

NTUmail Alumni Services

Your Mailbox Account

Your NTU Alumni account gives you access to your mailbox and the iGEMS portal services. The account details are (please refer to the letter for the actual values):

Username: <yourPassportNumber>
Domain: ASSOC
Password: <selectedByYou+aCode>
Email Address: *selectedByYou*@pmail.ntu.edu.sg

Your account and mailbox will be deleted if you have not logon for more than one year. Your Alumni account does not allow you to make use of the NTU (RAS) modem dial-up or VPN. The Alumni account does not entitle you to a web folder or WebStore space. Access to your previous web folder and WebStore, if any, will be disabled.

Accessing your Exchange Mailbox

You may use Microsoft Exchange Outlook Web Access (Webmail) from any web browser to access your mailbox. The details can be found on the next page. You may also access your mailbox using a WAP phone. The WAP link is <http://webmail.ntu.edu.sg/oma> POP and IMAP clients are currently not supported. Users with Outlook 2003 may use RPC over HTTP access, [see <http://www3.ntu.edu.sg/exchange/helpsheet/MHSRPCoverHTTP.pdf>](http://www3.ntu.edu.sg/exchange/helpsheet/MHSRPCoverHTTP.pdf)

Exchange Mailbox Quota

Your mailbox size is 100Mb. You will receive a warning from the server if you have less than 90% of mailbox quota left. You will not be able to *send* any new emails if you have less than 95% your mailbox quota free. You will not be able to *send and receive* any new emails if you have exceeded your mailbox quota. We advise you to frequently house keep your mailbox.

Policy on Mass Mailing

Spamming or mass mailing is strictly prohibited using the NTU email service. Mass mailing is a waste of resource and very inconsiderate. Please use postings in the public folders to disseminate information. We will take tough actions against those who mass mail and the offender's mailbox will be withdrawn. When you receive a mass mail please do not reply with a mass mail. It is also a violation of our policy. When you mass mail you will be dealt with. You may forward your complaints against mass mails to abuse@ntu.edu.sg

Public Folders

The Public Folder Notice Boards contain announcements related to NTU. Other interesting public folders are, the Buy & Sell public folder and the Discussion public folders. Please note that misuse of public folders for illegal activities will result in suspension and/or disciplinary. For example, dealing in transaction of pirated software and VCDs is in violation of copyright laws.

Password Policy

Your password expires every 180 days. Changing your password is easy, just go to <https://pwd.ntu.edu.sg/pwd-ssl.htm>. NEVER disclose

your password to anyone. We do not entertain requests to change password via telephone or email. If you have forgotten your password you will have to come down to CITS personally with your Identity Card or Passport to reset it. You may also fax a copy of your Identity Card or Passport to the Helpdesk asking them to reset your password (Fax: 67927892). This is to protect your account from being hijacked by unauthorised person. Please be reminded that you have the responsibility to prevent misuse of your account. Change your account password regularly to avoid being hacked and avoid using a easily guessed password like "12345678". The account will be lockout after six (6) unsuccessful logon attempts over a 24 hour period. The account will remain locked until it is unlocked by Helpdesk or our counter staff.

Alumni Email Forwarding Service (PMail)

This mail forwarding service allows you to choose your personalised email address. With this service, any email sent to your PMail address (eg. myaddress@pmail.ntu.edu.sg) will be forwarded to your personal or company mailbox (eg. 1234567@singnet.com.sg). You may apply for a PMail forwarding address at <http://www.ntu.edu.sg/alumni/>

myNTU Portal

myNTU is a NTU campus web portal. You may use your account to customise your personal portal at <http://gemsweb.ntu.edu.sg/router1.asp>. Mailbox access is also possible via the portal. This is also the gateway to the NTU Library online educational media resources, which is accessible after you have registered as a Library member. Refer to <http://www.ntu.edu.sg/Library/membership/associate/pages/graduate.aspx> for registration procedures.

Alumni@NTU Online

To update yourself with the latest alumni news, services and privileges, you may want to go to the Alumni Affairs website at <http://www.ntu.edu.sg/alumni>.

