primary tab
2. Click the “Compose” button
3. The New Message Window will open.
4. Enter the email addresses of message recipients in the TO field. (Note: if recipients are on campus you do not need to include @uwosh.edu) You may access the address book by clicking the blue TO link.
5. If you would like to Carbon Copy, or send the message to someone other than the main recipient, add their email addresses to the CC field. Click the CC to access the address book.
6. To Blind Carbon Copy, or send someone a message while concealing their email address to other recipients, enter email addresses into the BCC field. Example: professors often use BCC to email an entire class, every student gets the message, but to protect privacy, message recipients are not listed in the email.
7. To add an attachment, click the Attachments link. (See directions below)
8. The main point of the email can be added to the Subject field.
9. There are two ways to enter text into your message. Plain Text and Rich Text (HTML). Plain text is just plain black text but will be easier for other email programs to read. Rich Text (HTML) allows more formatting options, it works more like a word processor, you can add bullets, numbering, change text size and/or color. Select the type you would like to use.
10. Enter message text into large box provided.
11. Determine priority, if this message is urgent or important, use the dropdown box to select “Urgent.” This will add a red exclamation point next to your message in the person’s inbox, signifying it needs immediate attention
12. The Request receipt box can be used to notify you when a recipient has received your message, and when they have read your message. Use the dropdown to select this option. When selected an email will be sent to you telling you when each event occurs.
13. If you are unable to complete a message, but would like to save progress, click the “Save Draft” button at the top of the window. This will move your message to the “drafts” folder and you can work on it again at a later time.
14. Spell Check is available, see below for further instructions.
15. When finished writing your message. Click the Send Button.

The screenshot shows the 'New Message' window with the following elements:

- Title bar: New Message
- Menu bar: Send, Attach, Save Draft, Spell Check, Dictionary (English)
- Fields: To, Cc, Bcc, Attachments, Subject
- Text editor: Plain Text, Rich Text (HTML), Format, Font, Size, and a rich text toolbar.
- Options: Priority (Normal), Request receipt (None), Check spelling before message is sent (checkbox).
- Buttons: Send, Help

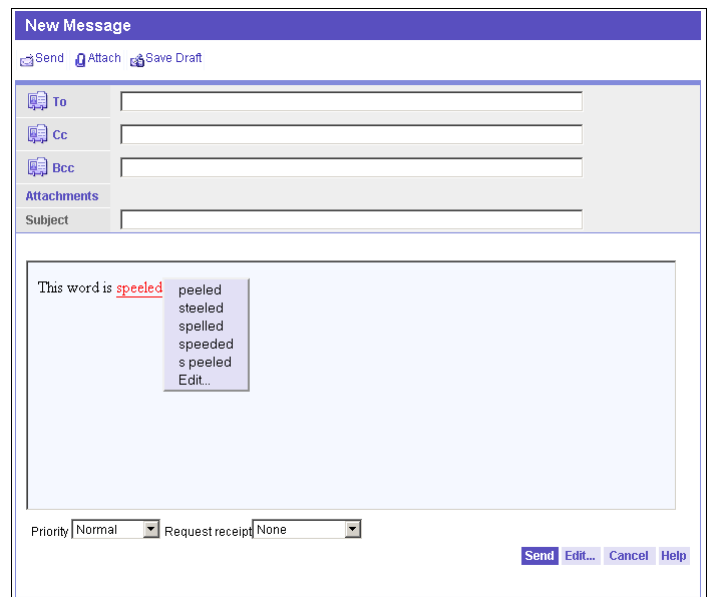
Add Attachments

1. In the New message window, click the “Attach” button near the top of the window. You can also hit the blue “Attachments” button under the recipient fields.
2. The Attach File window will appear.
3. Click Browse
4. Locate the Drive, file and document you would like to attach.
5. Click the Blue Add Button
6. The file will be moved down and listed in the File Attachment portion of the Window.
7. To add another attachment, repeat steps 3 through 5.
8. If a document is added and you would like to be taken off, click the blue Remove button.
9. When all attachments have been added. Click Attach at the bottom of the window.
10. Continue writing your message.



