

## 3. E-mail Services

E-mail has been adopted as the official communication channel at the University and it is extensively used by all staff and students in our daily work. Two e-mail systems are supported by ITS for staff use.

### 3.1 GroupWise Messaging System

**G**roupWise is a collaborative groupware designed to facilitate group collaboration on projects and tasks. **Dedicated for staff use**, GroupWise offers a wide range of communication and collaboration capabilities including e-mail messaging, calendaring, appointment scheduling, task management, document imaging and management, web access, etc. It is the primary tool for electronic communication among all staff in our daily work.

For details on how to read and send e-mails / appointments in GroupWise and to use its various functionalities, please refer to the "GroupWise Self-learning e-Course" available under the GroupWise Support Homepage (<https://www2.polyu.edu.hk/groupwise>).

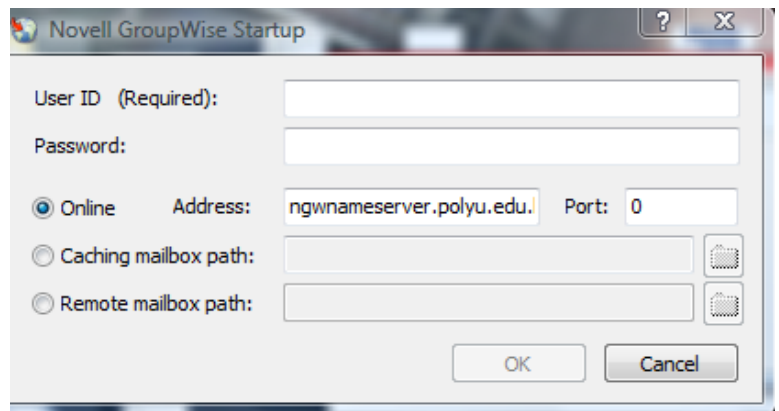
#### 3.1.1 Access Using the GroupWise Client

With your NetID and NetPassword, you can access your GroupWise mailbox using any networked PC installed with the GroupWise client.

##### Procedures to login your GroupWise mailbox

- Startup the GroupWise client on any networked PC installed with the program
- At the "Novell GroupWise Startup" Window, enter your **NetID** and **NetPassword**
- Click **OK**

All messages in your mailbox will then be displayed and you can read and send e-mails via GroupWise.



#### 3.1.2 Access Using the GroupWise Caching Mode and WebAccess

You may continue to access your GroupWise mailbox when you are off-campus by using the GroupWise Caching Mode or its "WebAccess" feature.

##### 3.1.2.1 GroupWise Caching Mode

You can access your GroupWise mailbox by setting up the GroupWise Caching Mailbox on your home PC / notebook. With the set up of the local caching mailbox, you can have all your e-mails, associated attachments and address books, etc. stored locally on your home PC / notebook, and you can access them anywhere off-campus in the same client interface as if you are working at the office. GroupWise will automatically synchronize your local caching mailbox with the online mailbox at the time interval you specify.

Please refer to the "GroupWise Self-learning e-Course" under the GroupWise Support Homepage for how to setup and use the GroupWise Caching mode.

##### 3.1.2.2 GroupWise WebAccess

GroupWise's "WebAccess" feature allows you to access your GroupWise mailbox using just a networked PC and a web browser. It is accessible via the University Portal (section 8.2). It can also be accessed directly at: <http://inet.polyu.edu.hk>.

### 3.1.3 Your GroupWise E-mail Address

Your GroupWise e-mail address is in the form of: <NetID>@inet.polyu.edu.hk. For example:

If your NetID is	:	itpeter
Your full GroupWise e-mail address would be	:	itpeter@inet.polyu.edu.hk

### 3.1.4 Central GroupWise Address Book

When sending messages to other PolyU GroupWise users, it is not necessary to enter their full e-mail addresses. Instead, you simply need to enter the NetID of the recipients. If you do not know the NetID of your recipient, you can select the name of your recipient from the central GroupWise Address Book. In the GroupWise Address Book, all names are by default displayed in the following format:

**First Name + Last Name (Family Name)**  
e.g. Tai-man Chan

In most cases, the GroupWise display names are staff members' official names under the personnel record system.

### 3.1.5 Display Name and E-mail Alias in GroupWise

To make it more convenient for other GroupWise users to search for your name in the GroupWise Address Book, you can choose your preferred display name (e.g. Peter Chan, which may be better known by other colleagues) during the NetID registration process. You can also choose your e-mail alias (e.g. peter.chan@inet.polyu.edu.hk). For details, please refer to the IdPortal User Guide at <http://www.polyu.edu.hk/pusecure/faq>.

