

# MERITMAIL FAQs

## Setup

**Q:** What is the recommended way to access MeritMail?

**A:** Through the webmail interface, or your organizations' recommended client software such as Outlook.

**Q:** What functions are necessary to set up in the MeritMail webmail interface to take precedence over client software preferences?

**A:** 1) Email Filters 2) Out of Office replies

If you set up filters or Out of Office replies on either, it will override any individual settings you create on a client. The exception is using Outlook with the Zimbra Connector, as there is a "Zimbra Server Side Filters" option, which manages the same set of filters as are managed via the web client, and the Out of Office reply, which does the same as on the web client.

**Q:** How many e-mail forwarding addresses can a user specify in MeritMail?

**A:** The user may specify one address for e-mail to forward to, if the e-mail administrators allow it. However, if additional forwarding addresses are needed, a Domain Administrator may specify additional addresses for e-mail to forward to.

**Q:** Is there a required minimum resolution for the Advanced Ajax client?

**A:** Yes, the minimum requirement for the Advanced Ajax client is 1024x768. This can be accomplished by going to the control panel and selecting the display icon. Select the settings tab. Under screen resolution, use scroll bar to select desired resolution.

## Mail

**Q:** Do I have to use the "Get External Mail" to update mail upon first login?

**A:** No. Your mail should refresh each time you login.

**Q:** How do I set up a systems notification for new mail?

**A:** This is done by clicking on the Preferences tab, followed by the Mail tab. Scroll down to the section labeled "Receiving Messages", which will guide you through your options.

**Q:** Can I drag & drop attachments in the Ajax / Advanced Web Client?

**A:** Dependant on the browser. Works in Firefox with an add-on installed.

**Q:** Can forwarded emails be treated as inline text, and not as attachments? When treated as attachments it results in a popup window for the content and the need for additional clicks to access.

**A:** This can be set up by selecting the Preferences tab, followed by the Composing tab. Under Forwarding choose, Include Original Message.

**Q:** How do I delete a folder in the web client?

**A:** Right-click on the folder and select "Delete." Most functions can be performed by right-click in the web interface.

**Q:** When creating folders, how do you indicate where the folder should reside?

**A:** When you right click at the top of the folder overview pane, you can select from the list displayed to indicate where the new folder should reside, or you can just create the folder and then drag it to where you would like it to reside.

**Q:** How do I share mail folders?

**A:** Right-click on the mail folder you want to share. Click Share Folder. The Shared Properties dialog displays. Select whom to share with, Internal user or groups, External guests, or Public. In the Message area select which type of message to send when sharing.

## **Address Book**

**Q:** How do I access the most frequently used mail addresses (Emailed Contacts) in the GAL results?

**A:** When you are composing a new e-mail message and use the "To" button to bring up the address list, there is a pull down menu in the upper right corner that allows you to select from addresses in the GAL or in your personal contacts.

**Q:** Can I sort my contacts in categories?

**A:** You can make new address books with sub folders or if you choose to tag contacts, you can select to sort by tags.

## **Calendar**

**Q:** Can I restrict access to my calendar on an appointment by appointment basis?

**A:** Yes, to a degree. If you edit the details of an appointment (or use the detail window when creating the appointment) you can set a "private" flag. Those people with shared access to your calendar will then see the time blocked off, but will not see the details of the appointment. (I believe the solution to this one is to make a separate calendar for different appointments based on access/sharing needs.

**Q:** How do I display a shared calendar in Outlook? Restarting Outlook after receiving notice of a Share being created did NOT solve the problem.

**A:** In the “All Mail Folders” list shown in the tool bar on the main Mail screen, there are “Zimbra – username” mailboxes listed that have calendars available to be shared.

Right click the calendars that are not displaying (the ones that give the "Unable to display the folder. The calendar folder could not be found." message) and select “Close Zimbra – username”.

Go to Outlook Calendar. Select “Open a Shared Calendar”. Browse the GAL and select the calendar to display.

DONE. Repeat for the other calendars that have posed a problem.

## **Briefcase**

**Q:** Can I upload any type of file (e.g. video, audio, etc.) to the Briefcase? What is our policy?

**A:** Yes as long as the content does not violate copyright laws and meets EMU’s and Merit Acceptable Use Policies.

## **Preferences**

**Q:** How can I make the Preferences tabs appear when scrolling down?

**A:** This is just the way that the interface displays. There is no fix.