

MIS User Manual

MIS User Manual

Table of Contents

1. MIS User Guide	1
1.1. About the Managed Internet Service	1
1.2. Icons used in this Guide	1
1.3. Navigation	1
1.4. Configuration Requirements	1
1.5. Web Address for MIS access	2
1.6. Tips for using the MIS interface	2
2. Logging in	3
2.1. The Login Screen	3
2.2. The Quick Links panel	3
2.3. Other Login screen features	4
2.4. Logging in to the Managed Internet Service	5
2.5. Login problems?	5
2.6. Logout	5
3. Home View	7
3.1. Home View Overview	7
3.1.1. Webmail	7
3.1.2. Home Entity View	8
3.1.3. Home Details View	8
3.1.4. EQ Bookmarks	9
3.2. Edit Personal Bookmarks	10
3.2.1. Access	10
3.2.2. Overview	10
3.2.3. Usage	11
3.3. Staff Search Dialog	12
3.3.1. Access	13
3.3.2. Overview	13
3.3.3. Usage	14
3.4. Email Forwarding Dialog	16
3.4.1. Access	16
3.4.2. Overview	16
3.4.3. Usage	16
3.5. Personal Website File Manager Dialog	17
3.5.1. Access	17
3.5.2. Overview	18
3.5.3. Usage	18
3.6. Manage my Databases	21
3.6.1. Access	21
3.6.2. Overview	22
3.7. PHP Errors Dialog	23
3.7.1. Access	23
3.7.2. Overview	24
3.7.3. Usage	24
4. School View	25
4.1. School View Overview	25
4.1.1. School Entity View	25

4.1.2. School Details View	25
4.2. School Filter Check Dialog	26
4.2.1. Access	26
4.2.2. Overview	27
4.2.3. Usage	27
5. Group View	29
5.1. Group View Overview	29
5.1.1. Group View	29
5.1.2. Group Entity View	30
5.1.3. Group Details View	30
5.2. Edit Mailing Group Dialog	30
5.2.1. Access	31
5.2.2. Overview	31
5.2.3. Mailing Group Settings Usage	32
5.2.4. Group Members Usage	33
6. Web Hosting	35
6.1. Personal Websites	35
6.2. CGI Scripts	35
6.3. MySQL Database Management	35
6.4. Personal Websites	36
6.5. CGI Scripts	36
6.6. MySQL Database Management	37
7. MIS Webmail	38
7.1. About Webmail	38
7.2. Accessing Webmail	38
7.3. Webmail Interface	39
7.3.1. Webmail accordian tabs	40
7.3.2. Message folder actions	40
7.3.3. Actions on messages summarized	41
7.3.4. Searching messages in message folders	41
7.3.5. Sorting messages in message folders	42
7.4. Using online help	42
7.5. Composing emails	42
7.5.1. Creating a message	42
7.5.2. Write Message window	42
7.5.3. Email Attachments	44
7.6. Searching for emails	44
7.7. Managing folders	47
7.7.1. Create a new folder	47
7.7.2. Delete folders with care!	48
7.7.3. Moving between created folders	48
7.7.4. Renaming a folder	49
7.8. Deleting emails	50
7.9. Address book of contacts	50
7.9.1. Adding contacts	51
7.9.2. Creating contact groups	51
7.9.3. Editing a contact group	52
7.9.4. Deleting a contact group	53
7.10. Phishing Emails	54

7.10.1. What does a phishing email look like?	54
7.10.2. What do I do if I receive a phishing email?	55
8. MIS Webmail Calendar	56
8.1. About the Calendar	56
8.2. Calendar Views and browsing calendars	56
8.3. View and Filter Events	58
8.4. Create an Event	59
8.4.1. New Event window	59
8.4.2. Add invitees	61
8.4.3. Check invitees' availability	62
8.4.4. Saving the event and notifying invitees	63
8.5. View and respond to invitations	63
8.6. Important Calendar settings	63
8.7. Using the Calendar's Task features	64
8.7.1. Managing tasks in the Tasks tab	65
8.7.2. Recurring tasks	65
9. MIS Webmail Options	67
9.1. Global	67
9.1.1. Language	67
9.1.2. Date Format	67
9.1.3. Time Format	67
9.1.4. Convergence Startup	67
9.2. Mail	67
9.2.1. Personal Information	68
9.2.2. General	69
9.2.3. Layout	70
9.2.4. Vacation Message	70
9.2.5. Mail Filters	71
9.3. Calendar	73
9.3.1. General	73
9.3.2. Events	73
9.3.3. Notifications	74
10. Mobile Email	75
10.1. Configuring the iPhone	75
10.2. Configuring Windows Mobile 6.x	78
11. PDF Manuals	88

Chapter 1. MIS User Guide

1.1. About the Managed Internet Service

All Education Queensland schools are provided with a Managed Internet Service (MIS).

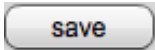
1.2. Icons used in this Guide

The following icons are provided in the left margin of this Guide:

Important	Information	Points to a description of features or functions
Warning	Warning	It is strongly recommended that you read and understand this information before proceeding
Note	Note	Additional information that may help you use a feature
Tip	Tip	A helpful piece of advice to use the features or functions

1.3. Navigation

MIS is web-based and uses Web interface features. These include:

<i>Feature</i>	<i>Example</i>	<i>Explanation</i>
Buttons		Perform an action
Web links	ICT-PR-004: Using the Department's ICT Network	May take you to another web page
Entry fields	Schools <input type="text"/>	Allow you to enter information. Click in the field and then type the details

1.4. Configuration Requirements

To use MIS, the following software setup is required. Other setups may cause MIS to work incorrectly.

- Microsoft Windows XP, Vista, or Windows 7
- Microsoft Internet Explorer Version 7 or above
- Mozilla Firefox Version 2.0 or above

- Macintosh Operating System: Mozilla Firefox Version 2.0 or above
- Cookies allowed

1.5. Web Address for MIS access

MIS is available at <https://mis.eq.edu.au>.

1.6. Tips for using the MIS interface

Tip

To search for a word or phrase on a web page, use the Find option from the browser's Edit menu (or press Ctrl+F).

Tip

An automatic timeout will apply when MIS hasn't been used for 30 minutes. You will then have to log in again.

Chapter 2. Logging in

2.1. The Login Screen

The login screen lets registered users access MIS. Open Internet Explorer and enter the MIS address <https://mis.eq.edu.au>.

You should see a screen similar to the one below:

The screenshot shows the login interface for the Queensland Government's Managed Internet Service. At the top, the Queensland Government logo and 'Education Queensland' are visible. Below this is a navigation bar with 'SMARTClassrooms' and 'Managed Internet Service'. The main content area is divided into two sections. On the left, a 'Quick Links' panel lists various resources such as 'ICT Help Service Centre', 'Service-Now Training Materials', 'Managed Internet Service (MIS)', 'MIS WebMail', 'Smart Classrooms', 'Education Queensland', 'Queensland Government', 'Discussion Lists', 'Using the Department's Corporate ICT Network Service Centre', 'The Learning Place', 'iConnect', 'Computer for Teachers Online Community', 'ICT Community', 'Education Views', 'Google', 'Ask Jeeves for Kids', and 'Yahoo!igans'. Below this panel is a 'Support' section with the text: 'If you require assistance with logging in please contact your school's MIS administrator'. On the right, the 'Managed Internet Service Login' section contains two input fields for 'MIS ID' and 'Password', followed by a 'Login' button. At the bottom of the page, there is a footer with copyright information: '© The State of Queensland (Department of Education, Training and Employment) 2003.' and links to 'Copyright', 'Disclaimer', 'Privacy', and 'Queensland Government Gateway'.

Figure 2.1. Login screen

2.2. The Quick Links panel

Tip

The Quick Links panel on the left provides links to related sites:

Figure 2.2. Quick Links panel

Quick Links Summary

ICT Help Service Centre

Access to ICT Help Service Centre online.

Quick Links Summary

Service-Now Training Materials	Manuals for the use of logging and managing ICT faults and service requests in Service-Now.
Managed Internet Service (MIS)	News and information about the MIS.
MIS WebMail	Your MIS web mail. Requires you to log in to MIS.
Smart Classrooms	Site dedicated to the application of information and communication technologies in state schools.
Education Queensland	Department of Education, Training and the Arts Home page.
Queensland Government	Queensland Government Home page.
Discussion Lists	Email discussion lists hosted by the Queensland Department of Education, Training and Employment.
Acceptable Use of Department's Information, Communication and Technology (ICT) Network and Systems	Departmental ICT policy information.
The Learning Place	Education Queensland's e-learning environment for students and teachers.
iConnect	The department's webconferencing solution.
Computers for Teachers Online Community	A computer learning resource for teachers.
ICT Community	EQ community forum, resources and links for department personnel (MIS account login required).
Education Views	An online e-zine for Education Professionals.
Google	Google home page.
Ask Jeeves for Kids	Contains content from G-rated pages and kids' pages only.
Yahooligans	All sites referenced checked to ensure the content and links are appropriate for children aged 7-12.

2.3. Other Login screen features

Copyright, Disclaimer and Privacy statements

These links take you to Education Queensland's copyright, disclaimer and privacy statements.


The Queensland Government Gateway

This link takes you to the Queensland Government Gateway (<http://www.qld.gov.au> [<http://www.qld.gov.au/>]).

2.4. Logging in to the Managed Internet Service

You must enter a MIS ID and Password in the Managed Internet Service Login screen.

Figure 2.3. MIS login

1. Enter your MIS ID in the *MIS ID* field
2. Enter your password in the *Password* field
3. Click 

If login is successful, the MIS Home View is displayed.

If login is unsuccessful, the following message will appear:

'This is a restricted Access Service Authentication failed (username or password incorrect) return to login'

Follow the *return to login* link and try again.

2.5. Login problems?

Note

If you need help logging in, please contact your school's MIS Administrator.

2.6. Logout

To leave MIS, click the *Logout* button. You'll find this at the top right of the screen.

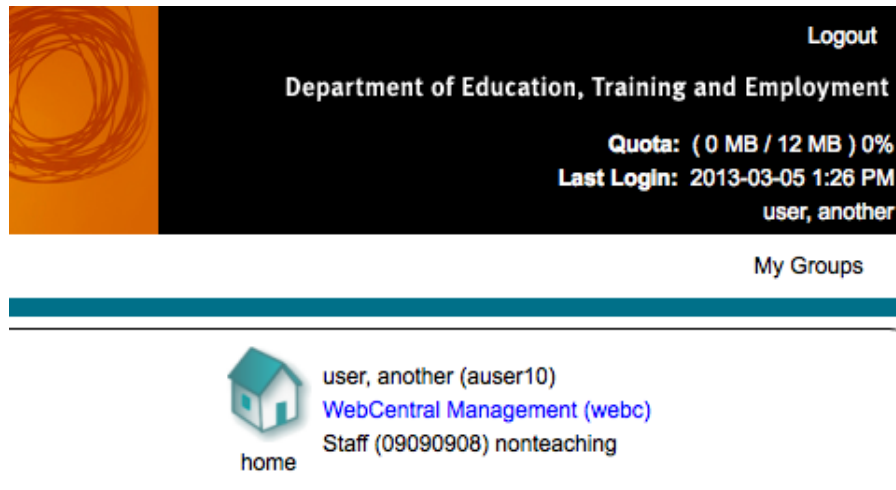


Figure 2.4. Logout button

Chapter 3. Home View

3.1. Home View Overview

The Home View is displayed when the user first logs in and can be navigated to at any time by clicking the Home button in the Widgets View.

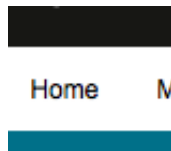


Figure 3.1. Home button

The following screen shot shows the Home View for a MIS user.

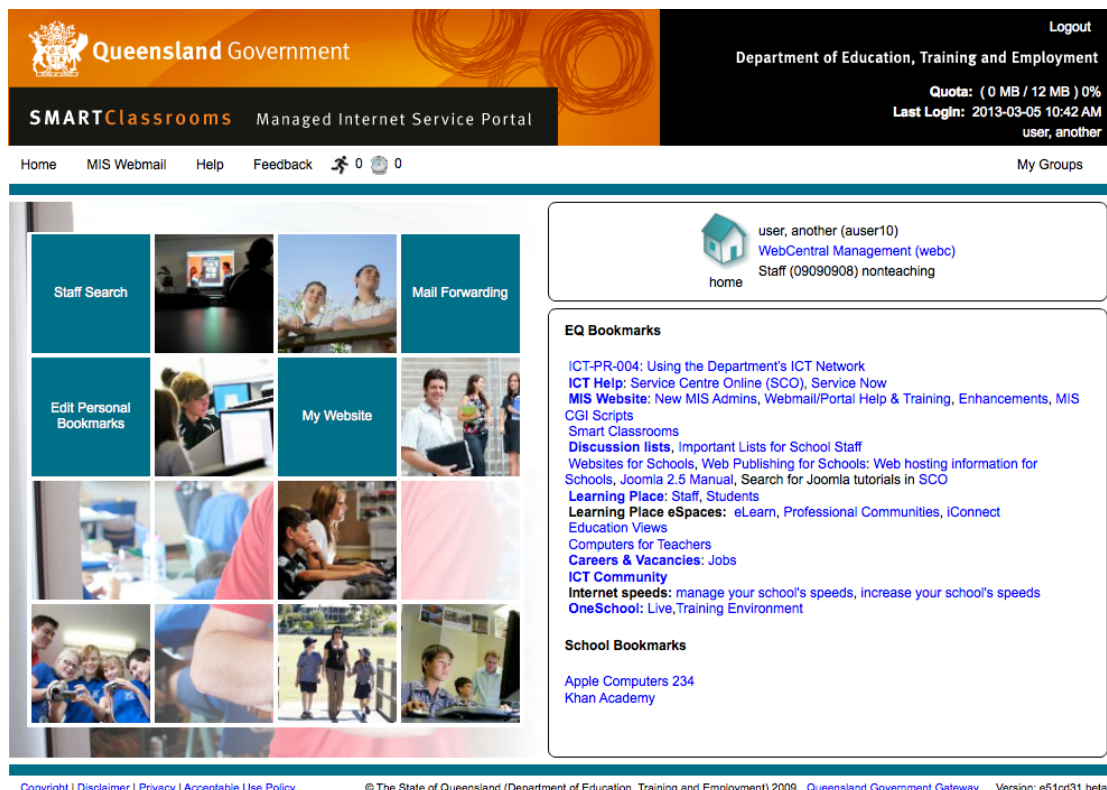


Figure 3.2. Home View

Note

The options you see may differ slightly, depending on how MIS has been set up for you. Contact your MIS Administrator if options you'd expect are missing.

3.1.1. Webmail

To access Web Mail, click on *MIS Webmail* button in the Smart Bar:

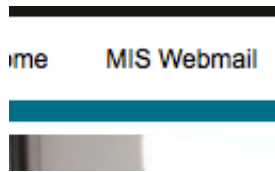


Figure 3.3. MIS Webmail button

Note

Students are allocated an email quota of 15MB and staff 50MB. Schools may purchase additional email storage by contacting the Service Centre on 1800 680 445.

3.1.2. Home Entity View

More detailed information about the *Logged In User* is displayed in the Entity View.



Figure 3.4. Home Entity View

3.1.3. Home Details View

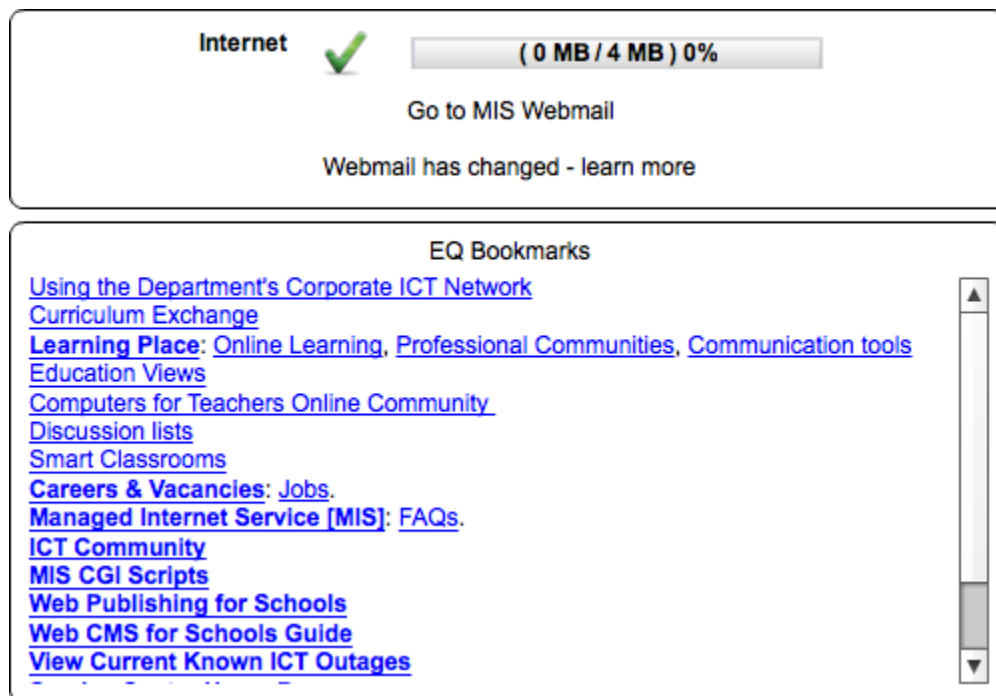


Figure 3.5. Home Details View

3.1.4. EQ Bookmarks

This section displays bookmarks to useful Education Queensland sites, including:

Bookmark	Description
ICT PR-004	Education Queensland's policy on the use of ICT resources.
ICT Help	Access to Service Centre Online and Service Now - job logging and Knowledge Base Articles for staff.
ICT Community	EQ community forum, resources and links for department personnel (MIS account login required).
MIS website	Site about the Managed Internet Service and FAQ about different MIS features such as webmail, filtering of unsuitable content, web publishing.
Smart Classrooms	Site dedicated to the application of information and communication technologies in state schools.
Discussion lists	Email discussion lists hosted by the Queensland Department of Education, Training and Employment.
Web Publishing for Schools	Best practice guidelines for web site development, including design and risk management.
Learning Place	Education Queensland's e-learning environment for students and teachers.
Education Views	An online magazine about QLD education activities and events.
Computers for Teachers	Information for teachers, administrators, coordinators and ICT technicians supplied with a departmental laptop or device.
Careers & Vacancies: Jobs	Vacancies with Education Queensland and Government jobs in general (via Govnet).
MIS CGI Scripts	For users with personal web sites, provides instructions and pages to add interactive features such as Search and user feedback.
OneSchool	Information website, login access and training materials for the OneSchool facility.

This section may also contain School Bookmarks.

Tip

School Bookmarks are maintained by one or more MIS Administrators for your school. Contact a MIS Administrator if you want to add a link for all of your school's MIS users.