### 3.1.6 GroupWise E-mail Purging Exercise

As a matter of Policy, GroupWise e-mail purging exercise will be conducted bi-monthly to conserve valuable server resources. All e-mails that have been kept in your mailbox for over two months will be deleted during the e-mail purging exercise and only two months' e-mails will be retained. To retain important messages, you are strongly recommended to set up the GroupWise Caching Mailbox on your local PC and to synchronize all your messages onto the local mailbox. The schedule of the e-mail purging exercise will be announced to all staff via e-mail.

### 3.1.7 Good Practices of Using GroupWise

To fully utilize the many powerful features of GroupWise, please observe the following good practices:

- Access your GroupWise mailbox at least twice a day to check for new incoming messages.
- Use rule to inform senders of incoming messages when you are on-leave or on-trip.
- Clean up the entries in the "Frequent Contacts" of the GroupWise Address Book periodically.
- Keep your personal GroupWise Calendar up-to-date with all the appointments marked.
- Send all Chinese messages as attachments.
- Click the Logout/Exit button instead of just closing the browser when you leave GroupWise WebAccess.

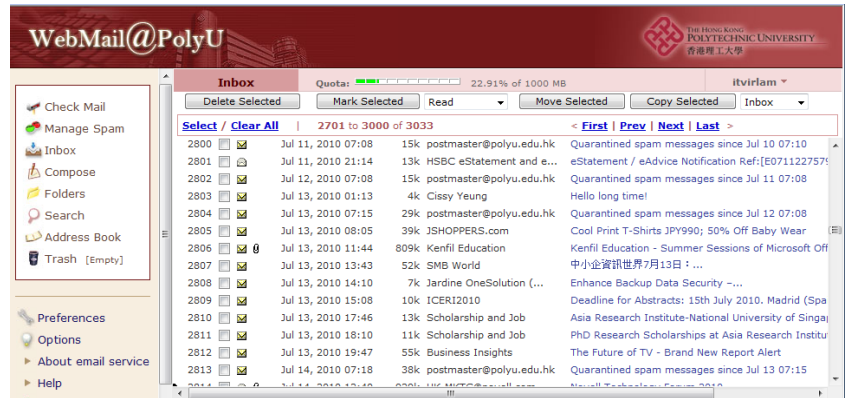
## 3.2 Campus E-mail System

Campus E-mail System used to serve both staff and students of the University. It has been replaced by PolyU Connect as the official e-mail system for students in November 2011. Staff may continue using this system until the launch of the new staff e-mail system in 2012.

### 3.2.1 Access to the Campus E-mail System

PolyU **WebMail** is adopted as the standard system to access the Campus E-mail System. It is a web interface which enables you to read and send e-mails both locally or from overseas just using an Internet-connected PC and a web browser.

WebMail is accessible via the University Portal (section 8.2). It can also be accessed directly at <https://webmail.polyu.edu.hk>.



### 3.2.2 Your Campus E-mail Address – Primary Address and E-mail Alias

By default, your Primary Campus E-mail address is in the form of: <NetID>@polyu.edu.hk. For example:

If your NetID is **itpeter**  
 Your Primary Campus E-mail address would be **itpeter@polyu.edu.hk**

Similarly as in GroupWise, you can choose your PolyU E-mail Alias and Display Name via the 'NetID Registration' function of the PUsecure Identity Portal during the NetID registration process. All incoming messages sent to either of your Primary Campus E-mail Address or E-mail Alias will be directed to the same mailbox.

Please note that any changes made for your PolyU E-mail Alias and Display Name will apply to all your GroupWise and Campus E-mail accounts. As in the above example, if you have chosen "Peter.Chan" and "CHAN, Peter" as the local part of your PolyU E-mail Alias and E-mail Display Name, your GroupWise Display Name and Campus E-mail Alias would be:

GroupWise Display Name : **Peter Chan**  
 Campus E-mail Alias : **Peter.Chan@polyu.edu.hk**

To avoid frequent changes and confusion, you are not recommended to change your PolyU E-mail Alias and Display Name after you have set them up during the NetID registration process. Should there be any special needs for changing afterwards, please contact the ITS Help Centre at **Ext. 5900** for assistance.

### 3.2.3 Policy on E-mail Retention

In order to conserve disk storage and to enhance the performance of the Campus E-mail System, all e-mail messages that have been kept in your Campus E-mail mailbox for over 180 days will be automatically removed by the system without prior warning. You are strongly recommended to access and manage your mailbox frequently, to delete unwanted e-mails and download important ones to your personal computer for future reference.

### 3.2.4 Good Practices of Using the Campus E-mail System

You are advised to observe the good practices below when using the Campus E-mail System:

- Develop a habit of reading your e-mails regularly and at least twice a day.
- A mailbox quota of 1GB is available to all users. Delete unwanted messages regularly as you will not be able to receive any new incoming messages if your mailbox becomes full.
- Download useful messages to your local hard disk regularly. Messages that have been kept in your mailbox for over 180 days will be automatically deleted.
- To save time and to avoid missing important messages, you may choose to forward all incoming mails in your Campus E-mail account to your GroupWise account so that you can check and read all the messages in your GroupWise mailbox. You can do so by selecting "Options" and then "Forwarding" from the top menu of WebMail.