Spell Check Messages

1. Click the blue “Spell Check” button at the top of the New Message Window.
2. Your message will be immediately converted to a similar looking window.
3. Any misspelled words will appear in red.
4. Click the misspelled word and several options for the correct spelling will be displayed.
5. Click the correct option.
6. If the word you wanted to use is not listed in the provided list, the edit option will allow you change the spelling of the misspelled word.
7. Repeat steps 4 through 6 until all misspelled words have been corrected.
8. Click the Edit button at the bottom of the window to return to your original editable message.
9. If no further changes to text are needed, click the Send button.



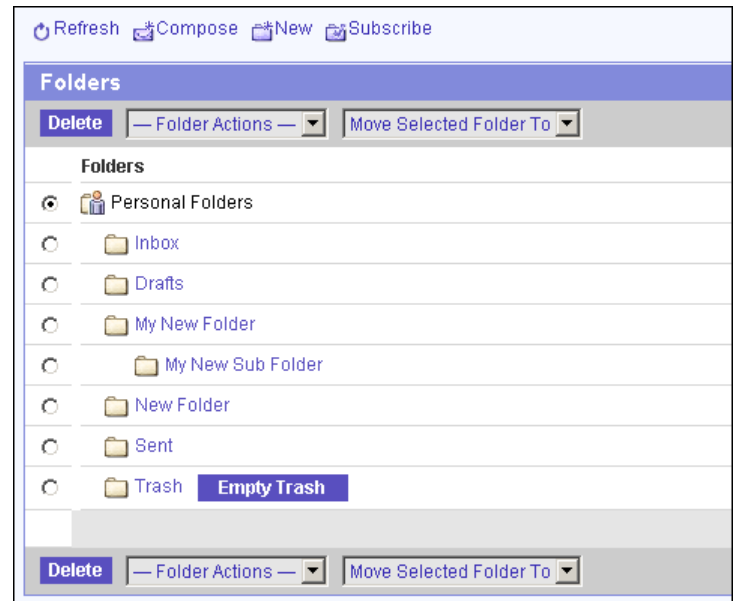
Make New Folders

1. Some folders are default folders and can not be deleted or modified, these include Inbox, Drafts, Sent and Trash
2. New folders can be made to store and organize email messages.
3. To make folders click the “Manage folders” link at the bottom of the folder list.
4. You will be taken to a new window for managing folder information.
5. Click the “New” button at the top of the window.
6. A smaller window will open that says, “Script prompt: Create new folder in Personal folders named.” Type in a name for the new folder.
7. Click OK
8. The new folder will now be included in the list of Personal Folders.



Making sub folders

1. Click the “Manage folders” link at the bottom of the folder list.
2. Click the radial button next to a folder you have created. Remember, the default folders can not be modified or added to.
3. Click the New button at the top of the window.
4. A window will appear, type the name of your new folder in the provided box.
5. Click OK.
6. Your new folder will now appear slightly indented from the original folder.



Renaming Folders

1. Click the “Manage folders” link at the bottom of the folder list.
2. To change the name of a folder or modify the title; click the radio button next to the folder you wish to change.
3. Click the drop down next to the box labeled “Folder Actions.”
4. Select “Rename Folder.”
5. A window will appear. Type the new name into the field provided.
6. Click OK.
7. The name of the folder will automatically change.

Delete Folders

1. Click the “Manage folders” link at the bottom of the folder list.
2. Click the Radio button next to the folder you would like to delete.
3. Click the Delete Button.
4. Your folder and all of its contents will disappear.

Sharing Folders

1. Click the “Manage folders” link at the bottom of the folder list.
2. Click the Radio button next to the folder you want to share.
3. Click the drop down next to the box labeled “Folder Actions.”
4. Select “Share Folder”

5. The window pictured at right will appear. This is where you get to say exactly WHO will have permission to view this folder and WHAT they will be able to do.

Folder : My New Folder
 Enable direct delivery of email to folder:
Mail Delivery Address: training+My New Folder@uwosh.edu

Set Folder Permissions

Permissions List

User ID **Add** **Search...**

User ID	Permissions	Action
anyone	None	
anyone@uwosh.edu	None	

None
Read only
Read and write
Read, write, and manage access
None

OK **Cancel** **Help**

6. There are already two users listed. Anyone (anyone who uses email) and [anyone@uwosh.edu](mailto: anyone@uwosh.edu) (anyone with UWO email). Both of these will usually be kept at “None.” Others have no ability to read mail in the folder.
7. If you would like to share an email folder with a colleague, type their username into the box labeled “User ID” and click Add.
8. If you are unsure of a person’s user name, the address book can be accessed by clicking the “Search” button.
9. Once added, the person’s username will be listed. Click the dropdown next to each name to determine permissions.
10. When finished adding users and adding permissions, Click OK

