



FAQ - Student Email System

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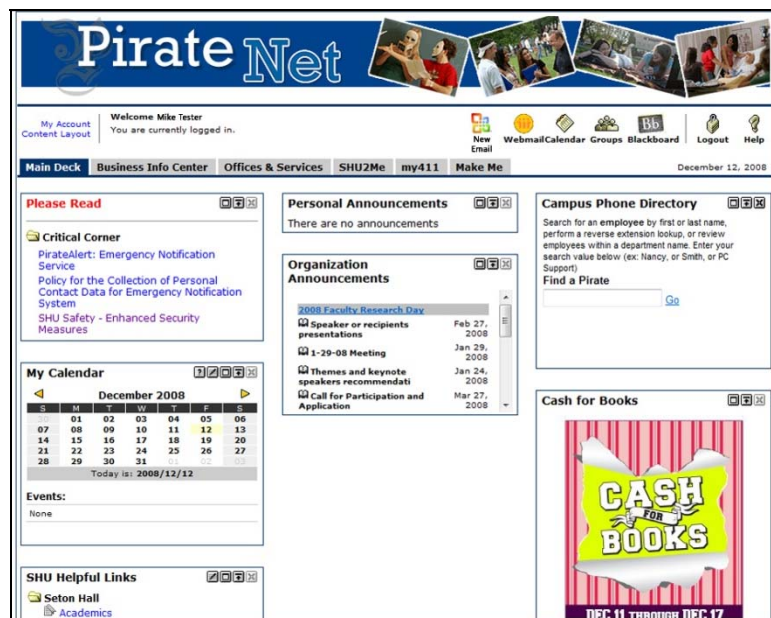
- How do I access my WebDrive with the new e-mail system?



FAQ – Student E-mail System

1. When is e-mail changing? January 7th, 2009
2. What will my new e-mail address be? E-mail addresses will be based on a new convention – `firstname.lastname@student.shu.edu` (John.Doe@student.shu.edu). If more than one student has the same name, a number will be added after the last name (John.Doe2@student.shu.edu).
3. What is PirateNet? The PirateNet Portal (<http://piratenet.shu.edu>) is Seton Hall's new campus-wide authenticated, personalized community webspace. The PirateNet portal will have many new features including seamless integration with our Banner:Student, Banner:Employee, and Banner:Finance systems, making access to your information and transactions much easier. Accessing your Blackboard courses, viewing your grades, checking your financial aid status, changing your personal information, or reviewing your budget accounts will be a click away.

The content within PirateNet will be organized based on your role at the University. For all roles, however, communication is foremost and therefore access to e-mail, course announcements, group notices, campus events, and schedules will be dominant features. And since the portal is a place where we all come together, every one of us can play a part in its dynamic growth. PirateNet will provide 'Promote Your Content' and 'Submit a Suggestion' drop boxes, and a simple-to-navigate interface to deliver announcements to targeted audiences.





4. How can I find out what my new e-mail address is?

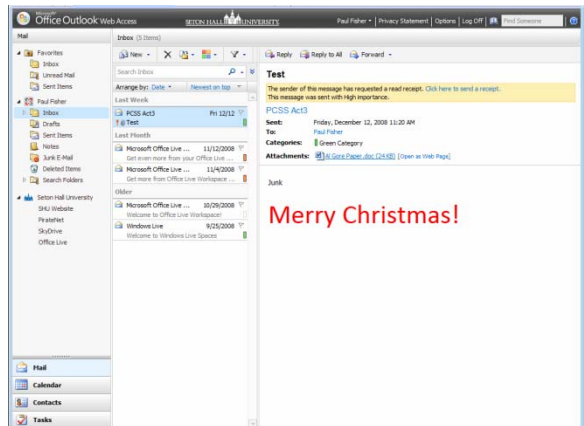
Log into PirateNet - <http://piratenet.shu.edu/> with your SHU shortname (smithjos)



Click the 'new e-mail' link in the upper right corner of the page

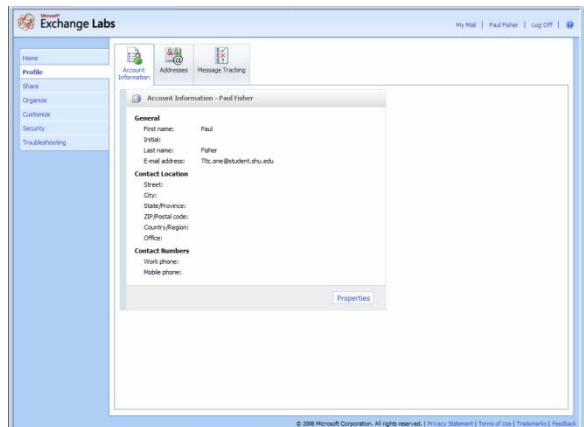


Select Options from the upper right of the screen



Select Profile from the left menu area.