### 3.3 Proper Use of E-mail Resources

You are requested to observe the PolyU Electronic Mail Policy ([https://www2.polyu.edu.hk/PolyU/General\\_Notices/PolyU\\_E-mail\\_Usage\\_Policy.pdf](https://www2.polyu.edu.hk/PolyU/General_Notices/PolyU_E-mail_Usage_Policy.pdf)) which outlines the standards of acceptable use of the University e-mail facilities. In particular, e-mail should not be used for any of the following purposes:

- conducting commercial functions, such as marketing or business transactions
- sending irrelevant or chain mails to a large number of recipients
- broadcasting messages which are likely to harass or offend other users
- any communication which violates applicable laws and regulations

Any improper use of the University's e-mail and other central IT resources by a user may result in suspension from the use of the University's IT facilities and services. The case will be reported to the department concerned and/or the University's disciplinary authority for appropriate actions, particularly when the misuse causes embarrassment to the University and/or inconvenience/hardship to the public.

### 3.4 Protection against Viruses

To protect the University's IT resources from viruses which are very often spread through e-mail, an anti-virus feature has been implemented on both GroupWise and the Campus E-mail System. The attachment files of all incoming and outgoing e-mail messages via the systems will be scanned for computer viruses. E-mails with virus-infected attachments will be deleted automatically and will not be delivered to the recipients.

To protect your electronic mail against viruses, please also note the followings:

- If you receive an e-mail with an attached file from an unknown source, delete it.
- Simply opening and reading an e-mail message will not infect your computer but certain attachment files, especially word processing files, may carry viruses.
- Codes of the virus programs must be executed in order to infect your system. If you "double-click" on an attachment file of an e-mail message, you are executing the program codes and are at risk of virus attack.
- Keep the virus scan program and the associated virus signature file on your PC up-to-date and up-and-running at all times.
- Backup your critical and important e-mails and data files regularly.

### 3.5 Handling Spam Mails

To tackle the severe increase of spam mails, an anti-spam feature has been implemented on GroupWise and the Campus E-mail System.

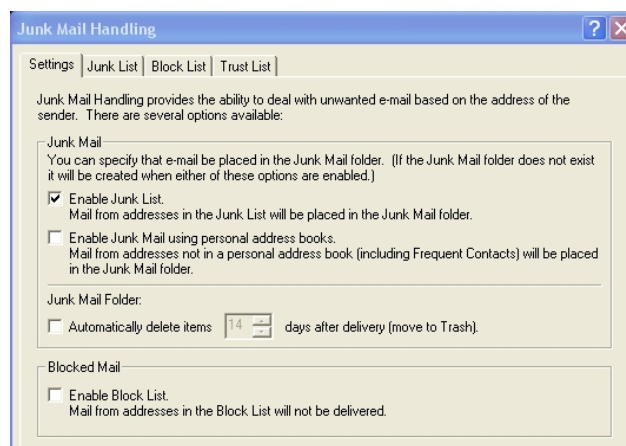
#### 3.5.1 Filtering E-mails in GroupWise

In GroupWise, an e-mail classified as spam will be stamped with a label of [###] at the beginning of the subject line. By activating the "Junk Mail Handling" feature, all the suspected spam mails will be automatically moved to the "Junk Mail" folder in your mailbox.

To activate the "Junk Mail Handling" feature in GroupWise

- Login to your GroupWise mailbox
- Select **Tools** and then **Junk Mail Handling** from the top menu bar
- At the "Settings" tab, check **Enable Junk List**
- You can enable other options available in the "Settings" tab as preferred
- Click **OK** and a new "Junk Mail" folder will be created in your mailbox

More details on handling spam mails in GroupWise can be found at the "GroupWise Self-learning e-



Course" available under the GroupWise Support Homepage.

### **3.5.2 Filtering E-mails in the Campus E-mail System**

The Campus E-mail System has a built-in anti-spam engine in each of its incoming SMTP servers, which scans all incoming e-mails, identifies and labels suspected spam mails. Suspected spam mails will be routed to the quarantine in the SMTP server rather than delivering to your mailbox. You will receive a daily e-mail digest containing a list of your quarantined messages and you can use the spam control features of the anti-spam engine to manage the quarantined messages, White List and Black List.

More details on handling spam mails in WebMail can be found at:

[http://www.polyu.edu.hk/its/services\\_facilities/campusEmail/AntiSpam.htm](http://www.polyu.edu.hk/its/services_facilities/campusEmail/AntiSpam.htm)