Subscribing to Folders

1. Once a folder has been shared, the other person will need to subscribe to that folder.
2. Click the “Manage folders” link at the bottom of the folder list.
3. Click the “Subscribe” button.
4. The window pictured at Right will appear.
5. Click the dropdown next to “Select from Folder”
6. You will have two options – “All Shared Folders” and “Search Shared Folders by User.” Searching folders by user is much more in depth and not usually needed. Selecting “All Shared Folders” is recommended.
7. Click the blue Go button
8. All folders that you have been given permission to view and/or write from will be listed under “All Shared Folders”
9. Select the checkbox next to the folder you would like to subscribe to.
10. Click the Subscribe button.
11. Subscribed to folders will not appear on your folder list in your inbox. In order to access them, you will need to go into “Manage Folders.” Folders in which you subscribe to will be listed at the bottom. To open them click the blue title.

Subscribe to Shared Folders

Shared Folders are organized by their owner. Thus, type the owner's name, email address, or phone number below and click "Search". Select the desired folder(s) and click "Subscribe"

Select from Folders Go

All Shared folders

<input checked="" type="checkbox"/>	Folder	Owner
<input type="checkbox"/>	Subscribe to Folder	blodgett

Subscribe Cancel Help

Message Actions

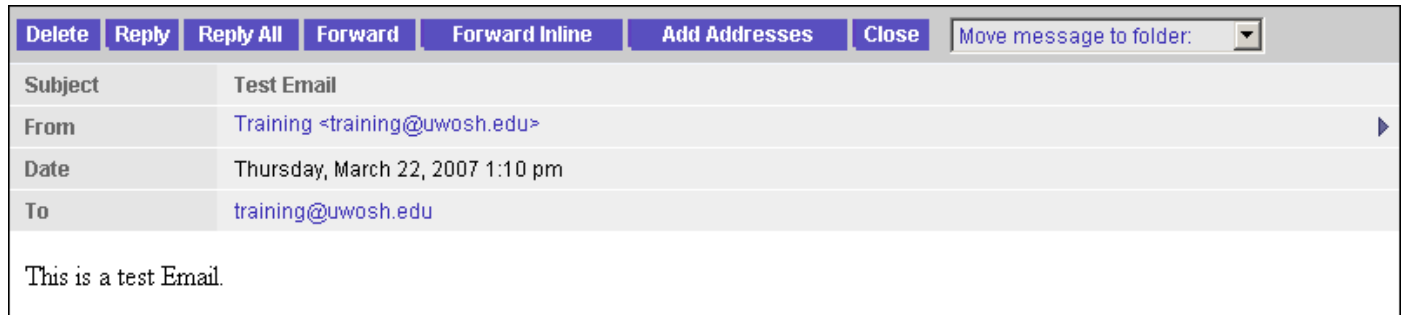
1. Click the radio button next to the message you would like to take action on.
2. Click the dropdown menu next to the box labeled, “Actions”
3. Click the desired action.
 - Undelete: This is used primarily when a message is in the Trash folder. Undelete will restore it to its previous location
 - Expunge: This action will permanently delete a message, it will not go to the trash folder, it will be gone forever.
 - Mark as Read: When viewing a list of messages, select this action to change a message that has not been read, signified with bold text to normal text.
 - Mark as Unread: When viewing a list of messages, select this to change a message that has been read, signified with normal text to bolded text.
 - Flag for Followup: This option will add a small flag to a message signifying that it is important or needs some kind of response
 - Clear Flag: this will remove the flag from the message

Moving Messages

1. Click the radio button next to the message you would like to move.
2. Click the dropdown next to the –Move Message—box.
3. Select the folder in which to place the message.
4. The message will now be stored in the selected folder.

Working with Messages

1. To open a message, click the subject of the message.
2. The message will open in a new window. See example below.



3. You will see the body of your message in the bottom half of the window and message details towards the top.
4. Once a message is open, you have several options in how to handle it.
 - Click the delete button to send the message to your trash folder
 - The reply button will open up a new message window with the sender of original message automatically inserted into the To: field.
 - The Reply All button will open up a new message window with the sender of the original message in the To: field as well as anyone in the CC field included in the CC field on the response message.
 - The forward button will add the original message as an attachment to a new message. Add recipients and send.
 - The Forward Inline button will open a new message, quote the original message and forward any attachments. Add recipients and send.
 - Add addresses will take any addresses listed in the To:, CC:, fields and add them to your address book.
 - The Close button will close your message and return you to the folder you were previously viewing.
 - Move Messages to folder, click the dropdown to select a folder to move your message to.

