Oracle® Collaboration Suite

Setting Oracle Webmail Preferences

Release 2 (9.0.4)

July 2003

Part No. B10899-01

This guide provides instructions for:

- Setting Oracle Webmail Account Preferences
- Setting Oracle Webmail E-mail Preferences

1 Setting Oracle Webmail Account Preferences

> **See Also:** *Oracle Collaboration Suite Using Webmail* for information about the List Server, which enables you to subscribe to various mailing lists

Preferences enable you to configure Oracle Webmail to fit your personal work style. For example, you can change your passwords, check your mail quota, and personalize composing and viewing messages. Both incoming and outgoing messages can have filters applied to them to improve message management.

This section describes how to set Oracle Webmail account preferences and contains the following topics:

- Basic Settings
- Setting Folder Preferences
- Setting Filters

To access your account preferences, click the **Preferences** global button. To exit, click any of the tabs on the tabs bar.

ORACLE®

1.1 Basic Settings

On the Basic Settings page under Account Preferences you can perform the following tasks:

- Checking Your Message Quota

- Changing Your Password

- Changing Time Zones

1.1.1 Checking Your Message Quota

To check your mail quota, click **Preferences**. The message quota displays in the **Quota** section of the page. It shows the **Total Quota**, **Email Threshold Quota**, **Used Quota**, and the percentage of your allotted message quota that you have used.

Notes:

- Message quotas are established by an administrator and cannot be changed from within Oracle Webmail.

- Delivery of e-mail messages stops when your **Email Threshold Quota** has been reached. Voice mail messages continue to be delivered until the **Total Quota** is reached.

1.1.2 Changing Your Password

To change your password:

1. Click **Preferences**.

2. Click **Change Password**.

3. Enter your old password.

4. Enter your new password.

5. Enter your new password again to confirm.

6. Click **Submit**. A confirmation page displays.

7. Click **Done**.

> **Notes:**
>
> - Changing your password changes your Oracle9*i*AS Single Sign-On password, but does not affect your voice mail password.
>
> - As a security precaution, Oracle Corporation recommends that you periodically change your password to prevent unauthorized access to your Oracle Collaboration Suite account.
>
> - Some guidelines for keeping your passwords secure include using a combination of letters and numbers, avoiding repeating characters, and using a mixture of upper and lower case characters.

1.1.3 Changing Time Zones

To change time zones:

1. Click **Preferences**.

2. Click **Change Timezone**.

3. Select the correct time zone for your area.

4. Click **Submit**.

1.2 Setting Folder Preferences

You can configure Oracle Webmail to save your sent messages in a Sent folder and move deleted messages to a Trash folder. The advantage of this is that you save all outgoing correspondence and you can still access deleted messages (until you empty the Trash folder).

To enable your Sent and Trash folders:

1. Click **Preferences**.

2. From the side navigation bar, click **Folders**.

3. Select from the **When sending messages, place a copy in:** list the folder in which you want your sent messages saved. This sets the Sent folder.

4. Select **Enabled**.

   To disable the Sent folder, select **Disabled**.

   > **Note:** If a Sent folder is not set or is disabled, sent messages are not copied.

5. Select the folder in which you want your deleted messages saved from the **Move deleted messages to:** list. This sets the Trash folder.

6. Select **Enabled**.

   To disable the Trash folder, select **Disabled**.

   > **Note:** If a Trash folder is not set or is disabled, deleted messages appear in the message list view with a red X in the **Type** column. The **Empty Trash Folder** button no longer displays in the message list view. Click the **Compact Folder** button to permanently expunge deleted messages.

7. Click **Submit**.

You can also choose to which of your folders your drafts and templates are saved.

Use the **Keep message drafts in:** list and the **Keep message templates in:** list to select the folders in which you want your drafts and templates saved. These set your Draft and Template folders.

> **See Also:**
> - "Composing E-mail Messages" in *Oracle Collaboration Suite Using Webmail* for more information about message drafts and templates
> - "Creating Folders and Subfolders" in *Oracle Collaboration Suite Using Webmail* for information about creating folders

> **Note:** The Sent Folder, Draft Folder, and Template Folder options apply only to e-mail. The Trash Folder option applies to e-mail, voice mail, and fax.