3.2. Edit Personal Bookmarks

This feature enables logged in user to add personal bookmarks (links) to other sites. These bookmarks become part of the user profile and will be available every time the user log in.

3.2.1. Access

The dialog can be opened by clicking on the *Edit Personal Bookmarks* button in the action grid from the Home View.

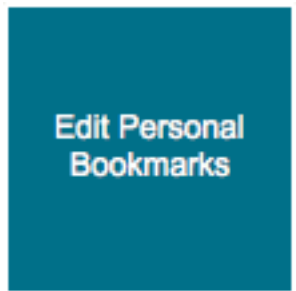


Figure 3.6. Edit Personal Bookmarks action grid item

3.2.2. Overview

All personal Bookmarks are listed on the page displaying the URL of the bookmark and the link name used.

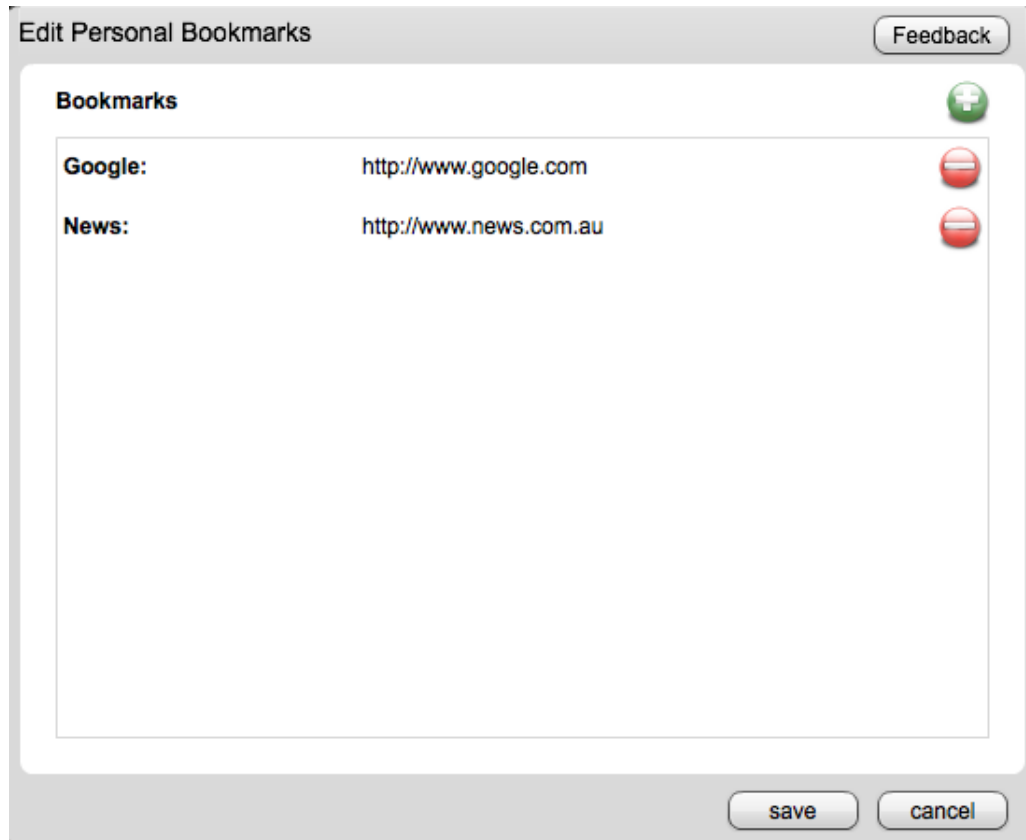



Figure 3.7. Edit Personal Bookmarks dialog

3.2.3. Usage

3.2.3.1. Add Bookmark

1. Click on the 

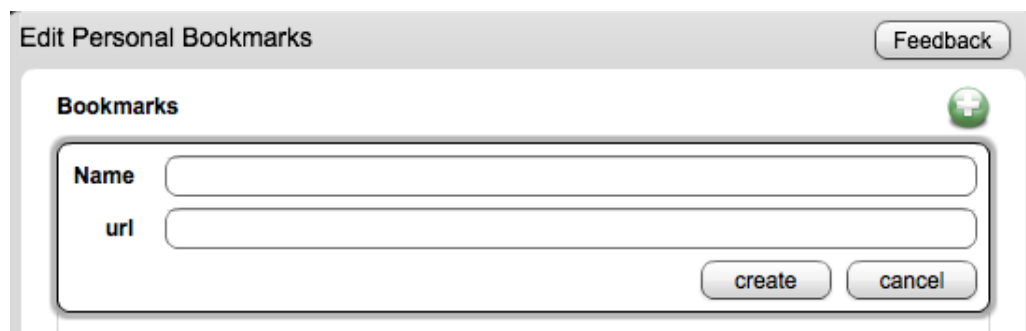
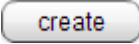



Figure 3.8. Add bookmark

2. Enter the Name of the Bookmark
3. Enter the URL of the bookmark

4. Click 
5. Click  to commit changes

3.2.3.2. Edit Bookmark


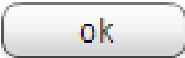
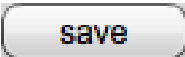

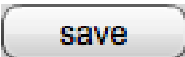
1. Hover the mouse cursor over the bookmark you wish to edit
2. Click on the  that appears



Figure 3.9. Edit Bookmark

3. Edit the Name of the Bookmark
4. Edit the URL of the bookmark
5. Click 
6. Click  to commit changes

3.2.3.3. Remove Bookmark

1. Click on the  next to the the bookmark you wish to remove
2. Click  to commit changes

3.3. Staff Search Dialog

This feature enables one staff member locate another. Searches are by name and can be for the whole of Education Queensland or for a specific school.

3.3.1. Access

The dialog can be opened by clicking on the *Search Staff* button in the action grid from the Home View.

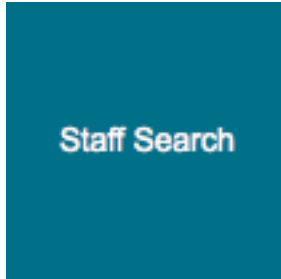


Figure 3.10. Staff Search action grid item

3.3.2. Overview

The *Staff Search* dialog contains two sections:

1. *School*: For selecting which school to search for a staff member
2. *Search*: For specifying a full or partial name to search for

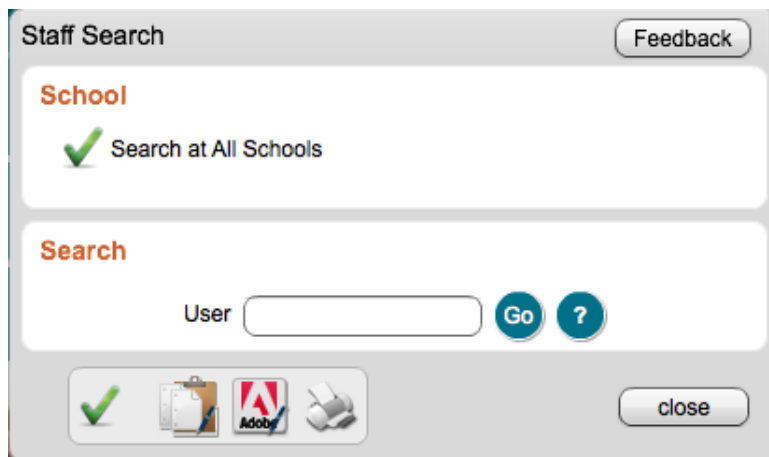


Figure 3.11. Staff search at all schools

Staff Search Feedback

School

Search at All Schools

Last name search will find users at: **WebCentral Management (webc)**

Search

User Go ?

close

Figure 3.12. Staff search at one school

3.3.3. Usage

3.3.3.1. Search All Schools

1. Make sure Search at All Schools has a next to it
2. Enter a full or partial name to search for
3. The results of the search is displayed showing the name, email address and the school for each matching staff

Staff Search Feedback



Name	Email	School
Cassy TESTER	ctest15@acc.eq.edu.au	Landsborough State School
Employee Test	etest5@acc.eq.edu.au	WebCentral Management
Frank TESTA	ftest1@acc.eq.edu.au	Sunshine Beach State High School
Karen TEST	ktest4@acc.eq.edu.au	Closed School
Philippa TESTER	ptest11@acc.eq.edu.au	Wellers Hill State School
Sheryl Test	stest14@acc.eq.edu.au	Closed School


close

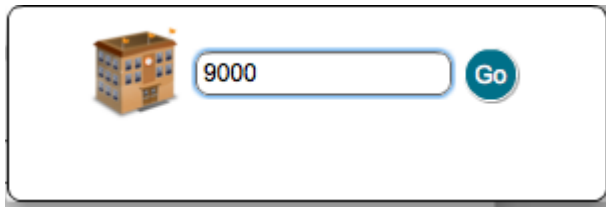
Figure 3.13. Staff search results

4. Click to return to the main search window to search again OR Click to close the dialog window

3.3.3.2. Search in One School

1.
Click on the  next to Search at All Schools to change it to a 
 - a. By default it will automatically select the user's current school. Skip to step 3 if that is the school to be searched

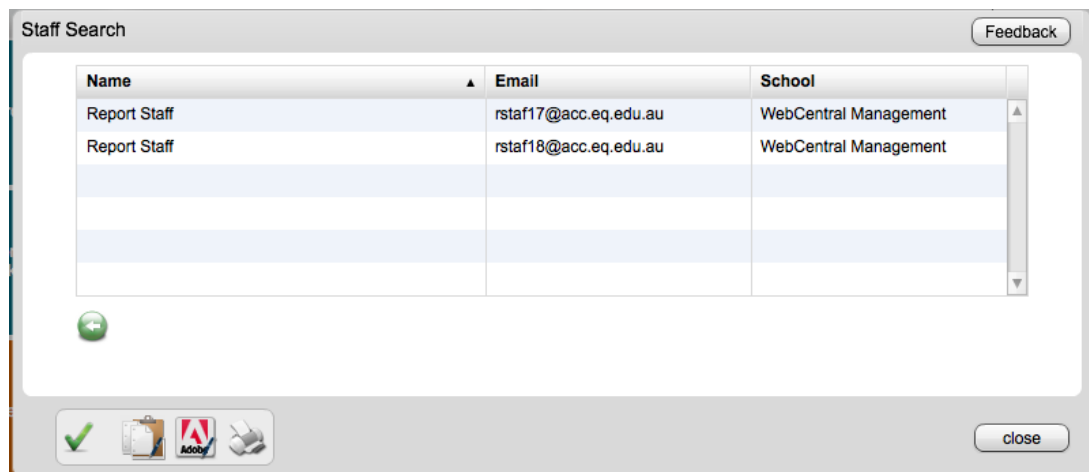
2.
Click on  to change the school
 - a. Enter the ID or partial name of the school to search in



A search input field with a school icon on the left, a text box containing the number '9000', and a 'Go' button on the right.

Figure 3.14. Enter school's ID or partial name

3. Enter a full or partial name to search for
4. The results of the search is displayed showing the name, email address and the school for each matching staff




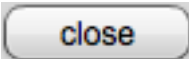
Staff Search

Name	Email	School
Report Staff	rstaf17@acc.eq.edu.au	WebCentral Management
Report Staff	rstaf18@acc.eq.edu.au	WebCentral Management

Feedback

close

Figure 3.15. Staff search results

5.
Click  to return to the main search window to search again OR Click  to close the dialog window

3.4. Email Forwarding Dialog

This feature enables logged in user to configure the mail forwarding for their own email address.

3.4.1. Access

The dialog can be opened by clicking on the *Mail Forwarding* action grid item.



Figure 3.16. Mail Forwarding action grid item

3.4.2. Overview

The *Mail Forwarding* dialog contains the following:

- *Email Forwarding*: Email address to forward to
- *Auto Expiry*: Date Email forwarding will end

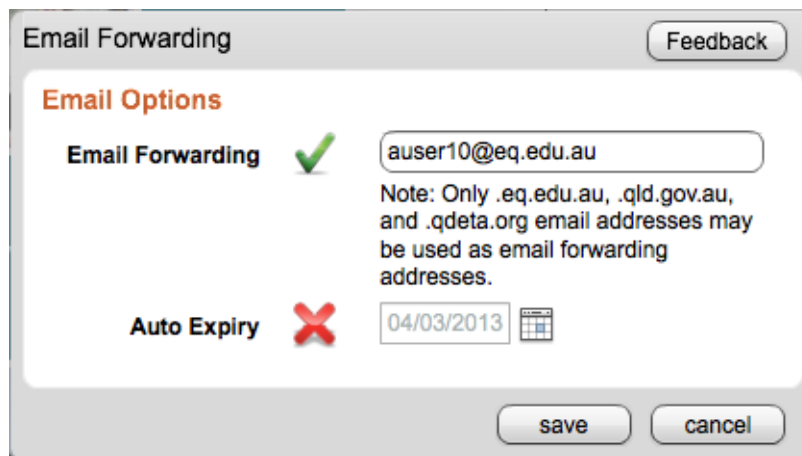


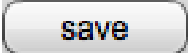


Figure 3.17. Email Forwarding dialog



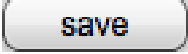
3.4.3. Usage

3.4.3.1. Set up Email Forwarding

1. If there is a  next to Email Forwarding click it to change it to a 

2. Enter email address to redirect mail to
3. If you need an expiry date for the forwarding click on the  next to Auto Expiry
 - a. Click the  to select an expiry date
4. Click  to save changes

3.4.3.2. Remove Email Forwarding

1. Click on the  next to Email Forwarding click it to change it to a 
2. Click  to save changes

3.5. Personal Website File Manager Dialog

This feature enables logged in user who have a website to manage the files within their personal website.

3.5.1. Access

The dialog can be opened by clicking on the My Website button and then the *File Manager* sub-menu in the action grid from the Home View.

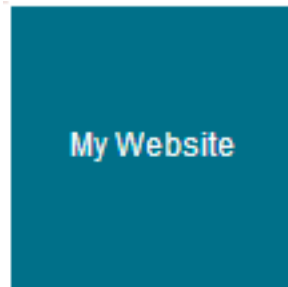


Figure 3.18. My Website action grid item

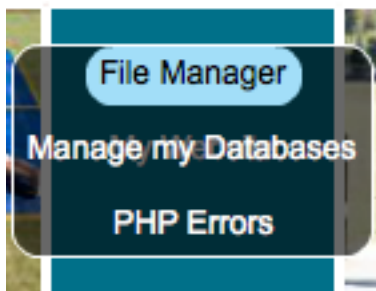


Figure 3.19. File Manager menu item

3.5.2. Overview

This dialog allows a user to upload, download and change permissions for their personal website.

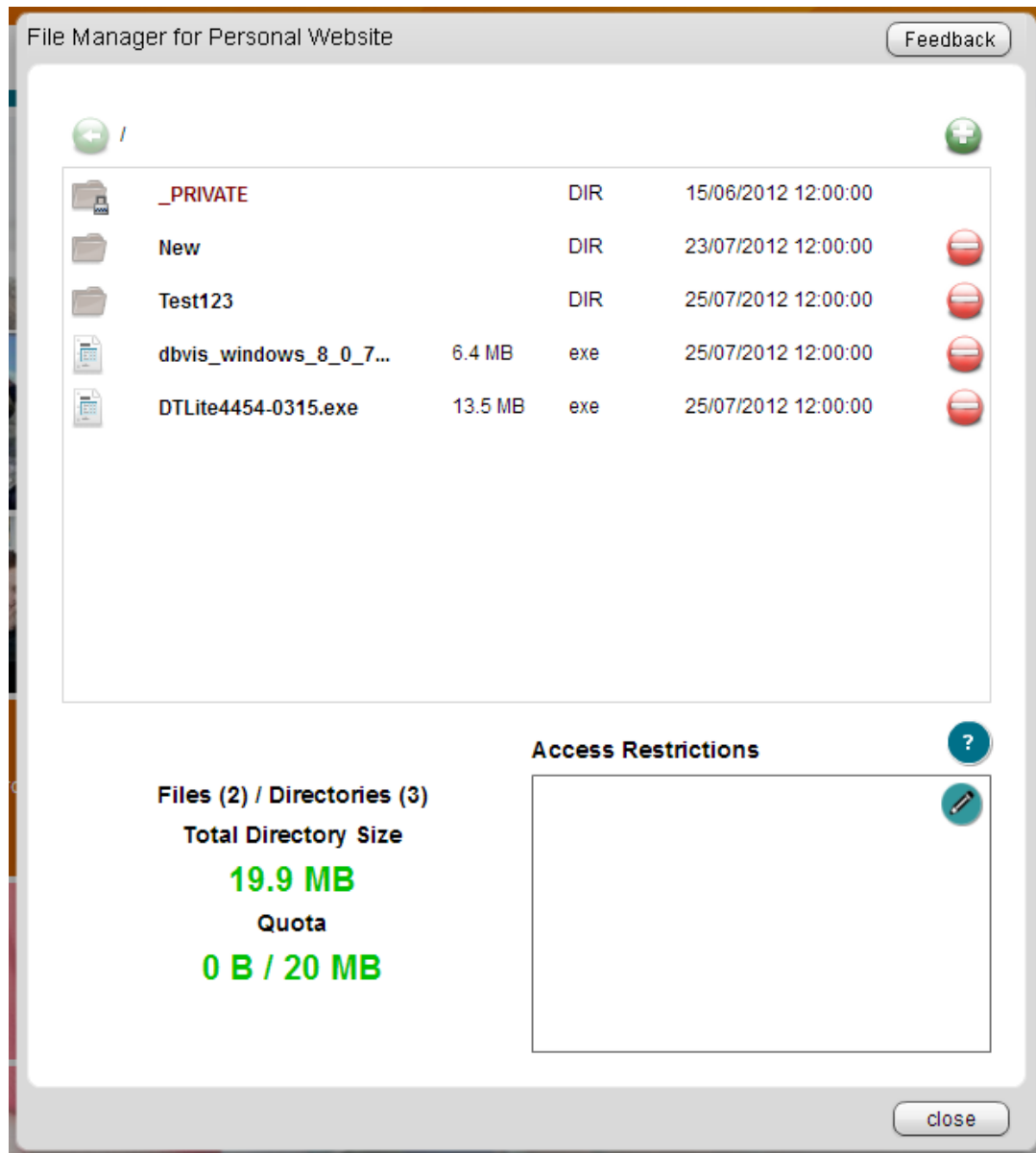


Figure 3.20. File Manager dialog

3.5.3. Usage

3.5.3.1. Folder Operations

3.5.3.1.1. Folder Navigation

- Access Folder ( / ) : Double Click on the folder name

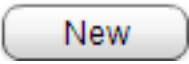
- Return to Parent Folder: Click 

3.5.3.1.2. Create Folder

1. Click 
2. Select 





Figure 3.21. New folder

3. Enter the Folder Name into the text box
4. Click 

3.5.3.1.3. Edit Folder Name

Note

Folders with  next to it cannot be changed

1. Hover the mouse over the folder you want to change
2. Click 

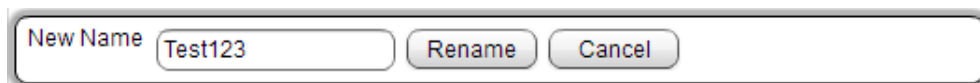




Figure 3.22. New folder name

3. Change the name of the folder
4. Click 

3.5.3.1.4. Delete Folder

Note

Folders with  next to it cannot be deleted


1. Click  next to the folder to be deleted






Figure 3.23. Confirm folder deletion

2. Click 

3.5.3.1.5. Change Folder Permissions

Note

Folders with  next to it cannot be have their permissions changed



1. Navigate to view the folder
2. Click  in the Access Restrictions to access the List builder
3. Select Users and Groups to be added
4. Click 


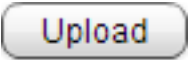
3.5.3.2. File Operations

3.5.3.2.1. Open File


1. Hover the mouse over the file you want to open
2. Click on the file to open it

3.5.3.2.2. Upload File

1. Click 
2. Select 

3. Click  to select the file to upload
4. Click 

3.5.3.2.3. Edit File Name

1. Hover the mouse over the file you want to change
2. Click 

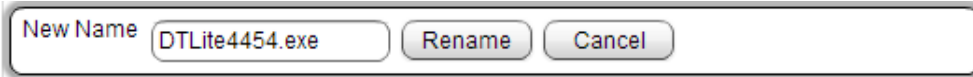

3. The dialog box shows a text input field with 'DTLite4454.exe', a 'Rename' button, and a 'Cancel' button.

Figure 3.24. New file name

4. Change the name of the file
5. Click 

3.5.3.2.4. Delete File


1. Click  next to the folder to be deleted



Figure 3.25. Confirm file deletion

2. Click 

3.6. Manage my Databases

This feature enables MySQL users who have a website to manage their database in the 'phpMyadmin' screen.

