

# NTUmail Retention Service (for ex-staff)

## Your Mailbox Account

Your NTU retained account gives you access to your mailbox. The account details are (please refer to the email for the actual values):

Username: <your Username>  
Domain: ASSOC  
Password: <password>  
Email Address: *username@ntu.edu.sg*

Your account and mailbox will be deleted once it has expired. (This was the period assigned to you by your Head.) An email will be sent to remind you.

Your retained account does not allow you to make use of the NTU (RAS) modem dial-up or VPN. The 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 from any web browser to access your mailbox. WAP access is also possible. The details can be found on the next two pages. POP and IMAP clients are currently not supported. Users with Outlook 2003 may use RPC over HTTP to access their mailbox, for details see <http://www.ntu.edu.sg/exchange/helpsheet/MHS%20Outlook%202003%20RPC%20over%20HTTP.pdf>

## Exchange Mailbox Quota

Your mailbox size is 150Mb. You will receive a warning from the server if you have less than 27% of mailbox quota left. You will not be able to *send* any new emails if you have less than 13% 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 We will take tough actions against those who mass mail and the offender's mailbox will be withdrawn.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](mailto: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). Another method is to give Helpdesk a call at 6790 5228, you will be asked some questions to authenticate yourself. 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.

## 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/Security+and+Regulations/Rules+and+Regulations+for+Alumni/>

## CITS Helpdesk Support

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

Telephone: 6790 5228  
(7am –11pm, daily including)  
(Sundays & Public Holidays)  
Fax: 67927892  
Email: [helpdesk@ntu.edu.sg](mailto: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 *Premium*: Email Basics

Outlook Web Access (aka Webmail) enables you to access your Exchange mailbox via any web browser. Exchange 2003 OWA has been designed to work best on Internet Explorer 5 (IE5) and above. Features found only on IE5 *Premium* are indicated with the IE icon. This help sheet aims to cover the very basics in using OWA for emailing on IE5. For non IE5 and *Basic* browser, please refer to *Microsoft Outlook Web Access 2003 Basic: Email Basics*.

### Logging On

You must first launch your Internet Explorer web browser. Then point your browser to <https://webmail.ntu.edu.sg/exchange/>. A *logon* page will appear.

1. Enter your *Username* in the format **assocusername<sup>1</sup>**, where *username* is your network Username. Then enter your password accordingly.
2. You have the choice of *Premium* or *Basic* Client. The *Premium* experience provides all Outlook Web Access features, but it can be slow over slow Internet links. *Basic* experience provides a subset of the *Premium* features and can speed things up if you are on a slow connection.
3. You can choose between two access security levels - *Public or Shared computer* and *Trusted computer*. The *Trusted* computer option gives you a longer period of inactivity before logging you off. This is a security feature to prevent unauthorised use if you have forgotten to logoff. You should select the *Trusted computer* option only if the PC belongs to you.
4. Once done, click the *Log On* button. You will be brought to your *Inbox*. (To logoff, click on the logoff button on the top-right and close ALL your web browser windows.)

### 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 normally *yourUsername@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, first click on the *Show/Hide Folder* button on the top-left. You will be shown all your folders in your mailbox. Next, click on the *Sent Items* folder 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 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.

#### 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 also clear this folder. Right-click on the *Deleted Items Folder* and select *Empty Deleted Items* to clear your *Deleted Items* folder. (If you can't find the *Deleted Items* folder, click the *Show/Hide Folder* button on the top-left.)

<sup>1</sup> Staff should use **staffusername**, Student should use **studentusername**

Client

Security

Log On



New

To...

Send



Sent Items

Inbox



# Email Clients Available at NTU

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## Microsoft Outlook Mobile Access 2003: Email Basics

Outlook Mobile Access (OMA) enables you to access your NTUmail (Exchange mailbox) via any WAP or micro browser. Exchange 2003 OMA has been designed to work best on WAP 2.0 and above. This help sheet aims to cover the very basics in using OMA for emailing.

### Logging On

You must first have access to the internet using your WAP phone or PDA. Point your browser to <https://webmail.ntu.edu.sg/oma>. A *logon* prompt will appear. (You are advised not to logon using a device other than your personal device. This is because the username and password may be stored in some devices over a period of time.)

5. Enter your *Username* in the format **studentusername<sup>2</sup>**, where *username* is your network Username. Then enter your password accordingly. (The password is case sensitive.)
6. If you see a notice saying that your device is not supported, just click *Ok* to proceed. This is because only devices with WAP 2.0 are fully supported. Most other devices will work anyway.
7. You will see your *Inbox*, *Calendar*, *Contacts*, *Tasks* folders in the *Home* screen.

### Communicating via Email

#### Sending

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

6. Click on the *Compose New* link, after that select *Email*.
7. Select the *To* link and enter the address of the person you want to send to in the box and click *Ok*. To send to more than one person, enter their address separated by semicolons (;).
8. Select the *Subject* link, type something suitable in the box and click *Ok*.
9. Select the *Message* link and enter your message in the box.
10. When you have finished with your message, click the *Send* link. Your message will be sent and the window closes. The emails you sent are stored in the *Sent Items* folder.

[Compose New](#)

[To: \[\]](#)

[Send](#)

#### Checking New Emails

New emails are placed in your *Inbox* by default and that is what you see every time you start up OMA. Unread messages have an asterisk (\*) prefixed to the subject. The sender's name is shown in brackets. For very long emails, you may have to click on the *More* link to read additional lines. If you want to check for new emails that are waiting on the server, but are not reflected on your screen, you will have to refresh your device.

[Inbox \(3 new\)](#)

[More](#)

#### Replying & Forwarding

To read a message, simply click on *Inbox* followed by selecting the message. To reply to it, click the *Reply* link found at the bottom of the window. This opens a RE: window where the *To* and *Subject* are already filled in. The original message will be automatically appended 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.

[Reply](#)

#### Accessing other Folders

In order to access your other mail folders (eg. *Sent Items*), you will first have to go into your *Inbox* by selecting on *Inbox*. Scroll all the way down the *Inbox* window and select the *Folder Tree* link, followed by *Parent*. This will take you to the parent folder of your mailbox. Folders containing sub-folders are appended with a plus sign (+) and you may select them to expand the folder. You may open your *Sent Items* in this method.

[Folder Tree](#)

[Parent](#)

#### Deleting Emails

As your mailbox size is limited, you should constantly delete unwanted emails in your *Inbox* and *Sent Items*. To delete a message, click to open the message. Then click on the *Delete* link on the bottom of the message window. This moves the messages to your *Deleted Items* folder and you must also clear this folder using Outlook client or Webmail (Outlook Web Access).

[Delete](#)

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<sup>2</sup> Staff should use **staffusername**, Alumni should use **assocusername**