The Account Information tab displays your new e-mail address





5. Where do I read my e-mail?

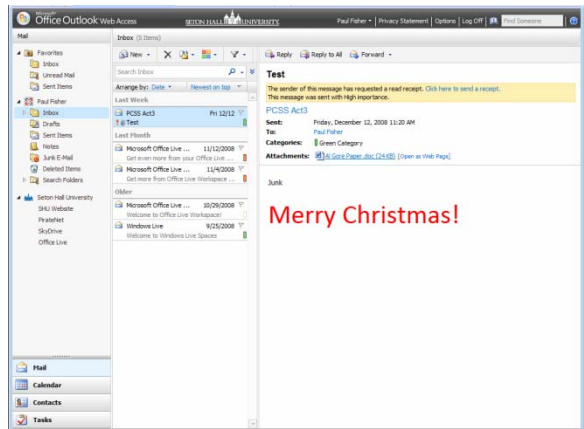
Log into PirateNet - <http://piratenet.shu.edu/> with your SHU shortname (smithjos)



Click the **new e-mail** link in the upper right corner of the page



Your e-mail will be displayed via Microsoft Outlook Web Access.



- 6. Can I send e-mail from my old e-mail account?
- 7. Can I read my old e-mail?

No, but you are able to read e-mail from your old e-mail account

Yes!
Log into PirateNet - <http://piratenet.shu.edu/> with your SHU shortname (smithjos)



Click the 'Webmail link in the upper right corner of the page



Your webmail will be displayed via the LotusNotes webmail window.

8. How much storage space will I have with the new e-mail system?

10 GB

9. Will my old e-mail address still work?

Any e-mail sent to your old e-mail address will be automatically forwarded to your new e-mail address.

10. What web browsers can I use to read my e-mail?

For PC users:

- Internet Explorer (full version of the Microsoft e-mail interface) (recommended)
- Firefox (light version of Microsoft e-mail interface)

For Mac users:

- Safari (light version of Microsoft e-mail interface)
- Firefox (light version of Microsoft e-mail interface)

11. Can I use a desktop client to read my e-mail?

Yes!

Please see the About tab under Troubleshooting:

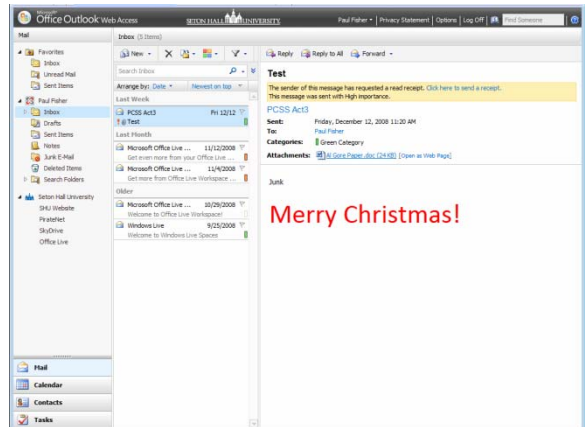
Log into PirateNet - <http://piratenet.shu.edu/> with your SHU shortname (smithjos)



Click the **new e-mail** link in the upper right corner of the page

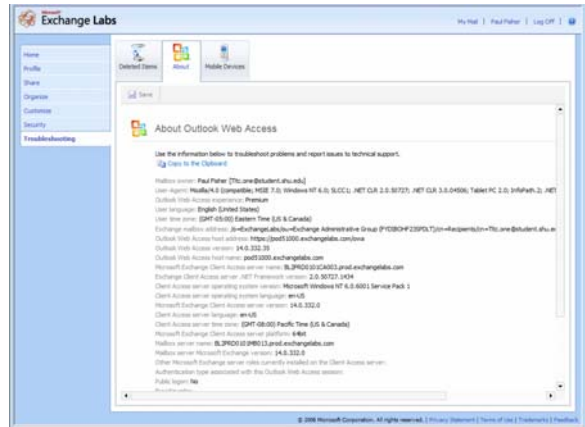


Select Options from the upper right of the screen



Select Troubleshooting from the left menu area.

The About tab will display the server information needed to access your Exchange Labs e-mail with a desktop client.