3.6.1. Access

The dialog can be opened by clicking on the My Website button and then the *Manage my Databases* sub-menu in the action grid from the Home View

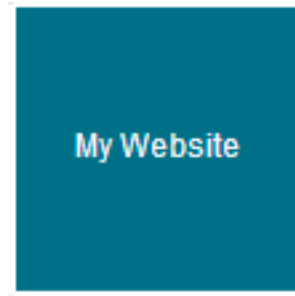


Figure 3.26. My Website action grid item

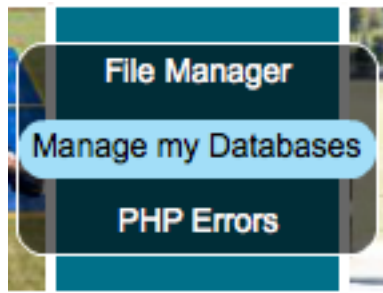


Figure 3.27. Manage my Databases menu item

Note

This is only available if the users have MySQL database.

3.6.2. Overview

The 'phpMyadmin' screen will open in a new browser window.



Figure 3.28. phpMyadmin screen

To view the official phpMyAdmin documentation, either click on the *phpMyAdmin Documentation* link on the 'phpMyadmin' screen or go to <http://www.eq.edu.au/public/db/Documentation.html> [<http://www.eq.edu.au/public/db/Documentation.html>].

3.7. PHP Errors Dialog

This feature enables users who have website to view the PHP Error logs for their personal website.

3.7.1. Access

The dialog can be opened by clicking on the My Website button and then the PHP Errors sub-menu in the action grid from the Home View

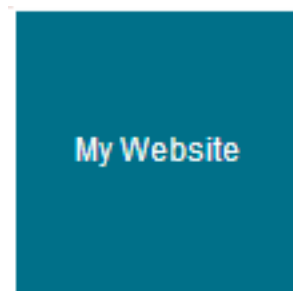


Figure 3.29. My Website action grid item

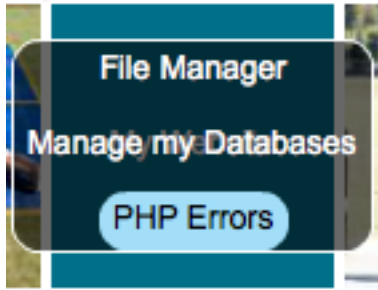


Figure 3.30. PHP Errors menu item

3.7.2. Overview


This dialog displays the PHP error log for the users website.



Figure 3.31. PHP Errors dialog

3.7.3. Usage

Messages will be loaded automatically.

Click  to refresh the page.

Chapter 4. School View

4.1. School View Overview

The *School View* is displayed when the user clicks on the school link in the *Home Entity View*. The following screen shot shows the *School View*.

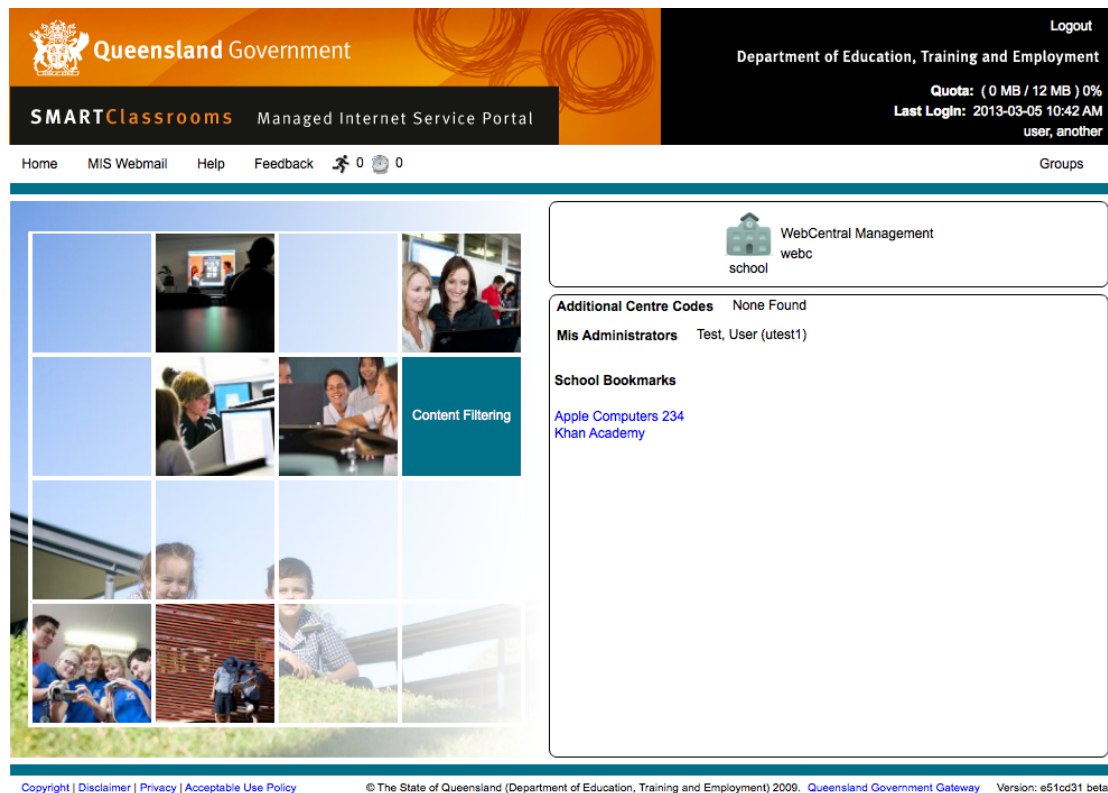


Figure 4.1. School View

4.1.1. School Entity View

Information about the *Selected School* is displayed in the *Entity View* including the school name and its centre code.

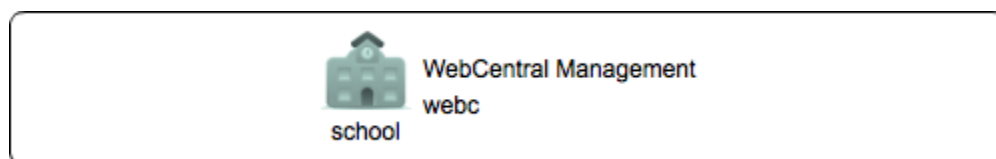


Figure 4.2. School Entity View

4.1.2. School Details View

The School Details View contains a list of additional centre codes for the Selected School.

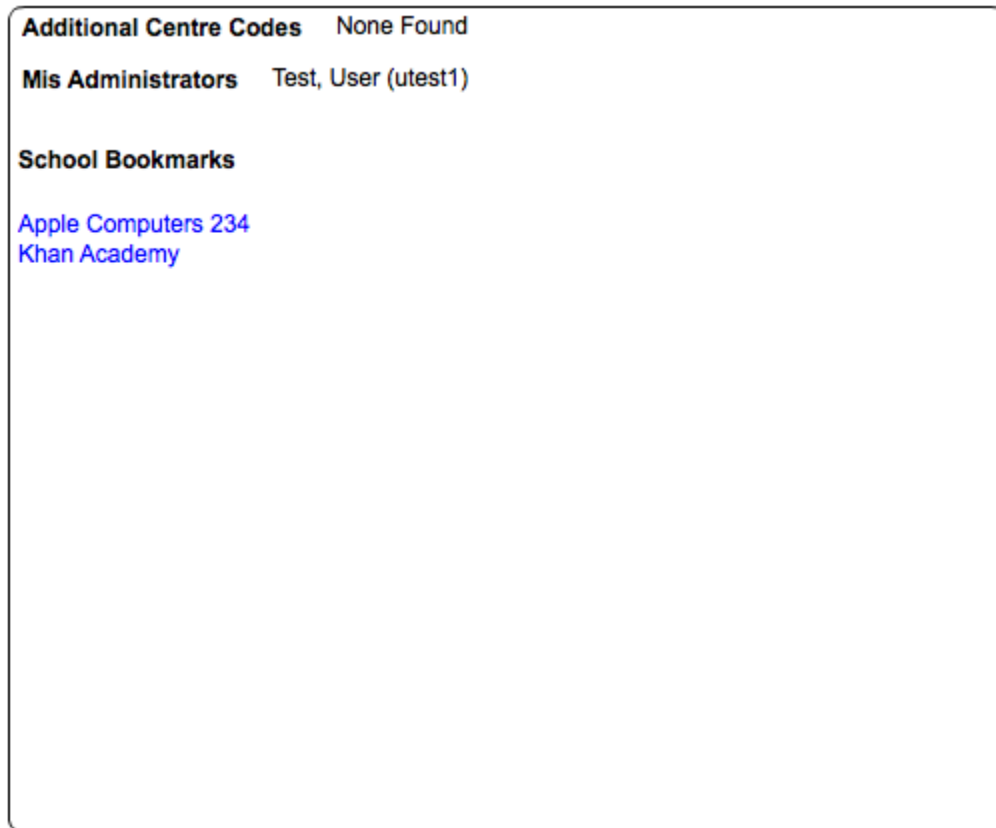


Figure 4.3. School Details View

4.2. School Filter Check Dialog

This feature enables logged in user to be check a URL against specific Content Filters.

4.2.1. Access

The dialog can be opened by clicking on the *Content Filtering* button and then *Filter Check* sub-menu in the action grid after searching for a school.

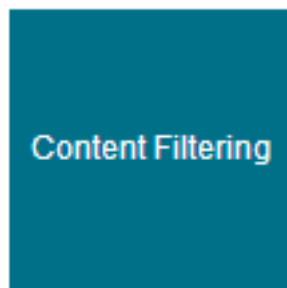


Figure 4.4. Content filtering action grid item

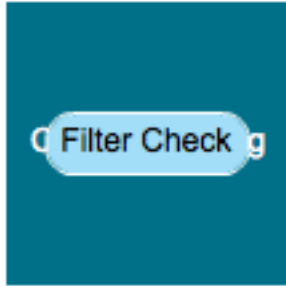


Figure 4.5. School Filter Check menu item

4.2.2. Overview

This dialog allows user to test a URL against an available school filter.

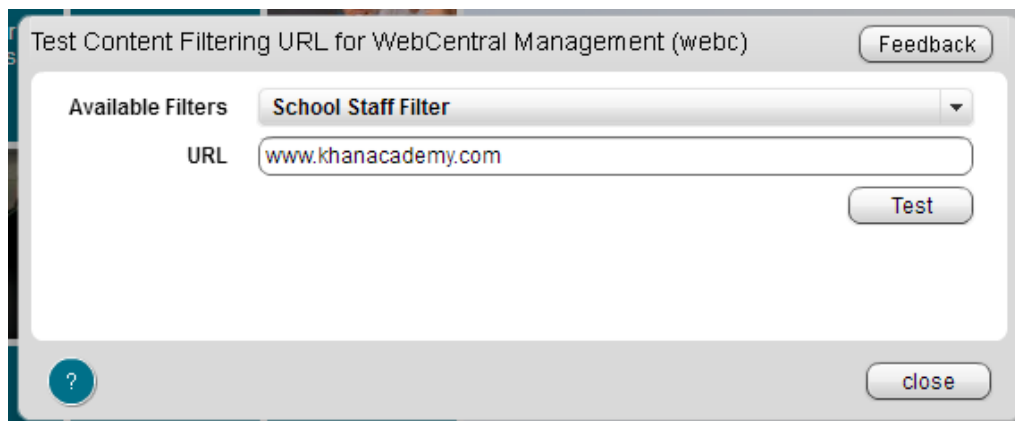


Figure 4.6. School Filter Check dialog

4.2.3. Usage

1. Select an available Filter from the drop down list

2. Enter a URL to test

3. Click 

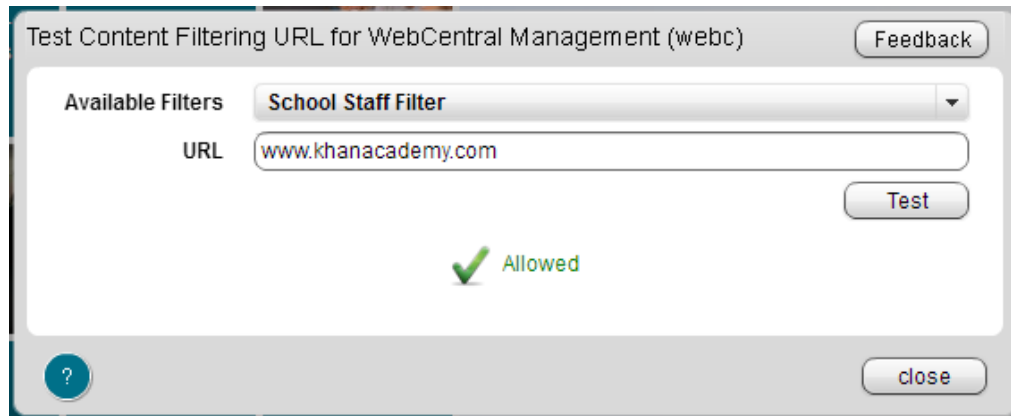


Figure 4.7. Test url

Chapter 5. Group View

5.1. Group View Overview

The *Group View* is displayed when the user selects a group using the Group Selector after searching for a school.

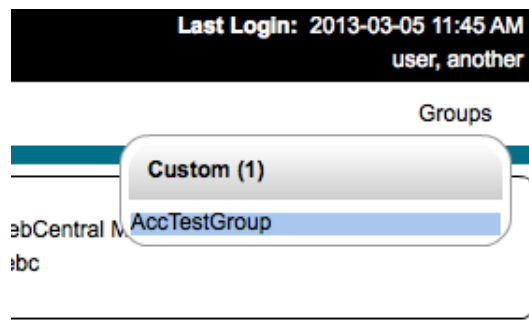


Figure 5.1. Group Selector

5.1.1. Group View

The following screen shot shows the *Group View*.

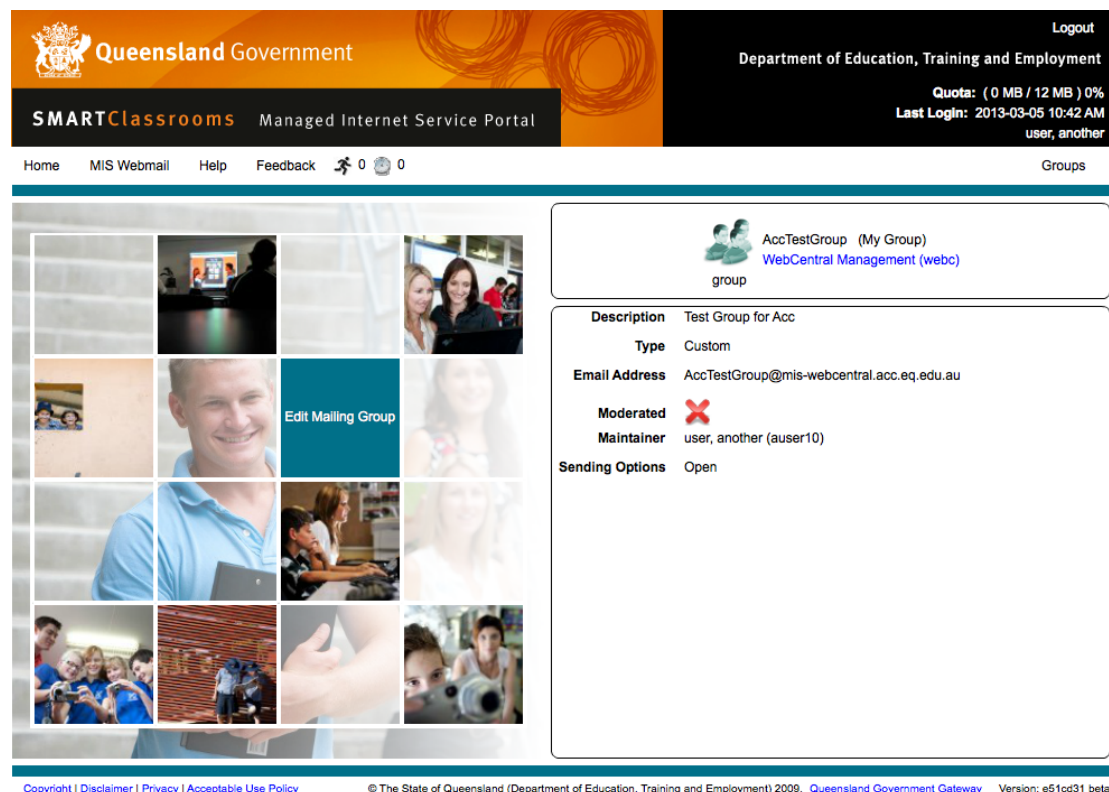


Figure 5.2. Group View

5.1.2. Group Entity View

Information about the *Selected Group* is displayed in the *Entity View* including the groups name and its school.

