Email Setup

Contents

Contact SPBU IT Helpdesk with any further questions, comments or corrections.

Email Information

Your STFC emails are kept in two places:-

- Your current mailbox, calendar and any public folders you use are stored on the joint PPD-CLF Exchange server, **EXCHANGE09**.
- Archived emails depend on how Outlook's AutoArchive is configured, but the usual location is your Home area (the H drive), which is on the PPD file server **HEPWIN2003F**.
- There is also a RAL webmail server **http://webmail.stfc.ac.uk**.

IMAP and POP3 settings

When configuring an email client other than Outlook (e.g. Pine, Mozilla Thunderbird), you need the following settings:-

- **IMAP**
  - Incoming mail: **imap.stfc.ac.uk:993** (with SSL)
  - Outgoing mail: **outbox.rl.ac.uk:25** (with**out** TLS) *on-site or through PPTP*
    authbox.rl.ac.uk:587 (with SSL) *on- or off-site*
    exchstmp.stfc.ac.uk:25
- **POP3**
  - Incoming mail: **pop.rl.stfc.ac.uk** (with SSL)
  - Outgoing mail as above.

Configuring Microsoft Outlook 2007

The following instructions are for Windows operating systems. For Mac OSX or Linux instructions, see below.

1. Open the Start Menu, and open Control Panel (Classic View).
2. *Windows Vista*
   - Select View 32-bit Control Panel items, and then *Mail*.
   Windows XP
   - Select *See Also* and then *Other Control Panel Options*.
3. Click *Add…* and give the new profile a suitable name, before clicking *OK*.
4. The settings for this profile should be automatically gathered. These should be **exchange09.fed.cclrc.ac.uk** for the server name and your federal username. Click *OK*.
5. Select the new profile, and click *Properties > E-mail Accounts…*
6. Select *Microsoft Exchange* from the list and then *Change…*
7. Verify the details above and go to *More Settings…*
8. On the *General* tab, give the account a suitable name (e.g. your STFC email address).
9. On the *Advanced* tab, you can add additional mailboxes to open in Outlook alongside your STFC account. Ensure you type the name correctly, and are given access by the operator of that account.
10. On the *Connection* tab, ensure *Connect using my Local Area Network* is selected.
11. Click *Next > Finish*, then close the remaining windows.

Now when you open Microsoft Outlook, it should load your mailbox.

Archiving mail

Outlook has an AutoArchive feature that automatically moves old emails to an archive file (PST) at scheduled times.

### Configuring AutoArchive in Microsoft Outlook 2007

1. In Outlook, from the toolbar at the top of the window, click on *Tools > Options...*
2. In the dialog box that appears, open the *Other* tab and click on *AutoArchive…*
3. From here you can set it up to run as often as you like, and to archive/delete messages older than a given time.
4. The archive folder (where it says *Move old items to*) should be **H:\Outlook\archive.pst**
5. Click *Apply these settings to all folders*, and then *OK.*
6. To set up different rules for specific folders:-
   - Right-click that folder in the *Mail* pane on the left-hand side, and click *Properties*;
   - Go to the *AutoArchive* tab, and configure as appropriate.

Over time, your archive.pst file will get very large. To avoid filling up your H drive quota, move this file to your user archive area (T:\users\user-archive\<your-federal-ID>).
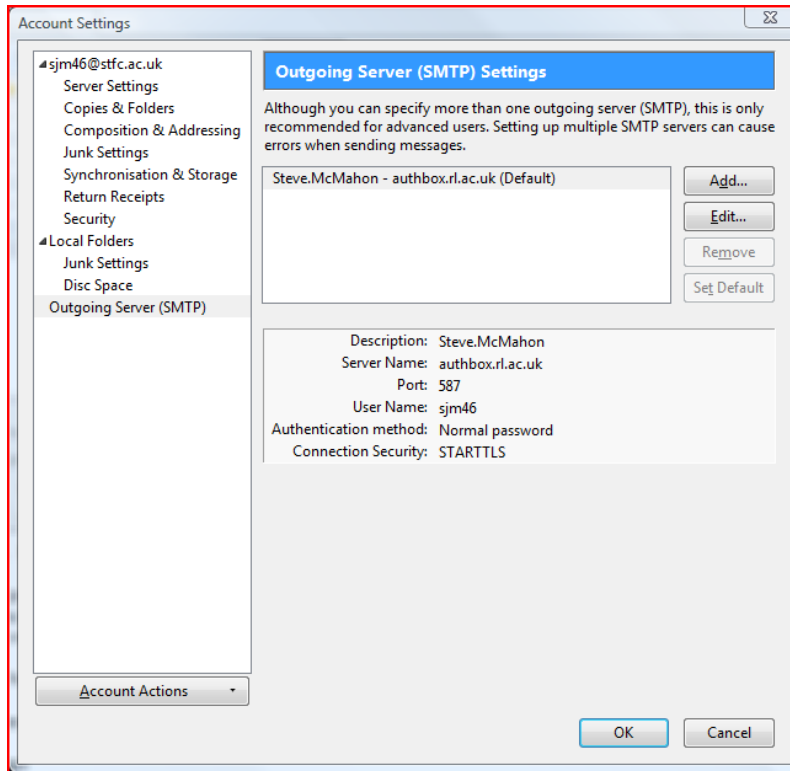
Configuring Mozilla Thunderbird