12. Can I use a 'smart phone' to read my e-mail?

Yes!
Please see the Mobile Devices tab under Troubleshooting:

Log into PirateNet - <http://piratenet.shu.edu/> with your SHU shortname (smithjos)

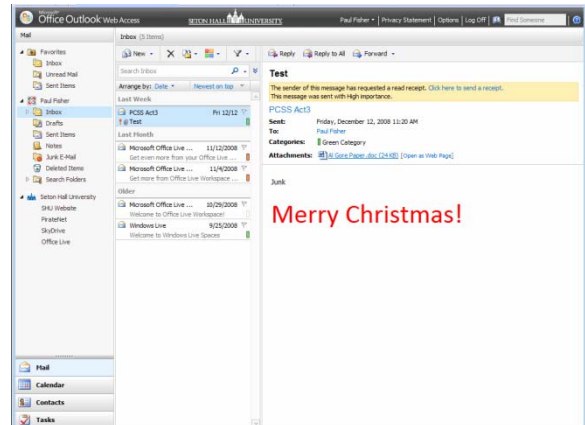


Click the 'new e-mail' link in the upper right corner of the page



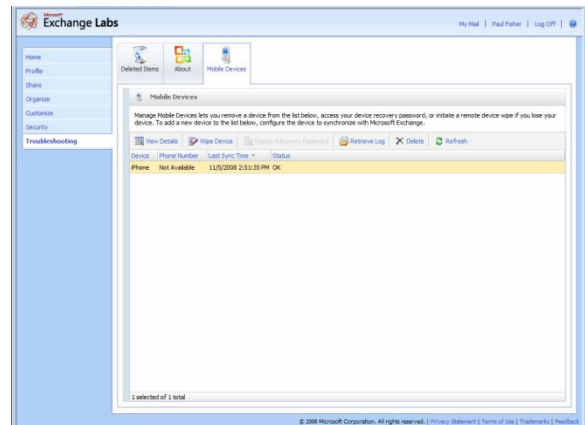


Select Options from the upper right of the screen



Select Troubleshooting from the left menu area.

The Mobile Devices tab will display information synchronizing your device with Microsoft Exchange.



13. If I have difficulty logging in to the new e-mail system, who do I contact?

Contact the SHU Help Desk at 973.275.2222 if you experience any difficulty logging in to the new e-mail system.



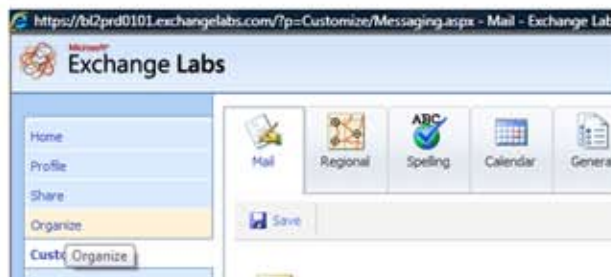
14. How do I set my email to forward to another account?

Once in your mailbox follow these steps:

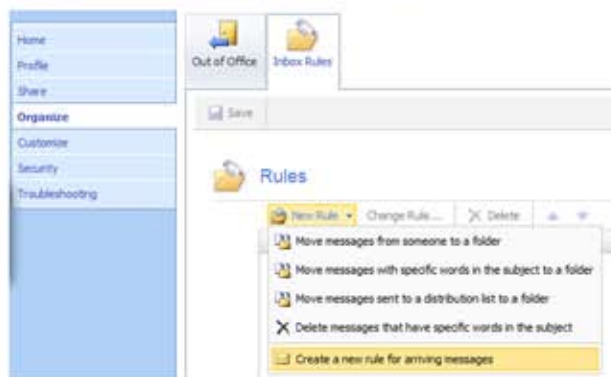
Click 'Options' (top right of the screen).



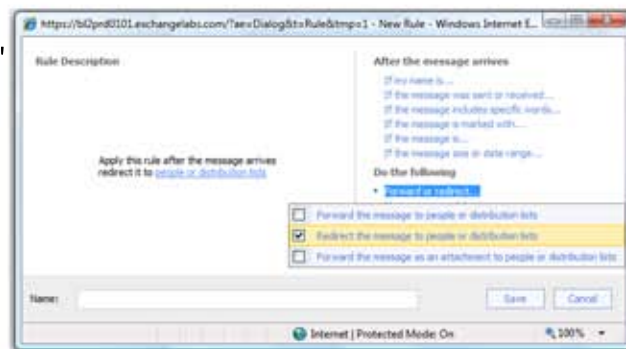
Click the 'Organize Tab'.