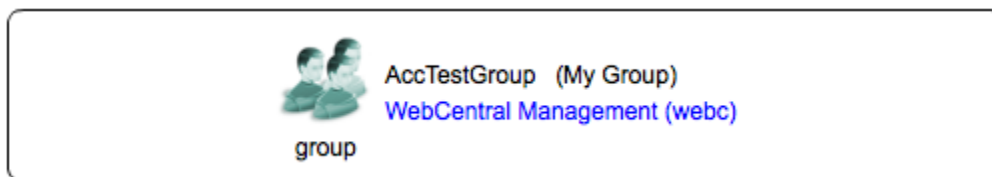


Figure 5.3. Group Entity View

5.1.3. Group Details View

The Group Details View contains summary of information about the Selected Group.

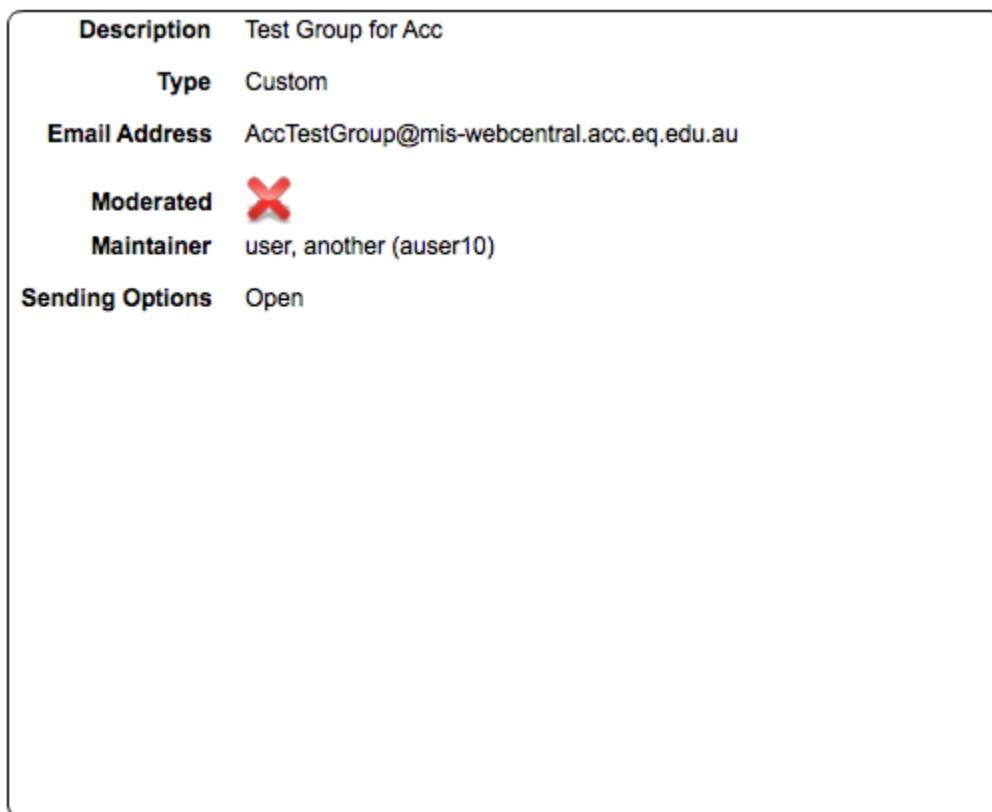


Figure 5.4. Group Details View

5.2. Edit Mailing Group Dialog

This feature enables Mailing Group maintainers to edit sending options for their group and add & remove group members to and from their custom mailing groups.

5.2.1. Access

The dialog can be opened by clicking on the *Edit Mailing Group* action grid item after searching for a group.



Figure 5.5. Edit Mailing Group action grid item

5.2.2. Overview

The Edit Mailing Group dialog is split into two sections: *Mailing Group Settings* and *Group Members*.

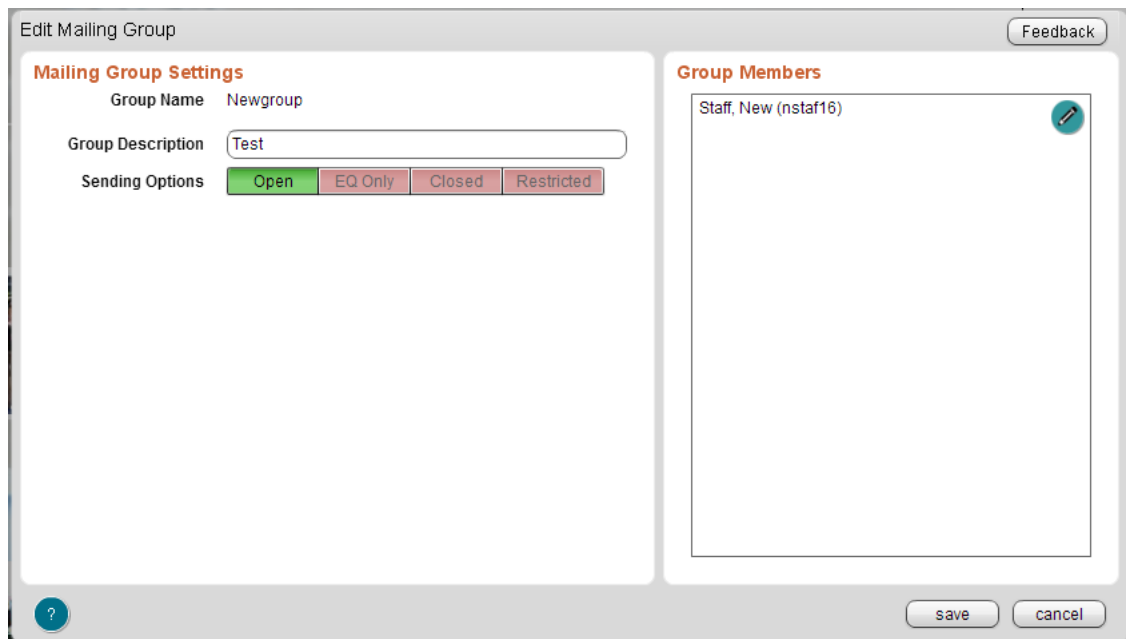


Figure 5.6. Edit Mailing Group dialog

1. *Group Name*: The name of the group. This is read-only.
2. *Group Description*: The description of the new group.
3. *Sending Options*: Change to one of 4 sending options:-
 - *Open*: Anyone can send messages to this mailing group.

- *EQ Only*: Only messages sent from within EQ will be accepted. i.e. messages from tuser1@eq.edu.au or tuser2@qed.gld.gov.au will be accepted, whereas messages from test_acct@hotmail.com will be rejected.
 - *Closed*: Only members of this group may send to this list.
 - *Restricted*: Only the selected members may post to this group.
4. *Group Members*: Displays a list of members of the group. They may be from different schools. This list may also contain email addresses and dynamic groups.

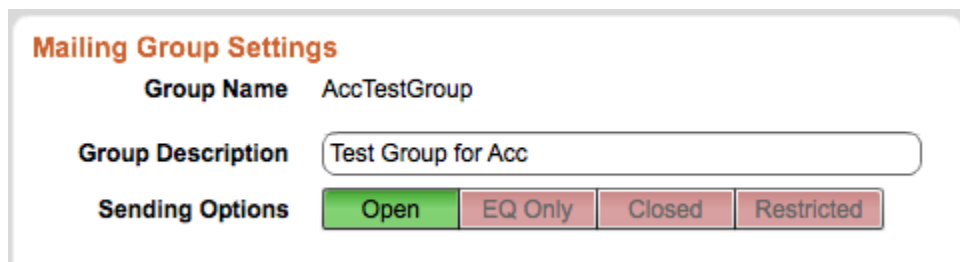
Note

Mailing group names must be unique within each school. If a group with the same name already exists in the directory, an error message will be displayed.

5.2.3. Mailing Group Settings Usage

5.2.3.1. Description

Edit the description as needed.



Mailing Group Settings

Group Name AccTestGroup

Group Description

Sending Options

Figure 5.7. Description

5.2.3.2. Sending Options

You can change the sending options using the option bar. Selecting **Restricted** will reveal a `List Builder` to add restricted members. Adding users to this list will automatically add them to 'Group Members'. Conversely, removing that user from the group members will also remove them from Restricted Users.

Sending Options

Restricted Membe...

Open	EQ Only	Closed	Restricted
------	---------	--------	------------




Figure 5.8. Sending Options

Click  to confirm the changes.

5.2.4. Group Members Usage

Edit Mailing Group

Feedback

Group Members

Student, Filtering (fstud126)


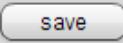
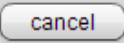
  

Figure 5.9. Group Members list

Edit the group members using the *List Builder*.

Click  to confirm the changes.

Chapter 6. Web Hosting

6.1. Personal Websites

Tip

Depending upon school policy and curriculum requirements, you may be granted space to host your own website. This space is assigned by your school's MIS Administrator. The default quota is 10MB for students and 20MB for staff.

Note

If assigned website space, your personal website address will be:

`http://resources.<school name>.eq.edu.au/home/<login name>`

To manage content on your personal website, please refer to My Website - File Manager and My Website - PHP Errors under Home View for more detail.

You can also access your personal web hosting folder using an FTP program and your MIS login ID and password. To upload to a personal website space with FTP, the location is: `ftp.<school name>.eq.edu.au`

Note

By default, all content that is in your home directory will be viewable over the web except for that in the `_PRIVATE` area. You may restrict access to folders. See 'Change Folder Permissions' under 'My Website - File Manager'.

6.2. CGI Scripts

MIS provides three CGI scripts that can be used in personal websites. Access these scripts by following the *MIS CGI Scripts* link in the *EQ Bookmarks* section of the MIS Home View.

The three CGI Scripts are:

Hit Counter	Displays the number of times your site has been visited.
Search my website	Allows users to search your website.
Mail form	Users can create forms that can be completed and submitted online.

6.3. MySQL Database Management

Tip

You may be granted a MySQL database to help create dynamic web sites. MySQL users manage their database in the 'phpMyadmin Screen'

Note

Please contact your school's MIS Administrator if you have any questions related to MySQL databases and dynamic web sites.

To manage database on your personal website, please refer to My Website - Manage my Databases under Home View for more detail.

6.4. Personal Websites

Tip

Depending upon school policy and curriculum requirements, you may be granted space to host your own website. This space is assigned by your school's MIS Administrator. The default quota is 10MB for students and 20MB for staff.

Note

If assigned website space, your personal website address will be:

`http://resources.<school name>.eq.edu.au/home/<login name>`

To manage content on your personal website, please refer to My Website - File Manager and My Website - PHP Errors under Home View for more detail.

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Note

By default, all content that is in your home directory will be viewable over the web except for that in the `_PRIVATE` area. You may restrict access to folders. See 'Change Folder Permissions' under 'My Website - File Manager'.

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You may be granted a MySQL database to help create dynamic web sites. MySQL users manage their database in the 'phpMyadmin Screen'

Note

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To manage database on your personal website, please refer to My Website - Manage my Databases under Home View for more detail.

Chapter 7. MIS Webmail

7.1. About Webmail

Note

Staff are allocated an email quota of 50MB (students 15MB). Schools may purchase additional email storage by contacting the Service Centre on 1800 680 445.

Note

The Webmail software has detailed online help. Therefore this section of the MIS User Manual limits itself to important everyday tasks, such as composing and sending emails, handling email attachments, and organizing emails and folders.

Note

For information on personalizing Webmail, see 'Webmail Options'.

Note

All Spam emails should be forwarded as attachments to spam@eq.edu.au.

Note

All phishing emails i.e. those that specifically ask for a MIS login or password, should be forwarded as attachments to phishing@eq.edu.au.

7.2. Accessing Webmail

Webmail is available at <https://webmail.eq.edu.au/> or by following the link from the MIS Login or Home View.

To access Webmail, enter your MIS ID and password.

The screenshot shows the Queensland Government Managed Internet Service (MIS) login interface. At the top, the Queensland Government logo and 'Education Queensland' are displayed. Below this is a navigation bar with 'SMARTClassrooms' and 'Managed Internet Service'. The main content area is divided into two sections. On the left, under 'Quick Links', there is a list of links: ICT Help Service Centre, Service-Now Training Materials, Managed Internet Service (MIS), MIS WebMail, Smart Classrooms, Education Queensland, Queensland Government, Discussion Lists, Using the Department's Corporate ICT Network Service Centre, The Learning Place, iConnect, Computer for Teachers Online Community, ICT Community, Education Views, Google, Ask Jeeves for Kids, and Yahoo!igans. Below this is a 'Support' section with the text: 'If you require assistance with logging in please contact your school's MIS administrator'. On the right, the 'Managed Internet Service Login' section contains two input fields: 'MIS ID' and 'Password', followed by a 'Login' button. At the bottom, there is a copyright notice: '© The State of Queensland (Department of Education, Training and Employment) 2003. Queensland Government Gateway'.

Queensland Government

Education Queensland

SMARTClassrooms Managed Internet Service

Quick Links

- [ICT Help Service Centre](#)
- [Service-Now Training Materials](#)
- [Managed Internet Service \(MIS\)](#)
- [MIS WebMail](#)
- [Smart Classrooms](#)
- [Education Queensland](#)
- [Queensland Government](#)
- [Discussion Lists](#)
- [Using the Department's Corporate ICT Network Service Centre](#)
- [The Learning Place](#)
- [iConnect](#)
- [Computer for Teachers Online Community](#)
- [ICT Community](#)
- [Education Views](#)
- [Google](#)
- [Ask Jeeves for Kids](#)
- [Yahoo!igans](#)

Support

If you require assistance with logging in please contact your school's MIS administrator

Managed Internet Service Login

MIS ID


Password

Login

[Copyright](#) | [Disclaimer](#) | [Privacy](#)

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[Queensland Government Gateway](#)

Figure 7.1. MIS Login

1. Enter your MIS ID in the *MIS ID* field. This is the same ID you use to log into MIS.
2. Enter your password in the *Password* field. This is the same password you use log into MIS.
3. Click  to enter Webmail.

7.3. Webmail Interface

The screen below shows the Webmail interface.

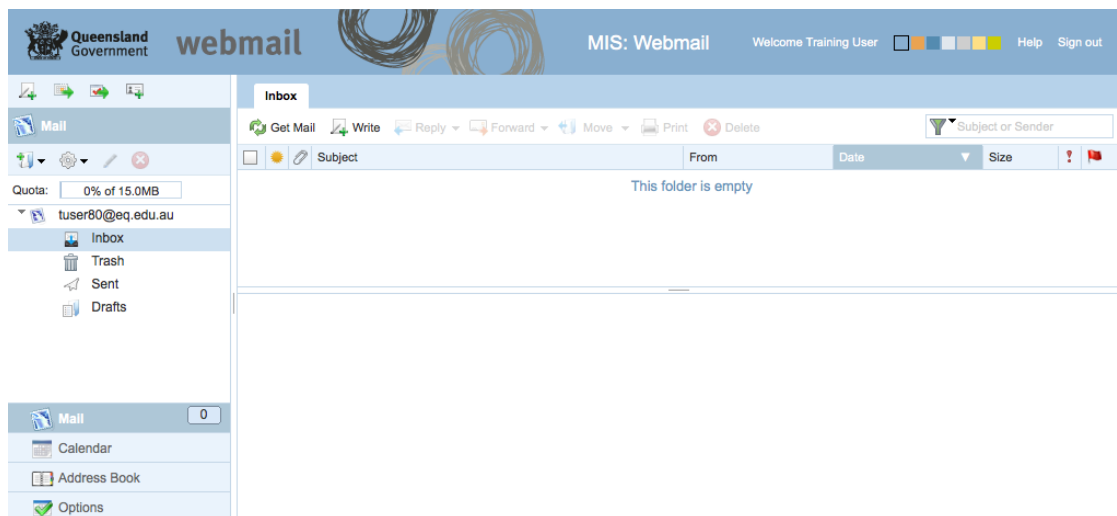


Figure 7.2. Webmail interface

7.3.1. Webmail accordion tabs

Select mail, calendar, address book, and customization options by clicking on the accordion tabs, as shown below:

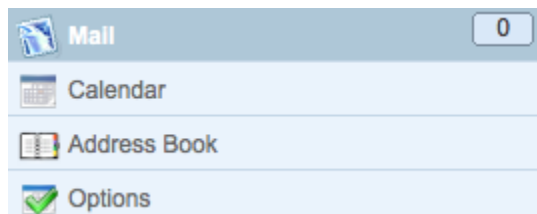


Figure 7.3. Webmail accordion

- Mail : Access message folders such as the inbox
- Calendar : Mark events, create events such as meetings, notify attendees, create tasks
- Address Book : Manage contacts, email addresses and groups of email addresses
- Options : Preferences - personal details, calendar and address book defaults

7.3.2. Message folder actions

The following options are available for folders:

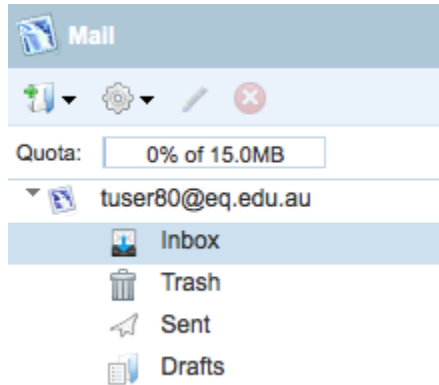


Figure 7.4. Message folders

Icon	Function
	Create new folder or subscribe to shared folder
	Folder info and sharing
	Rename selected folder
	Delete selected folder

7.3.3. Actions on messages summarized

The actions which may be taken on one or more messages are shown below:

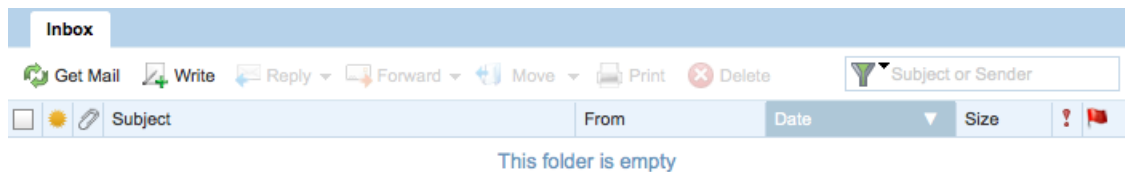


Figure 7.5. Actions on messages

Tip

To select or deselect all messages click the checkbox.

7.3.4. Searching messages in message folders

Messages within a folder can be searched by using the search entry field, shown below.

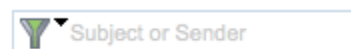


Figure 7.6. Message search

Tip

For more details on searching see 'Searching for emails'.

7.3.5. Sorting messages in message folders

Messages within a folder can be sorted by clicking the folder column headings, as shown below.



Figure 7.7. Sorting messages

- Click *Subject* to sort by subject
- Click *From* to sort by sender
- Click *Date* to sort by date
- Click *Size* to sort by size

7.4. Using online help

Tip

Webmail has detailed online help.



Figure 7.8. Webmail online help

To access online help, click the *Help* button.

7.5. Composing emails

7.5.1. Creating a message

To create a new message, click the *Write* button.