1.3 Setting Filters

Filters (also called rules) help you manage your messages. A filter acts on a message according to a set of conditions you create. You create filters to flag particular messages in order to perform certain actions on them. For example:

- You can notify another address, such as a cell phone, if a message comes from a specific person

- You can put a message in a specific folder that comes from a specific sender, or that contains a specific string of characters in the **Subject** field

- You can delete a message that comes from a specific sender, or that contains a specific string of characters in the **Subject** field

This section contains the following topics:

- Creating a Filter

- Deleting a Filter

- Updating a Filter

1.3.1 Creating a Filter

To create a filter:

1. Click **Preferences**.

2. From the side navigation bar, under **Account Preferences**, click **Filters**.

3. Click **Create**.

4. In the **Property** section of the page, enter a name for the filter in the **Filter Name** field.

   A filter name can be anything you choose. A suggestion is to name the filter according to what action it performs. For example, a filter named Move moves incoming messages from a specific user to a particular folder.

5. In the **Active** field, select **YES** for the filter to be active, or **NO** for the filter to be inactive.

6. In the **Event** section of the page, select how you want the message handled: **Deliver** the message, mark as **Message Read**, mark as **Message Deleted**, or **Expunge** the message.

7. In the **Conditions** section of the page, choose whether you want all or any of the conditional criteria matched.

   > **Note:** Dates must be specified in the DD-MMM-YYYY format, as in 01-jul-2002.

   The **Attribute 1** list determines what header information the filter acts on: information in the **Subject**, **From**, **TO recipient(s)**, **CC recipient(s)**, **Message size**, **Priority**, or **Sent date** fields.

   The **Operator** list determines if the conditions from the **Attribute 1** list must match exactly or contain parts of the information you enter in the

Value field. The choices are **is equal to**, **starts with**, **ends with**, or **contains**.

Enter keywords or exact information in the **Value** field to determine which messages will have filters applied to them. For example, a keyword can be a person's name and exact information can be a person's e-mail address.

If you want the filter to apply more conditions, click **More**. If you want the filter to apply fewer conditions, click **Fewer**.

8. In the **Actions** section of the page, the **Command 1** list contains the possible actions that a filter can apply to a message: **Move to**, **Copy to**, **Delete**, **Send a blind copy to**, **Send a notification to**, or **Notify me**.

> **Note:**   f you choose **Expunge** in the **Event** section, the **Move to** and **Delete** actions are not supported and will return an error.

> **See Also:**   *Using Wireless and Voice* for the various contact rules associated with **Notify me**

If you choose **Move to** or **Copy to**, select the folder you want the message moved to or copied from in the **Folder** list.

If you choose **Send a blind copy to** or **Send a notification to**, enter the person's e-mail address in the adjacent field. Use commas to separate multiple entries.

If you want the filter to apply more actions, click **More**. If you want the filter to apply fewer actions, click **Fewer**.

9. Click **Submit**.

> **Note:**   Filters are applied to each message in the order in which they are created or the order that you set. If there are two or more filters with conflicting actions associated with them, the action of the first filter is applied (for example, for a message that meets the criteria of two **Move to** filters, the message will be moved to the folder specified in the first filter).

1.3.2 Deleting a Filter

To delete a filter:

1. Click **Preferences**.

2. From the side navigation bar, under **Account Preferences**, click **Filters**.

3. Select the filter you want to delete by selecting the box next to the filter name.

4. Click **Delete**.

1.3.3 Updating a Filter

You can update existing filters to act on more or less criteria.

To update a filter:

1. Click **Preferences**.

2. From the side navigation bar, under **Account Preferences**, click **Filters**.

3. Click the filter name for the filter you want to update in the **Existing Filters** list. The Update window displays.

4. Update the information.

5. Click **Submit**.

2 Setting Oracle Webmail E-mail Preferences

This section contains the following e-mail preferences topics:

- Composing Message Options
- Setting WebMail Message Viewing Options

2.1 Composing Message Options

There are several preferences you can set for composing messages, such as the name seen by recipients of your messages and the manner in which forwarded messages are sent.

This section describes the following tasks:

- Changing the From Name
- Forwarding Messages
- Quoting an Original Message in a Reply
- Using Auto Reply Messages
- Creating and Adding a Signature

2.1.1 Changing the From Name

Just as you can create a contact name for your e-mail contacts, you can create a contact name for yourself that will be seen by recipients of your messages next to your e-mail address.

> **Note:** Changing the **From Name** value does not change your e-mail address.

To change the From Name:

1. Click **Preferences**.
2. Click the **E-mail** subtab. The Compose Message Options page displays.
3. Type a new From Name in the **Optional User Name** field.
4. Click **Submit**.

2.1.2 Forwarding Messages

A forwarded e-mail message can be sent either as an attachment or quoted in the body of the outgoing message.

To change this setting:

1. Click **Preferences**.
2. Click the **E-mail** subtab. The Compose Message Options page displays.
3. In the **Message Forward** section of the page, choose either **as attachments** or **as quote** from the **Forward** list.
4. Click **Submit**.

