



Help sheet:

email: use

All University staff and students are supplied with an email address and the use of a software application to manage their email. This help sheet contains information on accessing your email, along with information on managing email security issues – before they arise!

University email programs

The supported University workstation email programs are Outlook and Entourage with Exchange (staff only) and the supported web-based email programs are Outlook Web Access (OWA) for staff and students.

How to access email

If you have a University PC workstation and are a staff member, you should see the **Outlook** icon in your **Start** menu or on your desktop—click on the icon to start email.



If you have a University Mac workstation and are a staff member, you should have MS Office with Entourage installed. Choose **Entourage** to start email.



Staff and students can access OWA directly from www.deakin.edu.au/owa/.

You should use OWA

- if you are a Deakin student
- if you are staff using your email remotely (e.g. via the internet from home or overseas).

Large messages

email file sizes include the message content, images and attachments, plus any encoding necessary to send it correctly (an attached 30KB file may become 40KB with encoding).

Large messages take a long time to download. The largest permitted message size, including attachments is 50 MB - most mailing lists have a maximum message size of 40,000 characters.

Large emails (both incoming and outgoing) may be returned as **undelivered** to the sender.

Staff

If you need to distribute large files regularly you should use a shared directory that can be accessed by others.

Your work area may already have such a shared area established—talk to your IT support staff to find out. See *Network share: setting up and using* help sheet for further information.

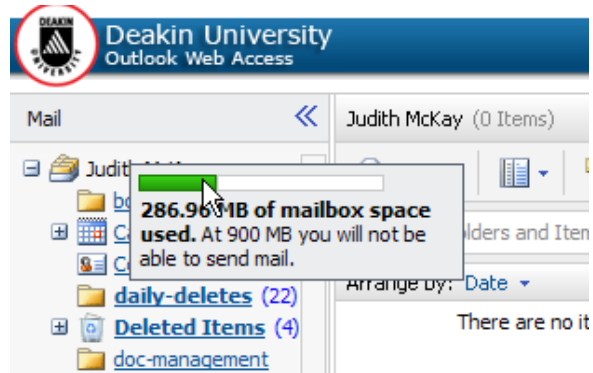
email limits (quotas)

Your Deakin email account has its own quota.



1. To check your mailbox usage in OWA -
Place your cursor over your Mail folder (this will show as your name) – a message telling you your usage will appear.

Note that this image shows staff quotas – a student's limits will vary from those shown in this image.

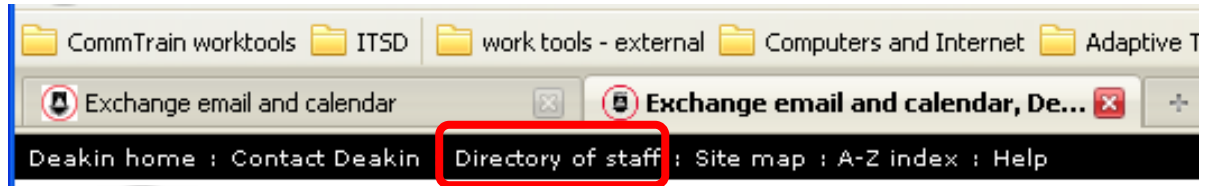


2. To check your mailbox usage in Outlook –
Right-click on **Mailbox <your name>** -> **Properties for Mailbox - <your username>** -> **Folder size** -> **Server data**.
Your usage figures will show on-screen.

3. To check your mailbox usage in Entourage –
Ctrl-click on **Deakin Exchange** -> **Folder Properties – Deakin Exchange** -> **Storage**.
Your usage figures will be shown on-screen.

Finding staff email (and other) details

An online directory of all staff can be accessed from any Deakin web page, and from within Outlook, Entourage and OWA.



The *Telephone: online Deakin staff directory* help sheet has further information on this facility.

email security

email is a wonderful communication tool used widely throughout the University, however there are some security risks that need to be addressed.

Viruses

More and more viruses now enter the University through email. Here are some tips for the detection and prevention of viruses:

- Take extra care when receiving Zip files – they have a high incidence of viruses distributed through them.
- Do not open any files attached to an email if the subject line is questionable, or if the message is from an unexpected source.
- Do not download any files from strangers.
- Exercise caution when downloading files from the Internet. Ensure that the source is a legitimate and reputable one.
- When in doubt, always err on the side of caution and do not open, download, or execute any files or email attachments.