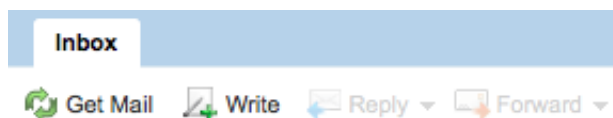



Figure 7.9. Write button

7.5.2. Write Message window

The images below describe some of the most important features of the Write Message interface:

Button	Function
Send	<p>Warning</p> <p><i>Send</i> immediately sends a message. Once sent, the message cannot be recalled.</p>
Attach	<p><i>Attach</i> lets you attach a file - an image, Microsoft Word document, or Powerpoint presentation, for example - to the email. See 'Email Attachments' for more information.</p>
Save	<p><i>Save</i> saves a copy of the email to the Drafts folder. You can go to the Drafts folder any time later, reopen the draft, and work on it before sending.</p>
Bcc	<p><i>Bcc</i> adds the ability to specify Bcc (Blind Carbon Copy) recipients.</p>
Spell Check	<p><i>Spell Check</i> lets you spell check the message before sending.</p>
Options	<p><i>Options</i> allows the options shown below to be set on the message.</p> <div> <div>Priority: <input type="text" value="Normal"/></div> <div>Receipt: <input type="text" value="None"/></div> <div><input checked="" type="checkbox"/> Rich Text</div> </div> <p><i>Priority</i> lets you mark a message as Normal, Urgent or Low. The recipient's email software will typically show messages of this kind with an  icon.</p> <p><i>Receipt</i> will request if a return receipt is required when you send an email. <i>Rich Text</i> allows message format to be switched between HTML (web page) format and plain text.</p>

Button	Function
	HTML gives you more control of formatting at a cost of message size.
Cancel	<i>Cancel</i> discards the email without sending.

7.5.3. Email Attachments

To attach a file to an email, click the *Attach* button in the 'Write Message window' to open the file browser:

1. Locate the file to attach.

Note

While you can send any type of file, some formats may be rejected at the receiving end. This is usually for security reasons.

2. Click *Open* to add the file to the message. Once added the file will appear below the Subject entry field as shown in the image below:

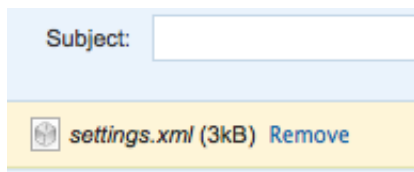


Figure 7.11. Email attachment

Note

Click *Remove* to remove attached file(s).

Warning

Check the file size (shown in brackets) and keep the total file size under the attachment limit of 3.8 megabytes.


7.6. Searching for emails

To search for specific emails, enter your search text in the search field shown below and hit 'Enter'.



Figure 7.12. Email search

By default searches include the message subject and message body. To change this, click the

search dropdown  to display the search options shown below:

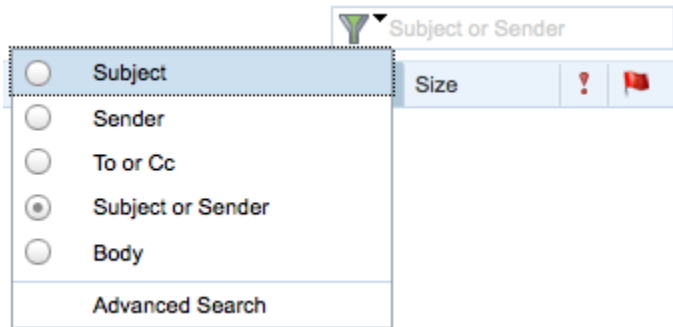


Figure 7.13. Search options

Use the radio buttons to determine which component of the email message is to be used during the search, or click 'Advanced Search' for more options, shown below:

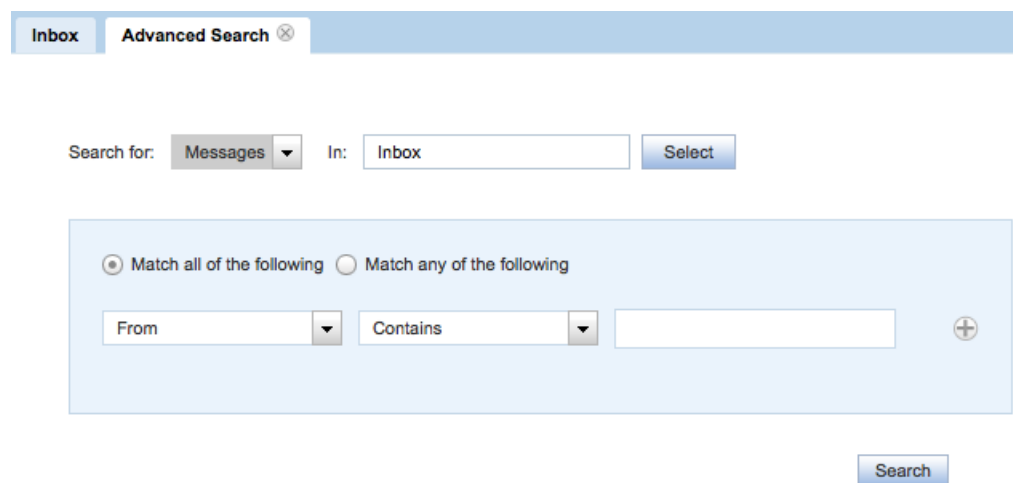


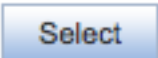
Figure 7.14. Advanced search

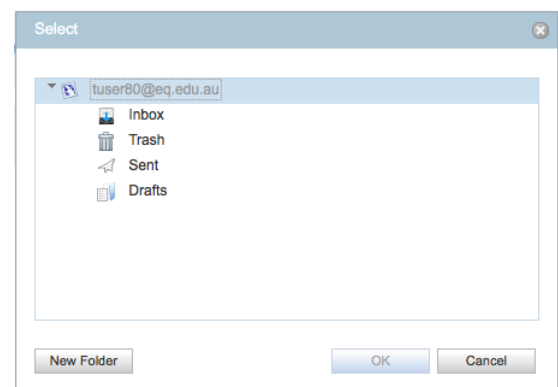
Search Option



Function

Choose the folder to search (default is Inbox)

by clicking the  button to display the folder list shown below:



Search Option

☒ Match all of the following ☐ Match any of the following

**Function**

Select the desired folder and click the 'OK' button.

Choose whether any or all of the search conditions you create must be satisfied.

Choose the part of the message to search, including:

- From: search the 'From' part of the message
- Subject: search message subject lines
- To: search the 'To' part of the message
- Cc: search the 'Cc' part of the message
- To or Cc: search the 'To' or 'Cc' part of the message
- Date: search message date
- Body: search message contents
- Message Size(kB): search message size in kB
- Age in days: search message age in days
- Status: search message status

Choose the search method from the *contains* drop-down list. The usual search is for messages that contain (part of) a name, email address, word or phrase. However, if you wish to exclude messages, you can choose to search for messages that 'Doesn't contain' these things.

Enter the search term in the field.

- For Sender/Recipient searches this may be part of a name or email address
- For Subject/Body searches, this may be a word or phrase, or part of a word or phrase

Add additional criteria line (if desired).

Click 'Search' to perform the search.

Note

Retrieved emails may be viewed, moved, or deleted.

7.7. Managing folders

Current folders are shown on the left hand side of the interface, as shown below:

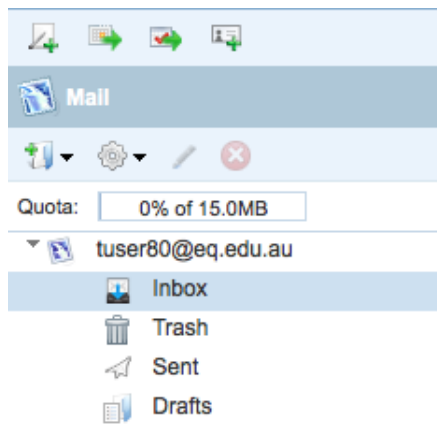


Figure 7.15. Current folders

7.7.1. Create a new folder

Creating new folders to store emails is simple.

- Select 'New Folder' from the dropdown:



Figure 7.16. New folder

- In the *Create Mail Folder* dialog, enter the new folder name:

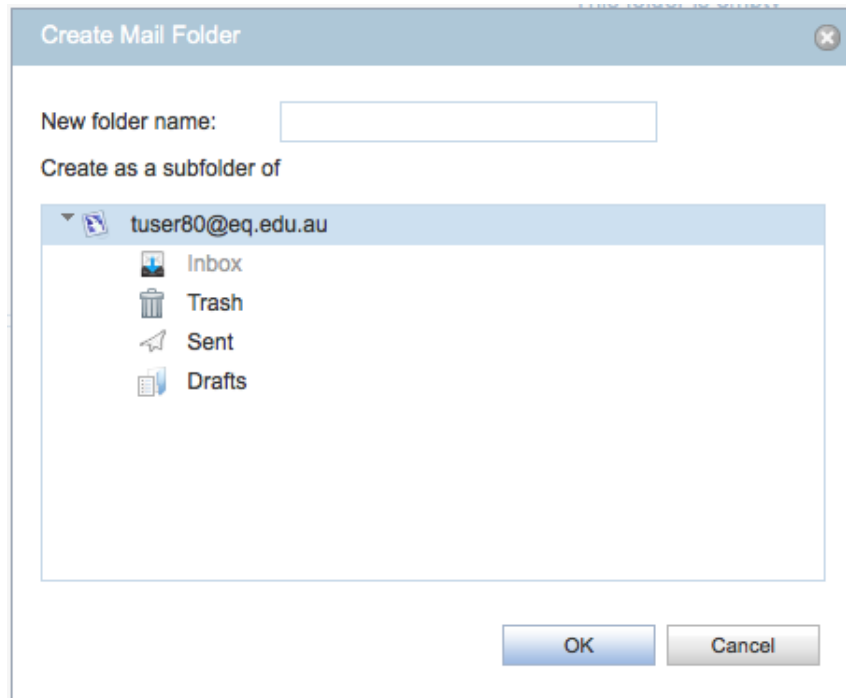


Figure 7.17. Create Mail Folder dialog


Click to select the parent folder:

- The new folder will be created below the selected folder
- To create a folder at the highest level, click the first folder (your email address)
- Click 'OK' to finish

7.7.2. Delete folders with care!

Warning

Check the contents of folders carefully before deleting. If the folder contains messages, those messages will be erased when the folder is deleted.

- Select the folder you wish to delete
- Click  and confirm deletion

7.7.3. Moving between created folders

There are three ways to move between folders you've created:

1. Drag and drop a message from the current folder to the new folder.

2. With a message selected, click  **Move** ▼ and select **Move to folder...** to display the folder list, shown below:

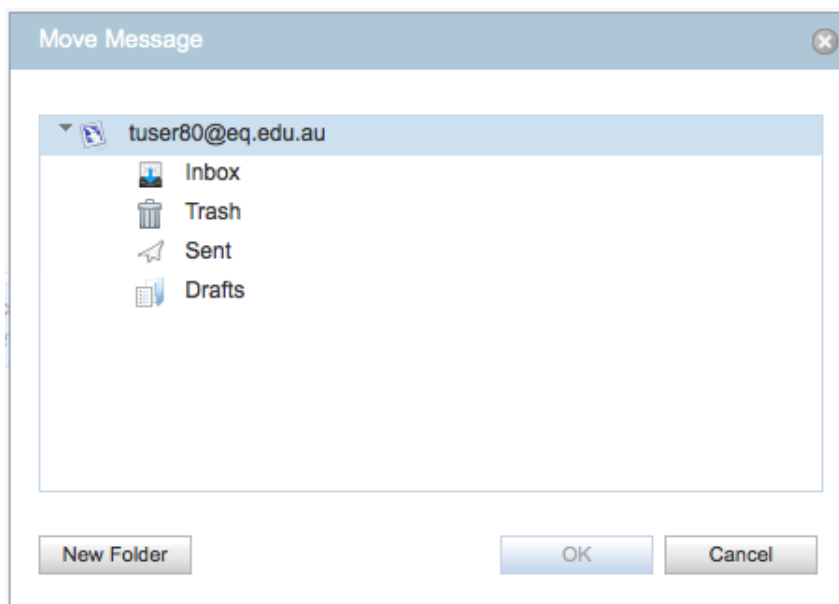


Figure 7.18. Move message

Select the target folder and click 'OK'.

3. Right-click the message and select **Move to folder...** from the context menu to display the folder list, shown above. Select the target folder and click 'OK'.

Tip

Each of these operations may be performed with one or more messages selected.

7.7.4. Renaming a folder

Perform the following steps to rename a folder:

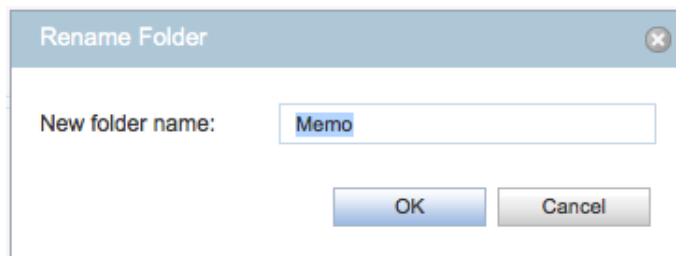



Figure 7.19. Rename folder

- With the folder selected, click  to display the rename dialog
- Enter the new folder name

- Click 'OK'

7.8. Deleting emails

As the volume of email you send and receive increases, you'll need to delete emails that are no longer needed.

Delete is a two-step approach. Messages are first moved to the Trash folder, before being removed upon logout.

Messages within the Trash folder may be moved to another folder - for example, back to the Inbox.

7.9. Address book of contacts

Tip

Webmail makes it easy to maintain contact details and create and manage 'groups' of contacts.

Tip

In Webmail, you'll see a contact's details referred to as a 'card' - as in business card. Most email programs now work this way, treating contact details as collections of online business cards. Contact 'card' details may be saved in .vcf card format (an internet standard), attached to email, and exchanged with other email programs.

Access your personal address book using the accordion, as shown below:

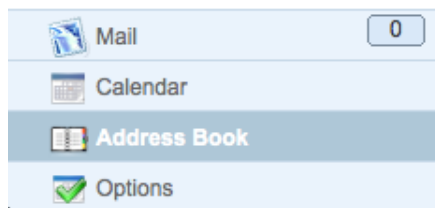


Figure 7.20. Access address book

The address book displays all your contacts and provides various functions to manage them.

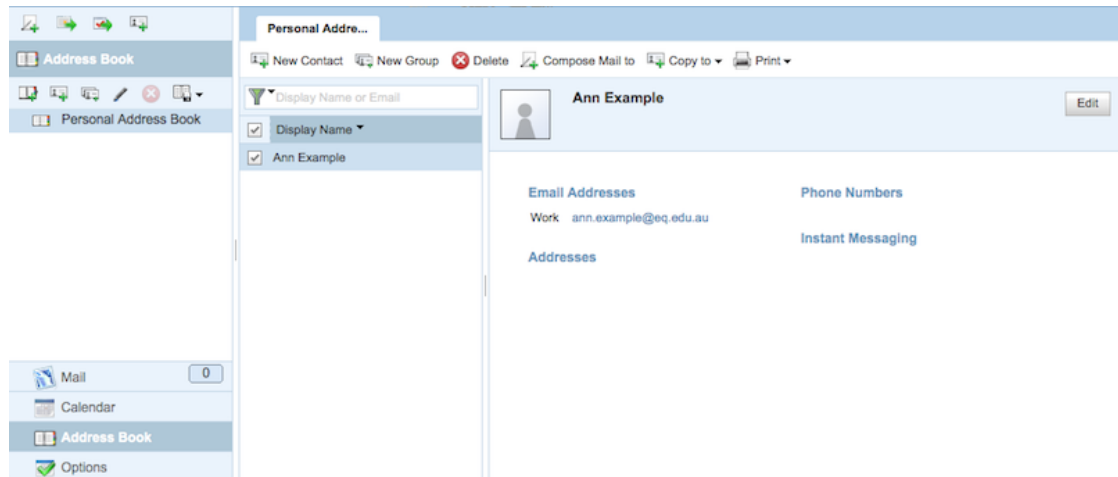


Figure 7.21. Address book

7.9.1. Adding contacts





You can add a contact to the address book by clicking the  **New Contact** or the  button and completing the 'New Contact' window.

Figure 7.22. New contact

7.9.2. Creating contact groups

Tip

If you often send emails to the same people, you'll save time if you make them members of one or more contact groups.

You can create a contact group by clicking the  **New Group** or the  button and completing the 'New Group' window.

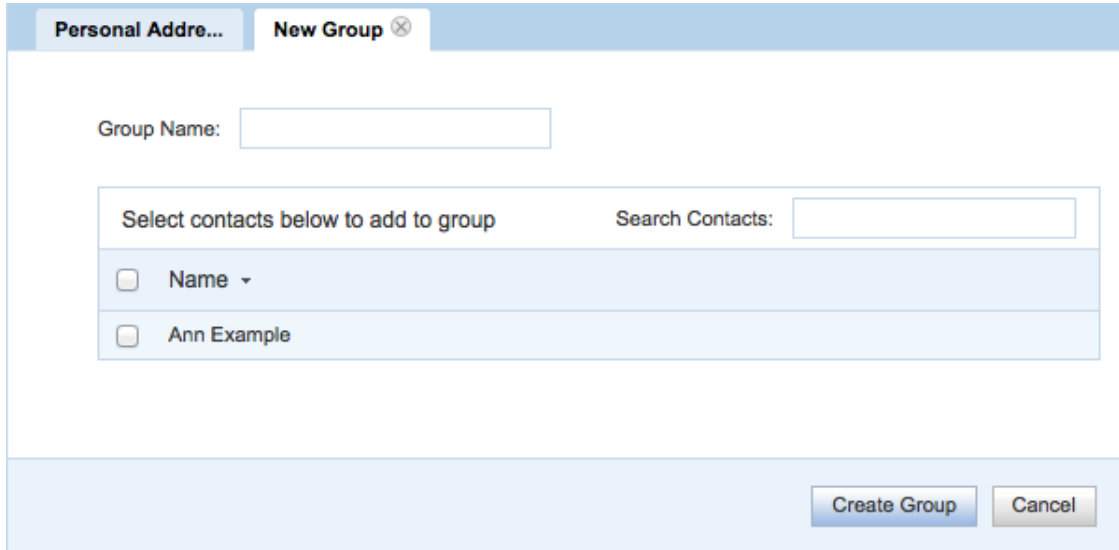

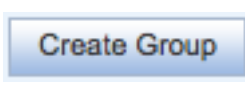


Figure 7.23. New group

1. Enter a name for the group. This is required. All other fields in the window are optional.
2. Select the contacts to add to the group.
3. Use the **Search Contacts:** search box to look for contacts to add to the group. As you type in this field the contact list will update. To revert the list click  to view all entries.
4. Create the group by clicking .