Click the 'Inbox Rules' Tab. Next Click the 'New Rule' menu.



Select 'Create a new rule for arriving messages' and a New Rule Window will appear.

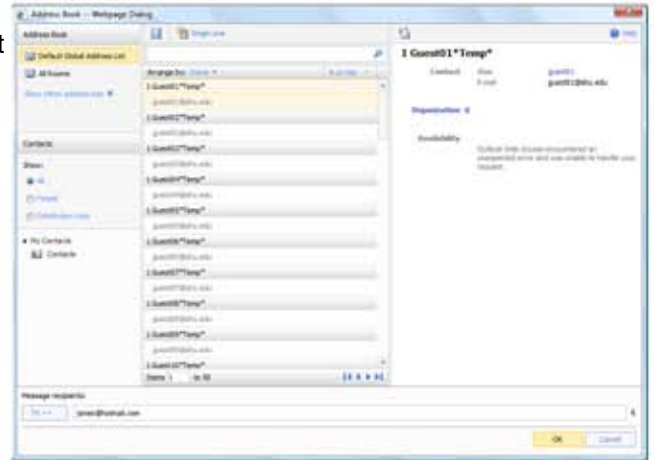


Select 'Forward or Redirect' and then check 'Redirect the message to people or distribution lists'. This rule will be added to the rule description on the left.

Next, Click the 'people or distribution lists' hyperlink



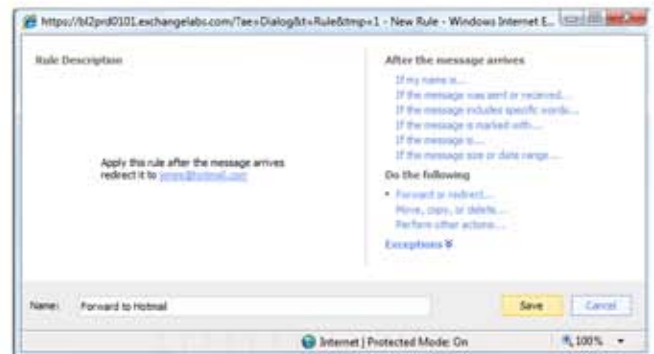
In the Recipients box type the email address you want to forward your mail to – e.g. jones@hotmail.com.



Click OK

Give the rule a name in the Name box

Click 'Save'



Your mail should now be forwarded to the email address you indicated.

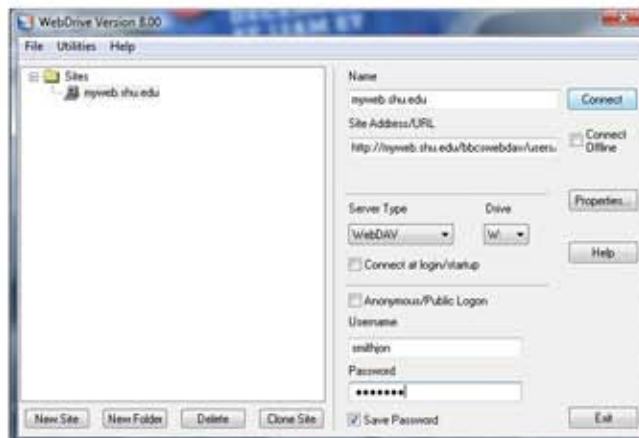


15. How do I access my web drive with the new e-mail system?

To access your web drive under the new e-mail system, you must change the password within the WebDrive application to your PirateNet password.

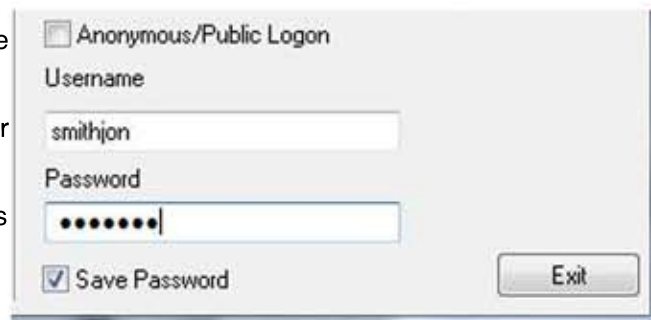


First click the WebDrive icon on the desktop of your computer to start the application.



In the Password field located at the bottom of the dialog box, please insert the password you use to login to PirateNet.

(Please note that if you ever change your PirateNet password, you will need to enter that password here as well to reflect the change)



Make sure the 'Save Password' option is checked.

Press the 'Connect' button and your WebDrive will now be accessible within 'My Computer' as a new drive.

