



# New to VMail?

## The Top Fourteen Most Common Inquiries About the VMail System

**Q: Previously, I used Control Panel to change my options. Where do I change them now?**

**A:** The Control Panel Options are now within VMail on the "Options" tab. Control Panel is only for password resets.

**Q: I don't see all of my items in my inbox or sent items. How do I see them all?**

**A:** On the right of your mail toolbar you'll see the number of messages with forward and back arrows (i.e. ← 1-25 → ). You can page through them using the arrows or to change the number of items displayed at once, go to the "Options" tab and to the "Mail" sub-tab and change "Number of items to be displayed per page". VMail can display a maximum of 100 messages per page.

**Q: I only see the contents of my message in the reading pane. How do I open a message?**

**A:** Use the "detach" button on the menu to open message in a new window. If you have a pop-up blocker you must set it to allow pop-ups from this site. Alternatively, you can turn off the preview pane by going to the "Options" tab, then to the "Mail" sub-tab and un-checking the box beside "Always show the reading pane". When you double click a message it will open in full view.

**Q: My local client asks me for my password every time I try to send mail. Is there a way to change this?**

**A:** Yes. While on campus, you can uncheck the box for Use Secure Authentication and this will prevent your client from repeatedly asking for your password. However, for off campus use, "Use Secure Authentication" must remain checked. Complete instructions on [migrating your email for Mac Mail, Thunderbird and Eudora are provided here.](#)

**Q: How do I select multiple messages?**

**A:** VMail allows you to multiple select the way you would in a local mail client. Hold Shift and click (for adjacent messages) or Control and click to select multiple messages.

**Q: How do I add multiple attachments?**

**A:** For each file you want to add, click the "Add Attachment" button once and you will get another "Browse" box added to your mail message. Browse for one file in each of the boxes.

**Q: What happened to my forwards?**

**A:** If you had forwards set up in Squirrel Mail, you may have set up your forwarding options again if you find they are not working properly. This is done through the "Options" Tab in VMail and is no longer found in the Control Panel.

**Q:** I prefer using a local email client to using the web mail application. Can I do this?

**A:** Yes! Complete instructions on [migrating your email for Mac Mail, Thunderbird and Eudora are provided here.](#)

**Q:** Using Squirrel Mail, I did not have to enter the complete address for users with a "Vassar.edu" account. Is that the same for the new VMail?

**A:** No, in VMail you need to enter the full email address for all recipients. For example, in the past you may have entered jodoe to send email to John Doe who has a vassar.edu email. You must now enter the full address as [jodoe@vassar.edu](mailto:jodoe@vassar.edu). You should do this in your local mail client as well.

**Q:** My email moved over to the new VMail but not my address book. Did I lose it?

**A:** No. You can very simply export your address book from Squirrel Mail and import it into VMail. [Read the complete instructions here.](#)

**Q:** Since the mail migration, the server seems to have downloaded a bunch of old email. Why is this?

**A:** Unfortunately for POP mail users, with the setting "Leave a Copy on the Server", the new platform cannot discern what has been read from what has not been read. This will only happen the first time. Simply delete what is out of date and your account will be current.

**Q:** Can VMail be used with all browsers?

**A:** VMail is compatible with the following browsers

**For Windows XP:** Firefox 1.x or better and IE 6 or better

**For Mac OS X:** Firefox 1.5 or better

**Q:** How do I add BCC (Blind Carbon Copy) when sending a message in VMail?

**A:** When composing a new message, click the Options menu above the TO field and select "Show BCC Field". This will display the BCC field in your new message and remain visible in all emails you send until you log off. You will have to select this option again the next time you log on and want to send a message with a BCC. A request has been placed with Zimbra to make this a permanent option instead of a per-session option.

**Q:** How long will Squirrel Mail remain active?

**A:** Squirrel Mail will remain available until the end of September. You can continue to logon at <http://squirrel.vassar.edu> if you find you need to retrieve information.

**Please Note:** Any changes to your options or other configuring of your VMail may not take effect until your next login. If you want to see if your changes have taken affect, click the log out link and log back in again.