7.9.3. Editing a contact group

To manage the contacts within a contact group:

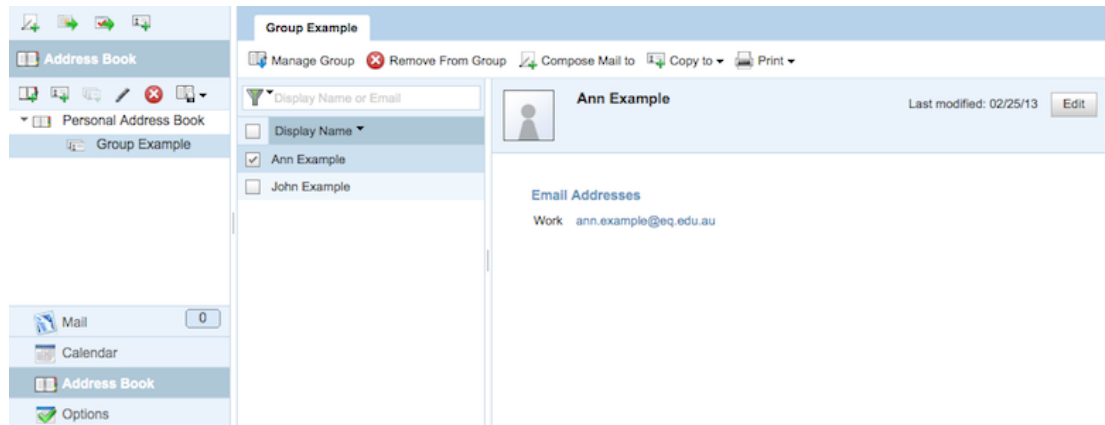


Figure 7.24. Edit group

1. Select the group to be edited.
2. The current group members are displayed.
3. Click 'Manage Group' to manipulate the group member list. Use the checkboxes next to each contacts name to add/remove them from the group:

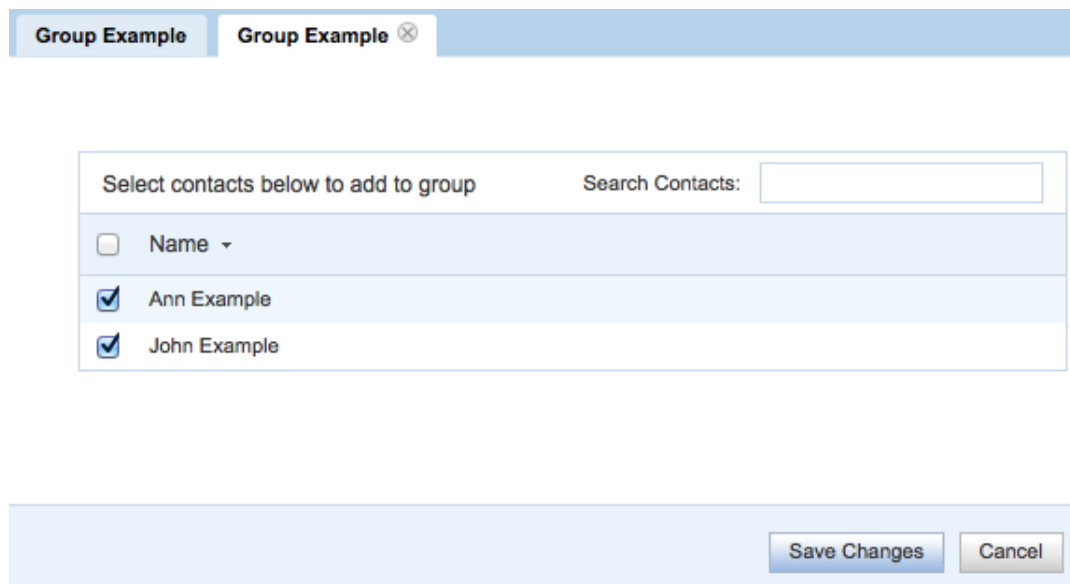
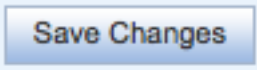


Figure 7.25. Add/remove contacts from the group

4.  Save the changes by clicking .

7.9.4. Deleting a contact group

To delete a contact group:

1. Select the group to be deleted.

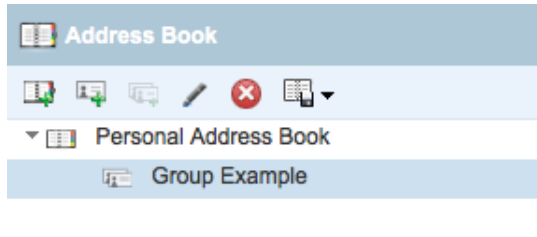



Figure 7.26. Select group

2. Click  and to delete the group.
3. A confirmation window will show up as shown:

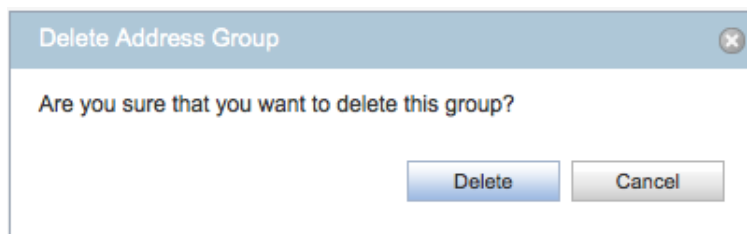


Figure 7.27. Confirm group deletion

Click 'Delete' to confirm the deletion.

Tip

Deleting a contact group deletes the group definition only, not the group members.

7.10. Phishing Emails

Phishing emails are a form of deception aimed at stealing your valuable personal information, such as bank details or usernames and passwords.

MIS users have recently been targeted by these emails and accounts which have been compromised as a result have been used to send large volumes of spam, resulting in interruptions to email services on several occasions.

Due to this it is vital that users of the MIS know how to identify potential phishing emails, and understand the importance of acting responsibly if they receive one.

7.10.1. What does a phishing email look like?

Phishing emails may take a number of forms, however the majority of those received by MIS users pretend to be from an EQ support team. These emails, as shown in the example below, attempt to get the user to respond with their MIS username and password.

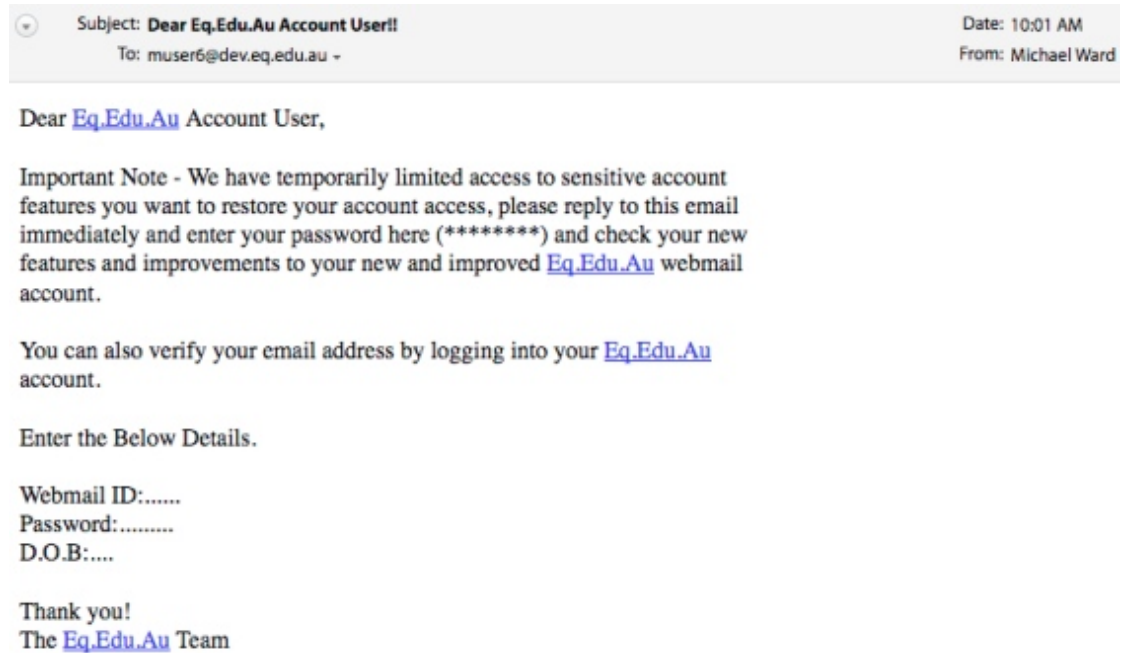


Figure 7.28. Phishing email

Here are a few of the phrases to look for if you think you have received a phishing email:

"Verify your account", "Your account will be closed if you do not respond within X hours"

No one will ever ask for your MIS password for a legitimate purpose. This password should always be kept secret and should not be disclosed to anyone. These emails often convey a sense of urgency so that you'll respond without thinking, and may even claim to have been sent as a result of your account being compromised.

7.10.2. What do I do if I receive a phishing email?

If you have any doubts about an email you have received, it is important that you *do not respond*. Instead, contact your MIS Administrator immediately and then send the suspected email as an attachment to phishing@eq.edu.au.

Chapter 8. MIS Webmail Calendar

8.1. About the Calendar

The Webmail calendar is a powerful tool that lets you manage your time online.

The Webmail calendar handles two main types of information:

- Events: meetings, seminars, training, birthdays, anniversaries, etc. Events such as meetings need people and therefore have one or more *invitees/attendees*
- Tasks: jobs to complete by a date or time

Note

You can have multiple calendars. For example, you may have a lesson prep calendar and a sports events calendar.

Note

You can share calendars with others and check others' availability online.

Tip

As there is detailed online help for the Calendar, this guide provides essential information only.

8.2. Calendar Views and browsing calendars

Calendars can be viewed by day, week or month:

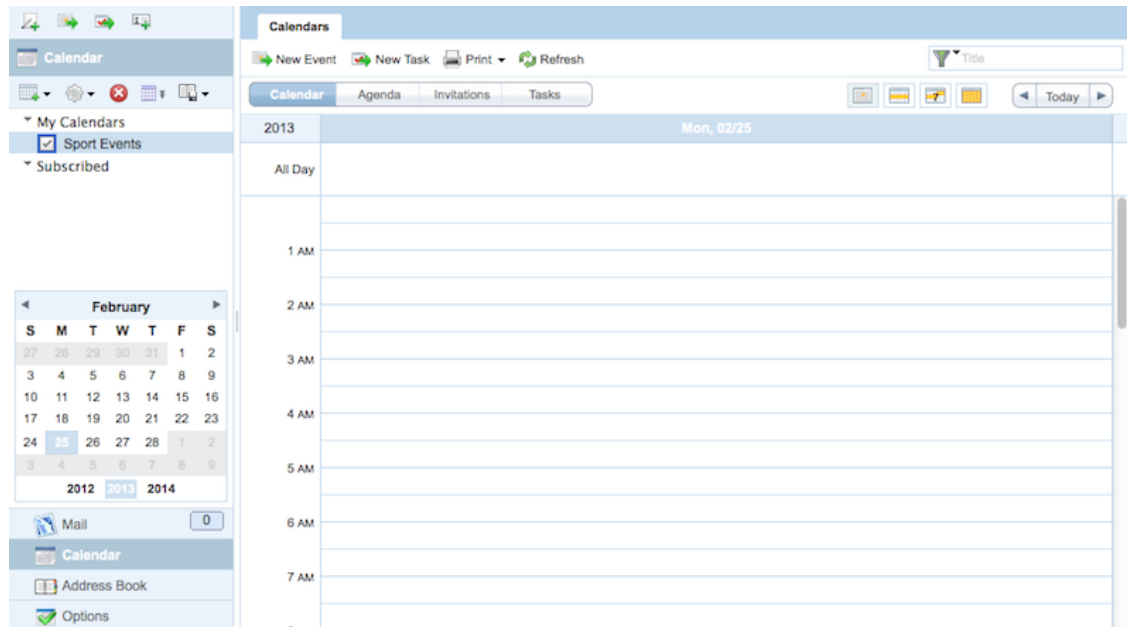


Figure 8.1. Calendar view

- Currently selected calendar:

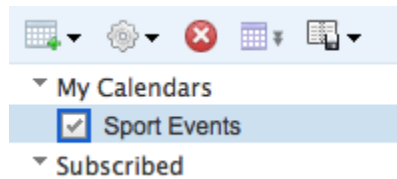


Figure 8.2. Selected calendar

- Display day, week or month views of the selected calendar:



Figure 8.3. Day, week or month views

To display a calendar for another date, select the desired date within the date picker (click on arrow buttons to move forward or backwards by month).

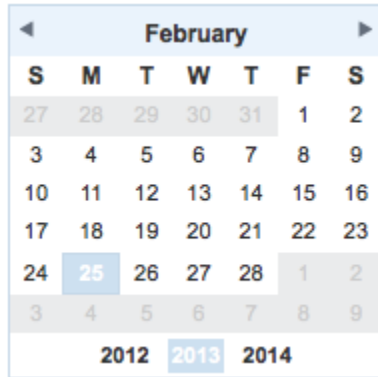


Figure 8.4. Date picker

8.3. View and Filter Events

With the calendar selected today's events are displayed.

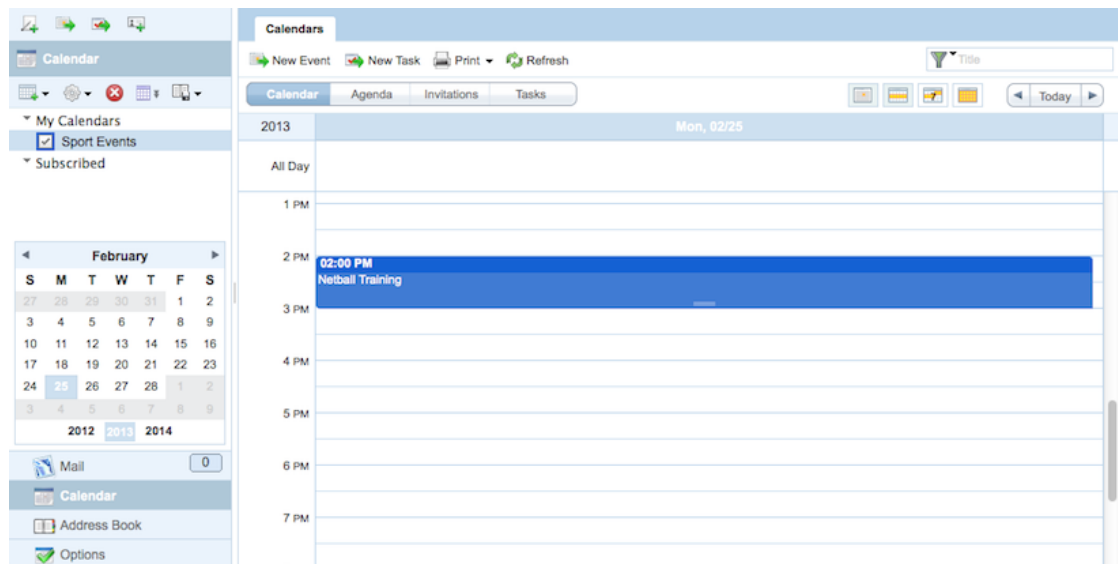


Figure 8.5. Calendar events

- Currently selected calendar:

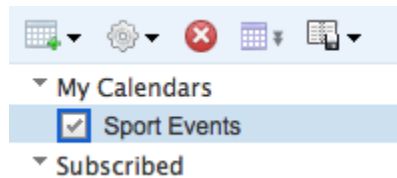



Figure 8.6. Selected calendar

- Today's events:



Figure 8.7. Today's event

Enter (part of) an event title in  to filter events by title.

8.4. Create an Event

Creating events such as meetings is straightforward.

Click  **New Event** and follow the steps in the next sections.

8.4.1. New Event window

The *New Event* window:

Figure 8.8. New Event window

Note

Switching on 'Show as:' will block out your time in the calendar:

Figure 8.9. 'Show as:' dropdown

Anyone who checks your availability will see your time has already been reserved for this event.

Note

Some events may be confidential. If so, and you let others see your calendar, use the 'Event is:' dropdown:

Event is: Public Show

Event Type:

- Public
- Private
- Show Date and Time Only

Figure 8.10. 'Event is:' dropdown

Mark events of this kind as either:

- Private: only invitees are aware of the event
- Public: all users sharing your calendar are aware of the event, or
- Show Date and Time Only: others see you are busy but not why

8.4.2. Add invitees

Choose invitees to an event in the Invitations part of the *New Event* window:

Invitees and Reservations

Invitations

+ 📅

You have not added any invitees for this event. Type in the name or add from the addressbook.

Check Availability

Figure 8.11. Invitations part

Tip

The usual approach is to build the list of invitees, check their availability, and adjust the event time to suit.

1. To build the list of invitees:

- If you know the email address of the invitee, enter it in


Invitations

them

and click



to add

- otherwise click  and select invitees from the address books available to you

Click  to see if invitees are available.

8.4.3. Check invitees' availability

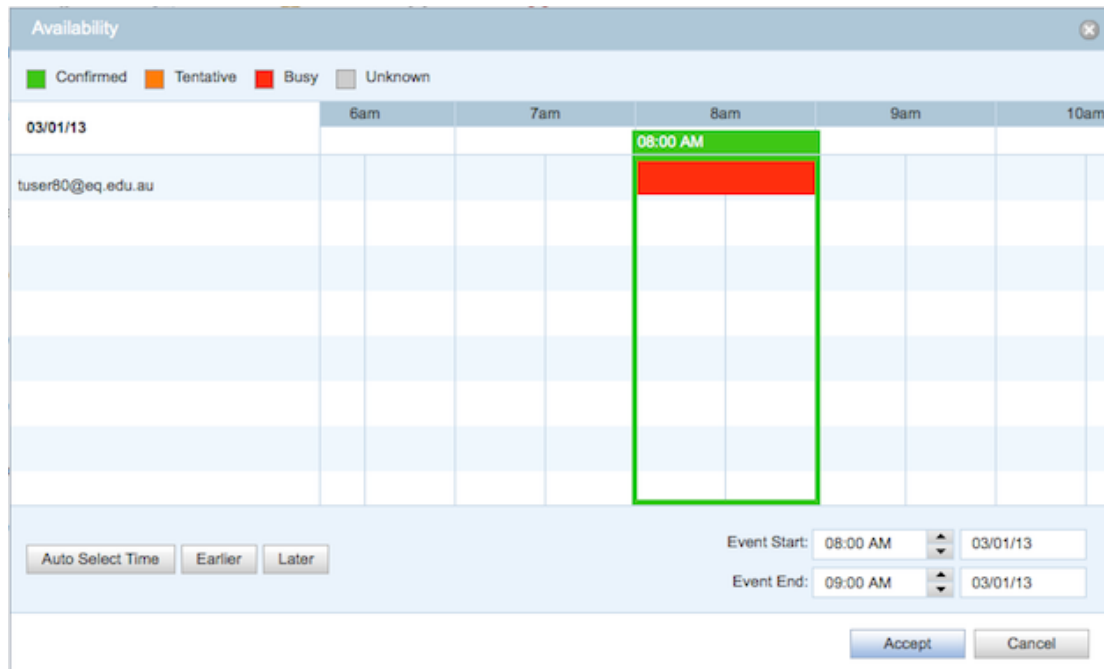
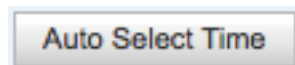


Figure 8.12. Availability window

When opened, the *Availability* window displays information for the day of the event. Invitees' availability is shown in the grid at the top of the window.