- Outlook users can activate a **Preview Pane** window which splits the viewing screen into two sections. The top section lists your incoming mail.

By clicking once and highlighting an entry from this list the body of the mail message will be displayed in the pane below, you can preview the contents of a message before actually opening it – a very good tool for protecting yourself from email viruses etc.

To activate or move the preview pane in Outlook, go to the **View** menu and hover the cursor over **Preview Pane**. Select your preference from the available views.

- Keep your virus protection software up to date.

Spam

Unsolicited (or junk) email, commonly known as spam, has become more prevalent with the increasing use of email. The University has instigated a mechanism whereby suspected spam is checked before it comes into the University's email server. email passes through various checks and stages. If email fails to meet certain requirements, it is not passed to the Deakin mail server and will never be received by the recipient.

Filtering is available in most email packages but staff should be aware that Outlook and Entourage are the only mail packages supported by ITSD. Staff using other packages will need to consult their IT support staff or email software documentation for assistance in setting up a filter.

All email users should periodically check their Spam and/or Junk folders to ensure that no legitimate messages have been moved there by mistake. It is also good practice to review and delete the contents of these folders and empty your Trash/Deleted items regularly, so that suspect attachments are removed from your computer.

You can find more information on spam and how you are protected from it, at www.deakin.edu.au/current-students/it-support/email/spam/.

Phishing

Phishing is a high tech scam that uses spam or pop-up messages to deceive you into disclosing your credit card numbers, bank account information, passwords, or other sensitive information. The message usually says that you need to 'validate' or 'update' your details and may, for example:

- Direct you to a web site that looks just like that of a legitimate organisation.
- Request that you forward the necessary information via responding to the email.

The aim of this is to trick you into entering your information so the originators can:

- Steal your identity.
- Access your organisations IT facilities with the intent to damage their IT assets.
- Steal confidential or sensitive information.
- Attack other sites.
- Obtain confidential information pertaining to another user.

To help avoid these pitfalls, be very wary of emails asking for your personal details, such as those supposedly from banks requesting your account details, and:

- Always enter a URL directly into your web browser rather than clicking on a link in a message.
- **Never** email personal or financial information.

Please remember:

- The IT service desk are the only IT personnel authorised to assist Deakin users with IT related issues - no other in-house or external personnel are authorised.
- Legitimate organisations like banks or organisational units, such as an IT department, will **never** ask you to reveal your password or other sensitive information in an email.

You can find more information on phishing and steps to protect yourself at:

www.deakin.edu.au/services/computing/security/known-issues/fraud-emails.php.



Chain emails

The modern equivalent of chain letters, chain email is designed primarily to clog up email servers and networks.

Make sure you:

- Delete chain emails and junk email. Do not forward or reply to them.
- Ignore emails that urge you to urgently 'warn your friends' about a virus.

Rules on sending emails

You should always follow these rules when sending emails:

- Make sure confidential emails are sent to the right people. Verify the recipients before sending.
- If you select a group, make sure everyone in the group should be receiving the email.
- When sending confidential email, be sure to confirm receipt of the material.
- Encrypt highly sensitive information before sending it.

Need help?

Staff can visit the Exchange web site at www.deakin.edu.au/its/exchange/ for extensive information on using Outlook / Entourage / Exchange / Mobile Devices.

Students can visit the IT Support web site at www.deakin.edu.au/current-students/it-support/email/ for information on using OWA / Outlook / Entourage / Mobile Devices.

Go to the ITSD Publications web site located at www.deakin.edu.au/its/publications/ for the latest version of this and other ITSD-published guides and help sheets.

Check out the Atomic Learning online tutorials at www.atomiclearning.com/au/ for assistance with a wide range of software applications.

Note that there is no internet charge for accessing Atomic Learning from a Deakin network location. You can also access Atomic Learning from home, using the username and password available from the *Deakin Software Library* at www.deakin.edu.au/software/

Contact the IT Service Desk for further assistance, if needed.