Rules and Regulations

Please read the do's and don'ts of the NTU account policies. Acceptable usage policies are posted at <http://www.ntu.edu.sg/cits/securityregulations/Pages/Alumni.aspx>

CITS Helpdesk Support

If you need clarification or help, you may reach the Centre for IT Services (CITS) Helpdesk.

Telephone: 6790 4357 (HELP)
(7am –11pm, daily including)
(Sundays & Public Holidays)
Fax: 6792 7892
Email: helpdesk@ntu.edu.sg
Web: <http://helpdesk.ntu.edu.sg>
CITS Web: <http://www.ntu.edu.sg/cits>

You are also welcome to approach our counter at the Centre for IT Services, Academic Complex North, Level 2 during normal office hours (near the School of Computer Engineering, N4).

Email Clients Available at NTU

Microsoft Outlook Web Access 2003 on IE5: Email Basics



Outlook Web Access client (OWA) enables you to access your Exchange mailbox via any web browser. Exchange 2003 OWA has been designed to work best on Internet Explorer 6 (IE6) and above. Features found only on IE6 are indicated with the IE icon. This help sheet aims to cover the very basics in using OWA for emailing on IE6. For non IE6 browser, please refer to *Microsoft Outlook Web Access 2000 on non-IE5: Email Basics*.

Logging On

You must first launch your Internet Explorer 6 web browser. Then point your browser to <https://webmail.ntu.edu.sg/exchange/>. A logon window will appear. Enter your *User Name* in the format **assoc\username¹**, where *username* is your network Username. Then enter your password accordingly and click *OK*. You will be brought to your Inbox. (To logoff, click the logoff button and close your web browser.)

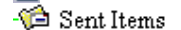
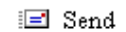
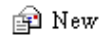


Communicating via Email

Sending

You are now ready to compose an email message. To send an email:

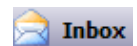
1. Click on the *New* icon on the left of the toolbar. A *New Message* window appears.
2. In the *To* box type in the address of the person you want to send to. You can even send to yourself. To send to more than one person, enter their address separated by semicolons (;). [Your email address is *selectedByYou@pmail.ntu.edu.sg*]
3. Fill in the *Subject* box with something suitable.
4. Type in your message in the blank area at the bottom of the window. You may also change the font, colour and format of your text by using the formatting toolbar.
5. When you have finished with your message, click the *Send* button. Your message will be sent and the window closes. By default, the emails you sent are stored in the *Sent Items* folder.



To check your *Sent Items* folder, make sure that your *Folder List* is shown. You will be shown all your folders in your mailbox. Next click on the *Sent Items* link and you will be brought to your *Sent Items* folder.

Checking New Emails

New emails are placed in your *Inbox* by default and that is what you see every time you start up Webmail. You can also click on the *Inbox* icon on the Outlook Bar on the bottom-left of the window to go to your *Inbox*. Unread messages appear in **bold** type. If you want to check for new emails that are waiting on the server, but are not reflected on your screen, you can click on the *Check for new messages* button.



Preview Pane

You may preview your messages using the *Preview Pane*. To show the *Preview Pane* click on the *Show/Hide Reading Pane* button. The pane will appear on the lower or bottom half of the window.



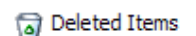
Replying & Forwarding

To read a message, simply double click on the message and the message window opens. To reply to it, click the *Reply* button found on the toolbar. This opens a RE: window where the *To* and *Subject* are already filled in. Notice that the original message automatically appears below. The *Reply to All* button replies to all recipients of the original message. If you want to pass-on a copy of a message you received to someone else, you can forward it. With the message open, just click on the *Forward* button and a FW: window opens. You may type in some comments and then send the message off as usual.



Deleting Emails

As your mailbox size has a limit, you should constantly delete unwanted emails in your *Inbox* and *Sent Items*. To delete a message, click to highlight the message. Then click on the *Delete* button on the toolbar. You may select more than one message at a time (hold down the <Ctrl> or <Shift> key). This moves the messages to your *Deleted Items* folder and you must clear this folder. Right-click on the *Empty Items Folder* and selecting *Empty Delete Items* will clear your *Deleted Items* folder.



¹ Staff should use *staff\username* and students should use *student\username*