Titan Mail – Address Book

Address Book Interface

[* New Contact](#) [New Group](#) [Printable](#) [Import/Export](#)

Search for in **Personal Address Book** [Search](#)

View: All [A](#) [B](#) [C](#) [D](#) [E](#) [F](#) [G](#) [H](#) [I](#) [J](#) [K](#) [L](#) [M](#) [N](#) [O](#) [P](#) [Q](#) [R](#) [S](#) [T](#) [U](#) [V](#) [W](#) [X](#) [Y](#) [Z](#) [Groups](#)

Personal Address Book

[Delete](#) [Select action](#) Showing 1 - 3 of 3

<input type="checkbox"/>	Name ▲	Email (primary) ▲	Phone (primary)	
<input type="checkbox"/>	Judith Chartre	chartre@uwosh.edu	424-0238 (work)	Edit
<input type="checkbox"/>	Michelle Loker	loker@uwosh.edu	424-1154 (work)	Edit
<input type="checkbox"/>	Sarah Blodgett	blodgett@uwosh.edu	424-3333 (work)	Edit

[Delete](#) [Select action](#) Showing 1 - 3 of 3

Add Contact

First Name: Last Name: Email (primary): Phone (primary): [Add Contact](#)

Important Information

1. There are two types of address books. Your personal address book should contain the list of contacts you work with most often. The corporate address book contains everyone with a campus email address, students, staff, faculty, etc.
2. Your Personal address book is the default book and is displayed by default
3. The alphabet links above the personal address book will take you to those contacts that start with each letter.
4. Information on Contacts in the personal address book can be changed by clicking the Edit button to the far right of a person's name.

Add Contacts to Address Book - Method #1

1. Click the new contact button.
2. The New contact window will open, see picture at right.
3. Enter the Contacts Name, Phone number, email address, etc in the boxes provided. Scroll down to see additional fields or use the links at the top of the window.
4. When finished entering information click the Save or Save and Add Another.

New Contact *indicates a required field

[Name and Company](#) [Phone](#) [Email](#) [Addresses](#)
[Online](#) [Dates](#) [Notes](#)

Name and Company

First Name: Middle Name: Last Name:

* Display Name:

Company: Job Title:

[Back to Top](#)

[Save](#) [Save and Add Another](#) [Cancel](#) [Help](#)

Add Contacts to Address Book - Method #2

1. In the box labeled “Search For” type the last name of a person with a UW Oshkosh email address.
2. Click the dropdown next to “Personal Address Book” and Select “Corporate Address Book”
3. Click the Search button
4. A list of names will appear of all the people that fit that description.
5. Click the box next to the name of the contact you were looking for.
6. Click Add to Address Book.
7. The contact will be added to your Personal Address Book

Add Contact to Address Book – Method #3

1. Near the bottom of the Address book window, there is a series of boxes labeled, First Name, Last Name, Email, Phone.
2. Enter information of a Contact into these boxes.
3. Click Add Contact.
4. The information will be added to your Personal Address Book.

Create Groups

Groups can be created so that when you want to send an email to many people at once you don't have to enter every contact into the To: line of a message. Instead you store many email addresses under one contact name and only enter that one contact.

1. Only people in your personal Address book can be part of a group. Make sure any needed addresses are stored in your personal address book.
2. Click the new group button.
3. The window pictured at right will appear.
4. Type a name for the group in the appropriate box
5. If desired, fill in a description for the group, a web address and a calendar address.
6. Click the Add button, this will take you to your personal address book.
7. Click the check boxes next to the contacts that should be added to the group.
8. Click OK
9. The required names will be inserted into the box labeled “Members.”
10. If you would like to add additional members, repeat steps six through eight.
11. To remove someone from the group, click the appropriate name from the members box and click “Remove.”
12. When finished making changes, click the Save button.

* Group Name

Description

Web Address

Calendar Address

Group Members

Members

Judith Chartre (chartre@uwosh.edu)
Michelle Loker (loker@uwosh.edu)
Sarah Blodgett (blodgett@uwosh.edu)