2.1.3 Quoting an Original Message in a Reply

When replying to e-mail messages, you can quote the original message in your reply. This feature is helpful when replying to specific questions or parts within the original message.

For example, if the sender of a message asks several questions, the respondent can respond to each question with replies located near the text of each question. The sender of the message, when reading the reply, sees each of the questions accompanied by the responses.

To quote an original message in your reply:

1. Click **Preferences**.
2. Click the **E-mail** subtab. The Compose Message Options page displays.

3. In the **Message Reply** section of the page, select from the **Quote the original message when replying** list whether you want to quote the original message **as attachments**, **as quote**, or not at all.

4. Click **Submit**.

2.1.4 Using Auto Reply Messages

Use the Auto Reply feature to inform other users of your absences. When Auto Reply is enabled and someone sends you a message, the server sends a message back to the sender with the words **Auto Reply:***sender's subject* in the **Subject** field, according to one of four choices from which you select.

To set up and enable an Auto Reply message:

1. Click **Preferences**.

2. Click the **E-mail** subtab. The Compose Message Options page displays.

3. In the **Auto Reply** section of the page, select from the **Mode** list one of the following choices:

   - **Reply with original message, along with "Auto Reply Message" below**: The server replies to all incoming messages by quoting the original message and attaching an optional message that you create. The sender's message goes into your INBOX for retrieval upon your return.

   - **Reject sender's email**: The sender's message is returned to them. The original message does not get delivered into your INBOX

     Note: If you choose **Reject sender's email**, the server sends a message back to the sender with the words **Message rejected by the recipient:***sender's subject* in the **Subject** field.

   - **Vacation, reply only one E-mail with each sender**: The server replies to incoming messages by quoting the original message and attaching an optional message that you create. Any particular sender gets notified only once, regardless of how many messages they send to this account. The sender's message goes into your INBOX for retrieval upon your return.

   - **Reply each incoming E-mail with "Auto Reply Message" below**: The server replies to all incoming messages with an optional message that you create. The sender's message goes into your INBOX for retrieval upon your return.

> **Note:** If you choose an auto reply mode, you must specify an expiration date.

4. Specify an expiration date for the auto reply in the **Expiration Date** field. You can enter a date in the field using either the MM/DD/YY or MM/DD/YYYY fromat, or use the calendar icon to browse and choose a date.

5. In the **Auto Reply Message** field, type the message that you want sent out with the reply.

   Alternatively, if you want to use an HTML message format (for instance, if you wanted to include a Web link in your auto reply message) select **Message from Template Folder** and select a message from the drop-down list to be sent out with the reply.

   > **Note:** You must first create the message and save it to your Template folder.

   > **See Also:** "Composing E-mail Messages" in *Oracle Collaboration Suite Using Webmail* for more information aboutc templates

6. Click **Submit**.

2.1.5 Creating and Adding a Signature

You can add an electronic signature to your e-mail messages. An electronic signature is appended to the bottom of your message and can contain information about yourself such as your title, business telephone number, and cellular telephone number.

To add an electronic signature:

1. Click **Preferences**.

2. Click the **E-mail** subtab. The Compose Message Options page displays.

3. In the **Signature** section of the page, enter the text you want to display in the **Signature Content** field for each signature.

   > **Note:** You can create up to three different electronic signatures.

4. From the **Type** list, choose whether you want the electronic signature created in rich text or HTML format.

5. Select the signature you want to use by selecting the associated button.

6. Click **Submit**.

Notes:

- To disable your electronic signature, select **Don't append signature** and click **Submit**.

- You can click **Submit** after each preference you set, or you can set as many preferences as you want and click **Submit** when you finish setting preferences.

2.2 Setting WebMail Message Viewing Options

This section describes the following preferences that can be set for viewing messages using WebMail:

- Setting the Number of Messages to Display

- Showing Message Header Information

2.2.1 Setting the Number of Messages to Display

You can configure the WebMail to display any number of messages in the message list view.

To set the number of messages to display in the message list view:

1. Click **Preferences**.

2. Click the **E-mail** subtab.

3. Click **Web Client Message Options** on the side navigation bar.

4. Enter a number in the **Number of messages shown at a time** field.

5. Click **Submit**.

2.2.2 Showing Message Header Information

You can choose to display all header information when viewing your messages so that you can track the path of incoming messages.

To show all header information in the message detail view:

1. Click **Preferences**.

2. Click the **E-mail** subtab.

3. Click **Web Client Message Options** on the side navigation bar.

4. Select **Show all headers of message in detailed view**.

5. Click **Submit**.

> **Note:** You can set the number of messages to display and to display all header information and click **Submit** once to set both preferences.