Thunderbird can be set up to receive STFC email remotely from RAL:-

1. In Thunderbird, from the toolbar, click on *Tools > Account Settings…*
2. Under *Server Settings* set the server name as **imap.rl.stfc.ac.uk** port **993**, and put your federal ID as the username.
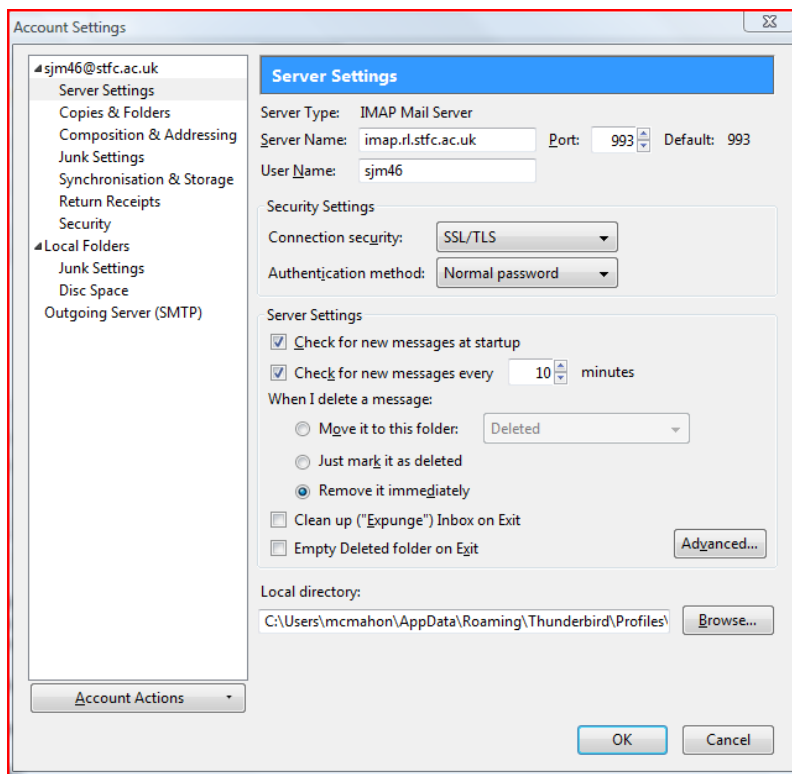
3. Under *Outgoing Server (SMTP)*, add **authbox.rl.ac.uk** port **587**, with the same username.

4. Click *OK*.

Access from off site

You can access your email from outside RAL using Outlook just as you would while at RAL. However you must first connect to the PPD network via PPTP.

An alternative is to set up Outlook for use with secure transfer protocol (HTTPS).

Configuring Microsoft Outlook 2007 to use HTTPS

It is best to set up a separate Outlook profile for use with HTTPS:-

1. Using the instructions above, create a new Outlook profile, giving it a suitable name.
2. Select the new profile, and click *Properties > E-mail Accounts…*
3. Select *Microsoft Exchange* from the list and then *Change…*
4. Verify the details above and ensure *Use Cached Exchange Mode* is ticked. Then, go to *More Settings…*
5. On the *Connection* tab, tick *Connect to Microsoft Exchange using HTTP* and click *Exchange Proxy Settings…*
6. In the address field, type **webmail.rl.stfc.ac.uk**.
7. Ensure *Connect using SSL only* is ticked, and tick the box directly below.
8. In the text field (*Only connect to proxy servers…*), type **msstd:webmail.rl.stfc.ac.uk**.
9. Windows CP users - **msstd:webmail.stfc.ac.uk**
10. Optionally, tick the option to connect using HTTP first on fast networks.
11. In the drop-down box, select **Basic Authentication** and click *OK*.

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12. Click *Next > Finish*. Now close the remaining windows to return to Mail settings.
13. This profile is now ready to use, and you can now select to always use this profile or prompt for which profile to use.

Lastly, you can use the web access feature, although this has limited functionality compared with Outlook, and isn't suitable for heavy use.

Web access

You can access your STFC email from a web browser at the following address:-

https://webmail.rl.stfc.ac.uk/

Enter your federal ID and password, and make sure Public computer is selected if you are not using an STFC computer.

Access from other operating systems

Mac OS X

You can set up an account in Apple Mail to use the web access server as follows:-

1. Open Mail from the dock or *Applications* folder.
2. Click *File > Add Account*.
3. Fill in your name, email address, federal ID and password.
4. Set as both the incoming mail server and the Outlook Web Access server **webmail.rl.stfc.ac.uk**.
5. Select **RAL** as the outgoing mail server.

Entourage 2008

If you have Entourage installed you can set it up similarly:-

1. In Entourage, go to Edit Account.
2. Fill in your name, email address, federal ID (domain is CLRC) and password, and set the Exchange server as **http://webmail.rl.stfc.ac.uk**.
3. Ensure *This DAV service requires a secure connection* is ticked, and click OK.

