

## FAQ for the new blueVIEW Collaboration Suite

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1. Will I need to make any changes to my desktop client (Outlook, Applemail, Eudora)?
  - At the time of release you will not need to modify or change your settings in a desktop client such as Outlook, Applemail, or Eudora. The new system will take the name of the previous mail server. Prior to the release of the Calendar and Mobile sync solutions (est. Winter '08) you will need to install or have a tech install the appropriate connector for your client. The connector allows the desktop client to connect to the calendar service.
2. Will I lose my old messages?
  - All messages stored on the old mail system will be transferred to the new system on August 30, 2008. Any inbound messages will redirect to the new server when the conversion is made.
  - Messages stored in your Personal Folders on desktop clients will not be affected.

3. Will my password change?
  - Your current Drake (blueView) password will stay the same
4. Will my email address or username change?
  - We will prefer that you begin to use the firstname.lastname format when logging into the Webmail client, but will be able to use the former email addresses you have had in the past. i.e. [fmlast@drake.edu](mailto:fmlast@drake.edu) or [abc123@drake.edu](mailto:abc123@drake.edu).
5. Can I access my email from off campus?
  - With the new Webmail client (blueView Collaboration Suite) you can access your email, address book, and eventually calendar from any internet connected web browser.
6. Can I access my address book from off campus?
  - With the new Webmail client (blueView Collaboration Suite) you can access your email, address book, and eventually calendar from any internet connected web browser.
7. How do I move my contacts to my address book?
  - Detailed documentation to export and import is stored on our <http://www.drake.edu/it/newservices/webmail.php> Drake IT web site.
8. Can I access my email or address book from a mobile device (Blackberry, Treo, Palm)?
  - At the time of release you will be able to use mobile devices to connect to our server with IMAP settings. At the next release of this product we will allow over the air sync along with calendar services.
9. How do I login to the Webmail client?
  - You can launch the new Webmail client from within blueView by clicking on the 'email' icon. As future changes are made to the new collaboration suite we will provide a single sign-on solution to Webmail from blueView.
  - Alternatively you can point an internet connected web browser to <http://webmail.drake.edu> which will launch the login for the blueView collaboration suite.
10. How do I setup my desktop Client (Outlook, Applemail, Entourage) to access the new email servers?
  - Detailed documentation to setup desktop clients and install connectors, is stored on our <http://www.drake.edu/it/newservices/webmail.php> Drake IT web site.
11. Can I use Thunderbird or another desktop client?
  - Yes. You can use any IMAP compatible desktop client to access the new email system. We prefer standardizing on the common desktop clients: Outlook, Entourage, and AppleMail. These clients have been tested and approved by OIT and contain the features and services for this system.

- Detailed documentation to setup desktop clients and install connectors, is stored on our <http://www.drake.edu/it/newservices/webmail.php> Drake IT web site.

12. Can I use Firefox or Netscape to access the Webmail client?

- Yes! You can use any browser to access the Webmail client. Some browsers have additional security which may prevent browsing to certain sites or may not allow certificates to install for security.

13. Will I need to install any software to access the new email server?

- At the release of the new system you will not need to make any changes to your desktop or web clients. As future releases of the product are deployed you may have instructions or be visited by IT to install or modify settings. Some desktop clients do not provide capability to connect to some features of this system. Suggestions to move to a new client may be recommended, at which time, specific install and settings will be offered.

14. Can I move messages from Webmail to my computer to save for archive?

- At the time of release we do not have a tool to move mail from the Webmail client to your desktop for archive. We anticipate a tool or solution to be released in the near future to help move mail from the Webmail client to folders on desktops.

15. I forgot to save my address book from the old Webmail server. Can I get it back?

- YES. Launch <https://sun12.drake.edu/imp/login.php> in your browser, login with your current login id and password. Once logged in, click Address Book and then click Browse. Select all entries and click Export. Be sure “comma separated values” is highlighted, click “Export the following address book completely” and then click Export. Save the file contacts.csv that webmail generates to your desktop.
- Instructions to import the csv file into blueView collaboration suite are located on our <http://www.drake.edu/it/newservices/webmail.php> site.

16. How do I Auto-populate the TO: field in Webmail?

In your Webmail preferences tab click Address book. Ensure a checkmark is next to “Auto-complete includes addresses in the Global Address List”. Click Save. Logout and log back into the Webmail client. Now when you begin to type a persons name in the TO: CC: or BCC: field it will display a list of all matches to that name.

17. Does IM Work?

IM works only for the Drake community in our Webmail client. To find more about using IM in the Drake community please visit : <http://www.drake.edu/it/newservices/webmail.php>.

18. Do Tasks work?

Tasks are directly related to the Calendar feature in Webmail. At this time we do not have the Calendar feature turned on which impacts Tasks. We are planning a late '08 release of the Calendar feature.