Tip

Change the *Event Start* and *Event End* if people are busy. Alternatively, click



to allow WebMail to find a time suitable for all invitees.

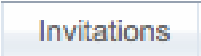
Warning

If availability information is not displayed for a person, their calendar has not been set up to allow checking. See 'Important Calendar settings'.

8.4.4. Saving the event and notifying invitees

With the event details added and invitees' availability checked, click  **Save** to create the event and send email invitations.

8.5. View and respond to invitations

Click the  tab to view invitations to events that you've received.

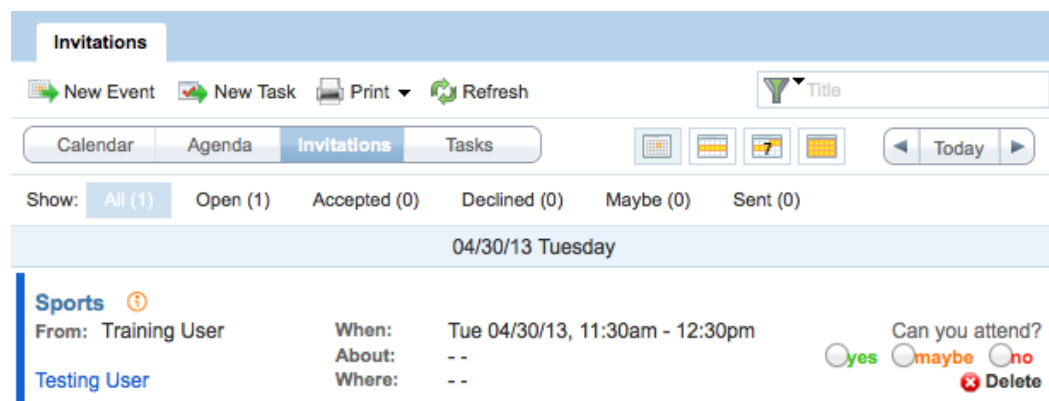


Figure 8.13. View invitations


Click on an event in the *Event Title* to get more information about it.

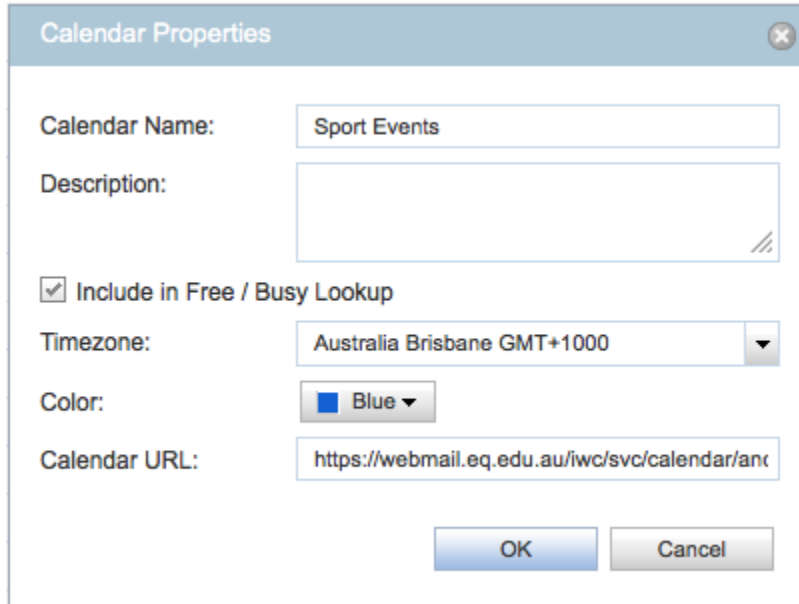
Choose your response to the invitation: yes, no or maybe.

This will automatically email the event's organiser your response.

8.6. Important Calendar settings

WebMail gives you control over your calendars and others' access to them.

With a calendar selected, click  and select 'Calendar Properties' to manage the calendar properties.

A dialog box titled "Calendar Properties" with a close button in the top right corner. It contains several fields: "Calendar Name" with the value "Sport Events", "Description" with an empty text area, a checked checkbox for "Include in Free / Busy Lookup", "Timezone" set to "Australia Brisbane GMT+1000", "Color" set to "Blue" with a color swatch, and "Calendar URL" with the value "https://webmail.eq.edu.au/iwc/svc/calendar/anc". At the bottom are "OK" and "Cancel" buttons.

Calendar Properties

Calendar Name: Sport Events

Description:

☒ Include in Free / Busy Lookup


Timezone: Australia Brisbane GMT+1000

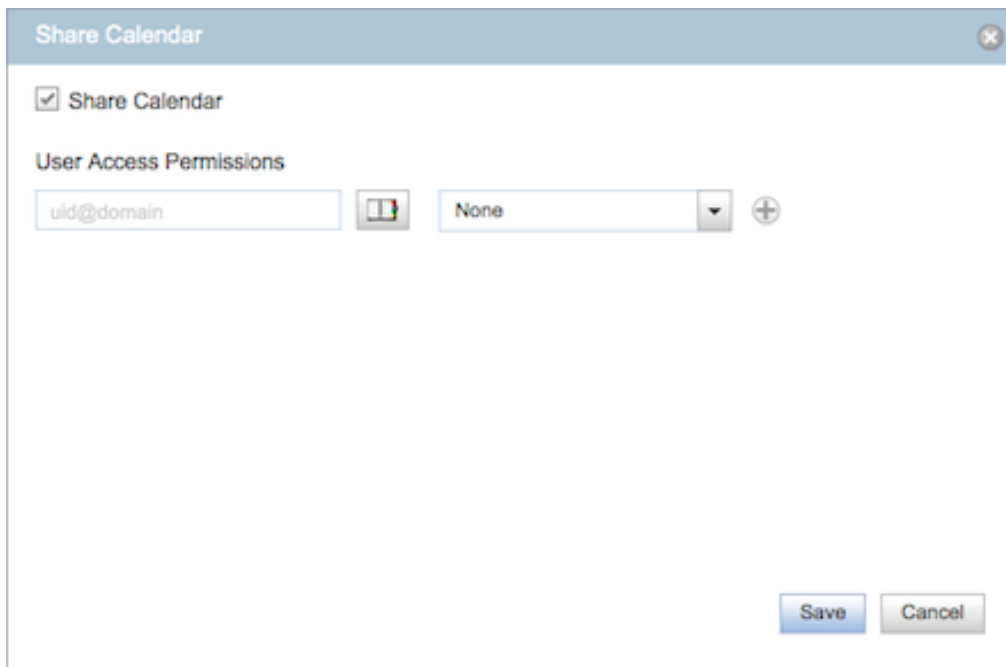
Color: Blue

Calendar URL: https://webmail.eq.edu.au/iwc/svc/calendar/anc

OK Cancel

Figure 8.14. Calendar properties


To share a calendar, select the calendar, then click  and select 'Share Calendar'.

A dialog box titled "Share Calendar" with a close button in the top right corner. It contains a checked checkbox for "Share Calendar", a section titled "User Access Permissions" with a text input field containing "uid@domain", a calendar icon, a dropdown menu set to "None", and a plus sign button. At the bottom are "Save" and "Cancel" buttons.

Share Calendar

☒ Share Calendar

User Access Permissions

uid@domain  None +

Save Cancel

Figure 8.15. Share calendar

8.7. Using the Calendar's Task features

The calendar's task feature lets you manage tasks such as weekly reports, timesheets, and other 'to do' items.

8.7.1. Managing tasks in the Tasks tab

Click the  button to see current tasks' status.

Tip

If you've read the section on how to 'View and Filter Events' the Tasks screen will look familiar.

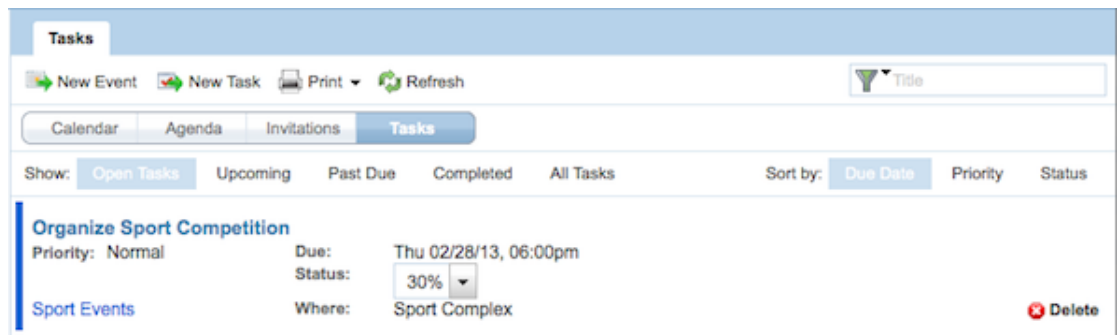


Figure 8.16. Tasks

Filter task list by name


Filter task by completion status

Show: ☒ Open Tasks ☐ Upcoming ☐ Past Due ☐ Completed ☐ All Tasks

Click on the task title to open and view the task

Organize Sport Competition
Priority: Normal Du
Sta

Click to delete the task

 Delete

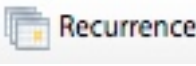
Warning

Tasks are stored in calendars. Add everyday and recurring tasks to your preferred personal calendar.

8.7.2. Recurring tasks

Repeating tasks such as daily reports or weekly timesheets can be added to the calendar.

Click *New Task*, then within the New Task dialog enter your tasks details (including due date),

then open the task recurrence options by clicking the  button.

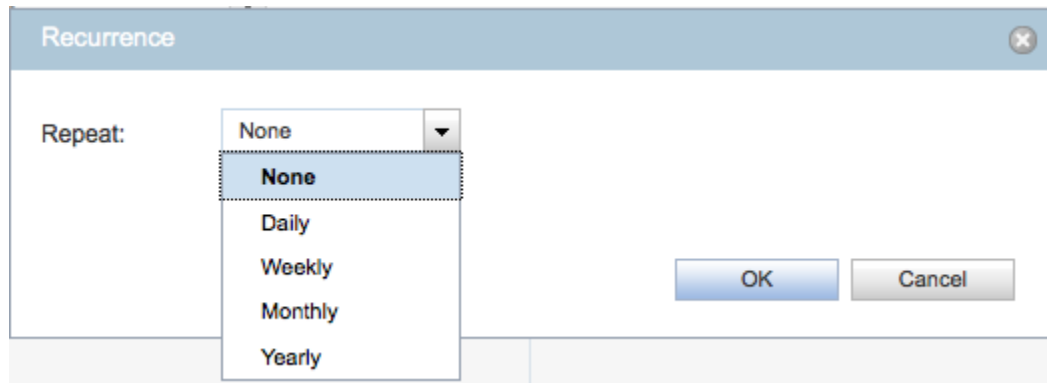


Figure 8.17. Recurring tasks

1. Choose how often the task repeats from the 'Repeat:' list.
2. Click *OK* to save the task recurrence settings.

Chapter 9. MIS Webmail Options

9.1. Global

Warning

Make a note of any changes you make in this part of Webmail so that you can undo them, if necessary.

9.1.1. Language

Language: displays the user interface in a different language, if that language has been set up by a MIS Administrator.

9.1.2. Date Format

Date Format: This affects, for example, how email sent/received dates are displayed in message folders, and event and invitation dates are displayed in the calendar. For example, choosing 'YY MM DD' displays a date as 2005/10/18.

Delimiter: How the year, month, and day parts of a date are separated. Slash separates a date as 2005/10/18, for example.

9.1.3. Time Format

Time Format: This affects how times are displayed in calendar views.

9.1.4. Convergence Startup

Service: display either Mail or Calendar when starting Webmail.

9.2. Mail

The image below shows the available Mail options.

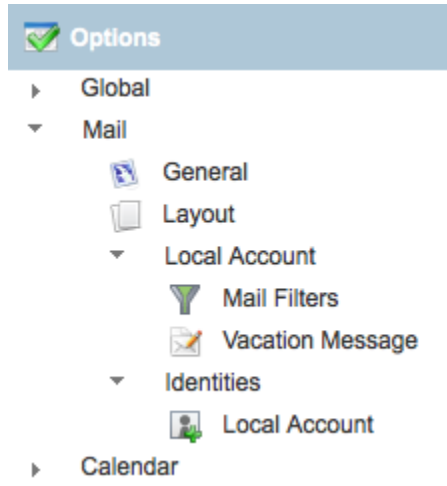


Figure 9.1. Mail options

9.2.1. Personal Information

The Identities - Local Account option lets you personalize Webmail, adding a signature for all outgoing emails and letting you create your own contact card.

9.2.1.1. Add a signature to emails you send

Tip

A signature typically provides details about your role and may provide additional contact information. It is appended to the end of emails you send.

Warning

Use the signature to provide work-related information such as role, department location, and work telephone number. If sending emails outside EQ, think carefully before adding personal information, such as mobile phone number, to the signature.

To add a signature to all emails you send:

Signature

A screenshot of the 'Signature' editor interface. It features a toolbar with various icons for text formatting (bold, italic, underline, text color, background color), alignment (left, center, right), bulleted and numbered lists, and other functions like link, unlink, and insert. Below the toolbar is a large, empty text area for composing the signature. At the bottom of the interface, there is a checkbox labeled 'Add the signature to every message you compose'.

Figure 9.2. Signature

1. Enter your details in the *Signature* part of the form.
2. Switch on the 'Add the signature to every message you compose' checkbox.
3. Click *Save Preferences*.

The signature will be added automatically to the next email you create.

9.2.1.2. Creating an online business card

Tip

Most email programs now treat contact details as collections of online business cards. Contact 'card' details may be saved in .vcf card format (vcard: an internet standard), attached to email, and exchanged with other email programs.

To create the card:

Go to the *vCard* section and enter your details.

Warning

As with the signature, use vcards advisedly. Keep personal information on the card to a minimum. Use the card to provide and exchange contact information for professional purposes.

To automatically add card details to emails you send, switch on *Attach this vCard to each message you compose*.

Warning

Use this option only when needed. Otherwise keep it switched off.

Click *Save Preferences*.

9.2.2. General

Option	Description
Place a copy in	Note It is strongly recommended that you keep saving of sent messages to the Sent folder (or another folder, if preferred) switched on.
Saving Drafts	Lets you choose a different folder for emails that are saved but still unsent.
Include the original message in reply	Switch on to include the original message in any reply you create.

9.2.3. Layout

Lets you modify the layout of message folders, reordering columns and modifying how messages are sorted.

9.2.4. Vacation Message

Get Webmail to send an automatic response to incoming emails while you are away.

To create the vacation message:

The screenshot shows a webmail configuration page for setting up a vacation message. It includes sections for enabling auto-reply, setting the duration (start and end dates), specifying the frequency of replies (hours between replies), and composing the auto-reply message (subject, message to co-workers, and message to other senders).

Auto-reply to Incoming Mail

☐ Enable auto-reply

Vacation Duration

Start Date:

End Date:

How Often Individual Senders Receive an Automated Reply

Hours between replies:

Each sender will receive an automated reply to their first message. The value determines how often they receive a reminder. Hours between replies should be a positive integer between 1 and 300.

Auto-reply Message

Subject:

Message to co-workers:

Message to other senders:

Figure 9.3. Vacation message

1. Switch on the *Enable auto-reply* checkbox.
2. Pick the date range for vacation messaging from the *Start Date* and *End Date* date pickers.
3. Rather than send an automatic response to repeat emails, you can define a number of hours between responses in the *Hours between replies* field. Leave this field blank if you want Convergence to send automatic responses to all incoming emails.
4. Enter the subject line of the message in the *Subject* field.

5. Type the vacation message for both co-workers and other senders in the respective text areas.
6. Click *Save Preferences* to put Vacation Message settings into effect.

9.2.5. Mail Filters

Mail Filters let you define rules to direct incoming emails into different folders, forward emails to a different email address, and automatically delete messages (such as spam email).

9.2.5.1. Create a mail filter

Choose Options - Mail - Local Account - Mail Filters and click the

New Filter

Figure 9.4. New filter

- Give the filter a title in the *Filter Name* field.
- Either choose *Match all incoming messages* to apply this filter to all messages (for example, if forwarding all emails to a second email address) or create rules to apply to incoming emails.

Note

Rules may apply to *any or all* of the *To*, *Cc*, *Recipient*, *From*, *Subject line* or *Message Size* of the email. A typical rule will look for part of a subject line or sender's

email address, which is why 'contains' is the default test. However other tests can be applied:

- *Contains/Doesn't contain*: tests for a *partial* match. Matches if the line contains/ does not contain the characters you enter. For example, a subject line of 'Your account details' on an incoming email contains 'account' but does not contain 'bill'.
- *is equal to/is not equal to*: tests for a *full* match. A subject line of 'Your account details' would fail if compared using 'is' to the test words 'Your account'.
- *Begins with/Ends with*: tests the start or end of a line against the characters you enter. A subject line of 'Your account details' would match if compared to 'You' in a 'begins with' test.

Tip

It is also possible to filter emails by size. This may be useful if you receive emails containing large music or image files from a variety of sources and want to divert these emails to a specific folder.

- Select *Move message to* and choose the folder to receive filtered emails.
- *Discard the message* is important. It tells Convergence to delete filtered emails completely. Typical use is for unsolicited spam email. Click *Save Filter* to put the filter settings into effect.

9.2.5.2. Delete a filter

To delete a filter, choose Options - Mail - Local Account - Mail Filters:

Mail Filters

Filter Name	Enabled
Discard Spam	<input checked="" type="checkbox"/>

New Filter


Edit Filter

Delete Filters

Move Up

Move Down

Figure 9.5. Select filter

1. Select the filter(s) to delete from the list on the left.
2. Click  then click *OK* in the displayed dialog to remove the filter(s).

Note

To disable a filter rather than delete it, simply de-select it's *Enabled* checkbox.

9.3. Calendar

The image below shows the Options - Calendar interface.

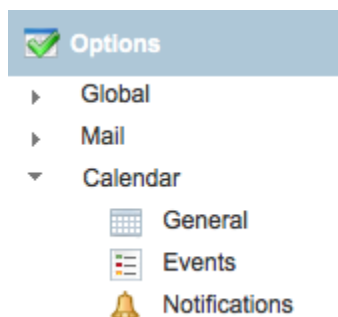


Figure 9.6. Options - Calendar interface

9.3.1. General

Use the *Initial calendar view* dropdown to change the type of calendar you see when you first open Convergence.

Use the *Time Zone* dropdown if you wish to view your calendar in a timezone other than the Australia Brisbane default.