To get access to STFC's global address list, see here:

http://www.entourage.mvps.org/exchange/exchangelookups.html

To use the LDAP server:-

4. Go to the *Advanced* tab, and set as the Public folders server:-
   exchange09.fed.cclrc.ac.uk/public/.
5. Set as the LDAP server **hepwin2003b**, and ensure *This server requires me to log on* is ticked.
6. Click OK.

Linux

If you are using Linux, with an email client such as Pine (IMAP only), you can configure them using the details given above for the POP and IMAP servers. Detailed instructions for Mozilla Thunderbird can be found above.

Spam filtering

All mail coming to STFC addresses is filtered by iCritical and given a score based on how likely it is to be spam. Most spam is automatically deleted and never reaches the user, but some with a moderate score will get through and you will receive a notification, like the one below:-
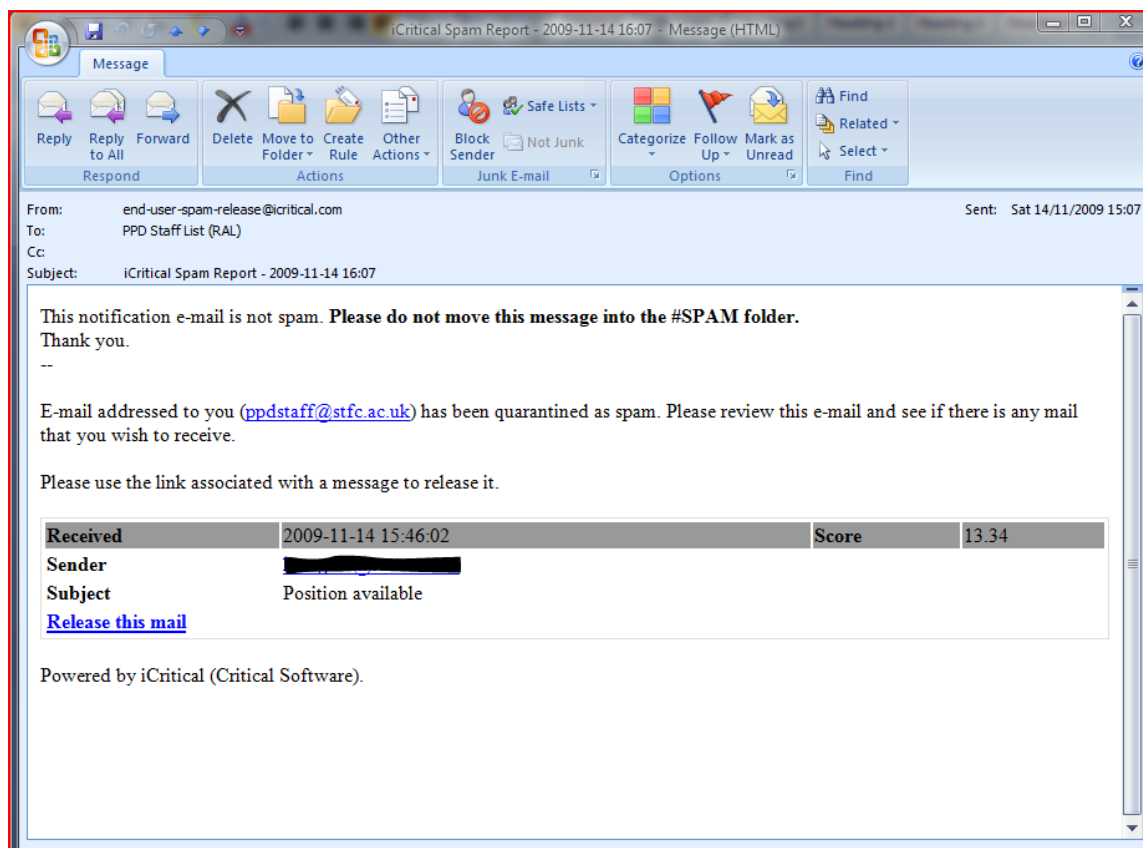
If the email in question *is* spam, then the message can be ignored. If it is genuine, it can be released via the hyperlink in the notification message. However, iCritical will not remember this action for future emails from the same sender.

If you receive a spam mail **that has not been detected by iCritical**, and are using Outlook, you can put it in the automatic **#SPAM** folder.

If a genuine message **is marked as a possible spam**, it can be copied to the **#NOT SPAM** folder.

To move an email to one of these folders, simply right-click the message, click *Move to Folder*, and in the list that appears, expand Public Folders, and then All Public Folders. Select the folder you wish you move it to and click *OK*.

These automatic folders will help to configure iCritical's detection of spam, but *will not* approve or block a certain sender immediately. If emails from a legitimate source are repeatedly being marked as spam, or you are getting repeated spam from the same sender, contact the helpdesk.

For more information on iCritical, see the following web page:-

http://intranet.dl.ac.uk/network/email/icritical_faq.htm