

Email Clients Available at NTU

Accessing NTU Emails: A Checklist for Travellers

There are various methods of accessing your NTU mailbox from any location outside NTU. This Help Sheet aims to provide you with a checklist of things you should prepare before you go overseas. It also covers the different modes of accessing email.

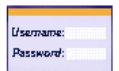
Before you leave

Password

1. Change your password
The network account (Windows and email) password for all staff and students expires every 180 days. To prevent your password from expiring during your absence, change your password to a new one just before leaving. You can change your password at <https://pwd.ntu.edu.sg/pwd-ssl.htm> Remember to test out your new password after changing it. You may also change your password from the Internet (any web browser in the world).

Mailbox Size

1. Cleanup your Mailbox
To prevent the closure of your mailbox once it gets full, try to cleanup your mailbox before you leave.
2. Temporary Increase in Mailbox Size
If you feel that you may need a little more space, you may apply for a temporary increase in mailbox size (additional disk quota) via Staff Link (<http://www.ntu.edu.sg/stafflink>) or Student Link (<http://www.ntu.edu.sg/studentlink/>) CITS reviews and approves each application on a case-by-case basis. Please apply for the increase at least 1 weeks before your departure.



Username:
Password:



Accessing your Mailbox

Once you are overseas there are various methods for you to access your mailbox. Do try it out in advance before you leave.

1. Outlook Web Access (OWA)
With Outlook Web Access you can read and send emails from any web browser in the world. It is also known as Webmail. This is very convenient if all you need is basic emailing function. Please refer to the Help Sheet *OWA: Email Basics* for details on its use.
2. Forwarding Mails
Another choice is to forward all your incoming NTU emails to your overseas email address. This is assuming you will have an overseas email account. Please try to set-up the auto-forwarding rule before you leave Singapore. If you request Helpdesk to set-up the rule for you once you are overseas, the Helpdesk staff will have to verify your identity. This can be difficult once you are overseas. It is advisable to let Helpdesk know in advance. Details on creating mailbox rules can be found in the Help Sheet *Outlook 200x: Auto Forwarding your Emails*.
3. Outlook 200x Client
If you are bringing a notebook PC with you overseas and have LAN (network) connection or an ISP Global Roaming¹ service, you may try accessing your mailbox using Outlook 200x. You must “tunnel” to the NTU network using VPN before launching Outlook. Details on VPN can be found at <http://www.ntu.edu.sg/CITS/IT+and+Networking/Remote+Access/ras+quick+start+guide.htm>. Look under “Setting up VPN”. Access speeds have been reported to be very slow from certain countries. If you have Outlook 2003 you should use RPC over HTTP. This eliminates the need for you to VPN into NTU and is more stable over slow internet networks. For configuration details see <http://www.ntu.edu.sg/exchange/helpsheet/MHS%20Outlook%202003%20RPC%20over%20HTTP.pdf>



¹ Please contact your ISP for details on this service.
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