Use the *Day Starts at* and *Day Ends at* dropdown to define the times and time intervals displayed in day and week calendar views.

The *Week starts on* dropdown defines how a week is displayed in calendar views. In the above example, choosing Monday makes weeks in a monthly calendar start at 'M'.

9.3.2. Events

Invited Events Filters allow you to restrict the events that are displayed in calendars. To remove declined events from a calendar view, switch off the *Display declined invitations* check box.

Use the *Default Event Type* dropdown to define your preferred event type whenever you create a new event.

9.3.3. Notifications

Notifications

Event Notifications

☐ Enable event notifications

Notifications arrive before: minutes ▼

☐ Send email message to:

Event Invitation Updates

☐ Send email message to:

Figure 9.7. Notifications

Use this to get Convergence to send you reminders for events and tasks.

To turn on Reminders:

1. Switch on *Enable event notifications*.
2. Add the email address(s) to send reminders to. Separate multiple addresses with a comma.
3. Enter the time before a task or event when reminders should be sent in the *Notifications arrive before* part of the screen.

Note

This is recommended. You must otherwise check your calendars or Convergence invitations screen for invitations.

Chapter 10. Mobile Email

10.1. Configuring the iPhone

To configure the iPhone to send / receive MIS emails follow these steps:

1.



From the home screen select the icon to access the iPhone settings:



Figure 10.1.

2. Scroll down through the available settings and select the *Mail, Contacts, Calendars* option.

3. Select the '*Add Account...*' option:

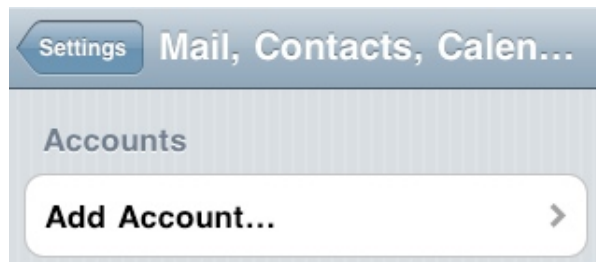


Figure 10.2. 'Add Account...' option

to view the available account types:

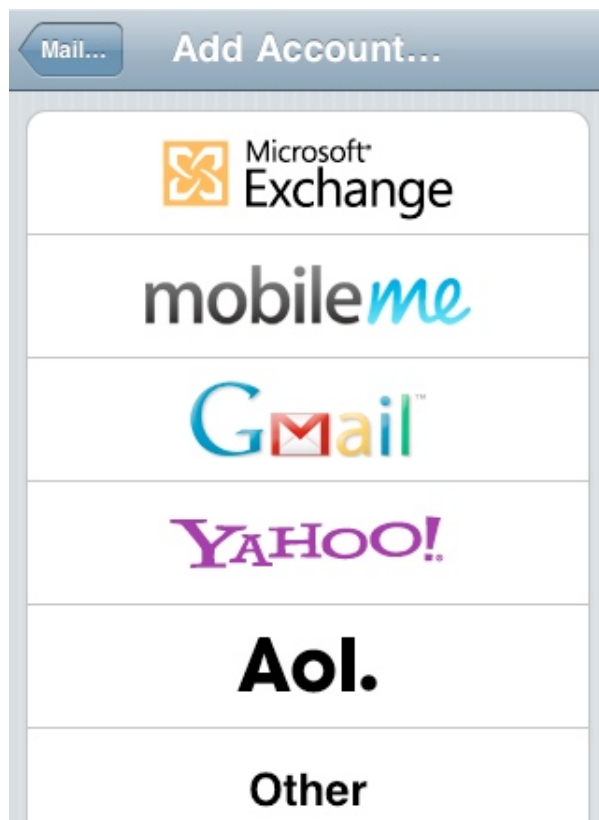


Figure 10.3. Available account types

4. From the list of available account types choose 'Other'.
5. Select the 'Add Mail Account...' option:

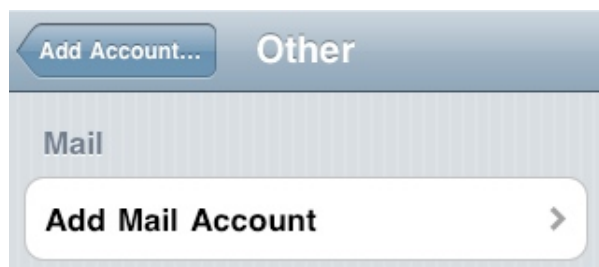


Figure 10.4. 'Add Mail Account...' option

and where prompted enter your name, MIS email address, MIS password, and a description

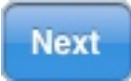
which is meaningful to you. Click  to continue.

6. Leave the *IMAP* button selected (unless you specifically want to retrieve your email via POP), then enter the following information where prompted:
 - Incoming mail server host name: *imap.eq.edu.au*

- Outgoing mail server host name: *smtp.eq.edu.au*

- Username: *enter your MIS ID*

-

Password: *enter your MIS password* Click  to continue.

7. At this point the iPhone will attempt to verify your settings, and will fail with the following error:



Figure 10.5. Verification error

Select *Yes* to continue.

8. Once verification has completed, the following screen is shown:



Figure 10.6. Save screen

Click  to complete setup.

10.2. Configuring Windows Mobile 6.x

To configure Windows Mobile 6.x to send / receive MIS emails follow these steps:

1. From the Start menu, select *Messaging*:

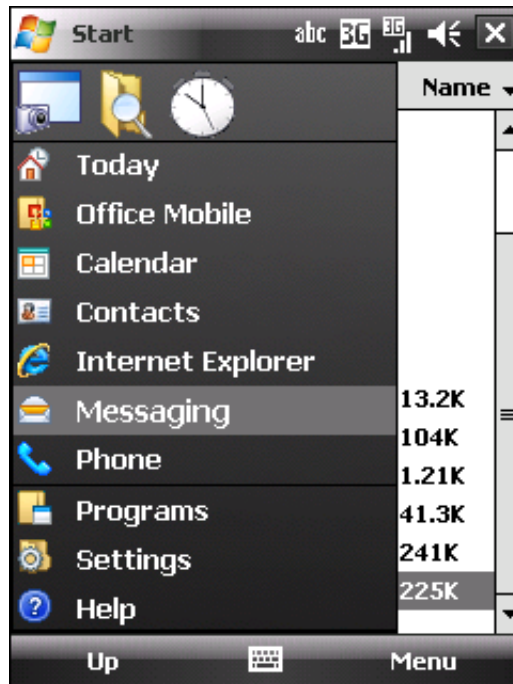


Figure 10.7. *Messaging* option

2. Select *New E-mail Account*:

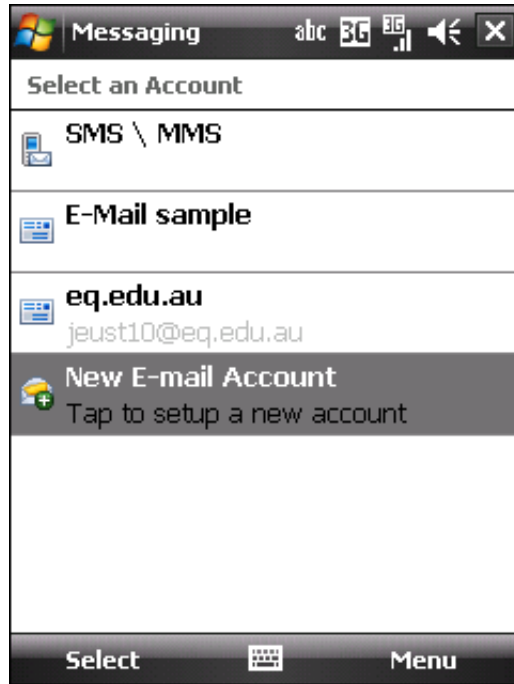


Figure 10.8. New E-mail Account option

3. Enter your MIS Email Address. Uncheck *Try to get e-mail settings automatically from the Internet*:

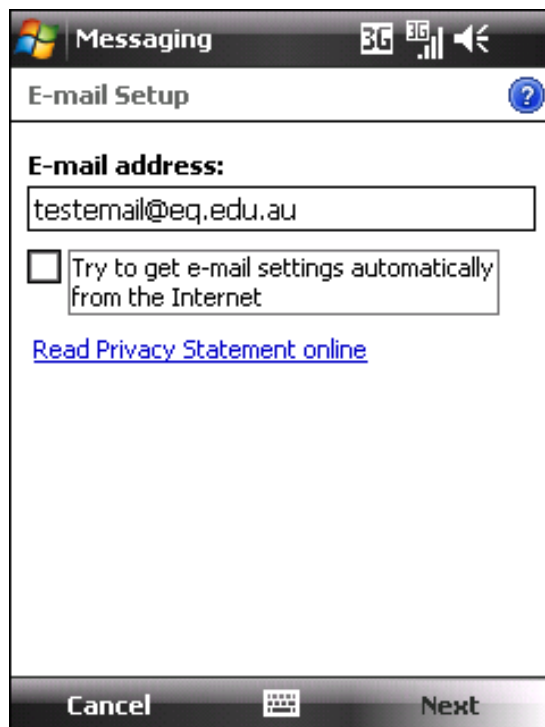


Figure 10.9. Uncheck *Try to get e-mail settings automatically from the Internet*

Click  to continue.

4. From the Drop-down box, select *Internet e-mail*:

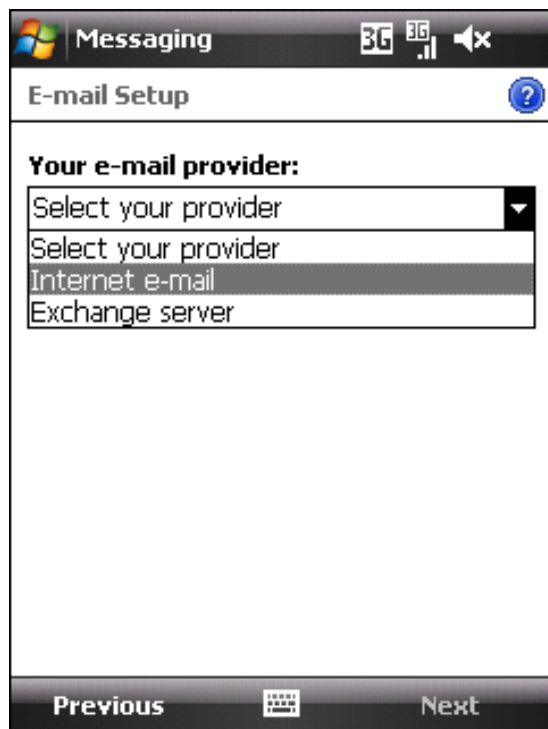



Figure 10.10. *Internet e-mail*

Click  to continue.

5. Enter your MIS name as it appears in your MIS account. Then enter an Account display name. this is only the name that your mail account will appear as under *Messages*:

Messaging 3G .ll 🔊

E-mail Setup ?

Your name:


(Example: Kevin Cook)

Account display name:

The name for this account on this device.

Previous ⌨ Next


Figure 10.11. Enter MIS name

Click  to continue.

6. Incoming mail server is: *imap.eq.edu.au*:



Figure 10.12. Incoming mail server


Click  to continue.

7. Enter your MIS User name and MIS password:

The screenshot shows a mobile application window titled 'Messaging' with a status bar at the top displaying '3G' and signal strength. The main content area is titled 'E-mail Setup' and contains the following elements:

- User name:** A text input field containing 'testname'. Below it, examples are listed: '(Examples: kevinc, domain\kevinc, kevinc@contoso.com, etc.)'.
- Password:** A text input field containing '*****'.
- ☒ **Save password**
- At the bottom, there are two buttons: 'Previous' and 'Next'.

Figure 10.13. Enter MIS User name and password

Click  to continue.

8. Outgoing (SMTP) mail server is: *smtp.eq.edu.au* . Uncheck *Outgoing server requires authentication*:

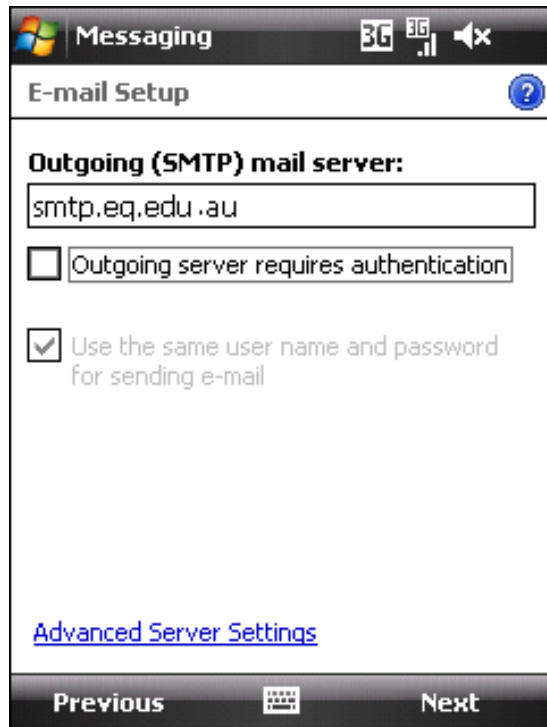



Figure 10.14. Outgoing (SMTP) mail server

Click  to continue.

9. Select from the dropdown box the frequency you would like to automatically check for new emails:

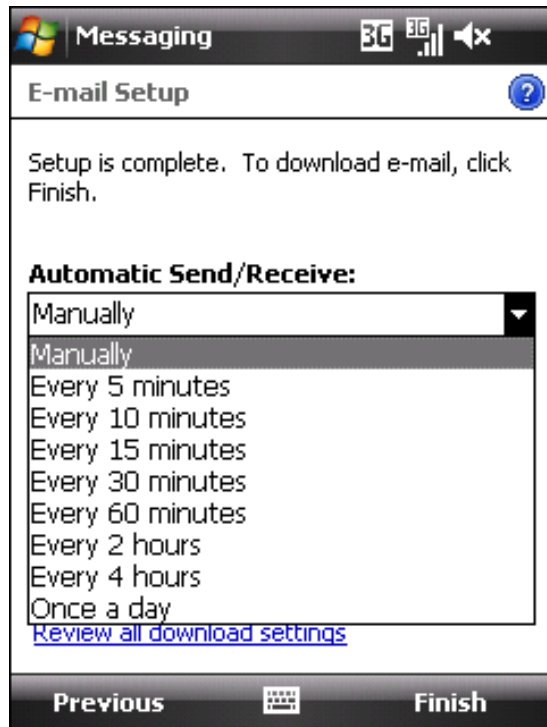


Figure 10.15. Email send/receive frequency

Click  to finish setup.

10. Select weather you would like to download mail for your mail account now from the pop-up box:

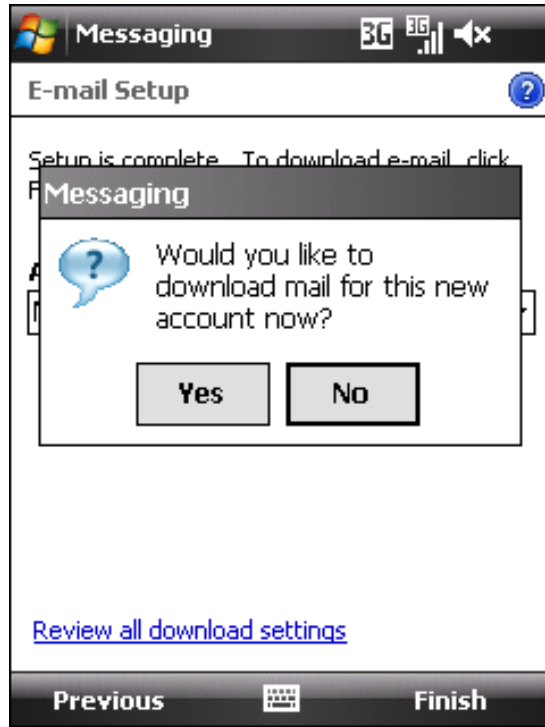


Figure 10.16. Select weather to download mail now

11. Your mail account is now set up. You can access your mail from Messaging > Inbox:

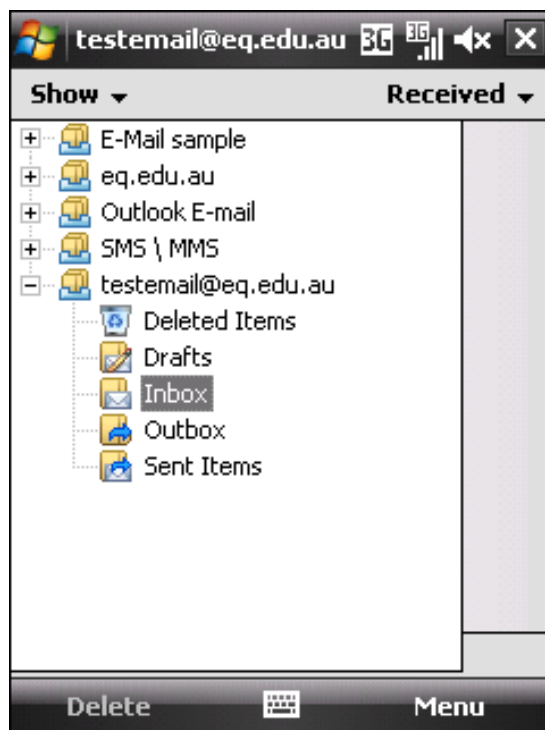


Figure 10.17. Messaging > Inbox

12.To manually check your email from Messaging > Inbox, select Menu > send/receive:

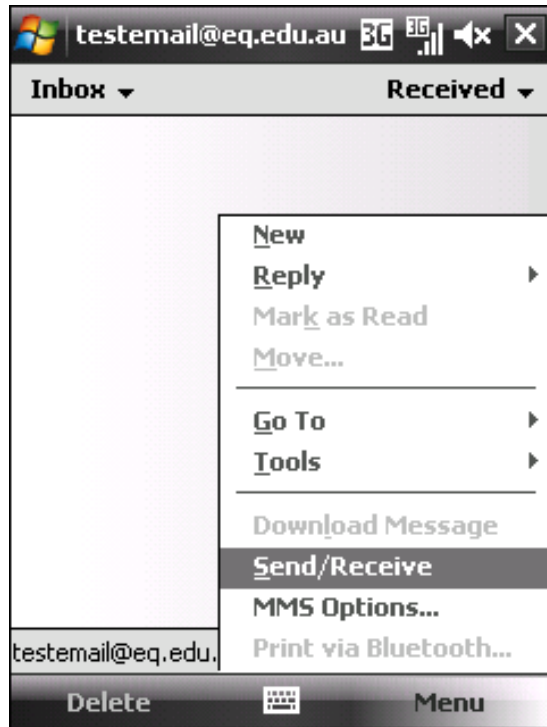


Figure 10.18. Manually check email

Chapter 11. PDF Manuals

- MIS User Manual [</manuals/pdf/mis-user-tool-manual.pdf>]
- WCMS Manual (Joomla 2.5) [</manuals/pdf/wcms-manual.pdf>]